



OUR PEOPLE'S STORIES

2022

This document includes six case studies from across the North Wales authorities. These are stories from people who have received housing related support in temporary accommodation to prevent them from becoming homeless.

Support provided from the Housing Support Grant

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Welcome to Our People's Stories for 2022, an updated paper on the 2020 publication presenting six case studies from people who have received a Housing Support Grant funded service whilst in temporary accommodation.

This document embraces six case studies from each authority, each presented in the same format and the cost of the support is included for all. The names have been changed for data protection and confidentiality. All illustrate the service and support they have received whilst in temporary accommodation.

What is the Housing Support Grant?

The Housing Support Grant (HSG) is a grant mechanism which funds part of an overall Housing Support Programme that incorporates both the statutory homelessness duty funded through the revenue settlement and the non-statutory housing support preventative services funded through the **HSG**. Viewing both as a whole allows Wales to take a systematic approach to reducing homelessness and the impact of homelessness and unstable housing.

North Wales fund thee most remarkable Providers of housing related support across the region, yes six are named in this document illustrating the support they have delivered, however; for this document the North Wales authorities would like to give thanks to all providers they fund from HSG, for the daily life changing work they do to prevent people from becoming homeless.

What is housing related support?

Our housing related support services across North Wales helps people flee and be free from domestic abuse, improves people's mental health, reduces alcohol and drug use, keeps people away from the criminal justice system, and enables older people to remain independent in their home, to name but a few.

The grant helps support vulnerable people to address the, sometimes, multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violent against women, domestic abuse and sexual violence, and mental health issues.

The grant allocation for North Wales

The Housing Support Grant for Wales was allocated an additional 40million pounds for the financial year 2021-22, following a bid by officials in Welsh Government. This increase to the 2021-22 HSG budget was in recognition of the investment that is needed to end homelessness, with the additional funding coming from the Welsh Government's core budget, rather than from a Covid-19 related budget.

The grant allocation came with confirmation that the following two years have been confirmed by Welsh Government that this will be the grant allocation for 2023-24 and 2024-25.

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The table below shows how significant the increase was to each local authority's allocation:

Local Authority	HSG Allocation for this year 2022-23	HSG Allocation prior to uplift in 2020-21
Anglesey	£3,571,720.50	£2,714,998
Gwynedd	£6,802,616.45	£5,170,923
Conwy	£8,645,095.79	£6,571,460
Denbighshire	£7,356,535.02	£5,591,976
Flintshire	£7,828,610.00	£5,950,818
Wrexham	£6,721,499.09	£5,109,262
North Wales	£40,926,076.85	£31,109,437

HSG aims for effective early intervention to prevent problems escalating and ending up on Social Services, Health or the Criminal Justice System doorstep. The programme helps prevent problems from escalating to mainstream services.

Preventing costs to mainstream services

This section illustrates the costs saved to mainstream services when preventative work such as the Housing Support Grant is administering the support early to prevent problems accelerating. The figures with the * have been derived from the unit cost database which was developed as part of work under the Investment Agreement and Partnerships Exemplar project to produce a framework to assist local partners in reforming the way they deliver public services in England in 2019. The project was funded by the Department for Communities and Local Government's (DCLG) Troubled Families Unit, and delivered by Greater Manchester and Birmingham City Council. Work to develop and update the database is being undertaken by the GMCA Research Team (formerly New Economy), with support from a number of government departments.

The costs without the * have been taken from the 'Costs and Benefits of the Supporting People Programme, executive summary in 2006'. This study follows on from the Benefits Realisation of the Supporting People Programme study conducted for England (ODPM, 2004), also undertaken by Matrix.

The figures, therefore, are very approximate and may vary slightly in Wales. However, they are for illustration purposes only to illustrate the cost of services when early intervention and prevention programmes are not in place.

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These are the costs that Health, Social Services and the Criminal Justice services have to pick up when early intervention is not in place, or when people simply refuse the help and it escalates to this level.

Crime:

Police Call out £33 per hour	Cost of local authority house vandalism £876	Parenting Order £901	*Anti social behaviour per incident £500
*Domestic Violence per incident £2,470	*Offending / Prison per person per year £37,543	*Youth offending first time entrant per year £3,152	*Arrest per incident £593
*Fire average cost response £3,186			

Health:

Inpatient treatment for drugs / alcohol misuse £142 per day	Inpatient NHS per day £247 per day	Day care for adults with mental health problems £105 per day	Drug and alcohol voluntary sector rehabilitation £810 per week
Inpatient detoxification £142 per day	*Alcohol misuse annual cost to the NHS £1800	*Drugs misuse per year relating to drug related offending £3,614	*Ambulance call out per incident £233
*Hospital A&E per incident £160	*Hospital inpatients per episode £1,864	*Mental Health services for adults suffering with dementia per year per person £1,866	*Mental Health per admitted bed day £420 per day
*Mental Health community provision cost per contact £156			

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Social Services:

Social Care Child being taken into care (LA Foster Care) £6,036 plus £1,898 per month	Child Protection Plan £6,186 plus £381 per month	*Adult residential / Nursing Care per week £403
*Intermediate social care per person £5,965	*Reablement per person £2,261	*Adults with Mental Health support needs in residential care support only £587 per week

Housing:

Informal intervention cost to Local Authority £87.82	Legal Action £3,745	Nuisance Behaviour - legal action to local authority £16,830
Nuisance behaviour Eviction £7,072	Notice of seeking possession £766.00	*Complex eviction per incident £6,680
*Homelessness Application per application £2,501	*Homelessness rough sleepers annual local authority cost £7,900	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671

The work of the Housing Support Grant is crucial, the following pages are real life stories from people receiving HSG funded support whilst in temporary accommodation in North Wales. These case studies in the following pages evidence the significant impact the programme has on our communities.

Case Studies pages 6-17

For some readers these true events may be difficult for some to read.

Anglesey

John, age 34

Project Information - Housing First. The Housing First service on Anglesey provides intense floating support to people who are homeless or at risk of being homeless.

Personal History

John is an ex-marine who had been working as a paramedic for a number of years. He lost his license to practice due to drug addiction to Heroin and has a criminal case pending.

John become homeless due a relationship breakdown. John has left the family home and his children. John received a placement in temporary accommodation as he was unable to live in shared accommodation due to his anxiety and inability to cope with the social dynamics.

John has also recently been discharged from a psychiatric ward following a suicide attempt.

Support Received

John was referred to the Housing First internal counselling service which he states benefited him and was able to make decisions he had been finding hard to make.

John was then supported to enrol on an electrician level 2 college course and was supported to secure funding to study and was supported to work with the DWP so his benefits could remain in place, and was supported to apply for PIP which he was awarded.

It was his decision to learn a trade as a backup but his main goal was to get his paramedic licence back. In order to get the licence back he would have to satisfy the HPCC that he could abstain from substances, improve his mental health and to settle the criminal case that was pending.

John later moved to another temporary property, near where his college course was based and closer to his children. John began to have his children stay with him and continued with his course.

Outcomes

John's criminal case against him has now ended and he was found innocent. John had his HPCC licence reinstated and via the testing funded through his Individual Budget, John proved 12 months of abstinence from all opiates and Benzos.

John is now close to being a qualified electrician and has secured paid work with council maintenance.

The Future

John's goals were to gain education, work, improve his mental health and have a better relationship with his children.

John has achieved these goals and is now working towards moving to another part of the country once he finishes college and is fully qualified.

John feels he will have the freedom to choose which career path he follows and will have more options.

“John is an example of what can be achieved when a person has dedication drive and works proactively with all support available. He has worked very hard to get where he is today”

Costs prevented / escalating to other services:

Inpatient treatment for drugs / alcohol misuse £142 per day	Inpatient NHS per day £247 per day	Day care for adults with mental health problems £105 per day	Drug and alcohol voluntary sector rehabilitation £810 per week
Inpatient detoxification £142 per day	*Alcohol misuse annual cost to the NHS £1800	*Adults with Mental Health support needs in residential care support only £587 per week	*Homelessness Application per application £2,501
	*Homelessness rough sleepers annual local authority cost £7,900	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671	

Weekly cost of Housing Support Grand funded service:

£135.77 per week

“You were there at a time I needed help, I can't believe how much support is there when needed. One thing I would change is making sure everyone knows these services exist”

Gwynedd

Robert, age 56

Project Name – Gorwel. Gorwel support complex clients with multiple support needs who are homeless or at threat of becoming homeless. They support people with numerous support needs. A lot of clients are prison leavers and have often substance misuse issues and are current or ex drug addicts.

Personal History

Robert came to our services after leaving prison and was seeking accommodation on his release from custody. Robert was given temporary accommodation away from his normal area as he had been involved with county lines and that's what resulted in his imprisonment.

Robert wanted to move to a different area away from this as he was scared they would target him again. He wanted support to ensure he got to his probation meetings, Mental Health appointments and GP appointments.

Robert also has children involved with Social services and wanted support to work with them to see his children. Robert didn't have a good relationship with his immediate family either so was isolated where he was placed.

Support Received

Gorwel supported Robert to be put on the social housing register and ensured the areas of choice were correct as he couldn't go back to some areas due to concerns for his safety with county lines.

Gorwel supported Robert to ensure he was available to the Community Mental Health Team. Robert was diagnosed with anxiety and depression and wanted support from the CMHT for this. Robert was supported to register with the local GP to get his medication for his Anxiety and Depression. Gorwel also helped Robert have someone attend appointments with him as he wasn't comfortable attending alone.

Due to his chaotic nature and use of drugs at times Robert didn't know what appointments he had. Missing these appointments could have had detrimental effects on his situation and also get him into trouble. Gorwel would often liaise with other services to ensure Robert knew what was going on, where and when.

Outcomes

Robert has started to engage well with all services; Probation, Social Services (with his children), GP appointments and SMS appointments and engages well with them.

Robert is much more stable and maintaining a good working partnership with these services and this was not the case before support.

The Future

Robert is doing well and is not long before he should be offered a secure tenancy via social housing in the areas of his choice where he will be happy.

Robert would like to work and keep a steady job and be able to see his children on a regular basis and in the future possibly get custody of his children back. If he continues to work well with Social Services and other agencies he might be able to do this.

Robert would like to be clean of drugs and this is something he is working towards currently and getting the support to enable him to do this in the near future.

Robert was referred to Gorwel by Probation Service as he didn't fit anyone's criteria for intense support like Gorwel provide. Probation said that he needed intense support after his release from custody or he would find it very difficult to develop personally and maintain support from all services needed to get better.

There are a lot of people that need this type of support that the Housing Support Grant fund.

Costs prevented / escalating to other services:

Police Call out £33 per hour	*Offending / Prison per person per year £37,543	*Arrest per incident £593	Inpatient treatment for drugs / alcohol misuse £142 per day
Day care for adults with mental health problems £105 per day	Drug and alcohol voluntary sector rehabilitation £810 per week	*Alcohol misuse annual cost to the NHS £1800	*Drugs misuse per year relating to drug related offending £3,614
*Mental Health per admitted bed day £420 per day	Child Protection Plan £6,186 plus £381 per month	*Adults with Mental Health support needs in residential care support only £587 per week	Legal Action £3,745
	*Homelessness Application per application £2,501	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671	

Weekly cost of Housing Support Grand funded service:

£169.51 per week

Conwy

Shaun, age 22

Project Name – Nacro. This project supports Prison leavers, people with substance misuse and alcohol addiction, mental health issues and vulnerable adults.

Personal History

Shaun has been moved from the family home owing to an investigation into the possession of illegal images on his mobile phone. Shaun has younger siblings, hence the decision to move him into a B&B whilst the investigation takes place. Shaun doesn't like meeting new people and avoids situations where he is required to engage.

Shaun had never lived away from home prior to this and was unable to manage his own affairs, including money. Shaun initially struggled to engage but over time, he began to feel more comfortable and able to share things that he had not felt able to discuss when living at the family home, notably, concerns he had around the control his Mum had over him, particularly, his financial affairs. It became apparent that his Mum had access to his benefits and income from his employment. Being able to share this information was empowering for Shaun and in his words, he felt in control of his own life for the first time.

Shaun had rarely visited his GP; this again was a decision that his Mum controlled. When we discussed this, he felt he would benefit from seeing his GP, to see if he could be referred for an assessment for Autism.

Support Received

Appointments were made to see his Work Coach and his GP. Shaun also agreed that a referral to Vulnerable Adults was appropriate based on his situation.

Shaun was also happy for Nacro to liaise with the Homeless Prevention team, in order to help him explore his long-term housing options. For now, Shaun feels safe, comfortable and happy at the guesthouse.

After a joint visit to his GP, Shaun has been referred to the mental health team for an assessment and a referral to Autism specialist.

The housing team are exploring the possible need for supported living, which Shaun feels would be very useful. This will progress, depending on the outcome of his investigation.

Outcomes

Shaun is now in control of his own finances and is beginning to make appointments for himself, with services such as the Job Centre and is exploring employment options.

Shaun would very much like to return to work at the animal sanctuary and we are investigating the option of volunteering there now his work placement has ended.

Shaun is now in control of his benefits and his Mum no longer has access to his finances. Because Shaun feels more in control of his decisions now and less at the mercy of his Mum's financial control, he feels he can visit Mum on his terms and is finding that this has improved their relationship.

The Future

Shaun would like to work with animals. We are working with a voluntary organisation who will help him explore his options once the investigation has been drawn to a conclusion.

“For Shaun I have seen immense progress. He could barely utter a word to me when we first met, in our last meeting, he spoke for over 30 minutes. He was animated and far less lethargic, which was always something he struggled with. Shaun is developing his independence for the first time in his adult life and becoming more confident in his decision making”

Costs prevented / escalating to other services:



Weekly cost of Housing Support Grand funded service:

£62.00 per week

Denbighshire

Ezra, age 48

Project Name – Clwyd Alyn over 25's. Support people at risk of eviction, pre tenancy, rough sleepers, prison leavers, and individual in temporary accommodation.

Personal History

Ezra was street homeless and had been for three years. Ezra had spent 18 years of his life in and out of prison. Ezra was using crack cocaine and heroin and other substances up until a year ago. Ezra is now on a methadone programme.

Throughout the COVID-19 pandemic, Ezra remained on the streets, he was offered temporary accommodation however due to the location he felt he had to refuse it as this is where his addictions and criminal activity started.

Ezra would spend his days outside the local supermarket, his nights were spent in a tent by a local castle. Ezra was well known by the police and other agencies, when the referral came to me the only place I could do the support was at the side of the supermarket on the floor with him until he was ready for temporary accommodation.

Support Received

Ezra received intense support with regarding resettlement into the community. Ezra received support with managing money; together we have completed an income and expenditure predicting the average monthly cost to run a home and live independently.

Ezra has been supported with a new GP as his GP was in a town that was too risky for him to go.

Ezra was well known for his criminal activity within the community, the community can now see that he is trying and are now supporting him with his journey.

We have worked towards an active and healthy lifestyle Ezra enjoys walking when he is not in too much pain he was eating healthy even when on the streets prior to agreeing to accommodation.

Outcomes

Ezra has now moved into temporary accommodation and is being supported by a support provider.

The Future

Ezra is proof that with the correct support, belief, encouragement and a resettlement programme; goals can be achieved even if at times the goal posts move a little.

However at times he says he does get lonely, he still goes and sits at the supermarket, but this time to chat to people and tell them his journey.

Homelessness is not just about finding a property and putting the individual in it.
Resettlement is the key and Ezra is happy now.

Costs prevented / escalating to other services:

Inpatient treatment for drugs / alcohol misuse £142 per day	Day care for adults with mental health problems £105 per day	Drug and alcohol voluntary sector rehabilitation £810 per week	Inpatient detoxification £142 per day
*Alcohol misuse annual cost to the NHS £1800	*Drugs misuse per year relating to drug related offending £3,614	*Mental Health per admitted bed day £420 per day	*Homelessness Application per application £2,501
	*Homelessness rough sleepers annual local authority cost £7,900	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671	

Weekly cost of Housing Support Grand funded service:

£57.84 per week

Flintshire

Terry, age 42

Project Name – Accommodation Support within the Flintshire Housing Solutions Teams. This project provides temporary accommodation to those who are at risk of becoming homeless.

Personal History

Terry presented after a relationship breakdown. Terry had a long history of substance misuse, and alcohol dependency, but had lost contact with his substance misuse worker. Terry also suffered with his Mental Health, Anxiety and Depression.

Support Received

During his 10 weeks support at the hostel Terry was supported with re-establishing contact and support from his substance misuse worker.

Terry was supported with his referral to CAB. Terry did not receive the correct benefits, and was unaware he was eligible for PIP due to medical condition – Terry engaged with this service and his PIP claim was reinstated.

Terry was assisted with Foodbank requests and cooking on a budget until his benefits were in place. Terry received support with a referral for Mental Health agency, which he engaged well and signed up with a volunteering project in the local area.

Terry was also assisted with Discretionary Assistance Fund application for household goods once he had been offered a Council Starter tenancy.

Outcomes

Terry secured a Council Starter Tenancy through Flintshire's Rapid Rehousing. Support received to ensure smooth transition.

Terry stated his relationship with ex-partner was toxic and volatile, and at times says he felt like ending his own life.

His alcohol abuse brought on seizures, due to the stressful situation he was under.

These seizures were more frequent resulting in numerous ambulance call outs.

Terry had rebuilt his relationship with his young daughter due to having a suitable property of his own.

Terry's seizures began to reduce as he was in a stable environment.

Costs prevented / escalating to other services:

Inpatient NHS per day £247 per day	Day care for adults with mental health problems £105 per day	*Ambulance call out per incident £233	*Hospital A&E per incident £160
*Mental Health per admitted bed day £420 per day	Inpatient treatment for drugs / alcohol misuse £142 per day	Drug and alcohol voluntary sector rehabilitation £810 per week	*Alcohol misuse annual cost to the NHS £1800
*Drugs misuse per year relating to drug related offending £3,614	*Homelessness Application per application £2,501	*Homelessness rough sleepers annual local authority cost £7,900	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671

Weekly cost of Housing Support Grand funded service:

£48.07 per week

Wrexham

Megan, aged 40

Project name – The Wallich, which supports people with complex needs who often have chaotic lifestyles and may be at risk or experiencing homelessness.

Personal History

Megan used drugs at the age of 17 for recreational use, which grew into an addiction of several illegal substances including Heroin, Cocaine, and Benzodiazepines.

Her youngest children were taken into social services care, which led to a break down and attempted suicide. After several attempts of detox and rehab there was a family breakdown which resulted in Megan having no support and became street homeless. To fund her addiction, she turned to prostitution making herself vulnerable to street life.

Support Received

Megan was referred to substance misuse services. Megan was supported with meetings to discuss her physical and mental health.

Megan received support with budgeting and her finances including benefits.

Megan received support to re-engage with family and build trust as a family unit.

Megan had support and assistance with housing applications with Wrexham Council and all other housing associations in the area.

Megan was supported and introduced to the harm reduction team to help keep her safe from STD's and learn about keeping herself safe.

Outcomes

Megan has drastically reduced her substance use, she no longer injects keeps to her methadone script and is reducing that also, and can now choose to use or not.

Megan has a good relationship with all her family now. Megan keeps herself safe from STD's letting others within her close circle know her whereabouts.

Megan is positive that she will have her own home again and is very proactive in keeping all her housing applications updated. She now enjoys days of creative arts and crafts.

Megan would like to be permanently housed within the Wrexham area to be close to her mum and son who she sees daily with the hope that she can have her son stay over again one day.

Megan's reduction plan involves having monthly injections which will take away the daily methadone pick up which is a trigger to use.

Megan was very unsure of the support she would receive when moving in but says she feels safe and now trusts her support team that they have her best interest in mind.

Costs prevented / escalating to other services:

Police Call out £33 per hour	Parenting Order £901	Inpatient treatment for drugs / alcohol misuse £142 per day	Inpatient NHS per day £247 per day
Drug and alcohol voluntary sector rehabilitation £810 per week	Inpatient detoxification £142 per day	*Alcohol misuse annual cost to the NHS £1800	*Drugs misuse per year relating to drug related offending £3,614
*Ambulance call out per incident £233	*Hospital A&E per incident £160	Social Care Child being taken into care (LA Foster Care) £6,036 plus £1,898 per month	Child Protection Plan £6,186 plus £381 per month
*Homelessness Application per application £2,501	*Homelessness rough sleepers annual local authority cost £7,900	*Homelessness adults living with complex issues, substance misuse, criminal justice per year £22,671	

Weekly cost of Housing Support Grand funded service:

£258.73 per week

Summary

These six case studies speak volume for the preventative and early intervention agenda the Housing Support Grant provides across North Wales. The grant has helped these people in our communities improve their quality of life, improve their health. For some of the case studies it has lessened dependence they had on families and helped strengthen family relations.

The support has given them hope again in their community, allowed them to participate again in their community. Support has helped them feel heard, and reduced isolation and given them stability to continue on their journey. The support the HSG offers can have a potential lifetime effect. Early intervention may have a lasting impact on re-offending, and substance misuse issues.

The grant has helped build stability in their families again which will have a huge impact on their child(ren) which we know from the Adverse Childhood Experiences will help give children a nurtured environment to grow.

Having early intervention programmes like the HSG is vital for individuals, families and communities.

Acknowledgements

Thank You to all Providers across North Wales that sent across case studies for this document, in particular to the service users / providers that have had their stories shared in this document, and to all other providers who sent case studies across.

Disclaimer

For the purpose of this document, service users' names have been change. The weekly cost for the case studies has been calculated by the annual Housing Support Grant contract amount, and then divided by 52 weeks and finally divided by the amount of units commissioned for that project.

References

<https://gov.wales/sites/default/files/statistics-and-research/2019-08/110608-costs-benefits-supporting-people-programme-summary-en.pdf>

[Research: Cost Benefit Analysis - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](https://research.greatermanchester-ca.gov.uk)

[More information / contact details](#)

For more information on the Housing Support Grant please visit the Welsh Government website where the guidance for the grant can be found. [Housing Support Grant | GOV.WALES](#)

The contact details for the local authority Housing Support Grant teams are:

Anglesey	SPOA@ynysmon.gov.uk	01248 751937
Gwynedd	GwynFoulkesRoberts@gwynedd.gov.uk	01286 682656
Conwy	sppathway@conwy.gov.uk	01492 574215
Denbighshire	homeless.prevention@denbighshire.gov.uk	Freephone 0300 456 1000
Flintshire	housingsupportreferrals@flintshire.gov.uk	01352 703512
Wrexham	housingsupportgateway@wrexham.gov.uk	01978 298812