



**Digartref**

Supporting People – Improving Lives

# ANNUAL REPORT

2022-23



ESTABLISHED IN 1998 TO ALLEVIATE HOMELESSNESS AND THE RELATED EFFECTS ON INDIVIDUALS, FAMILIES AND OUR COMMUNITIES

# LETTER FROM THE

Welcome to Digartref Cyf's 2022/23 Annual Report, which provides an opportunity to highlight the overall performance of the charity as well as the demand for the homeless prevention services it delivers, and the crucial support provided to some of the most vulnerable people in our community.

In January 2023 the charity celebrated its 25th birthday, a celebration event was held at the Ucheldre Centre in Holyhead. Those attending included staff, volunteers, clients, key partner organisations, commissioners as well as other supporters and friends of Digartref Cyf. I would like to thank everyone for making this key milestone in the charity's history a day to remember with a particular shout out to key speakers: Fon Roberts (Director of Social Services), Rhun ap Iorwerth (AS), Virginia Crosbie (MP) and Barbara Anne Hughes (Digartref Cyf Chair of the Board)

At the end of 2022/23 Digartref Cyf as the lead organisation of a partnership project, were successful in securing a 5-year funding grant from the National Lottery Community Fund. The Helping End Homelessness Rural grant will enable the partners including Digartref Cyf, CAB, Mind, Bwyd da Mon, Wild Elements, The Probation Service, and the Local Authority to respond to the challenges faced by those affected by homelessness across rural Ynys Mon, through the provision of a holistic wrap around support service.

Over the last 12 months, the charity, and its close working partners including the Local Authority have strived to continue to address a growing demand for homelessness and housing related services. Based on our working knowledge, the charity forecasts that more people will find it difficult to access and maintain accommodation for several reasons including the matter of affordability, accessibility, and the depletion of housing stock in the private rented sector.

# CHIEF EXECUTIVE

In addition, it is also extremely likely that the cost-of-living crisis, interest rate increases and the huge hike in energy and food costs will continue to push people further into housing difficulty, finding it difficult to heat their homes, feed themselves and their families, while keeping on top of escalating rent changes in the private rented sector.

Without the support of our funders, Digartref Cyf would not be able to deliver on its aim to alleviate homelessness, and effectively manage the growing demand for services. I would therefore like to take this opportunity to thank the Isle of Anglesey County Council, the Welsh Government, Children in Need, the National Lottery Community Fund, the Area Planning Board as well as the many donors and fundraisers from within our community that ensure there is funding to deliver effective services that can target those most in need.

Finally, I would like to thank Digartref Cyf's staff team, our volunteers, and the Board of Trustees for their hard work, commitment, and dedication both to the charity and more importantly to those who's situations find themselves in need of the services the charity delivers, you are exceptional people, and I am very proud to work alongside you all.

**Wendy Hughes**





# LETTER FROM THE CHAIR OF THE BOARD OF TRUSTEES

At the end of my first year as Chair of Digartref, I look back on a year of highs and lows. We are moving steadily forward with our plans for development of the Enterprise Centre, but this can be slow and frustrating as plans cannot be finalised until funding is secured. I must commend our team for all the time and effort that they have put into our bids, however I have to report that a number of our submissions have been unsuccessful and that this may influence our final plans, but we continue to plan and move forward with optimism.

A replacement for the present Day Centre is even more important as numbers accessing this facility continue to increase year by year. The present economic situation is affecting us all but is making life even more challenging for certain sectors of society.



Digartref as an organisation is passionately committed to providing an excellent service going forward despite funding cuts, staffing challenges and the cost of living crisis, and we will continue to put all our efforts into achieving this.

**Barbara Hughes**



# 25 YEARS OF DIGARTREF

Digartref Cyf celebrated 25 years of delivering homeless prevention services in January 2023 by holding an event at the Ucheldre Centre in Holyhead.



## SPEAKERS..

The event was well attended by staff, volunteers, clients, key partner organisations, and other friends and kind supporters of the charity.

Thank you to; Barbara Hughes (Digartref's Chair), Wendy Hughes (Digartref's CEO) Rhun ap Iorwerth (Plaid Cymru AM for Anglesey), Virginia Crosbie (Conservative MP for Anglesey) and Fon Roberts Director of Social Services at Anglesey County Council for speaking at the celebration event.



## STAFF AWARDS...

at the event awards were presented to staff for their contribution to the charity;

- Longest Serving Member - Sharon Jones . Finance Officer
- Best Mentor - Jeanette Jones . Floating Support
- Best Listener - Grant Howard . Mediation & Family Led Intervention



## COMPETITION...

a competition was held where the clients of the Supported Housing Projects and the Day Centre created canvases about their experiences of being supported by Digartref. The artwork was judged by Cheryl the Vice-Chair, this was a very difficult decision due to them all being so good, it was decided that they all deserved first place, clients were awarded with a takeaway of their choice.



Thank you to The Ucheldre Centre for hosting and supporting the event, Becws Mon for providing the buffet, Baked by Meg for the birthday cake and Elin the cellist for providing musical entertainment.

# THE LIGHTHOUSE DAY CENTRE



## Who we are

A drop-in service for those experiencing or threatened with homelessness aged 18+, allowing access to support services and onward signposting. Lighthouse facilities include access to a shower, meals for those in need, care-of postal address, support to obtain identification documents for housing and to set up bank accounts, welfare benefits advice, laundry facilities and access to computers for benefits, housing and job searches, onward referral to specialist agencies, and outreach support to attend appointments. The Lighthouse service has continued to provide a service daily open 365 days of the year.

## Outcomes



### Tenancy Support

14 people rough sleeping were assisted out of homelessness through support by the Lighthouse and Local Authority.

25 people are now housed in temporary housing as a result of a referral to the local authority and 10 were supported to gain secure suitable accommodation.

### Health & Wellbeing

4 people were signposted to harm reduction, 2 to substance misuse services, 10 to mental health services, 13 to hospital, 37 to VARM or multi agency meetings.

23 people were signposted to register at a G.P/ Dentist or other health professional.

9 people accessed treatment and 8 engaged with recovery programmes as a result of support and onward referral.

### Other

14 adult safeguarding referrals were made by the Lighthouse to social services.

28 Rough Sleepers packs have been given out since April 2021 for those unable to be placed in temporary accommodation or declining the placement due to distance etc.

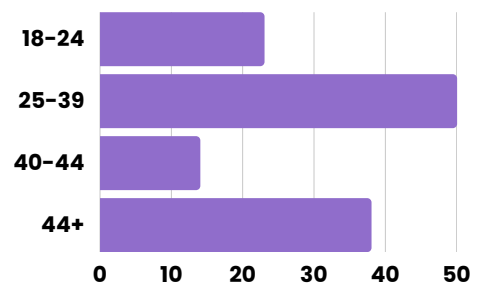
57 people were supported with benefit claims whilst accessing the services.



## Statistics



125 people accessed the service during the period, 96 of which were Male and 29 Female



age range of those accessing the service



3 people were supported to access private rented housing and 20 were supported to access supported housing.



# SUPPORTED HOUSING HOLYHEAD & LLANGEFNI

## Who we are

Digartref's shared supported housing project in Holyhead and Llangefni provides safe and comfortable accommodation for 9 and 7 young people respectively. Providing 24-hour staff support for residents to maintain their accommodation, encourage wellbeing and prepare for independent futures. Alongside the main project in Holyhead are two 2-bedroom bungalows providing next step move-on accommodation for residents who need a lower level of support and can live in a small house-share. They have a greater degree of responsibility for bills and managing their own home, whilst still having staff on hand to for support.

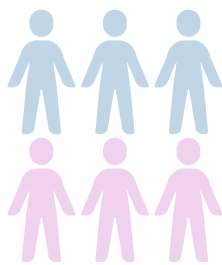
Within our community-based project, we have another seven homes across Holyhead, Menai Bridge and Llangefni for young people. We have six self-contained 1-bedroom flats which can house a single person, couple, or new single parent, and a 3-bedroom house for a family. These homes are for young people who are at risk of or have experienced homelessness, require a lower level of support, or who need self-contained accommodation. Staff cover is available 24 hours a day and residents are supported weekly.



## Statistics



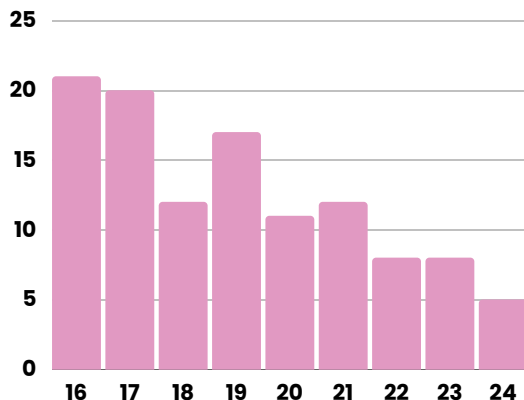
**114** people referred to the service during the period, **30** of which moved into the Projects



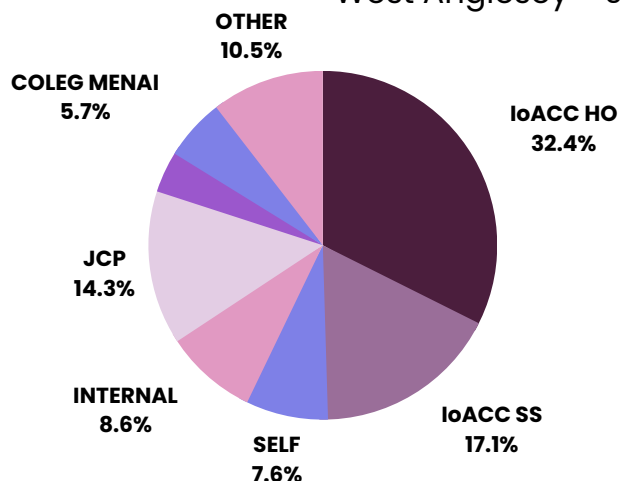
**58** of which were Male and **56** Female



No Fixed Abode - 20	Central Anglesey - 2
Holyhead - 35	North Anglesey - 5
Llangefni - 17	East Anglesey - 4
Out of County - 20	South Anglesey - 2
	West Anglesey - 9



age range of those referred to the service



Source of referrals for the period



# FLOATING SUPPORT HOLYHEAD & LLANGEFNI

## Who we are

Digartref's Floating Support service is for young people aged 16-24 who:

- Have their own tenancy, or are in a position to gain a tenancy (i.e. sofa surfing, placed in a B&B etc.);
- Are either single, a part of a family or single parent families;
- Live on Anglesey, or have been placed out of county and wish to return to Anglesey;
- Have housing and complex support needs;
- Are willing to engage with support to achieve greater independence.

The Floating Support service can also work with those who have been offered accommodation with Digartref's Supported Housing but are either on the waiting list or awaiting a move-in date.

We can accept self-referrals and work with the Isle of Anglesey County Council Housing Department and Single Point of Access Officer.

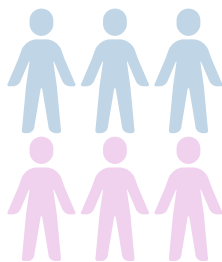
There are 2 dedicated Floating Support Workers who run the service, one based in Holyhead covering North Anglesey and the other based in Llangefni covering South Anglesey, each supporting 12 individuals.



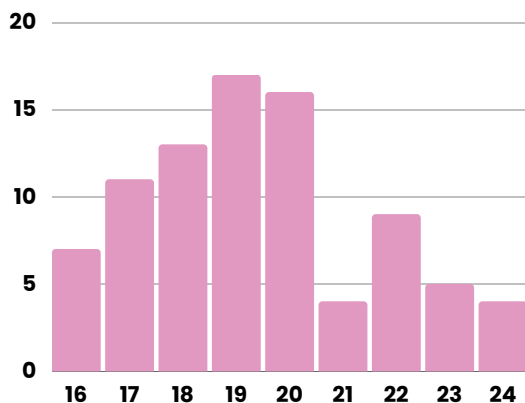
## Statistics



**86** people referred to the service during the period, **40** of which received a service



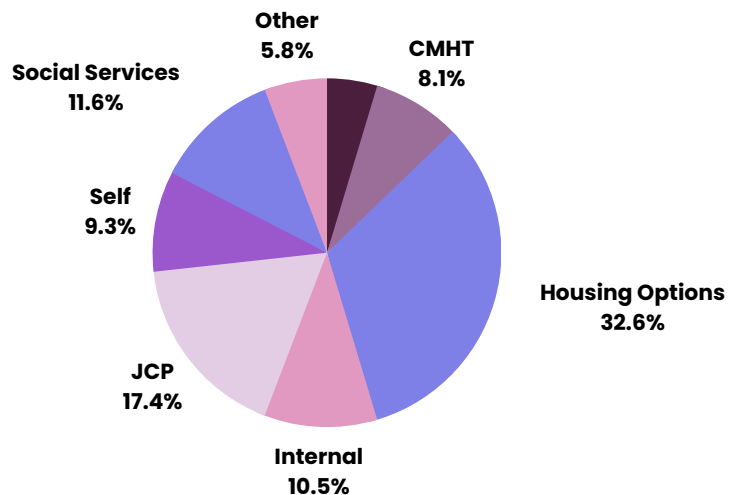
49 of which were Male and 37 Female



age range of those referred to the service



No Fixed Abode - 8	Central Anglesey - 2
Holyhead - 32	North Anglesey - 1
Llangefni - 14	East Anglesey - 8
Out of County - 8	South Anglesey - 6
	West Anglesey - 7



Source of referrals for the period

# LLEY PONTIO 16-24

## What we do...

'Lley Pontio 16-24' project is an interim accommodation for young people aged 16-24 who are threatened with homeless or leaving local authority care and ready for independent accommodation with support.

The service was designed in partnership with the local authority and was based on the local authorities strategic and legislative priorities to reduce incidence of homelessness amongst young people and the use of B&B provision for this group. In delivering the project Digartref assists the local authority in meeting its statutory duty relating to homelessness and in particular young people. The project has worked closely with Anglesey's Council Private Landlord Liaison officer to increase the availability of accommodation for single young people.

Service user feedback assists Digartref in making any changes to the service, the level and type of support they need, identifying barriers to maintaining tenancy and how these can be addressed, gaps in services they need etc.

A Panel process is in place to discuss each young person referred to the project. The panel members include professionals from multi-agencies such as the project workers, Housing officers and manager, SPOA officer and Social Services.



6

Properties available through the project.



13

Young People supported

-6 of these from the last quarter are still currently residing in the properties

-2 were supported to move into their own private tenancy



-3 were placed in B&B accommodation/ moved on due to breach of tenancy

-1 moved into accommodation with continued support for 2 years

-1 moved back in with family.



## Moving on...

There is still a noticeable limitation in terms of move on accommodation due to the Covid-19 pandemic and local Private Renting market, which has made it especially difficult to source move on accommodation.

The young people are supported to apply for grants and use the individual budget to furnish move on accommodation. To meet their longer-term support needs they receive tenancy related support from Supporting People funded services. Each service user has a Personal Housing Plan which is person centred, focuses on their individual needs, aspirations, and goals. The views, wishes and feelings of service users are considered throughout the delivery of the service, and the support plan is regularly reviewed.

Due to the short-term nature of this service, intensive support is provided to help the young person maintain their accommodation and find suitable, affordable move on accommodation with the timeframe.

# LLETY PONTIO 25+

## What we do...

The Llety Pontio 25+ Project is a rapid rehousing model that provides temporary accommodation for those who are single and aged 25 upwards. The properties are fully furnished and tenants are given a starter pack when they move in, which includes various household items such as a microwave, toaster, kettle, bedding etc. When moving on people are able to take the starter pack with them to their long-term move on accommodation.

### In relation to the 2 properties in Holyhead;



5

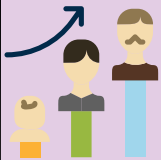
Males were supported

3

were supported to move on to long term accommodation:



1 x to a local authority adapted bungalow (due a physical disability),  
1 x to a housing association flat  
1 x to a 2-bed local authority flat.



age range  
of 27-52

In the 3rd and 4th quarter of the financial year, 2 additional properties were made available to this service, 1 in Holyhead and 1 in Amlwch, bringing the total number of units now available to 4.

In relation to these 2 properties, both are occupied by males aged 27 and 41.

## Moving on...

Llety Pontio 25+ is providing an excellent service with properties available being filled very quickly once they become vacant. Accessing suitable move on remains a challenge due to a lack of properties available for single people in particular, there has also been a drop in the number of available private rented properties for let, as well as an increase in rent charges in this sector across the island, this means people are having to stay in the service for longer than anticipated. It also worth noting that all those supported by this project and having moved on have not returned to homelessness which is an excellent result.





# COLLABORATIVE OUTREACH



The Collaborative Outreach Service in partnership with Harm Reduction. There is the equivalent of 3 full time Outreach workers, one from Complex needs funding and two substance misuse who form a part of the homeless prevention team within Digartref and the harm reduction partnership for Anglesey and Gwynedd.

34

Individuals



29%



71%

5% 18-24 yrs  
24% 26-40 yrs  
12% 40-44 yrs  
59% 44+ yrs

11

REGISTERED WITH  
GP OR HEALTH  
PROFESSIONAL

30

SUPPORTED TO  
ACCESS  
BENEFITS

29

FOOD BANK  
REQUESTS

38

RE-ENGAGED  
WITH OTHER  
SERVICES

26

ENGAGED WITH  
RECOVERY  
PROGRAMS

# RESETTLEMENT & ADVICE



A service available to those who are homeless or at risk of homelessness aged 16+ across Anglesey and into Gwynedd. The Generic floating support is able to provide support to those service users accessing the day centre or via outreach on a one-to-one basis. This is an adaptable outreach service which offers support for those in housing related need. The one-to-one advice service involves the provision of resettlement advice, signposting, and support.

62

SIGNPOSTED TO  
OTHER AGENCIES

11

SUPPORTED TO  
REDUCE RISK OF  
HOMELESSNESS

14

ACCESSED  
SOCIAL HOUSING

6

ACCESSED PRIVATE  
RENTED  
ACCOMODATION

8

SUPPORTED OUT OF  
ROUGH SLEEPING/SOFA  
SURFING

31

Individuals  
supported

# MEDIATION & FAMILY LED INTERVENTION



## Mediation

a service that helps avoid family breakdowns by resolving disagreements before they reach a crisis and preventing escalation to crisis, by improving communication and relationship skills and encouraging family cohesion and warmth. Mediation is also used to resolve disputes between parties such as landlord and tenant or neighbourhood issues to prevent homelessness. Mediation is also useful to resolve disputes between parties in relation to the cost -of- living crisis.



**60** Individuals accessed the Mediation service virtually.

## Family Led Intervention

Parallel lines is a peer support programme for children and young people to establish better understanding of their parents responsibilities and concerns, it supports young people to establish realistic targets and goals for change. The programme assists young people to negotiate boundaries and gain insight on how their behaviour impacts on themselves and others. It aims to develop skills and strategies to avoid conflict within families and runs alongside the parent or carer on the Escape programme.

Escape & Eclips are a problem- solving approach for parents and carers of children and young people experiencing relationship difficulties.



**140** received a service for family conflict & breakdown



**11** Escape, Eclips and Parallel Lines programmes delivered.

## Seasons4Growth

a programme that uses the imagery of the seasons to illustrate the experience of grief, loss and change. Seasons4Growth aims to strengthen the social and emotional wellbeing of young people and adults.

1 Seasons4Growth Programme was delivered for children having experienced loss, grief and change, 2 adult seasons4growth group seminars and a one- to -one adult programme were delivered.

During this period, the project was adapted to include more resilience work to meet the demand lead by the young people accessing programmes who identified confidence issues and anxiety.





# LEARN4LIFE

Learn4Life continued to deliver both face-to-face group sessions and one-to-one sessions, including the core tenancy unit, a careers planning unit, and healthy relationships work.

A set of taster sessions are used for new services users to introduce them to the project and some individualised units are possible for personal development when meeting the project overall aims.

## 2022-23

34 people engaged with the project during the period with 50 one to one sessions offered to individuals.

### what did we do?



#### Workshops

31 accredited and 25 non-accredited workshops were delivered across a range of subjects relating to homelessness, independent living and skills/ career development.



#### Certificates

25 accredited certificates and 16 participation certificates were awarded to people accessing Learn4Life project.



#### Crash Pad 2 My Pad

the core tenancy unit delivered over 4 sessions had 6 completed accredited workbooks during the period.



#### Education, Training and Volunteering

5 young people were supported into education, training and volunteering.





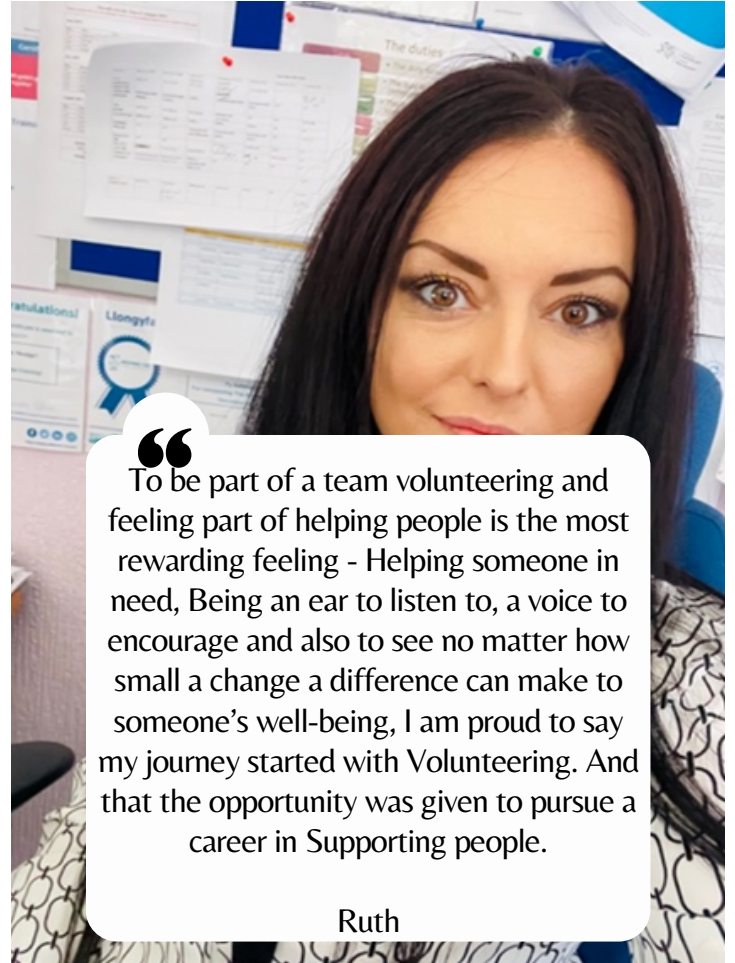
# Volunteering



“

Having come out of a very low period in my life, I started volunteering at the Lighthouse. This opportunity enabled me to regain my sense of self-worth and rebuild self-confidence by helping others. By volunteering this then led on to a career in helping and supporting people which is something that I feel passionate about.

Hilarie



“

To be part of a team volunteering and feeling part of helping people is the most rewarding feeling - Helping someone in need, Being an ear to listen to, a voice to encourage and also to see no matter how small a change a difference can make to someone's well-being, I am proud to say my journey started with Volunteering. And that the opportunity was given to pursue a career in Supporting people.

Ruth



“

Since volunteering at Digartref, I have found it very humbling. To be involved in helping people going through personal struggles in any way you can, no matter how small a contribution, is good for the soul and very rewarding. The care and support all the staff at Digartref provide to service users on a daily basis is awe-inspiring, and I am so glad to be involved in a small part of that.

Matthew



“

'I am really passionate about taking part in activities for the community and enjoy it. My confidence has boosted a lot since I started gardening in Head Office. The staff in head office and the Lighthouse have helped very much in supporting me.'

Derek



# A YEAR IN REVIEW

*an insight to what our projects have been up to the past year...*

After living at Coedlys for just over 18 months, Matthew was successful in gaining a place at Chester University to start a degree in Performing Arts.

Here is Matthew arriving at his halls of residence

His Support Worker drove him over to Chester to settle him in.



The Lighthouse Day Centre clients often have the opportunity to complete accredited units via our Learn4Life project. Giving our clients the opportunity to build on their skills and knowledge to gain independent living skills and increase opportunities.

Sarah and Stefan completed a Cookery Skills unit with the help of Ruth who is a Support Worker at the Lighthouse Day Centre.



## Jubilee

Staff, Clients, local political figures and partnering agencies came together to celebrate her late majesty's Platinum Jubilee in Llŷ y Gwynt's garden.

The garden was decorated in red, white and blue, attendees enjoyed a delightful afternoon tea along with garden games and quizzes.

## Election

Rhun ap Iorwerth, Assembly Member for Ynys Mon, visited the young people of Digartref to help them understand the election process and just how important their votes would be to any political party!



## Meetings don't have to be boring!

We're incredibly grateful to the group of service users who took the time to talk to some of our team about the difficulties they face getting the help and support they need, and we were so happy to see them get out and have a great time racing afterward! We don't know who had more fun, the racers or our staff watching them from the side-lines!



## Ella Graduates

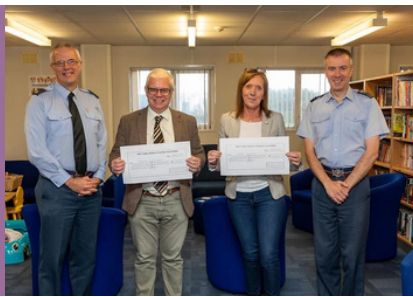
We are so proud of Ella, a former Coedlys resident, for getting a First Class Honours BA in Childhood and Youth Studies at Bangor University and has now just been accepted onto a Masters in Counselling.

Ella wants to work with young people who have been through difficult childhoods like herself. Ella was with Coedlys for over a year before starting her degree.

Ella stated of her time at Coedlys: "I couldn't have got here without you guys, Coedlys was the first place that felt like home"

THANK YOU to the 'RAF Valley Station Charities Committee' for choosing Digartref Cyf as one of their donation recipients.

£3,440.56 was received and will be put to great use to continue our mission to alleviate homelessness on Anglesey.



Days out like this are just one of the ways we engage with and support the people who use our services and gives us a chance to get valuable feedback while providing fun, sociable events and activities.





## Moving day for Jess'!!!

Finally Jess gets her own pad!! Coedlys staff supported Jess to move into her own accommodation



Service Users of The Lighthouse Day Centre were invited to participate in a consultation to give their experiences of Homelessness and enjoyed an evening meal at The Boathouse Hotel on 11th October with The Homeless Prevention Team and Lighthouse staff.

## Return of the Clowns'!!!

Residents from Coedlys experienced the Ffear Fforest cursed carnival at Zipworld .

The young people were brave enough to catch a clown hunter cart along the spooky Alpine course, avoiding the clowns that were lurking amongst the trees!!



## Christmas Tree Festival

Volunteers and Service Users from the Lighthouse Day Centre erected a Christmas Tree at St Cybi's Church for the annual 'Christmas Tree Festival' using decorations that were handmade during recent arts & crafts sessions at the Day Centre



A very generous lady fundraised by planting and selling trees, with £2 from every tree sold being donated to a chosen charity.

Digartref were very fortunate to be one of those selected charities.

She used the money collected to purchase much needed food and essential items for the clients using the Homeless Prevention Team services.

The Day Centre staff and volunteers Ruth and Grace were busy making packs for our outreach clients using the many items donated. for more information on the project, visit: <https://forest-for-peace.earth/>

A huge thank you to Rachel for her incredibly kind support over the past 12 months, Rachel tirelessly fundraises for Digartref throughout the year holding donation drives at the Holyhead Morrisons store.



Staff, Volunteers and Service Users from The Lighthouse Day Centre had a festive evening out.

The WildBoathouse - Boathouse Hotel, Holyhead held a meal for individuals who are Homeless, Isolated, or experiencing loneliness.

The staff including owners Kirsty & Matt, went to great efforts to ensure they all felt welcome, and had thoughtfully bought games for the evening, the staff were on hand throughout the night & were very helpful & chatty.

Sarah, Derek, Eric, and Stefan enjoyed a Christmas Day dinner at The Lighthouse courtesy of Catch22 Brasserie , with board games enjoyed throughout the Day & all were very pleased with their presents.





# Testimonials

## Coedlys Resident

“As soon as I moved into Coedlys I felt safe, staff are so helpful and extremely friendly. We all feel like we are part of a big family living here, staff talk to us with respect and always go above and beyond to help any of us when we need it.”

## Day Centre Client

‘Excellent. My Life has been sorted out significantly. The Lighthouse is small though’.

## Rapid Rehousing

‘You have helped me tremendously with going from being homeless to now having my own flat. You have taken a whole lot of worry off my shoulders. I have gone from a bad place to now a good place. Thank you so much’.

## Outreach Service

‘I feel like I am crying out for help, and you are the only one here doing something about it’.

## Learn 4 Life

‘The budgeting section of the booklet was useful and can definitely be used in everyday life to assist in saving money’.

## Healthy Relationships Workshop

‘I would say the session was useful seeing how my opinions differed from others. I liked how respectful and considerate everyone was of each other’s opinions. Setting the contract at the beginning set a good precedent for the rest of the session’.

## **Seasons 4 Growth**

'I still struggle when I think about my mother and that she rejected me, but I have my father and step- mother who care about me. I would like to know why my mother rejected me and doesn't want to see my anymore. I can't believe that I can talk about it now without getting angry or crying. I want to move on with my life and make my mother proud of me even if she does not want to know me. I'm doing it for myself'

## **Mediation Participant**

'I need my mother so much now that I 'm having a baby and I need her support and acceptance. Mediation has brought us closer together and helped us find a way of solving the problems and be friends again'.

## **Agency Feedback**

"Over the past several months I have been in contact with staff at Coedlys, nearly daily on occasion, regarding two young people whom I work with and have referred to the scheme. I have spoken to a number of staff members who have all showed the same level of courtesy, professionalism and patience when dealing with these cases.

## **Outreach Service**

'Thank you from the bottom of my heart, you are honestly the best support workers I've ever had.'

## **Generic Floating Support**

'Thank you from my heart for all the support you have given me, I really am grateful for the help you and Digartref have given me when I was in a really dark time in my life and helped me through the feelings of self- doubt and hopelessness, when I had no place to call my own not even a spoon to my name, which you sorted out and loads more. Thank you for all your help, I will never forget about it and I never took it for granted because I am a grateful man. Thanks again'.

## **Supported Housing**

Thanks for all the advice and support you have provided me I could never have done it on my own