



DIGARTREF CYF ANNUAL REPORT 2024 - 2025

Supporting People - Improving Lives

ABOUT US

Digartref is a not for profit registered charity and has been providing support and assistance to those affected by homelessness since 1998. Providing both short and long term solutions for those experiencing or at risk of becoming homeless.

Since 1998 the charity has expanded the range of homeless prevention services it provides and now offers assistance to those aged 16 upwards with no upper age limit.

Digartref runs a range of homeless prevention projects and programs which aim to reduce homelessness and its impact, ensuring as many people as possible access the support that meets their individual needs and circumstances.

Our Aims & Objectives

The prevention of homelessness and the reduction of its impact on local communities.

Our aim will be achieved through the following objectives:

- ✔ Through the development of homeless prevention programs.
- ✔ Through the delivery of a resettlement service including the provision of advice and information.
- ✔ Through the delivery of tenancy related support services and the provision of safe and secure temporary accommodation.
- ✔ Through the delivery of mediation and parenting, education and training programmes.

We are currently operating out of 5 locations:

- 📍 Hillgrove (Bangor) - Supported Housing Project
- 📍 Holyhead Enterprise Centre - Head Office
- 📍 Lighthouse Day Centre (Holyhead) - Drop-in Day Centre
- 📍 Coedlys (Llangefni) - Supported Housing Project
- 📍 Llys y Gwynt (Holyhead) - Supported Housing Project



MESSAGE FROM THE CEO

Welcome to Digartref Cyf's 2024/25 Annual Report. The facts and figures outlined in this report provide evidence that this has been yet another busy year for the charity as demand on our services continues to be high.

In responding to the continuing demand and need, Digartref Cyf has worked on two major developments over the last 12 months, those being Hwb Hillgrove in Bangor and the redevelopment of the Holyhead Enterprise Centre in Anglesey.

In partnership with a philanthropic private property developer, Hwb Hillgrove provides temporary supported housing for up to eighteen young people, aged 16 to 25, with 24-hour staff cover. There will be an emphasis on young people staying at Hillgrove to commit to and take part in a range of learning and training opportunities. Now fully staffed, the project officially launched in June this year, with the first young person moving in during July. The project provides a high quality, safe and homely environment for young people.

Following successful capital grant applications to the National Lottery Community Fund, People & Places of £500,000, the Community Facilities Fund of £300,000 and The Clothworkers of £50,000, as well as utilising some of the charity's reserves, work commenced in September 2024 to redevelop Digartref Cyf's main office, the Holyhead Enterprise Centre. Due to complete within the next few weeks, the redevelopment will provide a newly refurbished homeless hub incorporating office accommodation for staff, The Lighthouse Day Centre and additional space/rooms to facilitate increased partnership working, ensuring those needing related services are able to access these under one roof.

For both facilities there will be an official launch over the coming months. I look forward to welcoming you to these events.

I also want to use this opportunity to pay tribute to Dafydd Llewelyn Jones, our long-standing treasurer who sadly passed away this year. As well as being a devoted supporter of the charity, Dafydd used his accountancy skills and expertise to ensure the charity's financial viability, and that it had the resources to deliver on its strategy and business plan. Dafydd will be missed by us all.

Finally, I would like to thank our wonderful staff team, volunteers, and Board of Trustees for their hard work, commitment, and dedication both to the charity and more importantly to those who require the services the charity delivers, you are exceptional people and I am very proud to work alongside you all.

Wendy Hughes
CEO



MESSAGE FROM THE CHAIR

I am pleased to be able to report on another successful but quite challenging year for Digartref and the Board of Trustees.

We were saddened this year by the passing of Dafydd Jones who had been our treasurer, friend and supporter of the charity for many years. Our efforts to find a new treasurer have so far been unsuccessful. To manage this situation, we have put in place a robust scrutiny of our financial affairs via a subcommittee of the board, and we are supported by our accountants and auditor. We have been joined this year by several new trustees from several different disciplines and who I am sure will offer new skills to our board going forward. They have joined us at a time of change but also at an exciting period for the charity.

The Holyhead Enterprise Centre redevelopment is almost finished and will provide the charity and its beneficiaries with a homeless hub incorporating the Lighthouse Day Centre. I recently visited the site and was impressed by the new configuration and the excellent work undertaken by the contractor. We will all benefit from the increased light, bright décor and improved energy efficiency.

I would like to welcome all new staff members both to our Anglesey projects and to those recruited to Hwb Hillgrove, our new supported housing project in Bangor. This project has taken considerable planning but is now up and running and has exciting potential for the future.

I look forward to the next year and to see what else we can achieve working together as a team. Thank you to everyone for all your hard work, patience and support this year.

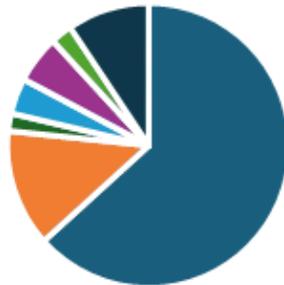
Barbara Hughes
Chair of the Board



HOW WE ARE FUNDED

Digartref Cyf receives a large proportion of its core funding by way of the Housing Support Grant from the Isle of Anglesey County Council to deliver homelessness prevention and tenancy related support services, including Supported Housing and Floating Support projects, the Lighthouse Day Centre, and elements of the Mediation service. The Welsh Government funds Llety Pontio through the Youth Innovation Grant, and in partnership with the Local Authority.

The Area Planning Board provides core funding for the delivery of Community Outreach Substance Use and Complex Needs housing and homelessness related support across Ynys Môn and Gwynedd. In addition, Digartref Cyf is able to deliver additional innovative services and enhance further some of the charity's key projects including Mediation and Family Led Interventions, Learn 4 Life, the 25+ Floating Support and the Gwreiddiau Môn Roots project through the continued support of numerous charitable trusts and foundations. The pie chart below outlines our funding sources for the 2024-2025 financial year. Through the various funding streams Digartref Cyf receives, it is able to deliver critical interventions to those most in need.



Total Grants and Funding Received: £1,226,745.00

- Local Authority/Welsh Government
- Area Planning Board North Wales
- Children In Need
- Moondance Foundation
- Cymdeithas Elusennol Ynys Môn
- Nationwide



Llywodraeth Cymru
Welsh Government



BALANCE SHEET

DIGARTREF CYF.

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets			517,237		534,640
Current assets					
Debtors		391,744		63,016	
Cash at bank and in hand		1,226,115		1,188,458	
		<u>1,617,859</u>		<u>1,251,474</u>	
Creditors: amounts falling due within one year		<u>(613,966)</u>		<u>(399,542)</u>	
Net current assets			<u>1,003,893</u>		<u>851,932</u>
Total assets less current liabilities			<u>1,521,130</u>		<u>1,386,572</u>
Provisions for liabilities	18		<u>(60,000)</u>		<u>(103,000)</u>
Net assets			<u><u>1,461,130</u></u>		<u><u>1,283,572</u></u>
Income funds					
Restricted funds			240,883		259,327
<u>Unrestricted funds</u>					
Designated funds		228,314		228,314	
General unrestricted funds		<u>991,933</u>		<u>795,931</u>	
			<u>1,220,247</u>		<u>1,024,245</u>
			<u><u>1,461,130</u></u>		<u><u>1,283,572</u></u>

HOLYHEAD ENTERPRISE CENTRE REDEVELOPMENT

Moving Out - 13.09.24



On the 13th of September, we moved out of the Holyhead Enterprise Centre (HEC) allowing for the refurbishment to get underway. This redevelopment is designed to directly address the needs of Digartref's beneficiaries, support our local community, and provide our staff with a positive working environment through a purpose-designed facility."



Work Begins - 17.10.24



One month in and the redevelopment of the HEC into the new Lighthouse Homeless Hub is fully underway. Digartref Cyf have contracted WF Clayton Ltd to carry out the construction works, and a site visit on the 17th of October showed the amount of work already completed.



Progress - 12.12.24



WF Clayton have continued to make great progress on the redevelopment. Externally, the new windows and doors have been fitted. The interior alterations have all but been completed, with the layout changed to facilitate the new day centre and the new staff offices. The new staff kitchen and additional office space have been completed in the staff area of the Hub.



Latest Update - 13.03.25

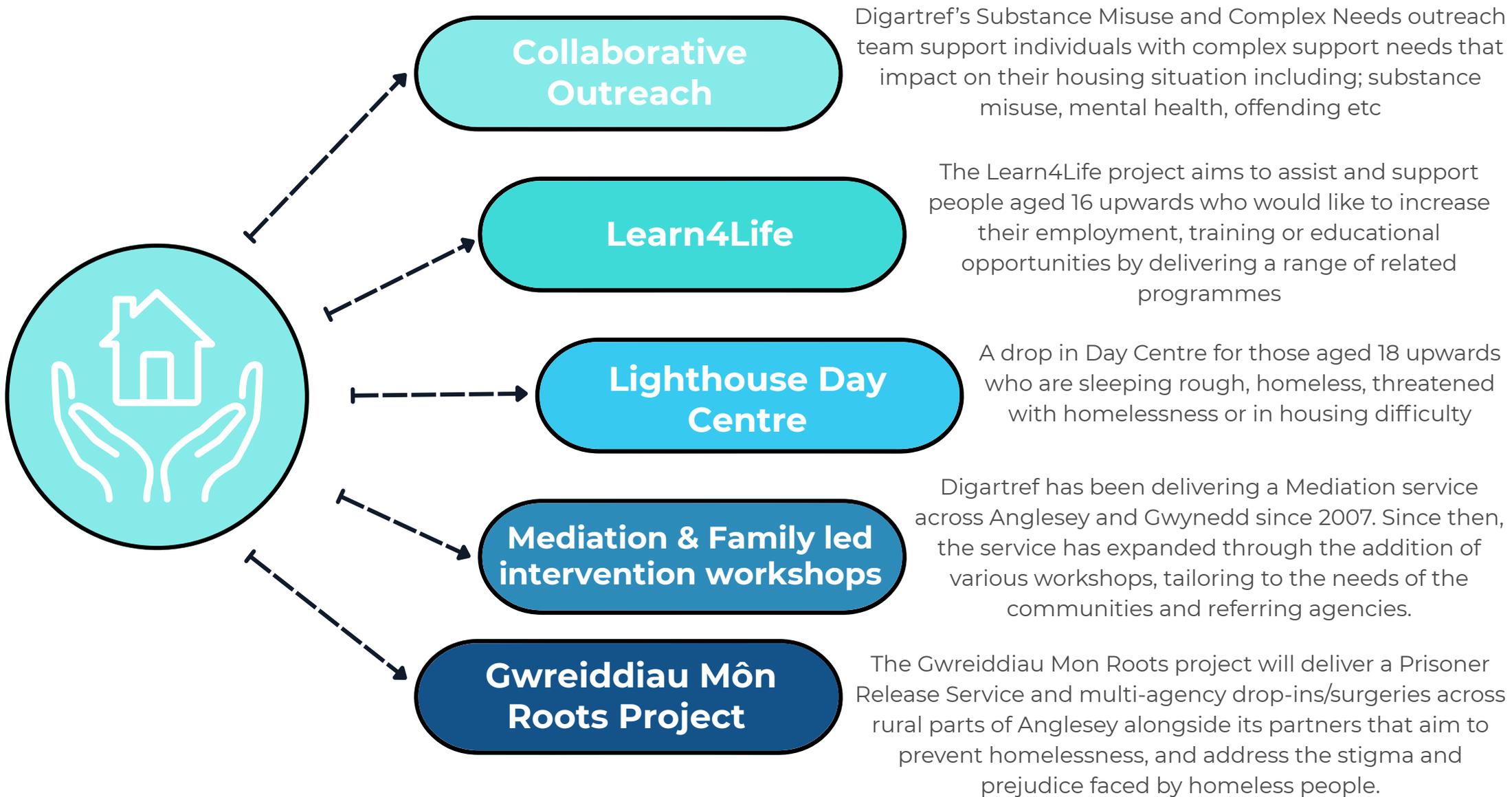


Internal works are now complete. Two new glass-fronted offices have been added in the main lobby, while the former "conference room" now features glass panelling and access to the rear garden, creating brighter, lighter spaces. Trustees and representatives from The National Lottery recently visited the site and were impressed with the progress, expressing enthusiasm for the completed Hub. We have an expected hand over date of October 25'.



Funded by the National Lottery Community Fund, People & Places of £500,000, the Community Facilities Fund of £300,000 and The Clothworkers of £50,000, as well as utilising some of the charity's reserves

HOMELESS PREVENTION PROJECTS



HOMELESS PREVENTION PROJECTS

STATISTICS 2024 / 25

173

TOTAL
REFERRALS



MEDIATION

- Received a service - **74**
- Mediation sessions delivered - **38**
- Workshops delivered - **10**
- Workshop sessions - **46**

121

INDIVIDUALS
ACCESSED



DAY CENTRE

- Meals provided - **1256**
- Showers accessed - **117**
- Rough sleeper packs given out - **30**
- Outreach support sessions - **39**
- Supported out of rough sleeping / sofa surfing - **32**

29

TOTAL
SUPPORTED



OUTREACH

- Outreach sessions provided - **360**
- Food bank requests - **37**
- Supported to access Welfare Benefits - **17**
- Referred to Mental Health services - **15**
- Referrals to other Digartref services - **6**

19

TOTAL
SUPPORTED
ON PRISON
RELEASE



RURAL HOMELESSNESS

- Drop-ins created across Anglesey - **19**
- Number of partnership events attended - **27**
- Total number of Conwy Mind beneficiaries - **21**
- Citizens Advise clients supported - **37** and **366** financial issues, assisting with **£107,203** income gains and **£115** re-imbursements

10

TOTAL
ACCESSED



LEARN4LIFE

- One-to-one sessions - **40**
- Accredited / Non-accredited workshops delivered - **18**
- Certificates awarded - **35**
- Supported into Education, Training and/or Volunteering - **3**

24

TOTAL
SUPPORTED



DIGARTREF 25+

- Properties Available - **4**
- Moved-on into long term accommodation: **4** Into private accommodation and **14** into housing association
- Male **17** Female **7**

GWREIDDIAU MON ROOTS



Introduction

The Rural Homelessness Project funded by the National Lottery Community Fund, is committed to ending homelessness on Anglesey, ensuring that individuals facing this challenge experience it only temporarily and do not fall into similar situations again.

Approaches

This initiative employs a holistic approach to prevent and tackle homelessness in Anglesey's rural communities, bringing together various organisations such as Digartref, Mind, Citizens Advice, Bwyd Da Mon, The Outdoor Partnership, MonCF, the Local Authority, and Probation to work collaboratively towards this important goal.

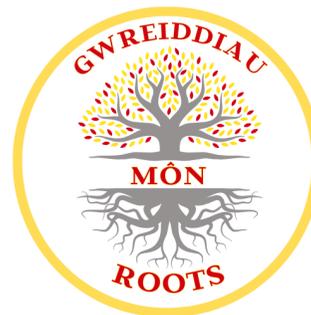
Objectives

The project aims to address its objectives by concentrating on three key areas: raising awareness, supporting prison leavers, particularly those caught in a revolving door situation and the Gwreiddiau Mon Roots initiative.

Partnership

Through this partnership, a variety of support services are available, including assistance with benefits and debt management, a free subscription to Bwyd da Mon for up to 12 weeks, mental health support with the possibility of counselling referrals, wellbeing activities, as well as pathways to volunteering and employment opportunities, along with referrals to relevant organisations for further assistance.

The partnership has been involved in different events across Anglesey to promote the project and to reduce the stigma of homelessness.



HOUSING SUPPORT GRANT

From April 2024, the Mediation and Family Led Intervention Services began receiving it's funding via the Local Authority's Housing Support Grant, an early intervention grant programme to support activity which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. Mediation and other family led intervention programmes come under the first part of this purpose.

Since April 2024, we provide regular weekly and 6 weekly data known as Primary Outcomes for the Local Authority to gather consistent evidence, highlight the good work taking place and to provide supporting material to show the effectiveness of the grant programme and help shape future delivery. This data forms part of the expectations by the Local Authority in their reporting requirements to Welsh Government.

Digartref is one of nine providers on Anglesey who are now funded through the HSG and we also are part of the regular forums and Grant Howard is the elected chair of these quarterly forums. The forums are a platform where HSG news is shared with an opportunity for the providers to exchange updates, present their work and strengthen effective multi-agency collaboration.

The HSG grant funds all work with anyone over the age of 16. Children in Need continues to fund our work with children.

Promotion and Events:

The mediation team also actively participate in organised fun events across Anglesey to meet families and young people directly to talk about our work. We also deliver presentations to other agencies and potential new referrers either by attending team meetings or via specially organised promotional sessions.



HWB HILLGROVE

Hwb Hillgrove is our new 24-hour staff covered 18 bed supported housing service for young people aged 16 to 25 who have experienced or at risk of homelessness. The project was officially launched on June 16th 2025.

Considerable work has gone into developing the project. This has included recruiting a full team, furnishing the facility, ensuring all health and safety requirements are met, establishing collaborative partnerships, and referral processes.

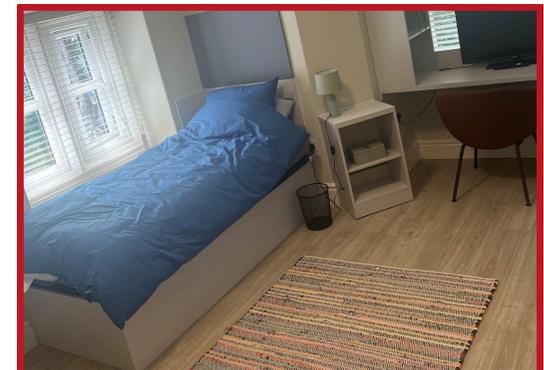
The Project Manager Barbara Roberts has been developing partnerships with external organisations to create a wide range of opportunities for the residents around training, education and employment opportunities. **These include;**

- Department of Work and Pensions
- Betsi Cadwaladr University Health Board 'Step into Work Programme'
- UK StreetGames
- The Royal Welsh Guards
- Adra
- Gwaith Gwynedd - Gwynedd Council
- John Lewis Retail
- NHS

Community organisations have been extremely supportive, making much needed donations:

- The local Morrisons supermarket have donated toiletries to ensure our residents have starter packs when moving in.
- Conwy Valley and North Wales Coast Community Rail Partnership is collaborating with Hillgrove on a proposed "wellbeing garden" that includes the installation of planting beds, a wellbeing bench, cooking sessions, and confidence-building travel workshops.

For further information on this project, or to make a referral, contact Barbara on 07483 961232, or email to Hillgrove@digartref.co.uk.

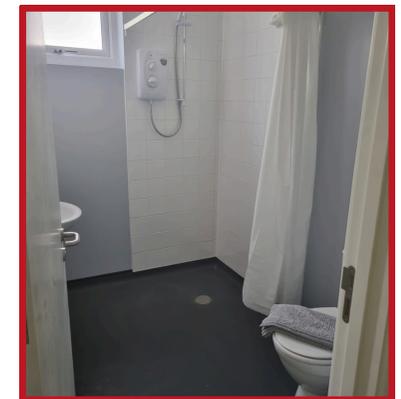
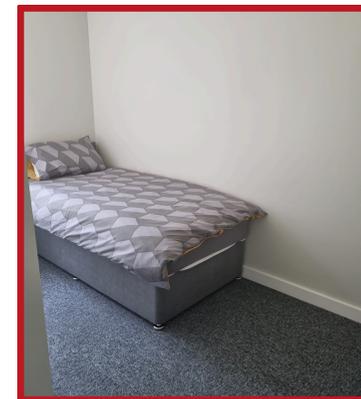


LLYS Y GWYNT RELAUNCH

Staff and young people moved back into the Llys y Gwynt Supported Housing project in June 2024, following extensive improvements having been made to the building by Grwp Cynefin including the provision of 3 additional bed spaces, allowing the project to now offer 12 semi self-contained units of accommodation for young people aged 16 to 24, with 24-hour staff cover.

A relaunch event was held on 22nd July 2024, providing an opportunity for us all to celebrate the return to Llys y Gwynt, where the work undertaken has ensured a high quality provision for those who live and work at the project, as well as the wider local community.

A big thank you to all those who came along to the relaunch to help welcome us back to Llys Y Gwynt including Reads Construction, Grwp Cynefin and Isle of Anglesey County Council staff, Digartref trustees and staff, young people living at Llys y Gwynt, our supportive neighbours, Youth Justice and many others. A special thank you to those who helped prepare for the day, Jeanette and Paige in particular.



SUPPORTED HOUSING PROJECTS STATISTICS 2024 / 25

Supported Housing (Coedlys / Llys)

39

Total Referrals

13

Accepted Referrals

2

Moved on to Social Housing

23

Male

16

Female

Floating Support (Coedlys / LLys)

80

Total Referrals

55

Accepted Referrals

55

Supported to reduce risk of homelessness

38

Signposted to other services for additional support

45

Supported to access private rented properties / social housing

Llety Pontio

8

Total Referrals

4

Properties Available

4

Male

4

Female

WHAT WE'VE BEEN UP TO

Promoting the Partnership

Gwreiddiau Mon Roots recently attended a Parents Evening in Ysgol Uwchradd Caergybi, and a Job Centre Provider Event, promoting partnership working and seeking to tackle rural homelessness at its roots.



Volunteers Week

The Lighthouse Day Centre held a Volunteers day on the 5th June, in celebration of volunteers week, To show appreciation to our dedicated Volunteers of the Lighthouse as well as to our board of trustees who also attended.



Fun Day Event at Llangefni

The Mediation and Rural Homeless team staff attended the free event in Llangefni for families to come and enjoy a fun day over the summer holidays. With activities, prizes and refreshments the event welcomed local families to come and spend the day with staff from support agencies and local businesses.



Supported Walks

Liza and Rozzy recently went on a 5k walk with a service user to help her gain confidence in venturing outside due to her not having been out for 6 months. Agreeing to this walk was a great outcome and it covered support with her well-being. Afterwards, as a treat, they all enjoyed a coffee and cake in Oriel Mon.



Networking

Catrin and Grant attended the Housing and Homelessness Partnership Networking Event provided by the Housing Team of the Local Authority. As all mediation services are now funded by the Housing Support Grant (HSG), they were invited to this event to provide a presentation of their services (mainly mediation) to demonstrate how mediation can be a useful support service in preventing homelessness in both families and in tenancies.

A service user who kindly agreed to attend with Catrin and Grant read out a powerful speech on how services provided by mediation had helped her change her life. Her son also spoke about the positive effects he had seen in his mother, confirming the positive effects. Catrin and Grant have received a lot of feedback from professionals including the Welsh Government representative present at the event who reported that their presentation really stood out and made a big impact on her, confirming that Digartref's homelessness preventative services can have an effect on situations before reaching crisis point.



Donations

Over the 2024/25 period, we have been incredibly fortunate to have received a number of donations including;

£200 from the Trearddur Bay Ukele group to the Lighthouse Day Centre

Various food donations to the Lighthouse Day Centre from;
Rhoscolyn Church
Mark & St Marys Church Baptist Church in Newry Street Stenaline

Christmas dinners from Catch 22 in Valley

£700 from the A Team Charity Shop

£200 from The Philosophical Society

£110 from Rhoscolyn Community Hall

£417.53 from Eglwys Church, Holyhead

£600.00 from 'Together in Holyhead'

A food donation and £120 from Will & Sherie

In memory donations totalling £1546.50

Thank you to everyone who donated!



Pancake Day

Staff and service users joined together to celebrate Pancake Day with a delicious pancake-making session. Freshly made pancakes were served warm and topped with a variety of sweet and savoury options, allowing everyone to choose their favourites



Supported Cooks

Following on from the theme of last years AGM, residents in our supported housing projects have been making use of our budget friendly cook book and have been trying their hand at recreating some of the delicious budget recipe's.



Movie Night

Coedlys residents gathered for a cosy movie night featuring Bank of Dave 1 & 2! With tasty snacks in hand and plenty of laughs along the way, it was a great evening Big thanks to Mo for organising such a great night.



Learn4Life day out

Service users part-taking in our learn4life project were rewarded for their hard work with a day out to Indy climbing wall in Llanfair PG



Training

Digartref has been very committed this period to ensuring all staff attend Mandatory training and any other training relevant to their specific job role.



Christmas at the Day Centre

On Christmas day, staff working at the centre cooked a delicious Christmas dinner for service users. We were also lucky enough to have had dinners donated by Catch 22.

