

Over the past two months the Cymorth Cymru team have been gathering the views of people who use homelessness and housing-related support services across Wales.

We spoke to approximately 100 people at engagement events in Carmarthen, Rhyl and Cardiff.

And over 80 people have responded to our online survey.

Today, you will get a preview of the feedback by people who are currently living in a supported accommodation scheme on Ynys Môn.

They will talk you through the views of 150+ people and give you share their views and experiences along the way.

They will also be challenging you to consider this feedback and think about what you can to improve the commissioning and delivery of services in Wales.

Introducing our experts

★ Tom

★ Leon



Trust, respect, dignity.

“Feeling respected.”

“Non-judgemental – trust is important.”

“Trust.”

“Someone who has got your back.”

“People who’ve been through it themselves need to staff projects.”

“Respect – don’t look down on people.”

“To be treated as an individual with respect and dignity. To be listened to with empathy. To be able to have a voice.”

“Being listened to.”

“To have someone to fall back on.”

“Not judgemental.”

“Important to build a relationship with staff.”

“Consistency.”

“The one person there to count on when needed.”

“Being treated like a human – not homeless.”

“Matching support worker with client.”

“Having the same support worker – it takes time to build trust.”

“Continuity with support worker – getting on with someone and staying with them.”

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How will you make sure that staff working in your services are non-judgemental and treat people with dignity, respect, kindness and compassion?

A house and a home.

“A roof over my head.”

“Help maintaining accommodation.”

“Having a roof over my head.”

“Affordable housing.”

“Suitable housing.”

“Finding a forever home.”

“Keeping a roof over my head.”

“Stable accommodation.”

“Housing.”

“Stability for your housing.”

“Having somewhere to live.”

“Keeping home / independence.”

Finances and navigating the system.

“Support with finance.”

“Guidance and advice navigating the system.”

“Advice on benefits / bills / dealing with letters.”

“Financial advice – use of DAF.”

“Access to services to gain independence.”

“Finances.”

“Access to services.”

“Continued funding.”

“Understanding what is available from services.”

“I had to give up work due to ill health, advice and support with benefits was needed at the time.”

“Paying my bills.”

“Making sure all ends are met .”

“Staff supporting me with appointments etc.”

Safety, security and stability.

“Being safe.”

“Safe place to live.”

“Staying safe.”

“Security.”

“Space and privacy whilst still being in a safe place.”

“Safety / security.”

“Have stability.”

“Safe place to live with access to essential facilities.”

“Safety.”

“The safety and wellbeing of my baby girl.”

“Space and privacy whilst still being in a safe place.”

“Feeling safe.”

“Making sure my son is in a safe environment.”

“Being safe and having a place to sleep.”

Family, friends and community.

“Having family around me.”

“Keeping in touch with my family.”

“A future relationship with my children.”

“Making new friends.”

“My family.”

“Staying part of the community.”

“Family, contact with dad.”

“Being able to help with family.”

“Pet dog – “he saved my life”, “he’s my therapy.”

“Having healthy relationships with the staff and other tenants.”

“I could continue living with my husband until he passed away.”

“Isolation.”

“Having a supportive network around me .”

“Part of the community.”

Activities, education and employment.

“Volunteering.”

“Carry on with education.”

“Employment.”

“Get a job.”

“Achieving goals.”

“To go to college.”

“Good activities – snooker, panto, golf.”

“Shopping, going on trips and holidays.”

“To be able to do the activities that I enjoy.”

“To be able to go to day services and go on holidays.”

“Empower individuals to better their life.”

“Monthly get-together - speakers.”

“Being supported to do things I want to do.”

“Gardening.”

Health and wellbeing.

“Rehabilitation.”

“Health and wellbeing.”

“Support with mental health.”

“Help with mental health.”

“Knowing your mental health can improve with support.”

“Health.”

“Recovery.”

“Mental health.”

“My mental health.”

“Staff supporting me with appointments etc.”

“Staying off substances.”

“Mental health.”

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It's clear from these answers that different things are important to different people. How will you make sure that the new Housing Support Grant can support people in all areas of their lives?

**What has the
support service
done well?**

Supporting people to access housing and live independently

“Found provided with safe/ stable accommodation .”

“Helped me get into a new flat, help me to move, helps keep you safe and gives peace of mind.”

“Independence – taking control back of your life.”

“Securing a tenancy.”

“Gave me a bed when I needed it .”

“Empowering me to live independently.”

“The service has provided structure, routine, and a chance to take control of life.”

“Helped me to gain confidence and skills to live independently.”

“Independent living skills to help maintain my own tenancy .”

“Reducing loneliness and isolation.”

“Empowerment to do it yourself.”

“Food – staff help with cooking.”

Compassionate support workers

“Listened to me and explained everything thoroughly.”

“Made me feel equal.”

“Empathy.”

“Allowed my voice to be heard.”

“Was treated as a priority.”

“Non-judgmental .”

“Listened to me with no judgment.”

“Support workers will stay late to make sure you're ok – go the extra mile.”

“Feel able to ask any questions and share my views.”

“Knowledge of the worker, the trust and mutual respect”

“Listened to my problems even when at the beginning I wasn't making much sense and helping me to deal with my problems one step at a time with focus.”

“They know how to handle my moods very well and how to calm me when I feel like I'm going to explode, they have helped me through some of my worst times since moving into the project.”

Flexible, accessible, person centred support.

“The service is human, it’s flexible, and it’s responsive whilst remaining consistent.”

“24 hour access to support.”

“Let me do things at my own pace and at a time of my choice.”

“Having a support worker I can speak Welsh with.”

“A plan in place which as achievable, you can see how the plan has helped you move forward.”

“Flexibility. Reliability.”

“Self-referral.”

“Awareness of personal space and not too much pressure, but keep going.”

“When the plan is reviewed you can see the distance you have come, and reflect on what you have learned.”

“Walk in facility – ‘open door’.”

Help to manage finances and access other services and activities

“More opportunities to engage with rehab and social services.”

“Opening a savings account.”

“Support attending appointments.”

“Supported me with benefits and my mental health.”

“Help regain control of your financial situation.”

“Charity shop volunteering .”

“Liaising with necessary services – multi-agency.”

“Signposted to the correct services.”

“Not having to decide between heating / eating – relationships with local schemes to access food etc.”

“Successful challenging of DWP decisions, encouraging to appeal decisions.”

“Opens doors for opportunity (employment, education, etc.).”

“Back to the community / volunteering / back to church / library.”

“Activities on offer in safe environment.”

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How can you make sure that you do more of this – and that good practice is shared between organisations and across different parts of Wales?

**What has not worked
well and what could be
improved?**

**What could we have
done differently?**

Poor awareness of services

“Understanding what is available from services.”

“Until what happens, happens you didn't realise the services are there – you nearly need to fall over first before needing to be picked up.”

“Social media / GP's promote what is available.”

“At first I didn't know who to turn to – service wasn't promoted well.”

“Better awareness of what's available.”

“More awareness – education is the key.”

Time limits and not enough flexibility

“Time – it took a year for me to sober up and then work on my mental health and building bridges with my family.”

“The ability to dip in and out.”

“More realistic time frames.”

“Length of time it takes for benefits/ psychiatric assessment to take place should be able to “pause” support.”

“Length of support contract should be longer than 11/12 weeks.”

“Time limits don’t suit everyone, treat everyone individually.”

“Maintaining longer levels of support.”

“Maintaining longer levels of support.”

Not enough move on / housing options

“More appropriate housing options.”

“Hard to move on when ready – feels like your bed blocking .”

“Increase in affordable accommodation.”

“More information on housing.”

“Better move on support.”

“More properties.”

“More affordable options to live alone.”

“There doesn't seem to be anything out there after support has finished, 3 months isn't long and it can be too easy to fall back I your old ways.”

Not enough understanding

“Understanding people’s needs, be more compassionate.”

“Council services not very helpful if you’re homeless.”

“Security staff at night need a better attitude, not so grumpy.”

“Not addressing multiple needs only focussing on lead need.”

“Taking things too literally about ‘tenancy issues’, rather than viewing support holistically.”

“Wider services don’t treat me like and adult – still talk to me like I’m a child.”

“Penalties driven.”

Need to improve support for health and wellbeing.

“More help with substance misuse.”

“In house counsellor.”

“The staff may benefit from more in depth mental health training.”

“Education on sexual health.”

“Connection to mental health services.”

“GP services are hit and miss depending who you see.”

“There isn't any supported housing for addiction.”

“Access to mental health services, delays etc.”

“Mental health specialists needed.”

Need to improve communication, consistency and join up.

“More support workers.”

“Lack of continuity of support workers.”

“Prison advice.”

“Too much form filling.”

“Not telling your story again.”

“Staff being paid enough so they don't come and go.”

“Better communication between services is needed.”

“People still falling between gaps.”

“Better links between housing and probation.”

“More consistency.”

“Single process of referral needs to be improved.”

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What will you do to address these issues and improve people's experiences?

**How can we prevent
people from becoming
homeless?**

“Longer support .”

“The option to see family counsellors before things fall apart.”

“Better support for people leaving prison.”

“More education and support in schools/ further education.”

“Promote the services available.”

“Easier access to services .”

“Taught at an earlier stage – in schools.”

“Linking in with health.”

“People listening to you before a crisis.”

“Have more affordable smaller accommodation to move onto.”

“Universal credit isn’t working.”

“Mental health support.”

“More work to be done to get rid of stigma services have.”

“Listen and not assume.”

“Substance misuse support .”

“Increase money and manpower in 3rd sector services, build more social housing.”

“Housing offers/ young people advocates based in the hospital.”

“More work with private landlords.”

“More affordable housing.”

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What are you going to do to address these issues and prevent people from becoming homeless in the future?

Diolch am wrando

Thank you for listening

Do you have any

comments or questions?

