



Digartref

Supporting People – Improving Lives

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Enterprise Centre 📍

Holyhead
LL65 2HY

WELCOME FROM THE CHIEF EXECUTIVE

Welcome to Digartref's 2020/21 Annual Report which provides an overview of the services and activities undertaken over the last 12 months, to support those who are at risk of or experiencing homelessness.

Unfortunately, the Covid-19 pandemic continued to affect service delivery and the way support and assistance had to be provided to those in need. Where it was possible, some of the services moved to online delivery, such as Mediation and Learn4Life. The essential front line services including, the supported housing projects, outreach and the Lighthouse Day Centre continued to operate in much the same way as they did prior to Covid-19, with additional safe working measures in place to provide protection for staff and beneficiaries.

Despite many pandemic related obstacles and difficulties, the annual report highlights the number of people Digartref staff continued to provide support to, for example:

- 109 individuals accessed the Lighthouse Day Centre, with 45 of these being supported into temporary accommodation and 19 into the private rented sector.
- 99 young people were provided with tenancy related support either through our 24 hour staffed projects or in our self-contained properties and via floating support in their own homes.
- A total of 87 people were supported through the outreach and generic floating support services.
- The delivery of Learn4Life assisted in people being awarded 36 Agored accredited certificates and 86 non accredited certificates.
- The Mediation and Family Led Intervention service delivered 18 sessions of the Parallel Lines Programme and 30 sessions of the Escape programme.

Not wanting to stand still, the charity was fortunate in December 2020 to be part of the development of a small Rapid Rehousing project, working in partnership with the county council and North Wales Housing Association, providing very short term housing with support for those aged 25 and over who might otherwise be placed in temporary B&B provision.

Digartref and its beneficiaries were also extremely lucky to receive a range of support from a variety of sources, including individual members of the public, fundraisers, businesses and public bodies as well as charitable organisations such as Comic Relief and Children in Need.

Overall such assistance has been instrumental in enabling the charity to meet people's individual and unique needs. For some this meant they were able access some of the basic needs in life such as a warm coat and footwear, food or a hot meal, while for others having access to a mobile phone or a bus travel voucher meant they could keep in contact with family or friends, make and keep appointments. Being able to purchase for loan, lap tops or tablets, meant families and some of the young people living in our supported housing projects could continue to engage in mediation or the Learn4Life programme via online delivery of these services and that children and young people could undertake school work online.

Such additional resources ensured that more people at risk of or experiencing homelessness have been assisted in a positive way. Such high levels of service delivery and positive outcomes for our beneficiaries during yet another difficult 12 months required; adaptability, determination, commitment and dedication from our staff teams. I would like to take this opportunity to show how greatly appreciated they are.

A huge thank you to them and our trustees for all their support.

Wendy Hughes CEO

THE TREASURER'S REPORT

The underlying performance of Digartref continued as before, with a surplus before pension scheme remeasurement of £75000 (2019/20: £74000). However, the pension scheme deficit grew from £76000 to £170000, which resulted in an overall reduction of £39000 in Unrestricted Reserves to £703000 at 31 March 2021. The movement in the pension scheme deficit is basically a reversal of the movement in the opening direction in the previous year, and is consistent with the experience of other similar defined benefit pension schemes.

Despite the challenge of the Covid pandemic, all projects performed in line with expectations and contributed to the Charity's management and administration costs. Preliminary expenses continued to be incurred as we planned the redevelopment of the Holyhead Enterprise Centre. Grant funding is being sought for this purpose, but the Charity has been able to set aside £100000 of its own Reserves towards this project. This still leaves us in a good position to continue providing our existing services as well as seeking new financially-viable opportunities to expand those services.

Dafydd Jones

Treasurer

BALANCE SHEET AS AT 31 MARCH 2021

<u>2020</u>		
<u>FIXED ASSETS</u>		
624180	Tangible Assets	560410
<u>CURRENT ASSETS</u>		
588404	Cash at Bank and in Hand	682237
76153	Debtors and Prepayments	75221
<u>664557</u>		<u>757458</u>
<u>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</u>		
19628	Sundry Creditors	22003
48406	Accruals and Deferred Income	44991
9026	Loans	8778
<u>77060</u>		<u>75772</u>
<u>587497</u>	<u>NET CURRENT ASSETS</u>	<u>681686</u>
1211677		1242096
<u>CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR</u>		
60173	Loans	54093
1151504		1188003
<u>PROVISIONS FOR LIABILITIES AND CHARGES</u>		
76000		170000
<u>£1,075,504</u>		<u>£1,018,003</u>
742401	<u>UNRESTRICTED INCOME FUNDS</u>	703344
333103	<u>RESTRICTED INCOME FUNDS</u>	314659
<u>£1,075,504</u>		<u>£1,018,003</u>

OUR FUNDERS:



LIGHTHOUSE DAY CENTRE

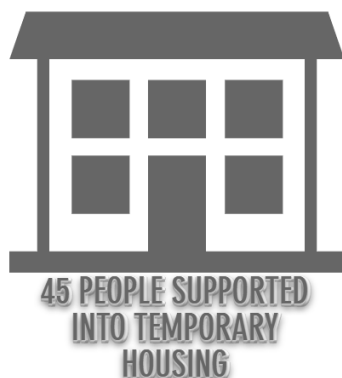
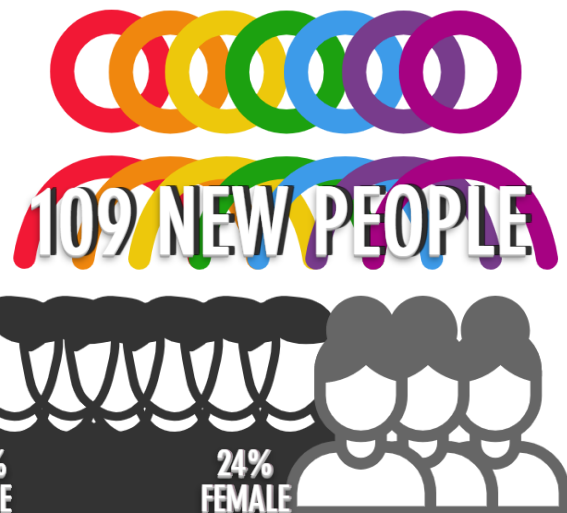


The Lighthouse continued to provide a service daily throughout the pandemic, for those who are homeless or at risk of homelessness over the age of 18, with four Homeless Prevention Team members providing support. From March 2020 into April 2020, emergency food was prepared at the Lighthouse and provided to a group of rough sleepers in Bangor in the interim period until Gwynedd Local Authority had housed the majority of them.

51 people presenting were rough sleepers at first point of contact and 43 were assisted out of this situation.

People received holistic support for welfare benefits, access to food, basic facilities, obtaining I.D and health related appointments with referrals internally and on to other relevant agencies including mental health & substance misuse services.

The service operated for a time as a doorstep service and then for support on an appointment basis with Covid-19 measures in place following government guidelines.

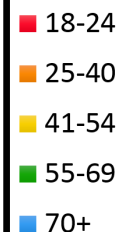


Service user comments on service:

'The Lighthouse has given me someone to speak to and guide me through a hard time'.

'Yes, they helped me phenomenally. No income but the moment I knocked on the Lighthouse I felt overwhelmed with support and I can't believe I got a place so quick'.

AGE GROUPS



During the initial Covid-19 lock down period, the delivery of Learn 4 Life was suspended while Digartref worked with Agored Cymru to adapt on-line delivery of the programme. In addition, the Learn4Life worker assisted and supported the charity to ensure its essential front line services, the supported housing projects and the Lighthouse Day Centre continued to operate during a very difficult time.

On-line provision of Learn4Life meant a new way of working for all those involved, including service users and staff. Skills and learning styles had to be adapted to meet the need to utilise Zoom and Microsoft Teams for delivery of the programme. Sessions were modified to ensure on-line delivery of the core tenancy unit, a careers planning unit and healthy relationships work. In the autumn, just prior to the winter lock down, outdoor sessions in small groups were delivered. Following this the Learn 4 Life worker was then able to start online sessions for the #iwill project, working with and supporting young people to produce, with TAPE, several Podcasts with a specific focus on homelessness.



127
ONE TO ONE
SESSIONS



36
ACCREDITED
CERTIFICATES



86
NON-ACCREDITED
CERTIFICATES

'Crash Pad' Tenancy Unit (accredited) feedback;

'I learnt about tenancy agreements and why I should read mine'.

'I learnt how to keep a tenancy and how to get on with my neighbours'.

'I learnt how to check safety and the cost of properties, making sure the little problems do not turn into big problems like water bills and fire alarms.'

'Was delivered really clear and understandable. Also was delivered enjoyably'.

MEDIATION & FAMILY LED INTERVENTION

During the initial Covid 19 lock down period, the delivery of Mediation and Family Led Interventions were suspended while Digartref worked to adapt on -line delivery of the service. In addition, the 2 mediators assisted and supported the charity to ensure its essential front line services; the supported housing projects and the Lighthouse Day Centre continued to operate during a very difficult time. The skills of the 2 mediators were fully utilised in these settings when service users were facing difficult times.

Work was undertaken to adapt these services into an online, virtual experiences and included the development of handbooks and interactive participation. During this period of adaption, the mediators remained in contact with those families and individuals they had been supporting prior to the pandemic and the related lockdown, as they still required support and interventions. For some the issues the pandemic raised meant they need the support more than ever. Regular phone calls were undertaken with people, advice and resources provided including, learning packs for children during the lockdown.

In the last quarter of the financial year, slippage funding was provided by the Isle of Anglesey County Council to cover the cost of additional staff hours to meet the high demand of referrals being received from social services and for the staff to attend multi agency/legal meetings and compile reports.

A Children in Need booster grant was utilised to purchase laptops for staff and to loan to service users to enable them to engage online. ZOOM and Mentimeter subscriptions and other I.T equipment were also purchased to enable virtual working.



53 REFERRALS FOR THE ESCAPE PROGRAMME
30 SESSIONS DELIVERED IN GROUPS OF 10 ATTENDEES



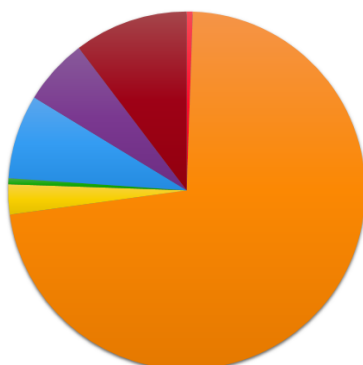
28 REFERRALS FOR THE PARALLEL LINES PROGRAMME
10 SESSIONS DELIVERED IN GROUPS OF 6 ATTENDEES



92 REFERRALS FOR MEDIATION

Referring Agencies

- ANGLESEY HOUSING
- ANGLESEY SOCIAL SERVICES
- GORWEL
- INTERNAL
- TAF
- SELF
- OTHER



What have you learnt by attending the ESCAPE Programme?

'To be more patient and understanding', 'Better approaches to understand young people', 'Gained control and confidence as well as understanding behaviour'.

What have you learnt from Parallel lines programme?

'To be calmer, nicer, to talk differently towards my parents, to be nicer to my parents and understand them'

COLLABORATIVE OUTREACH TEAM

SUBSTANCE MISUSE & COMPLEX NEEDS



63 PEOPLE SUPPORTED

The Collaborative Outreach Team consists of two workers supporting those with Substance Misuse issues and one worker supporting those with Complex Needs. The workers provide Housing Support for those over 18 years old in partnership with the Harm Reduction Team forming a Collaborative Outreach Service across Anglesey and Gwynedd to those people at risk of experiencing homelessness, problematic substance misuse, mental health related issues. The team continued to work across both counties during the pandemic.



AGE GROUPS

- 18-24
- 25-40
- 41-54
- 55-69
- 70+



OUTCOMES FOR THOSE SUPPORTED:



78 SUPPORTED WITH WELFARE BENEFITS



117 REFERRALS MADE
inc. Mental Health & Substance Misuse Services, Internally, Local Authorities



38 SUPPORTED TO ACCESS HEALTH PROFESSIONALS

GENERIC FLOATING SUPPORT, RESETTLEMENT & ADVICE



24 PEOPLE SUPPORTED

The generic floating support worker provided additional support at the Lighthouse Day Centre during the pandemic period. In addition, also assisted 24 individuals in need of generic floating support across Anglesey.

During December 2020, and in partnership with North Wales Housing Association and the local authority, 2 properties in Holyhead were secured for the delivery of a Rapid Rehousing service for those aged 25+ and to whom the local authority have homelessness duty. The new scheme provides fully furnished short term accommodation and reduces the need for those who are homeless to be placed in emergency B&B.

Requiring a lot of hard work, the properties were set up and made available within a very short window to 2 individuals just a couple of day before Christmas. In total 4 people were supported by Digartref to move in and out of these properties during the 3 month period to the end of March 2021. Once move on was secured, additional support was provided in their long term homes for a further couple of months. This project has been highly successful and has achieved positive outcomes for those accessing the service.

OUTCOMES FOR THOSE SUPPORTED:



32% IN PRIVATE HOUSING



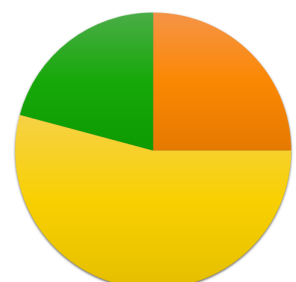
30% REMAINED IN OWN HOMES



38% IN SOCIAL HOUSING

AGE AT REFERRAL

- 16-18
- 19-24
- 25-40
- 41-54
- 55-69
- 70+



SUPPORTED HOUSING

INCLUDES FLOATING SUPPORT & CLUSTER PROPERTIES
FOR 16-24 YEAR OLDS



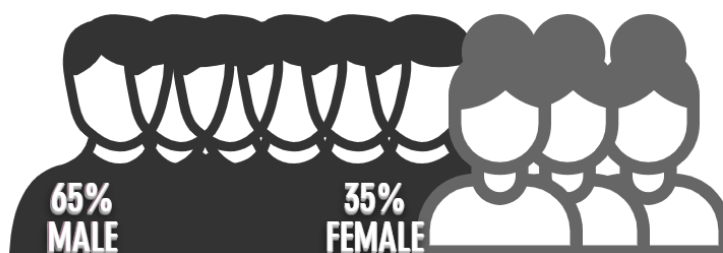
251 NEW REFERRALS
99 ACCEPTED INTO SERVICE



**40 PEOPLE WERE SUPPORTED TO
MOVE INTO THEIR OWN TENANCIES**

"A massive thank you for the support you have given my son throughout his time at Coedlys, I definitely feel more comfortable with him living at Coedlys rather than a foster placement, I have definitely seen an improvement in his happiness being in Coedlys rather than foster care".

"When I to under Coedlys I was in a bad place, but with the support from Nia and the rest of the team I was able to get back on my feet and learn new things about living on my own. They helped me a lot with how to deal with my finances, how to deal with my mental health and problem solving when it came to different things around the home. With their help I was able to move back in with my mum and able to resolve underlying issues. I feel like without their help I couldn't have done it and I don't ever regret meeting such an amazing team of people in my life. They deserve more praise than they actually get! I can't thank them enough for all they've done for me.

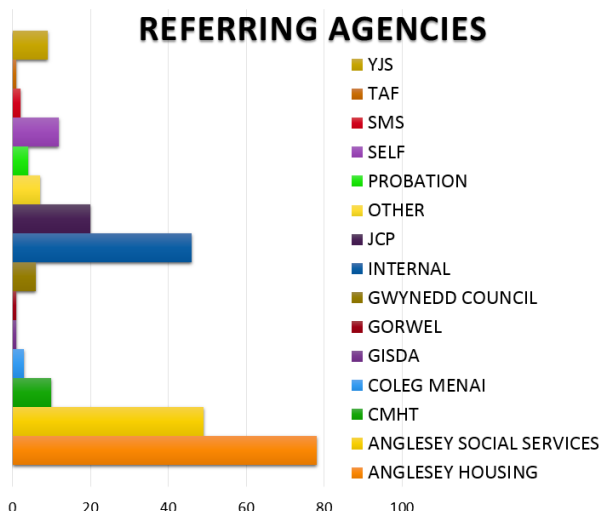


AGE AT REFERRAL

- 16 YEARS OLD
- 17 YEARS OLD
- 18 YEARS OLD
- 19 YEARS OLD
- 20 YEARS OLD
- 21 YEARS OLD
- 22 YEARS OLD
- 23 YEARS OLD
- 24 YEARS OLD
- 25 YEARS OLD



REFERRING AGENCIES



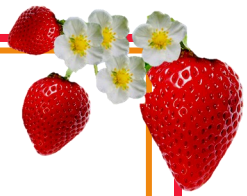
Compliments:

"I would like to thank my support team for putting up with me lol, and the other members of staff too, thank you for everything you do." Ex-resident

"I don't know what I would've done without the support from Llys y Gwynt." Ex-resident

Gardening

The residents chose a variety of plants and vegetables in the garden. They researched how to care for the plants and how to use the equipment needed to plant and maintain a beautiful garden. They worked together to plant and successfully grow some beautiful flowers, along with some strawberries and tomatoes in the back garden! Later they used the strawberries they had grown to make some strawberry cupcakes and the tomatoes went in some great dinner dishes.



Coedlys Connected



As part of an initiative to ensure that residents were able to stay connected with family and friends during the 2020/2021 Lockdowns, possibly the most isolating time of their lives, Coedlys ensured that funding was put to good use, and bought a range of helpful devices. Laptops were provided to guarantee those in education could keep up with their studies, tablets and a Facebook Portal for socializing virtually by calling and facetimeing family and friends outside the project, and TVs to provide entertainment whilst isolating which was invaluable to mental health. All of this encouraged residents to protect the NHS by staying indoors, and at home.

The Great Coedlys Bake Off

Things heated up in the kitchen over lockdown as the Residents donned their chef hats and dusted down their baking skills! They baked a load of lovely treats to satisfy every sweet tooth in the house; Flapjacks, cupcakes, biscuits, shortbread, bake trays, school cake, and much more!





THAT'S SO POOL

A much used gift for residents last Christmas! As yet another lockdown saw everyone spending the holidays wrapped up at home, it was decided that the residents should receive some presents that could keep them occupied—'Cue' some happy home-dwellers! Many a game and opportunities for socializing and bonding. (PS. it didn't quite fit under the tree!)

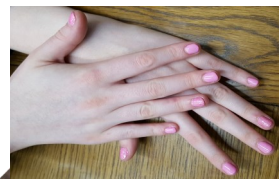


nailed it



With lockdown seeing all beauty salons closed, residents got creative with the extra time on their hands and invested in a gel nail kit. A variety of colours, stickers and glitter to suit everyone! They also did some glam, relaxing face masks to recharge...

Residents and staff tried their hand at some at-home nail art. Even with nowhere to go, residents could stay primed and polished, and feeling fabulous on their pamper nights!



With no clothes shops open, residents made a colorful splash and designed some striking new garbs!



This was a very popular session with the residents who all got involved—all it took was some plain white T's, a tie dye kit, an eye for fashion, and Ta—Dyeee!



Game On

Level Up!

The residents received PlayStation games as Christmas presents this year, which kept them busy during isolation and the months of lockdown over the Christmas period. They all enjoyed the many games nights had over the last few months to keep busy — always reaching a new high score and leveling up!

LLETY PONTIO

Working in partnership with the local authority and private rented sector, Llety Pontio provides interim accommodation for up to 12 weeks for young people aged 16 to 24 who are experiencing or at threat of homelessness, are leaving local authority care and are ready for independent living, whilst still needing support. Access to the service also reduces the need to provide emergency B&B provision for homeless young people.

Those eligible and accepted on to the scheme are initially provided with a high level of support from a dedicated Digartref support worker whose aim initially is to move young people into the accommodation available across Anglesey through the Llety Pontio service.

Each young person has a support plan, tailored to their individual needs, that identifies the support and assistance they feel is required to attain their personal aspiration and goals including, permanent move on accommodation, accessing education, employment or training as well as working through any barriers to long term tenancy sustainment such as, managing their finances, paying bills, eating healthy, getting support and professional interventions in relation to physical and mental health. Each young person also has access to an Individual Budget, allowing them to purchase items such as bedding,

AGE GROUPS

- 17 YEARS OLD
- 18 YEARS OLD
- 19 YEARS OLD
- 20 YEARS OLD
- 21 YEARS OLD



crockery, pots and pans, I.D, items for college or related travel, things they can take with them when they move on from the service or that will support them to attain their goals and aspirations.

Once they have secured more permanent move on accommodation, support will still be available to them via the Llety Pontio worker, assisting them with the move and to settle in to their new accommodation. If the need for longer terms support is identified, this can be arranged via Digartref's floating support service.



11 PEOPLE
SUPPORTED



THANK YOU

DONATIONS, GRANTS & FUNDRAISING



**£2574 FOR ROUGH
SLEEPER PACKS**



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

**TABLETS FOR CLIENTS
TO CONTACT FAMILY
OVER LOCKDOWN**



JustGiving
£1067.00



**REGULAR DONATIONS
OF MILK & BREAD**



**CHRISTMAS GIFT
BOXES & £450**



**£200 FROM
CHELSEY HAGAN**



**£200 DONATION USED
TOWARDS PS4 GAMES**



£300.00



**READY-MEALS FOR
THOSE IN TEMPORARY
ACCOMODATION**



TESCO VOUCHERS



**CHRISTMAS
DAY MEALS**



**FOOD REGULARLY
DONATED**

Anglesey Quakers | Medrwn Môn | Beaumaris Marine | ASDA | C&R Properties | Cefnogi Môn
Anglesey Soroptimists | Anglesey Stroke Club | Dylan's | Catch 22 | Chelsey Hagan | Bethany Salter | Anna Farmer
Paula Bond | A R Williams | Rev M Hall | Huw Jones | Sally Roberts | C Vickery | P Hooton | Mr & Mrs Morris
Anonymous Donors | Stena Line | Anglesey Food Bank | Bwyd Da Môn | Isle of Anglesey County Council
Becws Môn | Morrisons | Enoch's Chippy | Holyhead Roundtable | Môn CF | Layla Parry