

1. Introduction:

- 1.1 Huggard works to increase individual wellbeing and end incidents of homelessness through a commitment to continual improvement and working collaboratively to provide safe spaces that are welcoming, supportive and empowering.
- 1.2 Huggard runs a low threshold Day Centre for people that are experiencing homelessness. People access the Day Centre to take advantage of high-quality cooked meals, washing/showering and laundry facilities and a clothes store as well as to take advantage of specialist services focussing on advocacy, benefit advice and support, personal/social development and substance misuse support.
- 1.3 The centre provides a hub and a place of engagement for people who are experiencing homelessness or need support to maintain or secure accommodation. Most people using Huggard's Day Centre are either sleeping rough or in emergency or temporary accommodation.
- 1.4 In 2018, Huggard was asked to apply, through Cardiff Council, for additional Welsh Government funding to address rough sleeping within the city. Huggard's priorities were to:
 - increase the safety and security of our emergency overnight accommodation and to assist in meeting the actual costs of the delivery of this service
 - respond better to the engagement opportunities with individuals accessing Huggard's substance misuse service, who may not be engaging with any other services, through the provision of additional therapeutic intervention specialists and additional substance misuse staff to support brief intervention work at the point of needle exchange
- 1.5 Additional temporary resources have been provided towards additional security staff at night, breakfasts for clients staying in our emergency accommodation and additional bedding. We have also received additional funding for helping with bonds into the private rented sector and an extra member of our generic day team from February until the end of March. This has provided for a safer environment for clients and staff within Huggard's emergency overnight accommodation and helped to manage the increased and more complex demands upon our day centre.
- 1.6 Additional resources for therapeutic interventions and substance misuse support have been included into the Local Authority's Multi Discipline Team (MDT) and we have started discussions with the local authority about how the MDT can support the work of

Huggard's Day Centre and engage with the high levels of rough sleepers using the service and those in Huggard's emergency overnight accommodation.

2. Safe Space Development

2.1 We have been in discussion with a number of partner agencies regarding how the Huggard Day Centre can be part of a collaborative and innovative city-wide Safe Space model, coproducing services and acting as a dynamic multi-agency hub for services aimed at people rough sleeping within the city. We also support the development of a hub for night time services within the city, working in close partnership to increase engagement levels with those not accessing current services. To begin development of the Huggard centre as a hub for services a number of projects are currently being undertaken within the centre, in addition to our specialist advocacy, development and substance misuse work.

2.2 **Skill Share Project:** We have been awarded European funding through WCVA's Active Inclusion Fund to deliver the Skill Share at Huggard Project. This Skill Share will be offering volunteering and training opportunities to Huggard clients who are; out of work, over 25 and based in Cardiff. Participants will have the opportunity to:

- Complete an induction process in Huggard's Day Centre Kitchen and public coffee shop, Cafe H
- Earn work based certificates issued by Huggard
- Earn accredited work based qualification (e.g. Food Hygiene Level 2)
- Take part in a supportive volunteering placement at Cafe H and Huggard Kitchen
- Enjoy progression opportunities like further education, volunteering or paid employment.

2.3 **Probation Service:** We have been in discussions with the Probation Service to hold a fortnightly/monthly women's pathfinders surgery at the Huggard, this will hopefully help our more transient females to engage with their officers. The Probation Service has identified that the Huggard Centre is where their clients are spending most of their time and it will hopefully help increase engagement with probation and help to reduce the number of recalls for breach. Details are still to be finalised but we are hoping that this will be up and running in spring.

2.4 **Velindre Trust:** We have agreed to work with the Velindre trust to implement some working practices with the board around the homeless community who are diagnosed with cancer and are receiving treatment. The plan is to try and have some early intervention with the hospital knowing when a rough sleeper is receiving treatment at an early stage. This will help us to put a plan in place ready for when the patient is discharged. This initiative will start with us being included in a training day to explain to hospital staff regarding what our services are and what exactly we have to offer a patient who is discharged from their care.

- 2.5 **Tenovus:** We have been put in touch with Tenovus Cancer charity to supply Huggard with sun cream, this will start coming in to us over the next couple of months. We have agreed that we will store it and distribute to partner services including the Local Authority's outreach and multi discipline team.
- 2.6 **Cervical Screening:** We are looking at the possibility of having the mobile cervical screening vehicle visiting the centre to try to encourage more of an uptake, similar to the TB screening we did last year which proved very successful.
- 2.7 **BBV Clinic:** We operate a BBV clinic within the centre and we have started undertaking Point of Contact (POC) oral swab tests for Hep C. This is a swab of saliva and results are received in 20 minutes. To help with this, we have provided free meal vouchers to encourage people to get tested, and by the time they have eaten their meal, the result is available. Where a positive result is established treatment can be started within a day or so. Between June and Dec 2018, 85 clients have been tested with 19 reactive results where the individual has gone on to further investigation and treatment. The frequency of testing is now increasing as we have proved to be the most successful BBV clinic in Cardiff.
- 2.8 **Student Optometrists Cardiff:** This project is in partnership with public health Wales as part of a research project to raise awareness for more inclusive health policies to support the homeless. The service visits twice a month and sees on average 12 people per session, providing eye tests so the doctor can write out the prescriptions. The service provides advice on how to maintain good vision and directing clients to eye clinics that are nearby or in the health hospital. The service provides eye drops for clients suffering with dry eyes.
- 2.9 **Street Paws:** We have been working with the National Charity Street Paws to provide free treatment for Cardiff's Homeless pets. The visit the Huggard Centre once a month. So far, they have seen and treated 14 dogs (and one hamster). All dogs have been vaccinated against parvovirus, leptospirosis, distemper and hepatitis. These can all cause serious illness and are potentially fatal if not treated. All dogs have been given flea and worming treatment, which covers a range of parasites including mites and ticks. These things again can cause a dog to become unwell if left untreated. At Street Paws drop ins we regularly see 5/6 dogs for regular flea and worming and health checks. Street Paws have treated; ear infections, skin infections, minor wounds and have one dog on long term anti inflammatory for osteoarthritis. We have also supplied joint supplements to improve movement.
- 2.10 **Forgotten Feet:** The aim of this project is to put in place a free regular chiropody/podiatry service. Forgotten feet mission statement says it is for those most in need. It's for those least likely to have the means to access it. Forgotten Feet have been providing drop ins at Huggard. This is because we are a service accessible by the people they are trying to reach. Problems commonly encountered include: blisters, calluses, long and onychomycotic nail, fungal skin infections, pitting keratolysis due to prolonged wet conditions as well as wounds. Anyone with any sort of infection is referred to a local GP for medication or creams.

- 2.11 **Student Volunteers Cardiff:** The Student's Huggard Centre project is a befriending and support project for adults in Cardiff who are homeless. A group of student volunteers who are generally studying care or social work qualifications visit the centre for three hours a week to socialise with the service users, engaging them in activities such as arts and crafts, bingo, baking and cooking and board games. The provision of these diversionary activities is essential in the day centre as it adds to a positive atmosphere.
- 2.12 **DWP Digital Inclusion:** As a part of DWP's digital strategy for rolling out UC we have developed a partnership where a work coach from the Job Centre visits Huggard once a week. The work coach engages with Huggard clients helping them to set up new claims and manage their current claim. As part of the digital inclusion partnership we provide DWP with important feedback regarding the barriers to UC for our clients. So far we have collaborated to negotiate workarounds for essential criteria enabling clients with NFA or and no bank account to claim.
- 2.13 **Huggard First Responder Team:** In partnership with the Welsh Ambulance Service, at Huggard we have a team of first responders for providing emergency medical intervention. This is for situations beyond first aid and before paramedics can arrive. Staff are trained by Welsh Ambulance service trust. An intense week-long training course teaching correct working practice for emergency life support. Between October 18 and December 18 we responded to:
- 11 Synthetic cannabinoid overdoses
 - 8 Opiate overdoses
 - 2 Chest pains
 - 1 Diabetic coma
 - 1 Cut lip

3. Current Situation with Regards to Rough Sleeping:

- 3.1 Over the winter period there has been sufficient availability of emergency accommodation in Cardiff, made up of floorspace and pod spaces. However, this type of accommodation is quite restrictive and often communal in nature and therefore should be regarded as a temporary respite from the streets while suitable accommodation is sourced. Unfortunately, for many individuals they find themselves in and out of emergency accommodation for long periods of time and either lose sight of moving on or find it increasingly difficult to manage the necessarily restrictive nature of such accommodation. This can push people back to the streets. Huggard is currently completing 8 additional emergency pod spaces that we hope to have finally completed shortly. However, even with this additional resource, once additional winter provision finishes at the end of March, we are likely to see more people being forced to sleep rough.
- 3.2 During winter provision of Emergency Overnight Accommodation, 75% of those using Huggard's Emergency Accommodation have been self-referring into the project, by-passing the Council's Gateway system. Huggard employs an Emergency Accommodation

Support Worker, which is temporarily funded through trust funding to engage with those using this service and support them to access the Housing Options Centre, Gateway service and to set up benefit claims and register with a GP. Discussions are taking place as to how the Local Authority's Multi Discipline Team can engage with those using the centre.

3.3 Substance misuse is a major factor compelling a significant proportion of people to spend all of their time on the streets and this can be a barrier to engagement with emergency accommodation services. Without their own accommodation, individuals have no alternative but to use illicit substances on the streets. They may also be compelled to spend a large amount of time begging to generate the income to support an addiction. This leads to an increase in both rough sleeping and an understandable necessity to present a negative or inaccessible picture of support services available. We have found that for some of these individuals the engagement with Huggard's substance misuse service provides an important and often unique opportunity for engagement and brief intervention work.

3.4 Huggard welcomes the addition of a substance misuse worker as part of the Council's Multi Discipline Team. However, Huggard is currently overwhelmed with individuals using its substance misuse service and we lack adequate resources to provide the level of brief intervention support needed to help people develop more appropriate coping strategies in dealing with adverse experiences. Between April 2018 and January 2019, Huggard has supported 83 individuals into substance misuse treatment services but over the same period has seen 198 new individuals registered on our needle exchange database. The use of Spice, particularly the frequency of use, presents a significant barrier to accessing or maintaining emergency accommodation where the use of illicit substances is necessarily prohibited due to the nature of the accommodation.

3.5 Welfare reforms have made claiming and maintaining benefits harder. This has led to people being solely reliant on begging as their only form of income. Frontline homelessness services have a number of staff supporting individuals with benefit claims but this work is taking up an increasing amount of staff time.

4. Statistics

4.1 Following are figures providing a comparison of the last 3 months of 2018 compared to the previous year. These figures are collected on Huggard's bespoke database system that records details of each individual client's visit to the centre against housing status.

4.2 These figures from October to December 2018 show an increase in those rough sleeping and an increase in the frequency of use of the Day Centre for each individual. We have found the levels of poly-drug use increasing, due to exploitation of this client group

through the County Lines distribution of illicit substances. This has led to greater complexity of needs and has led to a situation where it is becoming harder to support individuals away from Emergency Overnight Accommodation, or Hostel Accommodation into supported, shared housing where security of tenure makes it difficult to maintain a safe and sustainable environment for tenants within a property.

Day Centre - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of visits	6,649	5,027	+32%
Number of Clients	636	584	+9%
Number of unique individual rough sleepers	280	244	+15%

Advocacy - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of Sessions with Clients	306	542	-44%
Financial Gains made for clients	£145,310	£390,465	-63%

Substance Misuse - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of Sessions with Clients	366	313	+17%
Numbers engaged with Treatment Services	33	28	+18%
Number of Needle Exchange Transactions	2130	1760	+21%
Number of new clients registered	56	42	+33%

Emergency Overnight Shelter 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	276	283	-2%
% moving on to other accommodation	13%	24%	-11%

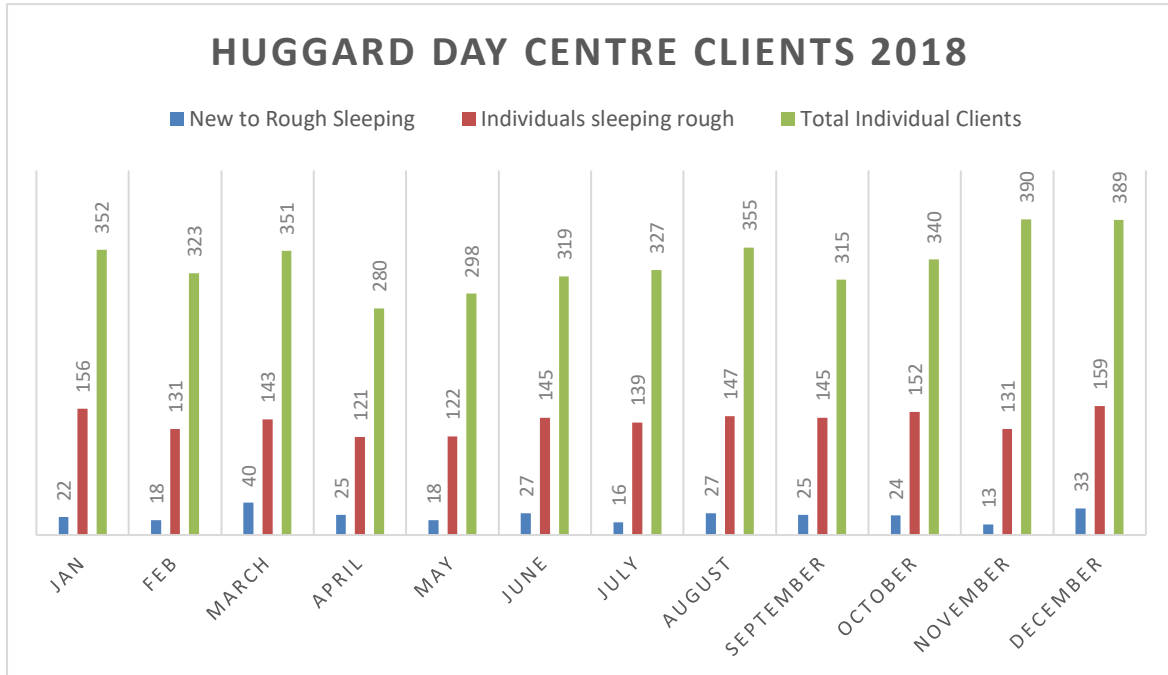
Supported Housing 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	35	36	-3%
Number of Clients that moved out during period	4	7	-43%
% assisted to move on to more suitable accommodation	25%	100%	-75%
Voids as of 31 st Dec (caused by lack of appropriate referrals and maintenance voids)	23	22	+5%

Hostel 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	35	30	+17%
Number of Clients that moved out during period	14	12	+17%
% assisted to move on to more suitable accommodation	36%	50%	-14%
Voids as of 31 st Dec	0	0	0

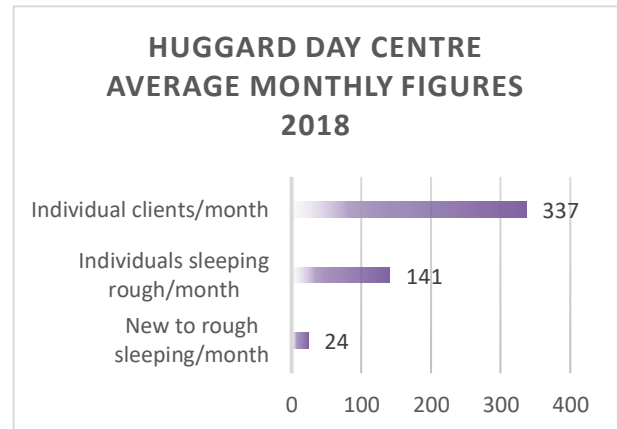
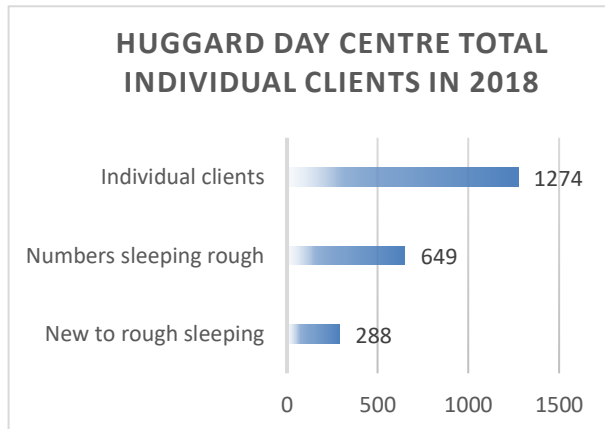
5. Day Centre Visitor Statistics for 2018

5.1 Following are details of the demographics of visitors to Huggard's Day Centre in 2018.

5.2 Huggard's Day Centre was open every day in 2018 and worked with a total of 1,274 people of whom 649 had slept rough in Cardiff at some point during the year. In 2018, Huggard supported 288 people who had slept rough for the first time, averaging 24 new rough sleepers each month.

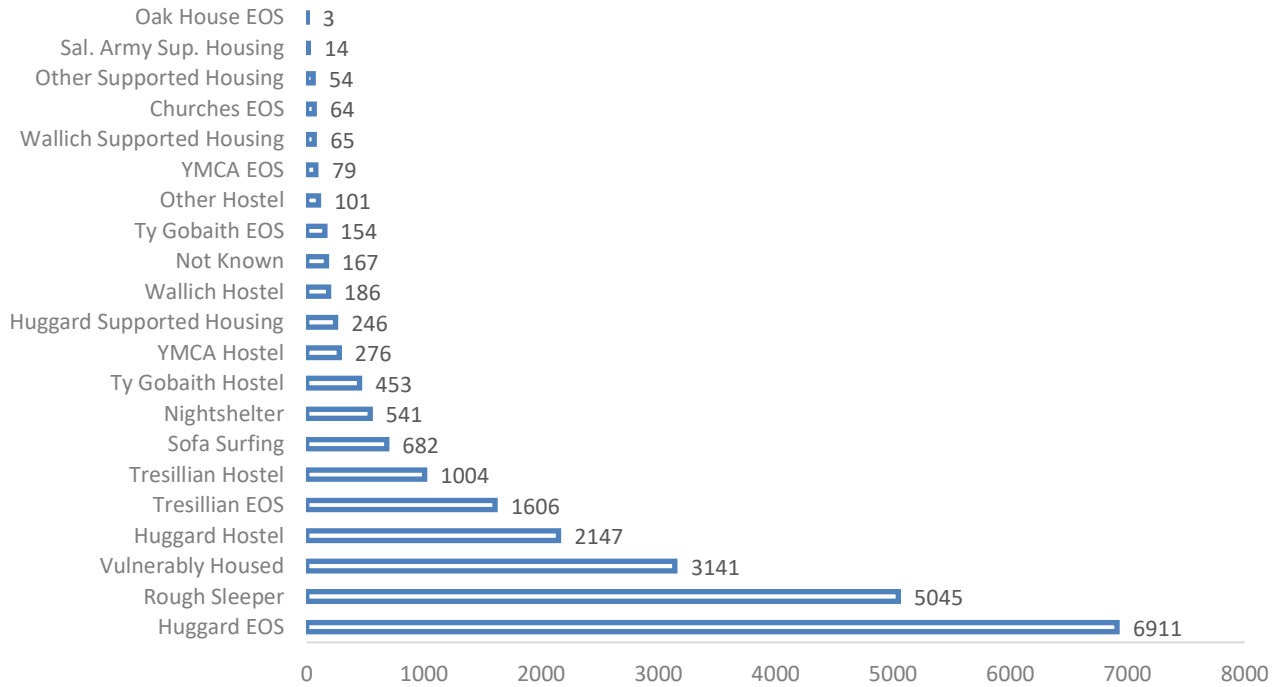


* Clients have been recorded as new to rough sleeping if it is the first time they have presented as sleeping rough to Huggard services since January 2013. It is possible that they may have previously slept rough outside of Cardiff or slept rough in Cardiff but not previously presented to Huggard services.

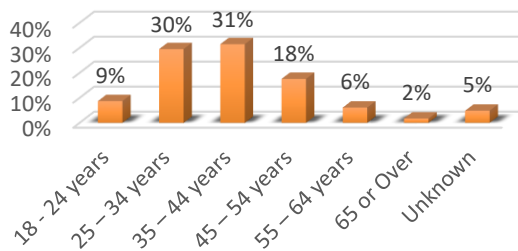


In 2018 Huggard’s Emergency Overnight Accommodation, working closely with the Day Centre, sheltered 724 unique individuals, 213 of whom were supported into more suitable accommodation. In 2018, Huggard ran 1,333 activity sessions involving 431 individuals (34% of all clients).

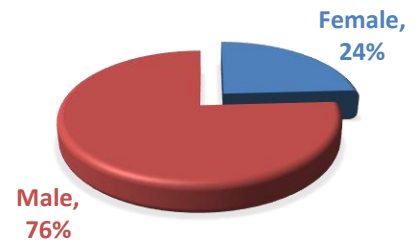
HOUSING STATUS OF HUGGARD DAY CENTRE VISITORS BASED ON RECORDED NUMBER OF VISITS IN 2018. (22,939 TOTAL RECORDED VISITS IN 2018)



DAY CENTRE VISITOR AGE PROFILE 2018



DAY CENTRE VISITOR GENDER PROFILE 2018



Richard Edwards, Huggard Chief Executive, March 2019.