

ANNUAL REPORT

2017/18



Digartref

Supporting People – Improving Lives

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Chief Executive's Report

Welcome to Digartref Cyf's 2017/18 Annual report. The report provides an overview of the vital work the homeless charity has undertaken over this 12 month period.

Although the year overall has been a positive one it has not been without periods of uncertainty. In November 2017 for instance, we had to submit a tender to Supporting People for services the charity had been delivering on Anglesey for many years. This put the charity's very existence at high risk and was a difficult time for our staff in particular. I am glad to report that Digartref were successful in this tendering exercise and although the level of Supporting People grant awarded has been reduced in comparison to previous years, I still believe this gives us much to celebrate and be thankful for, ensuring the continued delivery of housing related support services for young people aged 16 to 25.

An issue that became more apparent to me this year is that Digartref is strongly identified as being a homeless charity for the younger age group. I would like to take this opportunity to highlight that this is not the case. Over the last 12 months, over 80 people accessing Digartref's non Supporting People funded services were in the older age group, with the oldest person being 70 plus years old. The majority of this group sit in the 30 to 45 age group, with the main cause of homelessness being relationship breakdown.

Of concern to the charity is the reported rise in rough sleeping in Anglesey. From April 2017 to March 2018, we recorded 30 individuals as rough sleeping. From April 2018 to August 2018, there has already been 36 people accessing the Lighthouse Day Centre who reported having to sleep rough.

Those of us who provide services for homeless people have a clear understanding of the contributing factors which include:

- Cuts in housing benefit and welfare reform reduce the options for people when it comes to securing housing
- The Local Housing Allowance is inadequate and doesn't meet the rental charges in the private rented sector in particular
- A shortage of social/affordable housing
- A lack of one bedroom properties
- Increasing rental charges in the private sector on the Island
- Private landlords unwilling to accept those on benefits

Even if you don't work in the homelessness sector you are bound to have been aware of the very visible rise in street homelessness in some of our major cities and towns in particular.

As the Supporting People Programme Grant in Wales look set to become a permanent part of a wider Flexible Funding pot in Wales, the grant is at risk of losing its ring fenced protection. Joining organisations like Cymorth Cymru, we will argue for protection of this funding stream which currently ensures that annually, over 60,000 people in housing crisis are supported to live independently. Any major changes or loss of protection to this funding stream is likely to have a devastating effect on those whose lives are threatened by homelessness and exasperate an already growing crisis.

Over the next 6 months, Digartref will be finalising its Strategic Business Plan, we will be consulting with key stakeholders including our service users and funders.



We will consider homelessness trends, funding options and gaps in service delivery and will aim to address some of the local factors across the homelessness agenda including the upward trend in rough sleeping.

Finally, I would like to thank all our staff, volunteers and trustees, for their dedication and hard work. There are many challenges ahead but there are also opportunities. We will continue to deliver front line services to some of the most vulnerable people in our community and also look to develop new and innovative projects. I look forward to another positive year ahead.

Wendy Hughes

Treasurers's Report

The attached Balance Sheet shows that the Charity's net assets increased from £730759 to £851620 during the year, reflecting continued good financial performance and a reduction in the pension scheme deficit from £194000 to £164000. Financial control procedures worked well, and continue to be improved.

Overall, income remained consistent with the previous year, but some running costs did increase, resulting in a reduced, but still healthy, surplus for the year. This will be difficult to sustain given the 11% drop in the Supporting People Programme grant this year, and also recent increases in wages and salaries which the Board considered appropriate, but the Charity remains confident that it has the people, experience, and financial resources to continue its operations profitably, to finance its capital expenditure plans, and to seek new non-core sources of funding into the future.

DIGARTREF CYF

BALANCE SHEET AS AT 31 MARCH 2018

2017		Note	
	FIXED ASSETS		
£ 565,253.00	Tangible Assets	5	£ 531,866.00
	CURRENT ASSETS		
£ 485,271.00	Cash at Bank and in Hand		£ 557,176.00
£ 36,342.00	Debtors and Prepayments		£ 43,695.00
£ 521,613.00			£ 600,871.00
	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
£ 22,101.00	Sundry Creditors		£ 20,839.00
£ 19,145.00	Accruals and Deferred Income	6	£ 27,399.00
£ 41,246.00			£ 48,238.00
£ 480,367.00	NET CURRENT ASSETS		£ 552,633.00
£ 1,045,620.00			£ 1,084,499.00
	PROVISIONS FOR LIABILITIES AND CHARGES		
£ 194,000.00		4	£ 164,000.00
£ 851,620.00			£ 920,499.00
£ 463,185.00	UNRESTRICTED INCOME FUNDS	8	£ 550,508.00
£ 388,435.00	RESTRICTED INCOME FUND	8	£ 369,991.00
£ 851,620.00			£ 920,499.00



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



STATISTICS 2017-18

REFERRALS OR
PRESENTED FOR A
SERVICE
EXCLUDING MEDIATION

375

RECEIVED A
SERVICE
EXCLUDING MEDIATION

230

SUCCESSFUL
MOVE-ON TO
SOCIAL HOUSING

65

SUCCESSFUL
MOVE-ON TO
PRIVATE HOUSING

51

GENDER

FEMALE

150

MALE

173

AGE AT REFERRAL

16-18

147

19-24

155

25-35

23

36-45

23

46-55

15

56+

11

UNKNOWN

1

WHERE REFERRAL OR PRESENTATION CAME FROM

INTERNAL

95

SELF

108

HOUSING
OPTIONS

77

SOCIAL
SERVICES

37

YOUTH JUSTICE
SYSTEM

13

OTHER

45

LIGHTHOUSE DAY CENTRE

30

NUMBER REPORTED AS
ROUGH SLEEPING

14

NUMBER IN B&BS

10

NUMBER REPORTED AS
SOFA SURFING

VOLUNTEERS
RECRUITED

21

LEARN 4 LIFE

131

ACCREDITED
CERTIFICATES
AWARDED

96

NON-ACCREDITED
CERTIFICATES
AWARDED

MEDIATION

Individuals who accessed
the service

73

Family Led Intervention
Programmes delivered

8

SUPPORTED HOUSING

Coasteering The residents had a meeting to choose what activity they would like, they decided that they would like to go coasteering. 7 residents from the project enjoyed a great day out with 'Anglesey Adventures', the day involved walking along the sea line at Porthdafarch Beach and jumping off rocks. Residents chose this to help them improve team building, confidence with heights and fears. Residents had a great day as none of them had done coasteering in the past, they finished the day off with a picnic at Porthdafarch beach.



Albert Owen visit

Residents attended a workshop in the project lounge to discuss political engagement and involvement with Albert Owen, residents discussed local matters around Holyhead and Anglesey followed by a Q+A session at the end, where the residents explained that they would like to see a change in the area.



Bowling at RAF Valley

7 residents from the project attended a free bowling session at RAF Valley as an early Christmas present. The residents arranged two teams with a staff member in each team, Lane 1 Team Mel vs Lane 2 Team Michelle.

Team Michelle won both games with an advantage of an extra player.



Garden Project The staff and residents of our Holyhead Supported Housing Project started a Gardening Project in January 2018, the ladies from the Siroptomist Group were on hand to help the residents in clearing weeds and guiding them on the care of the garden. Over the next few weeks the raised beds were built, the staff and residents worked together to fit lining and fill the beds with soil that was donated by the community. Residents have planted various fruits and vegetables, they have been monitoring their growth and regularly watering and caring for them. So far peas, potatoes, runner beans, spring onions, broccoli and cauliflowers have been successfully harvested, with plenty more growing. The residents won a £50 voucher in a Gardening Competition run by Grwp Cynefin, which will be used towards the project.



Digartref Dynamo

The Digartref Dynamo team, set up by the Llangefni Supported Housing Project and attended by young people from across Digartref's projects, have competed in the Street Football Wales tournaments and have brought home the trophy twice.

This has involved taking part in various football competitions and training sessions.

The Dynamo team were recently successful in applying to Anglesey Councils Community Chest fund, and were awarded £1,500 for new kit. The young people involved both designed and chose the kit, demonstrating good planning and team focus.



This fantastic project began in May 2017, when a group of 7 young people from the Llangefni Supported Housing Project rose to the Alfie's Army challenge - set by the famous International Rugby Legend Gareth 'Alfie' Thomas. Following their successful

ALFIE'S ARMY



application, the hard work and training commenced. This was going to involve a full four months of training and lifestyle changes which include cutting down on cigarettes and energy drinks, and looking at our eating habits and sleeping patterns.

A real tough challenge!



Mission 1

Cardiff, 2 mile run around Bute Park.

Mission 2

Penrhyn Castle, 5K run. At this point, Alfie himself visited us all at the Llangefni Supported Housing Project.

Mission 3

Bootcamp! The most challenging mission yet - a weekend of military style boot camp and Tough Mudder half course. The young people smashed it, despite being taken out of their comfort zones, they worked as a team and achieved what they thought was impossible!

Mission 4

10K race, with around 100 other Army members, in Cardiff City. Bradley completed the 6.26 mile run first out of the 100, with an impressive record of 46 minutes. Every one of us made it over the finish line. The run up and race day was broadcast on BBC1. Bradley was also interviewed by BBC Radio Wales and was interviewed by Jason Mohammed live on BBC 1 just before the race. We also got to meet James Baulch who represented Wales at the Commonwealth Games.

Mission 5

After 16 weeks of training and lifestyle changes, the ultimate challenge - a 13.1 mile marathon around Cardiff, alongside 25,000 other runners. Alfie was there to make sure each and every one of his recruits made it over the line and achieved what they set out to do. A big sense of achievement, and a medal.



Outcomes of Alfie's Army.....

- Bradley has now signed up to do the Penllyn Ultra Marathon this summer and has found something that he really enjoys which is running.
- Alfie and the crew decided to treat all of the young people who took part to a day out at Zip World Caverns.



- This challenge has helped us realise that diet, sleep, socialising and exercise really does impact our lives.
- Two of the group continue to run and have joined the Cybi Striders.



EAT



SLEEP



EXERCISE

INDIVIDUAL BUDGETS

We have seen young people and families really benefit from the Individual Budgets (I.B.), which are often used to fund flooring as this is one of the biggest costs for someone who is moving into a new property. For people in receipt of benefits this can be impossible. Discretionary Assistance Funds very rarely fund carpets or flooring so having I.B is invaluable for them.

Other items such as storage boxes have been bought to help someone keep their belongings organised and tidy, also household items in order to make their house a home. Birth certificates have been paid for to help young people get ID, this helps to open bank accounts, look for work and claim benefits.



Floating Support

Paediatric First Aid

One of the families who were receiving support from this project took up the chance to attend a Paediatric First Aid Course.

The course took place at the Holyhead Enterprise Centre in September 2017.

Each family member engaged well and said they learnt a lot. They were grateful for the opportunity to attend this course and were very happy when they received their certificates. Smiles all round!



Easter Event

This year we arranged an Easter event at the Enterprise Centre for young people and families accessing the Floating support services. There was an Easter Egg hunt, and the Bunny even hid eggs at the fire station over the road!

We had a lot of fun searching for the eggs!

We also had an Easter Buffet and different Craft activities.

Everybody enjoyed the day!



HOMELESS PREVENTION TEAM

Advice and Resettlement

The Resettlement and Advice work is a flexible, outreach Service for those aged 16+ affected by Homelessness. The service is geared to service user needs through one to one contact and joint working with other relevant agencies to support the individual to identify a clear pathway to prevent and reduce further risks of homelessness.

Resettlement and advice work is accessible to a wide range of people in varying circumstance's, people who have had an eviction notice for example, or those needing support to maintain a tenancy, prison leavers. The provision covers Anglesey and into Gwynedd.

The Resettlement service provides on-going advice, sign posting and support to service users encouraging them to access other services to meet their needs and reduce the risk of homelessness; such as applying for supported housing, accessing private let properties, mental health and/or substance misuse services, welfare benefit advice, mediation etc.



Community Voice



In the summer of 2017 members of Community Voice were invited to work with Bangor University on a project raising awareness about the issues surrounding youth homelessness. The group met regularly to discuss the issues that they felt were most important and to propose and research solutions that they felt would help young people like themselves that had experienced homelessness.

In September 2017 nine of the young people travelled to Cardiff to present their ideas to AMs in the National Assembly. The presentation was followed by a lively debate and an opportunity for the group to discuss their proposals directly with members of the Welsh Assembly.

Anglesey AM Rhun ap Iwerth said *"It was great to be able to welcome young people from Anglesey to the National Assembly today. We discussed a number of issues, from social housing to the Supporting People programme, and I would like to thank them for sharing their experiences and ideas with us."*

This project was funded with the help of an ESRC impact acceleration grant through Bangor University.



We believe that no young person should sleep rough or have to spend the night in an unsafe place.

Nightstop is a unique project where volunteer hosts provide a safe, welcoming place in their home for young people in crisis.

Our team of hosts provide emergency overnight accommodation for 1-3 nights for young homeless people aged 16-25 years.

Nightstop UK is a network of 30 accredited Nightstop services throughout the UK.

Lighthouse Day Centre

The Lighthouse is a drop in Day Centre for those aged 18 upwards who are sleeping rough, homeless, threatened with homelessness or in housing difficulty.

The service is open 7 days per week throughout the year and although referrals can be taken for the service, this is not a requirement as people can simply drop in.

Providing advice and support in Welfare benefits , Signposting to specialist support, Homelessness assessment, Accessing accommodation, Ongoing support.

Whats available at the Day Centre?

Food and refreshments, Laundry and shower facilities, Access to I.T, Resettlement advice.

Mediation

Mediation is a way of resolving disputes between family members, tenants and landlords and between neighbours. It involves an impartial third person working equally with both sides, giving them a chance to talk things through to a solution both can agree on. Mediation is a voluntary process, nobody can be made to take part. It is also a very private process. Mediation has been shown to be effective for a wide range of disputes.

Digartref has been delivering a Mediation service since 2007, working with families and individuals who wish to resolve conflict and find positive solutions to the challenges they face across Anglesey and Gwynedd.

With their support we offer two projects;

A Mediation service for those who are homeless, at threat of being homeless, or in housing difficulty. This includes; landlord disputes, neighbour disputes and relationship breakdowns. Mediators are trained, qualified and experienced. Mediation is confidential, informal, and allows individuals to decide what happens next.

A Family Led Intervention Programme funded by Children In Need. Working with parents/guardians and young people aged 10 to 18 years who are experiencing relationship difficulties. Our services include; Family Mediation, Parenting Programmes, Therapeutic Interventions.

Meet LJ—Mediation Worker

LJ was a stay at home mum when she arrived on Anglesey in 2016. She Volunteered at the Lighthouse Day Centre from January 2017 whilst attending a counselling course and followed it up with a Level 3.

LJ started her role as a Mediation Worker in January 2018, she attended a week long Mediation Course in February 2018, a 3 day Children's Seasons4Growth Course in August 2018 and a 2 day Adults Seasons4Growth Course in September 2018. This training has enabled LJ to run Escape, Parallel Lines and Season4Growth groups with individuals and families who wish to resolve conflict and find positive solutions to the challenges they face across Anglesey and Gwynedd.



Learn4Life

The Learn4Life project aims to assist and support people aged 16 upwards who would like to increase their employment, training or educational opportunities by delivering a range of related programmes, accessing specific pots of funding and supporting volunteering. Digartref receives funding to further enhance the prospects of people by offering advice in securing vocational training/part-time education.



Inspire is an Agored Cymru Accredited programme for people aged 16 upwards. The programme provides not only employability skills, but also independent living skills to increase the chances of those engaging in maintaining a tenancy and therefore reduce the risk of future homelessness. One major aim is to assist people in gaining recognised qualifications (Agored Cymru certificates, comparable to GCSE's or NVQ's).

Core subjects delivered include: Tenancy Skills, Basic Employability Skills and Personal Development. The programme also consists of sessions delivered by external agencies. Inspire acts as a stepping stone into employment, further training or volunteering.



The Learn4Life project also provides one to one support to people experiencing homelessness or at risk of homelessness. This input is designed to increase opportunities and offer support to access training, education, volunteering or employment therefore reducing homelessness by providing necessary skills to maintain independence.

Also some individuals may access one to one support for completing Agored units with the Learn4Life worker as support is geared to individual need. The Agored units cover a range of subjects linked to tenancy and independent living skills, well-being, preparation for work and also practical and outdoor skills.



In November 2017 the Community Voice project successfully applied for a grant of £75,000 over 3 years from Comic Relief as part of the UK wide #iWill project.

The aim of the #iWill project is to encourage and support young people to make changes in their communities by getting involved in social action projects. This grant will enable young people at Digartref to continue a lot of the good work that they have been doing with Community Voice including the Service User Homeless Prevention Forum plus a lot of exciting new projects!

The first priority for #iWillMôn is to produce a short film to challenge the stigmas surrounding youth homelessness. #iWill members will be working together to produce this film with the aim of showing the positive side of living in Supported Accommodation projects and telling the stories of some of the residents.

