



HOUSING FIRST

THE SALVATION ARMY





Who we are

What we do

**Wales Housing
First Principles**

**How we can
work together**

**What we
are looking
for**



Who we are and what we do

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Salvation Army Housing First
Housing First Cardiff and Merthyr Tydfil

Housing First Cardiff
20 units of accommodation
14 clients housed

Housing First Merthyr
4 units of accommodation
2 clients housed



Housing First is a housing model targeted at individuals who demonstrate a repeat pattern of disengagement with traditional hostel.



Housing First Network Wales - Welsh Principles

1. People have a right to a home that is affordable, secure, habitable, adequate both physically and culturally, and with availability of services . It should also be dispersed in the community and not as part of an institution.
2. Flexible support is provided for as long as it is needed.
3. Housing and support are separated
4. The service is targeted at individuals who demonstrate a repeat pattern of disengagement with hostel accommodation and/or, individuals accessing rough sleeping or accessing EOS (Emergency Overnight Stay) at the point when the referral is made.
5. Individuals have choice and control
6. A harm reduction approach to substance misuse is used.
7. The service is delivered in a psychologically-informed, trauma informed, gender-informed way that is sensitive and aware of protected characteristics.



8. An active engagement approach is used.

9. The service is based on people's strengths, goals and aspirations, and as such

has an explicit commitment to a small caseload.



What this means in practice....

The Principle

“1. People have a right to a home that is affordable, secure, habitable, adequate both physically and culturally, and with availability of services . It should also be dispersed in the community and not as part of an institution.”

The Practice

- **We have an open access to accommodation attitude, for all suitable clients.**
- **All accommodation within the project falls within the Local Housing Allowance rates so that it is affordable for those on a benefit income.**
- **The LA, RSL and PRS landlords we work with have an agreement with the project that ensures any property offered is secure, safe and of a good standard of maintenance and decoration.**
- **Every effort is made by the Housing First Support Team to ensure that each individual is able to decorate and furnish their property to a good standard and to their personal taste.**



What this means in practice....

The Principle

“2. Flexible support is provided for as long as it is needed.”

The Practice

- Support is currently offered on an indefinite basis and is flexible to suit the needs of individuals in their homes.
- Support is constantly evaluated and assessed to ensure that each client is getting what they need, and want.
- The project is currently funded until March 2020 - with the additional resource to transition clients into our Salvation Army Floating Support.
- Support can be provided on an intensive or more relaxed basis to meet the immediate needs of the clients and can be increased or decreased if client meets a point of crisis, or progresses to a place of stability.



What this means in practice....

The Principle

“3. Housing and support are separated”

The Practice

- **Support provided by the Salvation Army is completely separate to that offered from the landlord who is responsible for the property.**
- **Support is given without condition and although every effort will be made to help broker the relationship between the Housing First tenant and their landlord, the needs of the client will always take precedence, for the Housing First Support Team.**



What this means in practice....

The Principle

“4. The service is targeted at individuals who demonstrate a repeat pattern of disengagement with hostel accommodation and/or, individuals accessing rough sleeping or accessing EOS (Emergency Overnight Stay) at the point when the referral is made.”

The Practice

- **The individuals who are involved in the project have been specifically identified by outreach services as having complex needs, entrenched rough sleeping patterns, and being challenging to engage with. Self referrals are also accepted.**
- **We deliberately seek out the most challenged individuals who have repeatedly failed to maintain transitional accommodation.**
 - **On average the current clients within our project, have spent 14 years living in transitional or unstable accommodation before entering project.**
 - **On average the current client within our project have spent 6 years rough sleeping before entering project: One client has spent 25 years rough sleeping.**



What this means in practice....

The Principle

5. Individuals have choice and control

The Practice

- **Individuals are able to select a variety of areas in which they would be comfortable to live. Clients are made aware that some areas have higher availability of properties than others but are not limited in the choices that they wish to make in regards to location of accommodation.**
- **If a client wishes to be accommodated in a certain area but a social tenancy cannot be sought, we work with the individuals to seek private rented accommodation within their chosen area.**
- **For accommodation from registered social landlords each individual will begin their first year on a starter tenancy and then transition into a full secure tenancy – as like anyone else moving from the general housing waiting list. In the private rented sector the Housing First Team will seek to secure a 12 month tenancy for the individual referred.**



What this means in practice....

The Principle

6. A harm reduction approach to substance misuse is used

The Practice

- All stakeholders within the project are aware of and committed to a harm reduction approach.
- All stakeholders accept that abstinence may not be an achievable desire or goal for all those involved in the project, but that the successful maintenance of the tenancy is the presiding factor by which success should be judged.
- As part of the Salvation Army Housing First Project we operate a Steering Group, which includes accommodation partners as well as support from NHS, drug and criminal justice services.



What this means in practice....

The Principle

7. The service is delivered in a psychologically-informed, trauma-informed, gender-informed way that is sensitive and aware of protected characteristics.

The Practice

- **Housing First Team take a strengths based approach and are committed to supporting individuals in a way that is personal and achievable to them.**
- **Demonstrating sensitivity, compassion, understanding and a resolution focused approach forms an integral part of every decision that we make as part of the Housing First Steering Group.**
- **Sensitive client risk and information is shared on a need to know basis, in order to help all parties involved to understand how individual's trauma may have led to the point where they are today.**



Putting principles into practice....

The Principle

8. An active engagement approach is used

The Practice

- It is our responsibility as a project to engage with our clients in the way that they want.
- Face to face, over the telephone, via text or email, in a way that's comfortable for them. The time and location of engagement is decided by the client and the team work flexible around these decisions.
- All clients are provided with an emergency out of hours contact and procedure and support can be made available 24/7 to meet the need at any point of crisis.
- We have an assigned specialist outreach role to work with street based individuals.
 - We are robust to the challenges of engagement and accept that clients will not always want to engage positively every time that contact is made.



Putting principles into practice....

The Principle

9. The service is based on people's strengths, goals and aspirations, and as such has an explicit commitment to a small caseload

The Practice

- Each Specialist Support Worker carries a small case load of 5 clients and is assisted by an Assistant Support Worker in managing this case load.
- In terms of reporting, we are committed to delivering project reporting that is entirely driven by the thoughts, feelings and personal achievements of the individuals within our project. We are motivated to demonstrate the varied highs and lows our clients have along their journey to independence. The co-production of all our project reporting makes our service unique

On a day to day basis, we support clients in a variety of activities that are directed and prioritised by them... Advocacy, brokering with other services, navigating statutory provisions, setting up utilities, attending appointments, help with life skills, harm reduction, developing motivation and self-confidence, reuniting with family, managing benefits, setting up bank accounts, getting a haircut, learning to use a computer, putting the bins out, attending the cinema, walking the dog.





How we can work together

- You need to know that you will receive your rental income in full, without delay.
 - You need to have as few voids as possible.
 - You need peace of mind that you will take on tenants who take care of their property and grounds.
 - You need peace of mind that will take on tenants who will get on well with neighbours and others around their home
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- We have a specialist and experienced team of support workers who have established relationships and personal contacts within the DWP, Local Authority Housing Benefit Team and local job centres.
 - We have extensive experience in managing Universal Credit claims, securing advance payments and managed payments of rent directly to the landlord. We help each tenant that we work with to manage their claim, maximise their income and deal with difficulties immediately.
 - Our clients are looking for a secure, safe long term home and will not be seeking to regularly move, negating the issue of voids.



- As outlined in the deliver of our principles we offer thirty hours a week support to help individuals manage all aspects of day to day life, managing a home and becoming part of a community



What we are looking for

- We want to start working with more private landlords in Cardiff
- Landlords willing to accept people in receipt of welfare benefits. This may be Housing Benefit or Universal credit Housing Payments, paid direct to the landlord.
- We need one bedroom self-contained properties in any area of Cardiff.
- Rents from £450.00 - £525.00 PCM
- Landlords will need to be licenced under Rent Smart Wales.
- Properties will need to be in reasonable , lettable condition in line with housing legislation and can be furnished or unfurnished and can help clients decorate and furnish.
- We are happy to consider hard to let properties that are more challenging to let.



Thank you!
Questions?

