



# THE JOURNEY OUT OF HOMELESSNESS SWANSEA

A photograph of a cobblestone street in an urban area. The street is paved with irregular, grey cobblestones. On the left, there are brick buildings, some with dark awnings. On the right, there are more brick buildings, some with multiple windows. The sky is clear and bright, suggesting a sunny day. A few cars are visible in the distance on the street.

## OUR MISSION

### 1. GETTING PEOPLE OFF THE STREETS

Our **Rough Sleepers Intervention Teams (RSIT)** continue to help the most vulnerable and chaotic homeless people on our streets by providing outreach in the form of hot food, advice, referrals and pathways out of homelessness.

### 2. KEEPING PEOPLE OFF THE STREETS

Our accommodation and support consists of residential projects in which we temporarily support people in accommodation that we also manage. These include direct access hostels, emergency night shelters and accommodation for people with specific issues such as substance misuse or mental health issues.

### 3. CREATING OPPORTUNITIES FOR PEOPLE

Our learning and employment projects are a range of services to encourage the people we support to use their current skills or gain new ones in order to get back into volunteering, education or employment. We provide training courses, volunteering opportunities and practical workshops to support people to become work-ready.



Currently, we have  
more than **100**  
projects and work in  
**20** of the **22** local  
authorities in Wales

We helped more than  
**6,800** people in 2023.



# Poverty and the cost of living



1 in 4 Welsh households are reducing or skipping meals

13% of Welsh households are in arrears on at least one bill

More than half of disabled people went without heating their home for 3 months

11% of Welsh households are concerned about losing their home in the next few months

# Direct challenges

- Cost of living crisis
- Shortage of suitable accommodation
- Temporary accommodation crisis
- Potential change of government this year
- Increasing need for mental health support
- The contact with people using drug and alcohol treatment is on the rise
- NRPF numbers increasing
- HSG funding - real time cuts to services
- Income generation is a harder ask, becoming harder
- Legislation and policy still needs changing
- Renting Homes Wales Act
- The Private Rented Sector shortage
- Exempt accommodation issues
- Public perception of homelessness



# Assertive Outreach

## RSIT – ROUGH SLEEPER INTERVENTION TEAM

- Early morning - traditionally called “the breakfast run”
- Called Assertive Outreach because it tries to find solutions to:
- Physical and mental Health, housing, welfare, substance use.
- Street fleet van across the city from 6.30am
- Once someone is identified as homeless and owed a duty, they could be referred to a hostel.
- Ebed / chalet





# DINAS FECHAN & St LEONARDS

Dinas Fechan – direct access hostel - 17 bed

Referral routes via RSIT, prison leavers, B&B, TAP.

24-hour support

Takes the most complex and chaotic people experiencing homelessness.

Aim is to address people's immediate needs and preparing them to move on



St Leonards

14 bed all male hostel

A step down from Dinas Fechan

Still trying to address someone's immediate situation

Residents are supported to gain independent living skills



# TY TOM JONES



Ty Tom Jones opened in May 2020 during covid as a response to the urgent need for accommodation during the pandemic.

It was in partnership with Swansea council, Pobl and initially Goleudy.

Set up as a Rapid Rehousing hostel

Initially it had the highest move on rates across all city hostels.

Expanded to 24 beds.

Support includes:

- Access to medical care
- Harm reduction support for those addressing substance use issues
- Counselling to address any underlying issues. ACE's Trauma informed.
- Budgeting advice and knowledge sharing
- Support to help with their mental health and wellbeing
- Advice to help with their physical health and wellbeing

## SHORELINE



Long term accommodation for alcohol dependant residents  
Traditionally - street drinkers – changed to poly use  
Considered home for life.  
Model that might be considered niche but actually works  
long term support which may include end of life care

include controlled drinking, reduced drinking or stopping drinking – but the project is also designed to support those for whom this is not an option, either in the long or short term.

Staff at the project also assist residents in addressing their individual support needs.



## GORWELION

13 bed abstinence project across 2 sites

Gorwelion helps residents gain the knowledge and skills to live substance-free and independently in sustainable, suitable accommodation.

24 hour support

Often crisis intervention with relapse.

Lots of partnership working

Community De-tox bed



## MEET ALAN

# CROSS BORDERS WOMEN'S PROJECT

- Offers accommodation and support to women at risk of homelessness
- 24 hour support
- Specific project that supports women who have experienced domestic violence, substance use as well as other complex issues.
- Located out of the city.
- Has 3 separate flats and a core house.
- Referrals come via criminal justice, women's pathfinder and TAP.

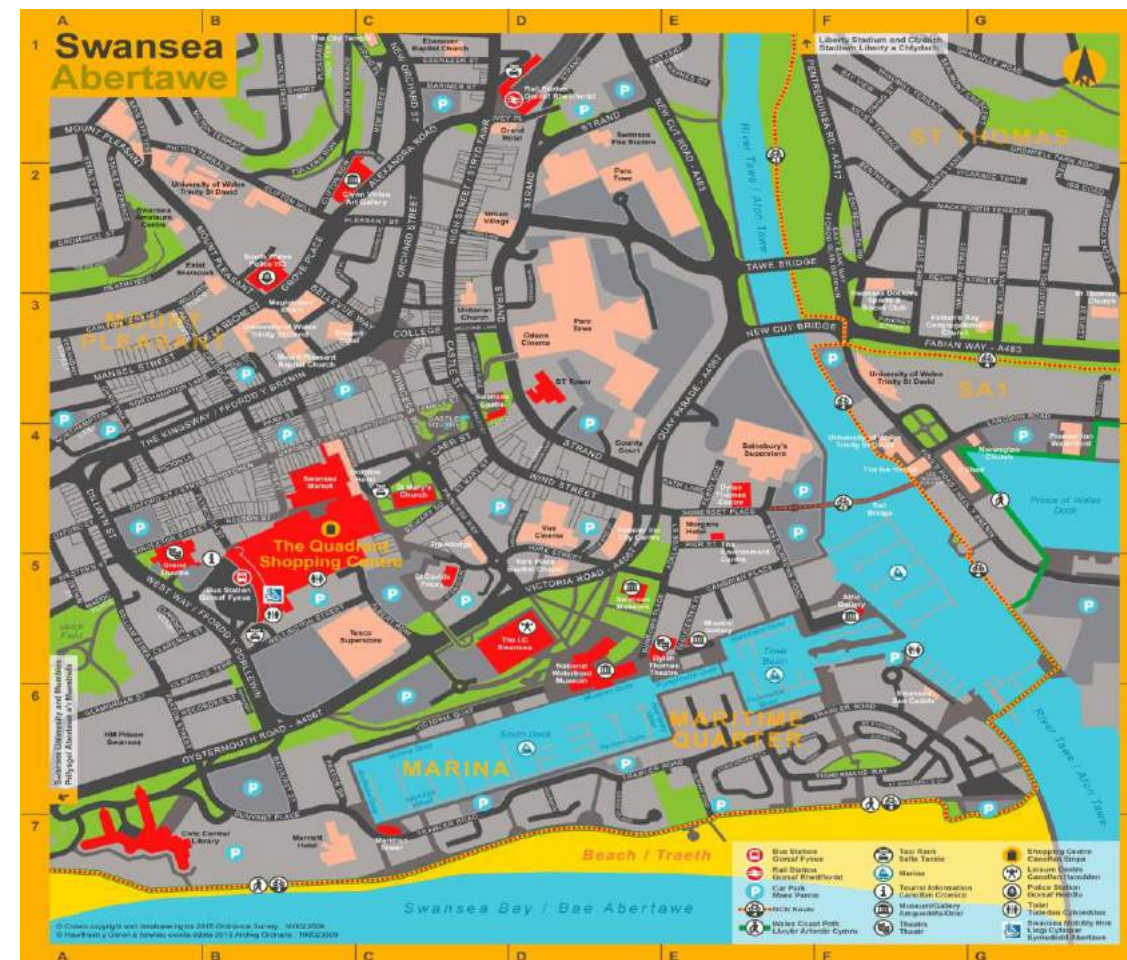
Women's accommodation pathway blueprint project. - HMPPS



# ABBA

## ALTERNATIVE TO BED & BREAKFAST ACCOMMODATION

- In partnership with the Local Authority.
- ABBA manages 46 properties across the city
- Supports individuals and families, up to 6 months temporary accommodation.
- A mixture of council and RSL owned properties.
- Support is around:  
Housing management,  
Tenancy sustainment  
Identifying more permanent accommodation.
- A small team of staff and a caretaker / cleaner role attached





# HOUSING FIRST

The aim of Housing First is to successfully support people with repeated histories of homelessness, who experience multiple disadvantages, into independent and stable accommodation, through the provision of intensive wrap-around and trauma informed support.

Housing First is based on a set of Principles.

- Housing is a human right
- Flexible support is provided for as long as is needed
- Housing is not conditional on support or treatment
- Individuals have choice and control
- An active and assertive engagement approach is used
- People are supported to identify their strengths, goals and aspirations
- A harm reduction approach is used

## Housing First Swansea

- We launched our Housing First service in October 2019
- We can support 25 people under Housing First.
- We work in partnership with Kaleidoscope to offer a harm reduction approach and have six fast prescribing places available.
- We work closely with our Housing Options team to identify suitable housing allocations in the area a person as chosen.
- We work closely with many agencies in Swansea, such as Criminal Justice, Substance Use and Health offering that wrap around support that our clients require



## RAPID REHOUSING

We launched our Rapid Rehousing project in September 2020 in direct response to the impact that Covid was having on our temporary accommodation in Swansea.

We worked alongside our Local authority and four other partner agencies developing a strategy to support people being placed into temporary accommodation such B&B.

Rapid Rehousing support is aimed at helping people who are in temporary accommodation plan and prepare for more permanent accommodation.





- We currently work with up to 48 clients
- We offer weekly drop-in sessions at one of the B&B's used for temporary accommodation
- Rapid workers will support clients to communicate with their Housing Options caseworkers
- Rapid will support clients to attend Viewings of properties and will be on hand to support with tenancy sign ups.
- Rapid workers will access grants to assist with setting up a new home and support the client to set up all their new utilities and Housing costs.
- Rapid workers can also support you to address any additional support needs such as Substance use , health or Welfare benefits.
- When support is coming to an end, clients are offered a tenancy support referral – PAWS Prevention and Wellbeing Service.

# PRIVATE RENTED SECTOR - SWANSEA

- Swansea PRS Team provides flexible and responsive short-term support for tenants living in PRS accommodation, including pre-tenancy and resettlement support.
- We provide a guarantee bond certificate in lieu of a cash bond, to help people on benefits or a low income access private rented accommodation.
- Swansea Bond Board assists homeless and vulnerably housed people to access private rented accommodation.
- They have become the go-to team in Swansea for PRS information.



# HOW WE COMPLIMENT SERVICES WITH SERVICE INNOVATION

- Reflections network
- 360 project
- Welfare vehicles
- BOSS
- Steps to progress (12 week skills programme – pre-employment)
- Asset coach
- Creative arts / engagement
- Hardship / client progression funds
- Dedicated PIE therapeutic dept



Thank you  
Any questions?