

**2021-2022**

# **Annual Report**



**DIGARTREF CYF**

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# Wendy Hughes

Chief Executive

Welcome to Digartref's 2021/22 Annual Report which provides an overview of the services and activities undertaken over the last 12 months, which at the very heart, aim to support those who are at risk of or experiencing homelessness.

Over the past two years of the Coronavirus pandemic, I believe we have learnt a lot and need to move away from this period with as many positives as we can. That particular phase forced the charity and its dedicated staff team to adapt and make changes, leading us all to have to do things differently in order to be able to continue to support those who needed access to our services, for instance, moving delivery of mediation and Learn4Life on-line rather than face to face, ensured continuity of service delivery. As an organisation we learnt to deal more effectively with risk, quickly putting measures in place to reduce and mitigate those associated with the Coronavirus. Implementing emergency measures played a crucial part in ensuring our 24-hour staffed supported housing projects and the 7 days per week Lighthouse Day centre were able to continue to operate throughout the pandemic. For operations to continue, there was a duty on the charity to protect the health and wellbeing of our staff and beneficiaries. In order to achieve all that we did as an organisation, we learned to work together more effectively in crisis situations, showing huge commitment, being highly adaptable and supportive team players.

Despite everything that was thrown at us we are still here, stronger from lessons learned, new skills gained and providing great examples of resilience both as individuals and as a relatively small charity, showing our ability to cope and recover from setbacks and crisis situations.

Reflecting up on the last 12-months specifically, it feels very much like we have been rebuilding post the Covid 19 pandemic, it's been a transition phase of moving forward once again, re-establishing working practices and service delivery models that existed prior to the pandemic as well as maintaining the new ones adopted over the last 2 years.

Unfortunately, factors out of our control will continue to test our resilience and try to derail us. We see some coming down the track now in the form of the Cost-of-Living Crisis and the shortage of affordable accommodation at a local level. Both will have a huge impact on homelessness, the people we support, us as individuals and the charity more widely

The wonderful outcomes and the number of people supported as documented within this report fully endorses just how resilient we have all been. It's not been easy, the journey has been a hard one to make at times but as I reflect, I would just like to remind all those that make up our charity from service users, staff, volunteers and our board of trustees, we did it, we got through it, having learned so much, we are stronger and more resilient from the experience. Well done everyone.

# Julia Morgan

Chair of the  
Board of Trustees



The demand for services offered by Digartref has increased and sadly likely to continue on that trajectory for the foreseeable future.

Our management team and staff have continued offering all our services during a time when recruitment has been very challenging across all sectors. I am repeatedly impressed by their dedication to our service users.

The outcome of our planning application to redevelop the Holyhead Enterprise Centreas a Homeless Hub is eagerly awaited and then we can seek grants to cover the costs .The plan offers improvements to the appearance, thermal efficiency of the building and improved facilities for our service users.

A letter we received from a past service user who recently graduated from university is a far more valuable reward to our staff but once again, on behalf of the Board, I thank the whole team for their commitment to some of the most vulnerable and disadvantaged in our society.

Heartfelt thanks to everyone who has supported Digartref over the last 12 months:

- Grant givers, who's funding ensures that Digartref can continue to provide crucial support within our communities; Children in Need, Comic Relief, Welsh Government and Local Authorities.
- Anglesey Soroptimists International, who continue to support us throughout the year, especially over the Christmas period by donating gifts for our residents and clients.
- Rachel Chant, Mrs Crown and Glory Europe, who has held countless donation drives throughout the year for Digartref, her support does not go unnoticed.
- Donations and fundraising events by community members.

# Dafydd Jones

Treasurer for the  
Board of Trustees

Digartref had a successful year financially with the good performance of all projects continuing. Together with the pension scheme deficit reducing from £170k to £98k, this enabled the company to increase its net assets from £1.02 million to £1.23 million. With £296k in a Restricted Income Fund and £200k now designated towards the HEC redevelopment and £33k towards major repairs, this leaves unrestricted funds of £699k, of which £281k was invested in fixed assets. Therefore at 31 March 2022 the Charity had free Reserves of £418k (£329k at 31 March 2021).

Given the uncertainties ahead regarding operating costs such as energy, and the proposed changes in the operation of funding arrangements for the homelessness sector, there are definite threats to the continued viability of some of the Charity's activities. However the current financial strength and the good track record of the Charity gives confidence that we can adapt and continue successfully into the foreseeable future.

DIGARTREF CYF

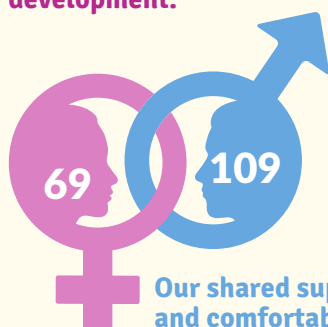
BALANCE SHEET AS AT 31 MARCH 2022

<b>2021</b>		
<b><u>FIXED ASSETS</u></b>		
560410	Tangible Assets	577426
<b><u>CURRENT ASSETS</u></b>		
682237	Cash at Bank and In Hand	792775
<u>75221</u>	Debtors and Prepayments	<u>102782</u>
<u>757458</u>		<u>895557</u>
<b><u>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</u></b>		
22003	Sundry Creditors	45067
44991	Accruals and Deferred Income	45864
<u>8778</u>	Loans	<u>8901</u>
<u>75772</u>		<u>99832</u>
		<u>795725</u>
<u>681686</u>	<b><u>NET CURRENT ASSETS</u></b>	1373151
1242096		
<b><u>CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR</u></b>		
<u>54093</u>	Loans	<u>46502</u>
1188003		1326649
<u>170000</u>	<b><u>PROVISIONS FOR LIABILITIES AND CHARGES</u></b>	<u>98000</u>
<u>£ 1,018,003.00</u>		<u>£ 1,228,649.00</u>
703344	<b><u>UNRESTRICTED INCOME FUNDS</u></b>	932434
314659	<b><u>RESTRICTED INCOME FUNDS</u></b>	296215
<u>£ 1,018,003.00</u>		<u>£ 1,228,649.00</u>

# SUPPORTED HOUSING & FLOATING SUPPORT 16-24

## LLANGEFNI SUPPORTED HOUSING

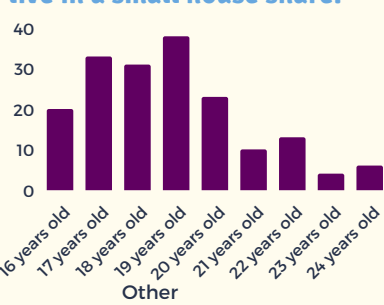
Our shared supported housing project in Llangefni has accommodation for 7 16-24 year olds. This scheme is for young people with complex support needs and provides 24 hour staff cover, offering a safe and comfortable place to live together with support preparing young people for independent living, assistance to move on to permanent accommodation and encouraging well-being and future development.



We also have four x 1 bedroom flats available which are fully self-contained which can accommodate a young single person, a young couple, a single parent or a young family. These are suitable for those who are at risk of or have experienced homelessness, for whom shared living is an unsuitable option, or applicants requiring a lower level of support. Staff cover is available 24 hours a day and residents are supported weekly.

Our shared supported housing project in Holyhead provides safe and comfortable accommodation for 9 16-24 year olds. We provide 24 hour staff support for residents to maintain their accommodation, encourage wellbeing and prepare for independent futures. Alongside the main project are two 2 bedroom bungalows providing next step move-on accommodation for residents who need a lower level of support, and are able to live in a small house share.

## HOLYHEAD SUPPORTED HOUSING

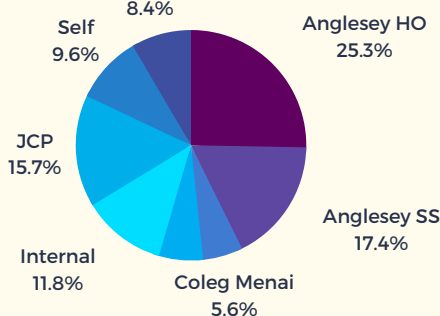


They have a greater degree of responsibility for bills and managing their own home, whilst still having staff on hand for support.

178

INDIVIDUALS WERE REFERRED TO THE SERVICE, 52 INDIVIDUALS WERE ACCEPTED

Within our community based project we have another three homes across Holyhead for young people. We have two self contained 1 bedroom flats which can house a single person, a couple, or new single parent, and a 3 bedroom house for a young family.



These homes are for those 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.



## FLOATING SUPPORT

The Anglesey Floating Support project supports young people aged 16-24 who:

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

Anglesey Floating Support can also work with anyone who has been accepted on the waiting list for our Supported Accommodation Projects or is waiting for a move-in date.

# LLETY PONTIO

## PROVIDES INTERIM ACCOMMODATION FOR YOUNG PEOPLE AGED 16-24 WHO ARE THREATENED WITH HOMELESSNESS, OR ARE 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 aged 16 to 24 and use of B&B provision for this group. In delivering the project, it assists the local authority in meeting its statutory duty relating to homelessness and in particular young people. Through utilising the private rented sector, the local authority may discharge its homelessness duty.

The project assists the local authority in discharging its duty into suitable private rented accommodation, or further supported accommodation where appropriate.

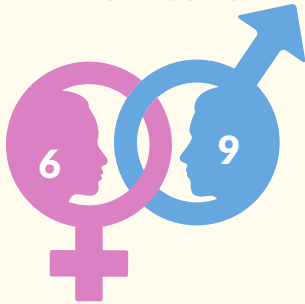
# 15

### young people supported

Of these 15 young people:

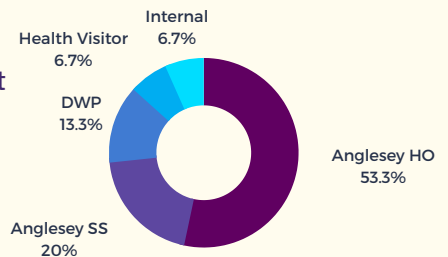
3 are still currently residing in the properties, 1 has moved into their own private tenancy, 6 have moved back in with family, 2 have been placed in temporary B&B accommodation, 3 have moved into more suitable long-term supported accommodation.

Digartref continues to work with Anglesey local authorities to develop service protocols and joint working practices to ensure the project can work in practice to meet local and strategic priorities. Staff are in regular contact with Anglesey Council to increase referrals, and actively work with the homelessness and housing teams. Digartref staff actively work with Anglesey Council in line with their homelessness strategy to prevent young people being placed in B+B accommodation. Regular contact is made with housing providers in the third sector to discuss suitable move-on housing for young people. Project staff have developed good working relationships with Social Services, in particular the Looked After Children's (LAC) manager and the Personal Advisors (PA). The project workers have met with the LAC manager and PA's to raise awareness of the project so they can identify suitable young people who are leaving care/ready to move into independent living with support.



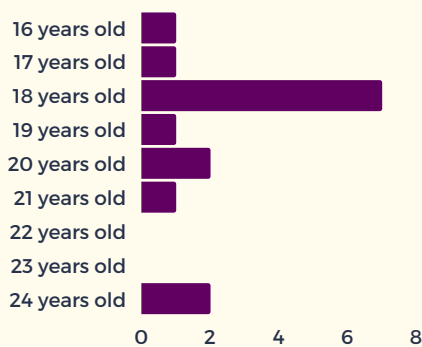
The project has assisted in the implementation of Part 2 of the Housing Wales Act 2014 through the provision of a service that focuses on the prevention of homelessness and provision of support to sustain tenancies. The project is service user centred, where needs and support provided are based on individual needs. Through the availability of this service, the local authority is able to prevent homelessness through the provision of interim accommodation, where a high level of support is available to those young people with challenging and complex needs.

Consideration will need to be given by the local authority as to whether or not this scheme could continue to be funded post March 2022 from the new Housing Support Grant which will be administered by the local authority. The project is not in receipt of any other funding source at present.



Plans to develop a shared house in Holyhead are being considered, which will enable working young people to live together in a shared accommodation and manage bills, rent and council tax payments between themselves to ensure affordability.

It has been agreed that Llety Pontio staff will be responsible for housing management to alleviate pressure from the local authority and ultimately help reduce the length of time a property is void for. This responsibility will cover arranging cleaning and repairs of the properties once a service user has vacated, before the next one moves in.



There has been a noticeable limitation in terms of move on accommodation due to the Covid-19 pandemic and a shortage of affordable properties to rent, which has made it especially difficult to source move on accommodation.

The young people will be 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 taken into account throughout the delivery of the service, and the support plan is regularly reviewed.

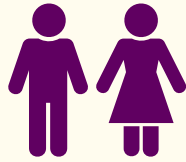
Due to the short term nature of this service, intensive support is provided to help the young person maintain their accommodation and find suitable, affordable move on accommodation with the timeframe.

**6** properties have been sourced from the private rented sector in a number of locations around Anglesey to meet the needs of the young people referred, and will be consistently available for Llety Pontio use only. There are now two designated properties in Amlwch, three designated properties in Holyhead, and one in Llangefni.

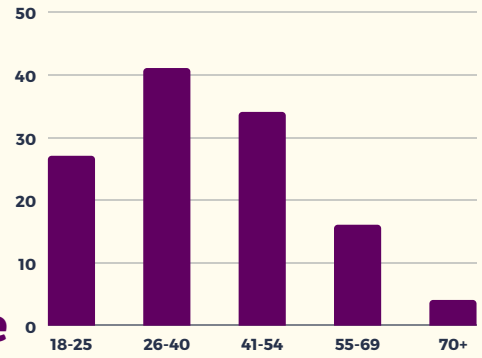


# LIGHTHOUSE DAY CENTRE

# 122



individuals were supported during the period, 83 of which were Male and 39 were Female



A Drop-in service, open 365 days a year for homeless people including rough sleepers aged 18+ and those at risk of homelessness, allowing access to support services and onward signposting.

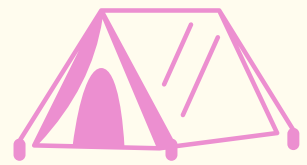
Lighthouse facilities include access to a shower, meals for those in need, care-of postal address, support to obtain identification documents for housing and to set up bank accounts, laundry facilities on-site and access to computers for benefits, housing, job searches and outreach support to attend appointments.

During the year The Lighthouse offered a doorstep service, phone support and then direct support on an appointment basis following Covid 19 guidelines.

**"The service has given me the chance to stand on my own two feet again and make a relationship with my children"**

Lighthouse Client

# 39



people presenting were rough sleepers at the first point of contact with the Lighthouse Day Centre

# 25



people were assisted out of sofa-surfing or Bed & Breakfast placement through support of the Lighthouse and partner agencies.

# 32

people were supported to reduce or eliminate the risk of homelessness.

Lighthouse Client

**"Having a bed to sleep in makes a difference. Probably saved my life to be honest"**

# COLLABORATIVE OUTREACH TEAM



The outreach team is comprised of 4 workers; a Complex Needs worker, a full time substance misuse worker and 2 part time substance misuse workers.

The outreach team is a part of Digartref's Homeless Prevention

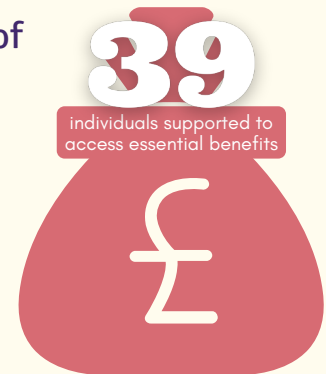
Team as well as the Harm Reduction Partnership across Anglesey and Gwynedd.

This partnership work has continued to develop as an integrated service to meet needs of those with problematic substance misuse and complex needs, including mental health, across both counties.

Clients were supported to access other services as part of their recovery and tenancy support, including;

- referrals to 'I Can',
- Penrhyn House Recovery Centre,
- DAF applications,
- engaging with 'Outdoors Partnership' for walks or climbing,
- referrals to harm reduction, substance misuse and mental health services.

*'My life has changed so much from your support. I feel like I now have someone who cares and I can talk to and help me sort out my problems. Thank you from the bottom of my heart.'*





# GENERIC FLOATING SUPPORT 16+ & RAPID REHOUSING 25+

Available to those who are homeless or at risk of homelessness aged 16+ across Anglesey and into Gwynedd.

Also providing support to those service users accessing the Lighthouse 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.

14 people were supported to reduce or eliminate the risk of homelessness.

43 onward signposting to other services for additional support needs made.

6 people were supported to access private rented properties and 10 people to access social housing.



## Holyhead - Rapid Rehousing for 25+

2 North Wales Housing properties in Holyhead are available to provide temporary accommodation, Digartref manage the Housing Management and provide support to residents on behalf of Anglesey Local Authority as part of the Welsh Government Rapid Rehousing Model.

This project has supported five individuals within the last financial year with successful move on for three and one present tenant has had an offer of suitable move-on and is waiting for the property to be adapted for him.

'I first met the worker at the Lighthouse and I'd had a mental breakdown, I was homeless, the worker was there and helped me through the lowest part of my life, she made sure that I had a safe place to go and sorted out my bills and debts. She helped me so much, above and beyond'.

'Absolutely changed my life. I came from hell and in heaven now. Couldn't thank you enough'.

# MEDIATION AND FAMILY LED INTERVENTION

**65 TOTAL REFERRALS** Mediation is a service for Families, between Landlord and Tenant, Neighbour Disputes and Residents in Supported Housing.

**54** sessions were delivered for 62 individuals

The Seasons4Growth service for younger people was not delivered during the period due to the emotional content not being suitable for virtual delivery. The Parallel Lines programme was adapted during the period to include more resilience work to meet the demand, those not able to attend the Parallel Lines programmes were sent support packs that were tailored to their needs.

Workers attended a Seasons4Growth for Adults training during the period, delivery of programmes for the older age range will be extremely beneficial for the clients of other internal services; supporting with issues of loss and acceptance, this programme will be run in small groups during the next financial year.

Parallel Lines is a peer support programme for children and young people; to establish better understanding of their parents' responsibilities and concerns and supports young people to establish realistic targets and goals for change.

"I've learnt to be better behaved and not angry all the time"

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

programme Escape.

**39 REFERRALS**

28 individuals attended 19 group sessions.

"I know that my parents do their best for me by teaching me boundaries and to protect me from dangerous things"

ESCAPE is a problem-solving approach for parents and carers of children and young people experiencing relationship difficulties.

24 participants reported that they felt more empowered to take control following involvement on the programme.

"I have learnt new techniques, become more understanding and learnt to listen not just react"

**53 REFERRALS**

30 individuals attended 33 group sessions.

24 participants reported that they felt more able to manage significant relationships.

The Mediation and Family Led Intervention service helps avoid family breakdown by resolving disagreements before they reach a crisis situation and prevents escalation; by improving communication, relationship skills and encouraging family cohesion and warmth.

During the period the Mediation and Family Led Intervention team developed a new parenting programme in agreement with Anglesey Social

**REFERRALS**  
**28**

14 individuals  
attended 18  
group sessions.

Services, **ECLIPS** is an early intervention programme supporting the parents of children aged 3 to 10. The programme content includes attachment and adverse childhood experiences and is delivered over a six-week period. A 6-month pilot was carried out from October 2021, positive feedback from the participants and referrers meant that the programme was extended into the financial year and funding has been provided for the next period.

## **LEARN4LIFE**

Learn4Life continued to deliver sessions throughout the period, offering an online provision of one-to-one ZOOM sessions and some group sessions. Subjects covered included Core Units around tenancy, budgeting and independent living skills.



**76**  
INDIVIDUALS ACCESSED  
THE SERVICE

The Core Tenancy Unit, 'Crash Pad 2 My Pad', which is delivered over 4 sessions, resulted in 12 completed workbooks during the period.

Taster sessions were developed for new service users, to engage them with the project covering individualised units for personal development.

Outdoor photography, indoor abseiling and other outdoor activity sessions were delivered during the non-lockdown periods.



**28**  
NON-ACCREDITED  
WORKSHOPS DELIVERED

11 young people were supported into education, training and volunteering during the period.

Study and engagement with this project is available bilingually in English and Welsh, meeting the individual's needs.

The Core Tenancy Unit, 'Crash Pad 2 My Pad', which is

delivered over 4 sessions, resulted in 12 completed workbooks

during the period.

In partnership with Children in Wales, Learn4Life delivered a Citizens and Politics workshop to encourage young people to engage with politics and register to vote. Local MPs attended various workshops to highlight the importance of the First Time Voters project.



**219**  
ONE TO ONE SESSIONS  
DELIVERED

# WHAT WE'VE BEEN UP TO

*activities across all of our projects throughout the year*



## IZZY GOES TO UNI

Izzy moved into Coedlys on her 16th Birthday. After 18 months of working with her Support Team and successfully passing her A-Levels, Izzy felt she was ready to move into her own accommodation. Izzy jumped at the chance of being offered one of the Coedlys move on flats and maintained her accommodation brilliantly. Izzy's application to study Media and English Literature at Aberwyswyth University was accepted, so staff waved her off in September to start a new adventure...Best of Luck Izzy!!!!

## DAN 'BOSSED IT'

Dan has recently been studying for his CSCS card as Dan wanted to start an apprenticeship in the Building Trade. To enable Dan to apply to more companies across Anglesey, Dan applied for some Individual Budget Monies so that he could complete his CBT Bike Test. Dan Passed with flying colours and is now looking to purchase his own motorbike!!



## SNAP!

Some of Coedlys' residents took part in a Photography workshop with Professional Photographer 'Kristine Banholzer'. The young people decided on the Dingle Nature Reserve to hone in on their skills and really enjoyed the opportunity to capture the beauty of the local area on camera.



## JAIL TIME

The Day Centre visited The Beaumaris Gaol, what an eye-opener! Staff and service users were happy to find out more about the 'interesting' punishments meted out in the 18th Century, for example dunking in cold water for housewives that nagged, until they repented! They visited the dark, eerie punishment cell and condemnation cell, and on a more light-hearted note tried out the tin bath (without the cold water!). They learned the sad history of Richard Rowlands who in 1862 was hung for the murder of his father-in-law. Rowlands protested his innocence and according to local tradition he put a curse on the clock in the church tower opposite the scaffold. To this day the clock has never kept the right time.

## CHILDREN IN NEED

Some of our Digartref staff came into work in their pyjamas and/or funny masks in support of Children in Need!

Our Parallel Lines Workshop, Seasons for Growth Workshop and Mediation for children are all funded by Children in Need. These services provide a variety of support to those under 18 years of age all across Anglesey and Gwynedd.



## UP THE WALL

4 young people took on the Indy wall in Llanfair PG. A great test of strength and endurance and also patience was involved to scale the high walls and the super tricky and more complex smaller ones. This session, was the first of 12, and gave the young people an insight into what was to come and gave them the basics they would need to power through the 12 weeks ahead. The skills and forward thinking needed to recognise which foot would go first and the placement of hands to grip the wall was paramount.

## CYCLING ALONG



The Chair of our Board of Trustees, Julia along with her husband Wyn and some friends cycled the 1050 miles from Land's End to John o' Groats, raising a whopping £5932.71 along the way for Digartref! Well Done!!

## WHAT A HOOT

Young people from Coedlys took part in a session with local Falconer Islwyn Jones. The rain held off, and as there were no seagulls for the owls to contend with, the owls, Branwen and Barney were willing to do some flying.

A big thank you to Big Ideas Wales for funding this session. It is an experience the group will never forget and already we have requests for another session with Islwyn and his amazing owls!



## RINGSIDE SEAT!

Local Boxer Mark Evans visited Llys y Gwynt, he showed residents how to strap their hands to protect and how to use a punch bag, what a great community we have, a great big thank you to Mark!

# HAWKING AROUND



As part of the Learn4Life / Inspire summer programme, the young people of Llys y Gwynt took part in a motivational session with local Falconer, Islwyn Jones. As well as meeting Islwyn and his owls, the young people got to practice flying the birds. Despite the group having to contend with some territorial seagulls, the feedback following the session was extremely positive.

Islwyn explained to the group how he had overcome difficulties in his life, and got to where he is today. He was also keen to hear about their aspirations and hopes for the future. For some the activity was therapeutic, with one young person saying "I really enjoyed the session. Just being able to hold the birds. It made me feel a lot better about myself. I struggle with anxiety so don't do a lot of group activities. This has made me more confident."

# GET THE DECS OUT

All of our projects got into the Christmas spirit this year! The decorations were out in full swing.

Christmas can be a difficult time for those individuals we support, our staff always do the utmost to make the projects a happy space to be over the period, carrying our various activities and gift exchanges.



# PUT A SHRIMP ON THE BARBIE

The residents made the most of the beautiful summer weather.

Llys y Gwynt tackled the raised veg beds, Coedlys got busy planting some lovely pots and painting benches.

Finally enjoying the garden space with a yummy barbecue!

