

# Digartref Cyf

**AGM Report  
2015 - 2016**

*Supporting People – Improving Lives  
Since 1998*



01407 761653



[enquiries@digartref.co.uk](mailto:enquiries@digartref.co.uk)



[www.digartref.co.uk](http://www.digartref.co.uk)



# Chief Executive Report



It gives me great pleasure to introduce this year's Annual Report as we are not only celebrating the achievements of the last 12 months but of particular importance, the charity celebrates its 18<sup>th</sup> birthday in 2016.

Digartref was established and registered as a charity in 1998, with an overall aim of delivering effective services for young people aged 16 to 25 on the Isle of Anglesey, who are homeless, at risk of becoming so or are in need of support to sustain their accommodation.

The charity formed following a group of volunteers and local bodies being concerned enough about youth homelessness to do something about it. Over the past 18 years, the charity has steadily expanded the range of homeless prevention service it provides, including assistance to those over 25 years of age.

The delivery of the charity's services began in Holyhead, as the town was identified as having the largest numbers of young people presenting as homeless at that time and it was therefore appropriate to develop a service where the need was greatest. In the early days, the only resource available was a 2-bedroom property from which a housing service for homeless young people was set up, Small Beginnings, and this is where the journey for the charity began. Since then the range of services the charity provides has steadily grown and include:

## Supported Housing Services

- 2 x 24 hour staffed supported housing projects, in Llangefni and Holyhead, providing a total of 20 units of temporary accommodation for homeless young people aged 16 to 24
- 6 x self-contained properties with support across the island for homeless young people aged 16 to 24 including young parent and their children
- 2 x floating support services, for up to 18 young people who live in their own accommodation across the island but are at risk of losing their home.

## Homeless Prevention Services

- A Day Centre (The Lighthouse in Holyhead) for those experiencing homelessness aged 18 upwards
- Mediation and FLIP
- Resettlement and advice services
- Nightstop
- Learn4Life - an accredited learning programme
- Community work including Community Voice

In continuing to address homelessness, the charity aims to expand Nightstop and the resettlement services into Gwynedd, having already undertaken a number of actions in achieving this goal.

From the initial days of employing a handful of staff and relying heavily on a small team of volunteers, Digartref now employ over 40 experienced and highly committed staff members. Additionally, the charity is also extremely fortunate to have the support of 20 wonderful volunteers who give freely of their time as Trustees, in helping in the running of the day centre, through supporting the delivery of the Learn4Life programme or by offering emergency accommodation and support to young people under the Nightstop scheme.

The content of this annual report will unfortunately highlight the number of people affected by homelessness and who accessed the services of the charity during 2015/16. This is not a situation we want to see. However, it is highly unlikely that there will be a fall in demand for these services; in fact, the need is rising and there has been an increase in the number of complex cases coming forward. It is therefore highly important that the charity continues to deliver the much needed services and is also able to effectively adapt and grow, responding to a range of related factors.

As the Chief Executive, I strongly believe the charity and those involved in the fantastic work it does have a lot to be proud of. The positive impact made on the lives of those affected by homelessness is worthy of celebration.

In the year ahead, we aim to mark the charity's 18<sup>th</sup> birthday by engaging service users, staff, volunteers and key stakeholders in a number of celebrations including a major fundraising event that will require the support of key individuals and organisations we work with. We hope you can join us in making 2016 a year to remember.

Wendy Hughes  
Chief Executive

## Mission Statement

***“To alleviate homelessness and the related effects on individuals, families and our communities”***

### Our Values

To work in an open and inclusive way and be accountable

To promote equality and diversity

To ensure quality of service

To be efficient and effective

To respect, support and empower those we work with

To value, support and invest in our staff and volunteers

To work towards meeting the needs of our communities and develop and maintain professional working partnerships

**Our Aim is:** *The prevention of homelessness and the reduction of its impact on local communities.*

***Our aim will be achieved through the following objectives:***

### Our Objectives

Through the development of homeless prevention programmes

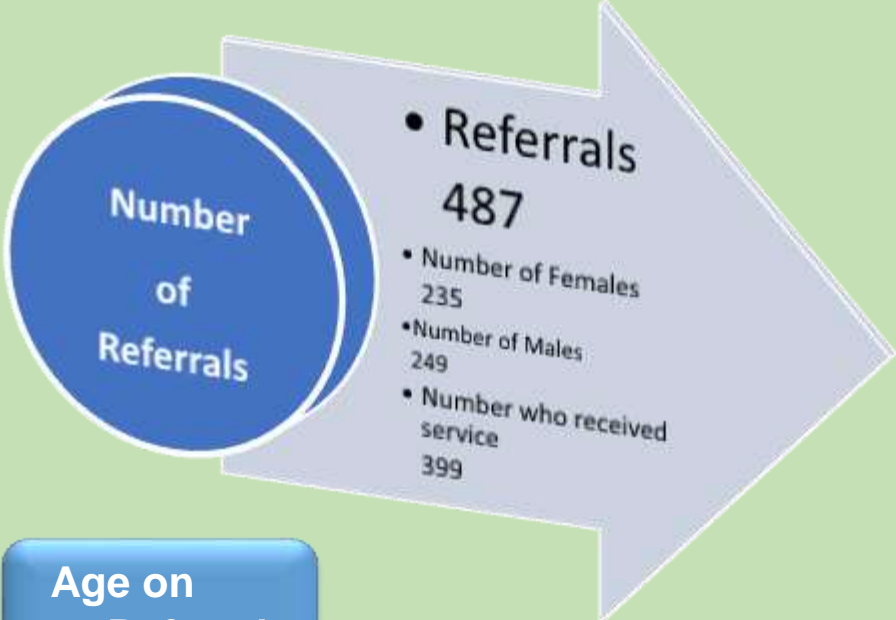
Through the delivery of tenancy related support services and the provision of safe and secure temporary accommodation

Through the delivery of a resettlement service including the provision of advice and information

Through the delivery of mediation, parenting, education and training programmes

Plwydi  
Llywodraeth Cymru  
Welsh Government  
Programme

# Statistics 2015-16



Number of new volunteers recruited  
8

Managed move-on and transitions  
42

## Referring Agencies



Certificates of Accreditation Awarded  
132

Number of Activities Organised  
42

Number of Participants taking part in activities  
212



# Volunteering

Digartref have 24 volunteers in a variety of roles, all of which are vital to the prevention of homelessness services. Our volunteers have many diverse roles; Board members with a strategic role, Day Centre volunteers serving hot meals and lending a friendly and compassionate ear, Learn4Life volunteers providing assistance with our education programme, Friends of Digartref volunteers fundraising and raising awareness, and our volunteer Nightstop hosts offering emergency accommodation to young people between 16 and 25 in a moment of crisis.

We are extremely grateful to, and proud of our volunteers who give their time and commitment in helping us to deliver our homeless prevention services.

Here is a photo of some of our Day Centre volunteers receiving their certificates at the Medrwn Môn event during volunteer's week.



## Nightstop Volunteers

Nightstop provides a bed for the night for young people aged between 16 and 25 who need it in a moment of crisis. It prevents young people from sleeping rough, "sofa surfing", or staying in unsuitable accommodation where they would be at risk of abuse. The use of spare rooms in a positive environment makes a huge difference to young people in crisis.

Gail is one of our volunteer hosts on the Nightstop service, along with her husband, Gordon.

### Here is Gail's perspective:

*'I have been a volunteer Nightstop host for five years. I first heard about the service on a Children in Need programme and decided I wanted to help. I was lucky enough to have had both parents to support me as well as an extended family, unlike a lot of other young people.'*

*I have to say that I love it! I do it for myself really.*

*I suppose some people would be worried about having a stranger in their house. The reality is that these are just young people who are more nervous than me. Usually, they are whizzed in and out and I haven't had any problems. Most of them are naturally quite tired so they have a shower after dinner and go to bed.*

*All of the young people I have hosted are different. I haven't experienced any behaviour issues or any aggression. Being such a young age this must be terrifying for them so I am happy to help when they need it.*

### Some of the young people's experiences of Nightstop:

*"I felt nervous using Nightstop for the first time, but after my first night I felt better and felt I was being listened to and supported by the host."*

*"My favourite part of Nightstop was having somewhere safe to sleep, and my least favourite part of Nightstop was staying with strangers"*

*"I don't know what I would have done without Nightstop. I would have had to return home, where I felt unsafe. Thank you"*



# Our Services

## **Supported Accommodation**

(For young people aged 16-24)

This project offers quality accommodation & individual support for homeless individuals or those threatened with homelessness, to enable you to gain the life skills required to move on with your life.

**In an emergency and for more information, please call (01407) 765557**

## **Learn4Life**

The overall aim is to move people on into employment, education or training, as well as providing the skills to maintain their own tenancy.

**For more information call (01407) 761653**

## **FLIP- Family Led Intervention Service**

Funded by Children in Need this project offers;

- Family Mediation- supporting families in conflict to overcome their difficulties
- ESCAPE/PARALLEL Lines - communication course for parents and young adults
- Season's For Growth - for young people affected by Loss due to separation or death

The project is open to referrals from individuals or supporting agencies

**For further information please contact Alison Capstick or Rhian Price on 01407 761653 or email [enquiries@digartref.co.uk](mailto:enquiries@digartref.co.uk)**

## **The Lighthouse Day Centre**

William Street, Holyhead LL65 1RN

A free and confidential 7 day drop in service for people who are homeless or vulnerable to becoming homeless. A warm and friendly place to receive: hot food and refreshments, shower and washing facilities, support with benefit applications, debt and housing advice and signposting to other support agencies.

**For more information call (01407) 769995**

## **Mediation**

(For young people aged 16-25)

A free, confidential and non-judgemental service which supports families to rebuild relationships and find practical solutions to their problems together.

**For more information call (01407) 761653, Monday to Friday 9am - 4.30pm**

## **Resettlement Service**

The resettlement service supports and assists Homeless people with emergency accommodation, housing applications, housing search, welfare benefits and other practical housing and homeless requirements.

The project is open to referrals from individuals or supporting agencies.

**For further information please contact Nia Hughes on 01407 761653 or email [enquiries@digartref.co.uk](mailto:enquiries@digartref.co.uk)**

## **Nightstop Emergency Accommodation**

(For young people aged 16-25)

Safe and friendly accommodation for 1-3 nights in the homes of a trained volunteer. Own room, travel, evening meal and breakfast included.

**Call 07760762131 or (01407) 761653, Monday to Friday between 9am - 5pm**

## **Tenancy Support**

(For young people aged 16-24)

If you are a single person aged 16-25, support is available to help you maintain your tenancy and live successfully in your community.

**For more information call (01407) 761653**

# Mediation Service

Digartref has been delivering a Mediation service on Ynys Mon since 2007, working with families and individuals who wish to resolve conflict and find positive solutions to the challenges they face. We are funded by The Welsh Government Section 180 Grant for the prevention of homelessness and Children In Need. With their support we offer two projects;

- A Mediation service for those who are homeless, at threat of being homeless, or in housing difficulty including landlords and neighbours
- FLIP - Family Led Intervention Project funded by Children In Need which aims to work with parents and young people aged between 10 to 18 years of age who are experiencing difficulties with their relationships with others, or the relationship with parents or carers is at risk of breaking down.

## ***These projects deliver:***

- Mediation between parents and young people
- Mediation between neighbours
- Mediation between landlord and tenants
- ESCAPE – a peer led parenting support programme
- Parallel Lines – peer led young people's support programme
- Seasons for Growth – a peer led bereavement and loss programme for children and young people
- One off tailor made information and advice sessions as identified by service users such as Internet safety

Digartref employs two fully qualified mediators, although we have other qualified mediators within the company. This year Digartref has been accepted as associated members of The UK Register of Mediators. In 2015/2016 we worked on 35 mediation cases for the Section 180 funded mediation project, delivering 80 mediation sessions. We also received 45 referrals and worked with 32 families for our Children In Need Family led support and mediation service. We also delivered Parallel Lines, Escape and Seasons for Growth courses to 22 participants from across Anglesey.

## **New Developments for 2016/2017**

We are pleased to announce that Digartref has been awarded a continuation grant from Children In Need enabling us to continue the Flip- Family Led Intervention Project until April 2018.

Digartref is now taking mediation referrals from Gwynedd.

## **What is Mediation?**

Mediation is a very straightforward way of resolving disputes between Family member, 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, including those that arise from:

## **Landlord and Tenant**

- House share disagreements
- Entry for repairs

- Noise complaints
- Privacy rights
- Rent due dates / late fees
- Move out / eviction issues



## **Neighbour Disputes**

- Noise disturbance
- Shared access and communal areas
- Unsociable behaviour
- Boundaries
- Parking problems

## **Family Conflict**

- Parent and child relationship breakdown
- Step parenting
- Separating couples
- House rules
- Acceptable behaviour
- Accommodation issues

Research has shown that mediation can be successful in around 80% of cases.

Mediators are trained professionals who are qualified and experienced in helping people settle their disputes or arguments without the need for more formal action. They do not tell people what to do or give legal advice.

Reasons to choose mediation:

- Mediation is confidential
- Mediation is informal
- Mediation aims for a win/win result
- Mediation is cost effective
- Mediation lets individuals decide what happens next

Please contact Rhian Price [Rhian@digartref.co.uk](mailto:Rhian@digartref.co.uk) or Alison Capstick [Alison@digartref.co.uk](mailto:Alison@digartref.co.uk) for further information or to make a referral.



# Community Voice Project

**The Community Voice Project** is a four year funded project funded by the National Lottery and include eight portfolio members, one of which is Digartref Ltd. There are set outcomes for the project, which is managed by Medrwn Mon.

These outcomes are;

- **Outcome 1** - Empowered citizens on Anglesey influence policy and decisions about services through a robust framework of decision influencing forums, events and community based activities
- **Outcome 2** - Strong and equal partnerships become the basis of revised strategic planning frameworks and are focused on meaningful action planning
- **Outcome 3** - An enhanced culture of citizen participation and involvement exists across Anglesey
- **Outcome 4** - Anglesey citizens report improved public services, supported and reported through sustainable community voice representative structures

The purpose of the project is to increase the engagement of individuals and communities in the design and delivery of public services on Anglesey.

For Digartref, the Community Voice project enables people in the community who are homeless, threatened with homelessness or affected by homeless issues, to give regular feedback about the services available to them, and their usefulness. This includes the young people in our Supported Housing projects and the service users who access our Day Centre.



## The Voice Project revisited

After the success of the Voice project in 2013, it was decided to embark on another political education project in the run up to the Assembly elections in May 2016. The Assembly outreach department delivered two really successful workshops to give the young people a flavour of what the Assembly was about and included a mock election where they got to write their own manifestos. Following on from these workshops the Assembly election candidates were invited to come to Digartref so the young people could pose the questions that mattered to them.

The politics project culminated in a trip to the Senedd in Cardiff where service users met our AM Rhun ap Iwan and had the opportunity to learn how we can continue to be involved and get our assembly members to represent us about important local issues.

There was also an exciting opportunity to unwind after the visit with an exhilarating rib ride around Cardiff Bay.

The hope for the future is to take this a step further and actively campaign about the issues that are most important to Voice participants such as better mental health care and better public transport.





# Activities

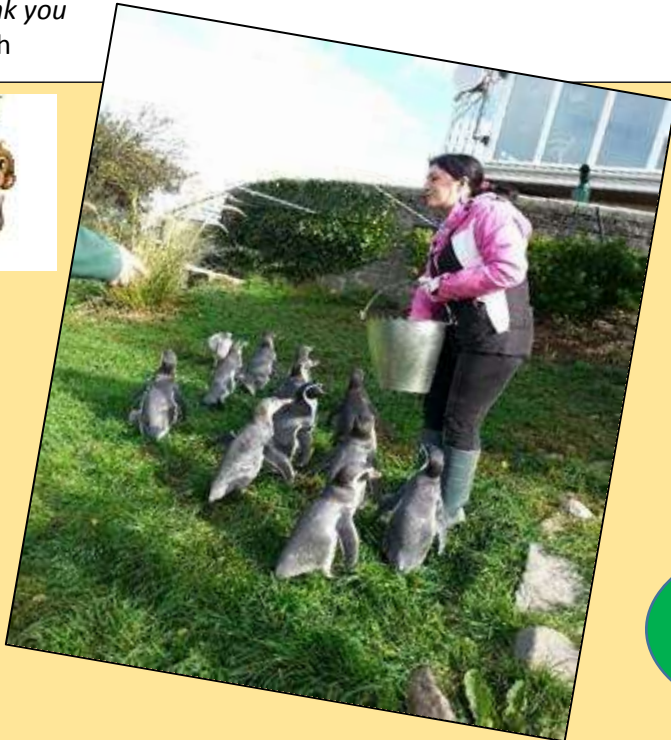


## Zoo Keeper Experience



*This was a great day. I applied for IB money to pay for the experience and it was accepted. I have applied to go on an animal care course in September and wanted to experience what it would be like to work with animals. I am hoping that this experience will impress the tutors during my interview. I had an insight into what it's like to work with animals from preparing food, learning about their requirements and behaviours and how much they smell! The best part of my day was when I got to give the chimpanzees juice, they were funny and made strange noises! I am grateful for this opportunity and I will have good memories from this day.*

Thank you  
Sarah



*I'd never been before, would definitely go again!"*



## Indoor Climbing Sessions

*'I find climbing fun and challenging at the same time. It is a good workout and I feel good after going. I wish to continue with the climbing sessions and I am looking forward to the next one.*

Steph

*'I love going climbing as it helps me forget about everything. All I have to think about is where to put my hands or feet to get me to the top'*

Izzy

## RAF Bowling Event

Thanks to the Royal Airforce in Valley, six residents of Llys Y Gwynt enjoyed an evening at the Dragon's Hanger, RAF Valley's four lane bowling alley. They enjoyed playing two competitive games, only one near miss with a bowling ball as a result of the ball being thrown the wrong way by accident!

After the games, pizzas, burgers and curries were ordered and we had a comical discussion about how bad one particular staff member was at bowling! Lauren came first, scoring 74 on the first game and 84 on the second. Well done Lauren!!



*It was like a fun family day out",*

### ***Coedlys Trip to Dublin***

All the residents from Coedlys visited Dublin City in April. The young people wrote to Stena line and got free ferry tickets (and a free cooked breakfast). Dublin Zoo were also contacted and they kindly gave Coedlys free tickets and a really lovely tour guide for the afternoon to show everyone around.

After the zoo, the young people all set off to explore Dublin city before meeting up at a proper Irish restaurant for a slap up meal.

The day was absolutely amazing and for some it was their first time out of Wales.



### ***BBC Newsnight Visit Coedlys***

During the election run up, one Coedlys resident was asked to do an interview for Newsnight. The initial interview was on the phone, and then a Newsnight reporter and cameraman visited Coedlys to film the final interview. The service user felt very proud to have been a part of this and gave honest feedback and opinions of the upcoming election and the challenges that Ynys Mon faces.

This was then aired on BBC2 24th April 2015 at 10:30pm. All residents got together to watch this on the night.



### ***CSCS Training***

7 young people attended a 2 day Health and Safety Awareness, Asbestos Awareness and Working at Heights course with trainer Ben Bamber (Maxim Training). All 7 participants gained their accreditations, with 4 of them proceeding on to pass the CITB touch screen test in order to gain their CSCS cards. This course upskilled the young people and allowed them to gain the necessary qualifications which could enable them to work in the construction industry. One young person also gained employment at a furniture warehouse through a recommendation from the trainer!

### ***Go-Karting Activity***

Those young people who attended the CSCS course were able to take part in a Go-Karting activity as a reward for their hard work over the previous 2 days. Everyone thoroughly enjoyed the activity and there was a lot of healthy competition!





# Donations

## RAF Valley Local Charity of the Year



RAF Valley nominates two charities to support each year. One is always a military charity, and the other a local one. Digartref was chosen as our local charity for 2015/2016 because it has solid roots in the Anglesey community, and a clear aim; to reduce homelessness.

Homelessness is something that can and does affect the UK ex-service population, especially those who are classed as early service leavers, and so organisations such as Digartref are very much on the front line in tackling this problem. We were therefore delighted to be able to support Digartref as our local charity 2015-2016, and hope that our efforts can make a real difference”.



Barbara Anne Hughes, Vice Chair of our Board of Trustees attended a family fun day at RAF Valley on 2<sup>nd</sup> June 2016 to receive a cheque on behalf of Digartref for £10,000. Well done to all you fundraisers, your support has been magnificent.

## Charity Golf Competition



“A Charity Golf Competition at Henllys Golf Club raised nearly £2000 for Digartref.

Held on Saturday 14<sup>th</sup> May 2016, the event was arranged by Andrew Reid, Henllys Golf Club Captain, and former General Manager of Digartref. Andrew has chosen Digartref as his nominated Charity to support during his year of office as Club Captain. The event was the

first Captain's Charity Competition to be held at Henllys, and with over 110 players competing for the Team and Individual Prizes for Men and Ladies, the event was a resounding success.

Andrew thanked Digartref Board members and staff, and Henllys golf club officials and members for their help and support, and also the various Company and individual sponsors for their kind contributions to the competition prizes (and for the auction items!) Further fund-raising events will be held at the club during the year, including donations from golfers who end up in the Captains Charity Bunkers! It is hoped that £2,500 will be raised for Digartref by the end of the Captain's year of office on 31<sup>st</sup> December 2016”.



*We are extremely grateful for all donations made to Digartref over the last 12 months, this enables the charity to provide a range of assistance and support to those requiring our services. Amongst those who donated were; local churches, RAF Valley, Janet Reid, Asda, Blackthorne Farm, Theosophical Society, Holyhead Disabled Club, Holyhead Round Table, Rhanbarth, Stroke Group, Llanddaniel Community Council, Kathleen Beavis from the Soroptomists. local schools, students of Bangor University.*

*A big thank you to everyone for their support.*

Digartref Cyf

Treasurer's Report for the year ended 31 March 2016

The attached balance sheet highlights that the company's unrestricted reserves have fallen from a total of £530,000 at 31<sup>st</sup> March 2015 to £324,000 at 31<sup>st</sup> March 2016. Restricted reserves have fallen from £411,000 at 31<sup>st</sup> March 2015 to £407,000 at 1<sup>st</sup> March 2016.

The main reason for this is the inclusion of the pension scheme deficit (£214,000 at 31 March 2016), which is required following the introduction of new Financial Reporting Standards from 1 January 2016.

Other issues impact-ng include significant reductions in the company's public-funding grants, which, while expected and planned for, is still painful. In anticipation of these cuts, the company also incurred additional restructuring costs in terms of redundancy and recruitment expenditure. In addition, whilst steps had already been taken to limit our pension scheme exposure in the future, the costs of funding the existing deficit grew.

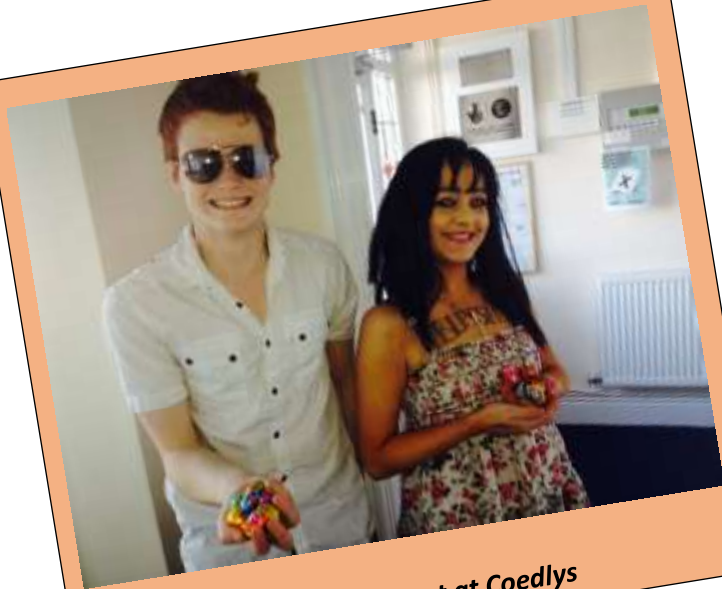
Looking forward, the company is confident that despite the continuing public-funding cuts it can operate successfully due to its reorganisation, the seeking of new sources of income, and the expansion of its range of services. The demand for its services is likely to grow, and the company's financial position is sufficiently robust to ensure that it can meet the challenges ahead.

Dafydd Ll Jones  
Treasurer

**DIGARTREF BALANCE SHEET AS AT 31 MARCH 2016**

<b><u>2015</u></b>		<b><u>Note</u></b>	
	<b><u>FIXED ASSETS</u></b>		
613340	Tangible Assets	5	592658
	<b><u>CURRENT ASSETS</u></b>		
281504	Cash at Bank and in Hand		358232
<u>97270</u>	Debtors and Prepayments		<u>27512</u>
<u>378774</u>			<u>385744</u>
	<b><u>CREDITORS : AMOUNTS DUE WITHIN ONE YEAR</u></b>		
30562	Sundry Creditors		22802
<u>20988</u>	Accruals and Deferred Income	6	<u>10841</u>
<u>51550</u>			<u>33643</u>
<u>327224</u>	<b><u>NET CURRENT ASSETS</u></b>		<u>352101</u>
940564			944759
<u>190000</u>	<b><u>PROVISIONS FOR LIABILITIES AND CHARGES</u></b>	4	<u>214000</u>
750564			730759
<u>339198</u>	<b>UNRESTRICTED INCOME FUND</b>	8	323880
<u>411366</u>	<b>RESTRICTED INCOME FUND</b>	8	<u>406879</u>
<u>£ 750564</u>			£730759





*Easter egg hunt at Coedlys*



*Scarecrow competition at the Anglesey Show*



*Horse riding experience*



*Enjoying a day out at the woodland festival*



*Healthy eating workshop*



*The young people enjoyed a day out at Cartio Mon*