

ANNUAL REPORT 2024

DIGARTREF CYF

**Supporting People
Improving Lives**





WENDY HUGHES
CHIEF EXECUTIVE

Welcome to Digartref Cyf's 2023/24 Annual Report, providing an overview of the services the charity delivers, and includes outcomes achieved as well as related facts and figures.

We have had a busy year, and the last 12 months has presented the charity with a number of challenges as well as opportunities. In relation to opportunities, we are currently working with a private property developer to establish a supported housing service in Bangor, and look forward to working with Gwynedd County Council and other partners over the coming months to ensure the high-quality facility opens its doors to those in housing need.

As far as challenges go, the charity, for many years has been in receipt of a substantial Homeless Prevention Grant (HPG) directly from Welsh Government, enabling the delivery of a range of innovative services including:

- The Lighthouse Day Centre - during 2023/24, 102 individuals accessed the service. These individuals included rough sleepers, those who were sofa surfing, those with substance use and mental health needs, those placed in temporary emergency accommodation, and others at risk of losing their accommodation without adequate support and advise.**

- **Mediation and Family Led Intervention Services** – of the 109-referrals made, 72 individuals received a service. 63 mediation sessions, 13 family led intervention programmes, and 58 workshop sessions were delivered.
- **The Learn4Life training and learning programme** – 31 individuals accessed the programme, 25 accredited workshops were delivered, 39 certificates were awarded and amongst other outcomes, 7 people went on to either college, university, or into volunteering opportunities.

From April 2024, HPG transferred from Welsh Government into the Housing Support Grant allocation, to be administered by the local authority. A redistribution formula was applied to this funding stream leading to a 75% reduction of the amount of grant available. This situation left Digartref Cyf with what seemed like an unsustainable situation, putting delivery of these much-used services at risk. However, we have been determined to ensure that these services remain available to those people who need them most. This has been achieved by submitting several grant applications and securing a more diverse range of public and non-public funding streams. I would like to take this opportunity to thank the following funders, their financial support has ensured the continued delivery of the above services:

- **Nationwide**
- **Moondance Foundation**
- **Cymdeithas Elusennol Ynys Mon**
- **Children in Need**
- **The Area Planning Board**
- **Isle of Anglesey County Council**
- **Individual donations from within our local community**

The most fundamental lesson learned from this situation is that we cannot take for granted or be reliant on well-established, long-term funding streams. We must be able to respond effectively to challenges that arise and in having done this, the charity has shown that it is adaptable, resilient and responsive.

Finally, I would like to take this opportunity to thank our wonderful staff team, volunteers, and Board of Trustees for their hard work, commitment, and dedication both to the charity and more importantly to those who require the services the charity delivers, you are exceptional people, and I am very proud to work alongside you all.

**Wendy Hughes
CEO**



BARBARA HUGHES
*CHAIR OF THE BOARD OF
TRUSTEES*

It has been an exciting and successful period for Digartref. I am happy to be able to report that we have recruited several new Board members and that the governance of the charity should be in very safe hands in the future.

We have seen the completion of the renovations to Llys Y Gwynt, and I was very impressed when I visited on the open day. Service users and staff can now take pride in their living and working environment.

We have all been working hard to bring to fruition the Holyhead Enterprise Centre development, and I am happy to report that this is now under way and I am really looking forward to seeing the completed project.

Our service users are at the forefront of all we do and I am confident that in the future we will be more able to extend our services in new and innovative ways, but always keeping our aims and objectives at the heart of all our plans.

Barbara Hughes
Chair of the Board of Trustees

DAFYDD JONES

TREASURER FOR THE BOARD OF TRUSTEES

The results for the year were broadly consistent with all project expectations and previous years' performance. At the end of the year net assets had remained at £1.28 million. Reserves not otherwise restricted, designated, or invested in fixed assets stood at £521K, up from £485K.

The surplus for the year was £6k, down from £49k in the previous year, which reflected the expected reductions in funding as well as increasing costs and building alterations at Llŷs y Gwynt. The grant funded development of Holyhead Enterprise is continuing, and other significant projects are starting in 2024.

DIGARTREF CYF.

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	14		534,640		554,371
Current assets					
Debtors	15	63,016		100,118	
Cash at bank and in hand		1,188,458		806,323	
		<u>1,251,474</u>		<u>906,441</u>	
Creditors: amounts falling due within one year	17	<u>(399,542)</u>		<u>(86,487)</u>	
Net current assets			<u>851,932</u>		<u>819,954</u>
Total assets less current liabilities			<u>1,386,572</u>		<u>1,374,325</u>
Provisions for liabilities	18		<u>(103,000)</u>		<u>(97,000)</u>
Net assets			<u><u>1,283,572</u></u>		<u><u>1,277,325</u></u>
Income funds					
Restricted funds	20		259,327		277,771
Unrestricted funds					
Designated funds	21	228,314		237,979	
General unrestricted funds		<u>795,931</u>		<u>761,575</u>	
			<u>1,024,245</u>		<u>999,554</u>
			<u><u>1,283,572</u></u>		<u><u>1,277,325</u></u>

Supported Housing

LLANGEFNI

Our shared supported housing project in Llangefni has accommodation for 7 x 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.

HOLYHEAD

Our shared supported housing project in Holyhead provides safe and comfortable accommodation for 12 x 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.

SOME OF THE INCLUSION EVENTS DURING 2023/24 ACROSS BOTH SUPPORTED HOUSING PROJECTS

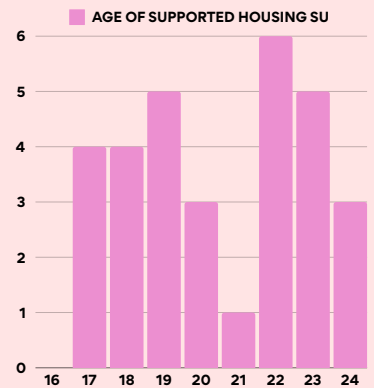
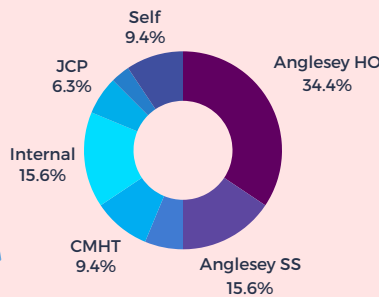
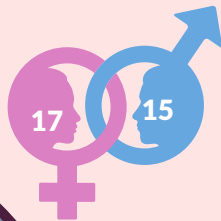
Baking sessions
Easter crafts
Film nights & Xbox gaming

Gardening sessions
Go Karting
Group walks

Halloween party
Themed cooking session for Rugby
Clay making sessions

32

INDIVIDUALS WERE REFERRED TO THE SERVICE, 23 INDIVIDUALS WERE ACCEPTED



Residents from our Supported Housing projects enjoyed a hike to Aber Falls, making the most of the beautiful scenery available on our doorstep.

Floating Support

Digartref's Floating Support service is for young people aged 16-24 who:

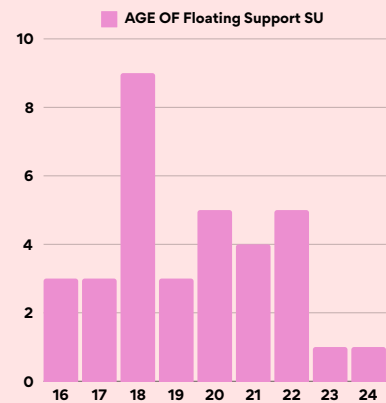
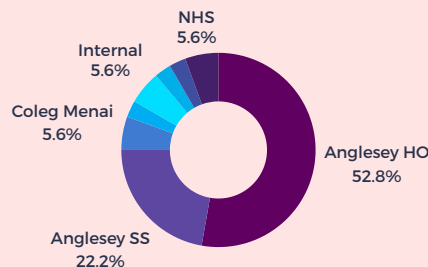
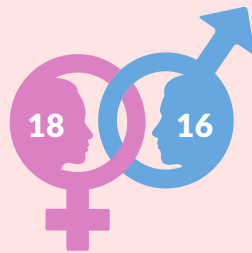
- Have their own tenancy, or are in a position to gain a tenancy (i.e. sofa surfing, placed in a B&B etc.);
- Are either single, a part of a family or single parent families;
- Live on Anglesey, or have been placed out of county and wish to return to Anglesey;
- Have housing and complex support needs;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

The Floating Support service can also work with those who have been offered accommodation with Digartref's Supported Housing and are either on the waiting list or awaiting a move-in date.

We can accept self-referrals and work with the Isle of Anglesey County Council Housing Department and Single Point of Access Officer.

34

INDIVIDUALS WERE REFERRED TO THE SERVICE, 19 INDIVIDUALS WERE ACCEPTED

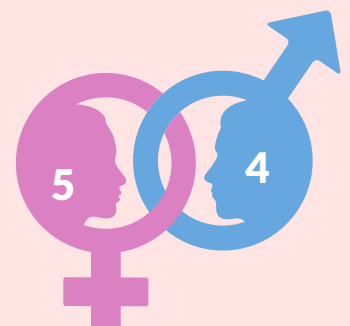
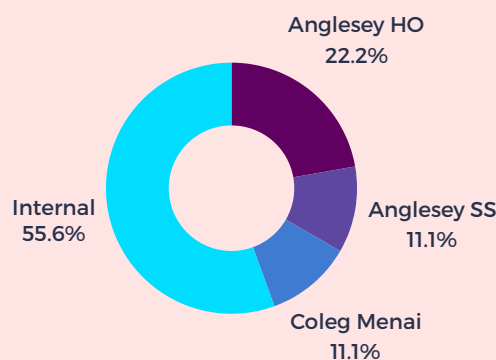
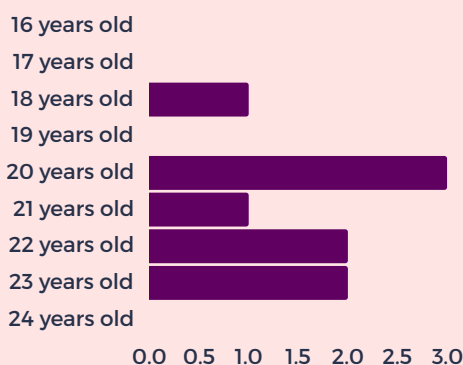


Llety Pontio

Llety Pontio is a project that aims to provide interim accommodation for young people aged 16-24 who are threatened with homelessness or leaving local authority care, and are ready for independent accommodation with support.

The project provides accommodation and support to those young people to whom the local authority have a duty to help secure accommodation.

Llety Pontio works with the local authority to discharge service users into suitable private rented accommodation, or further supported accommodation where appropriate.



Lighthouse Day Centre

The Lighthouse is a drop in Day Centre for those aged 18 upwards who are sleeping rough, homeless, threatened with homelessness or in housing difficulty.

The service is open 7 days per week throughout the year and although referrals can be taken for the service, this is not a requirement as people can simply drop in.

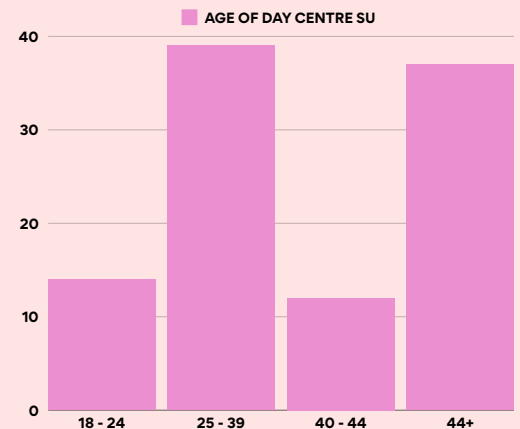
WHAT'S AVAILABLE AT THE THE LIGHTHOUSE

- Food and refreshments.
- Laundry and shower facilities.
- Access to I.T.
- Information and assistance with welfare benefits/housing issues. (Eviction Notices, Debts)
- Resettlement advice.
- Signposting to other support services both locally and nationally.
- Advocate on behalf with local authority
- Liaise with local landlords

“ By using the lighthouse, I've been put in temporary accommodation, been fed and sorted benefits. Looked after and felt welcome everyday.

“ Made me a better person and made me feel less anxious. The people in the Lighthouse are amazing people

“ I was homeless and sleeping rough. The Lighthouse looked after me with food and support which helped my physical and mental health. They supported me to find accommodation



17 

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

45 

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

102 

individuals were supported during the period, 83 of which were Male and 19 were Female

23 


Number of rough sleepers packs provided

34 

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

Staff, volunteers and service users in the day centre have been enjoying some mindfulness colouring recently



 Staff, volunteers and service users at the Lighthouse Day Centre have been having lots of festive fun!

Collaborative Outreach

48

individuals supported

Working in partnership with the Harm Reduction Team, Digartref's Substance Misuse and Complex Needs outreach team support individuals with complex support needs that impact on their housing situation including; substance misuse, mental health, offending etc.

42

food bank requests

16

individuals supported to access housing

An assertive outreach service is provided across Anglesey and Gwynedd and seeks to effectively engage with a broad range of people within our communities who are hard to reach and often isolated from support. The service adopts a holistic, person-centred approach and aims to reduce the harm associated with substance misuse, mental health, and homelessness.

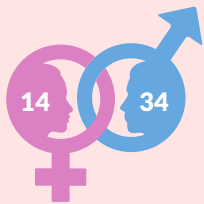
47

Supported to access essential benefits

27

individuals supported to access healthcare

The overall aim is to improve the quality of life for people affected by substance misuse and reduce incidences of homelessness.



Digartref 25+

This project provides fully furnished temporary accommodation with intensive support across Anglesey for those aged 25 and over, who are homeless or at risk of homelessness.

In addition, the service can provide continued support to those moving on to more permanent homes as well as those moving into the service having been placed in temporary/emergency accommodation.

17

individuals supported

14

Signposted to other agencies

6

Supported to reduce the risk of homelessness

11

Accessed Social Housing

6

individuals supported out of Rough Sleeping/Sofa surfing

4

Accessed Private Rented Accommodation

Mediation and Family Led Intervention

MEDIATION

Mediation is an intervention which is used to resolve conflict and assist resolution to many situations which include: Family/relationship breakdown, Disputes within supported/shared accommodation, Landlord and Tenant issues, Neighbourhood disputes and Situations involving risk of homelessness

SEASONS FOR GROWTH

Seasons for Growth is a programme for young people and adults that uses the imagery of the seasons to illustrate and compare with the experience of grief, loss and change. It examines how different people deal with grief and respond to life changing events that can impact on well being and emotional resilience. Over a duration of 4 weeks the sessions help to build on communication, decision making and problem-solving skills and then integrate these methods into relationships and better coping with daily life.

PLU20

PLU²⁰ is a new workshop that was developed in 2023 by consulting with young people, parents and other agencies to provide children and young people with the opportunity to take part in a workshop that is interactive and engaging and very different from other learning environments such as school. The content covers topics such as healthy relationships, responsibilities, communication and independence.

The workshop is delivered via the means of activities which are designed to be inclusive of children who are neurodiverse by using methods to meet the needs of children who learn in different ways and styles. This workshop is proving to be very popular with young people who have attended so far with full attendance and very positive feedback from young people, parents and schools.

DELTA



A re-branding of the previous parenting workshop known as ESCAPE under development to meet the ever-growing needs and the deeper relationship between parents and young people aged 10-18. Following consultation with parents and referring agencies, the upgrade is designed to incorporate current and topical subjects such as internet safety, social and community life, poverty, deprivation, rural isolation, LGBTQ+, neurodiversity and other environmental issues that impact on the life of a young person living in Wales today.



Catrin is a fluent Welsh speaker bringing 14 years of experience in working with vulnerable children, young people and adults within different settings. Catrin has a BSc degree in Psychology and completed her Masters in Clinical Counselling.

Grant re-joined Digartref having started his Health & Social Care career with us over 22 years ago. Grant has a wealth of experience in residential care, parenting work for Children and Family Services, and facilitating Family Group Conferences.

109

referrals for all services
(Mediation & FLIP)

72

individuals received a service

43

young people referred

66

adults 18+ referred

51

mediation referrals

23

ESCAPE referrals

21

PL / PLU2O referrals

14

S4G referrals

63

mediation sessions delivered

13

workshops delivered

58

workshop sessions



Feedback

“This is a service I will use again if I ever need to, and I will recommend it to anyone I believe will find it of benefit” - Mediation

“Positive, engaging, fun, friendly, comfortable & kind” - PLU2O (Age 13)

“Thank you I have learned a lot and especially have enjoyed knowing about young people and their issues” - DELTA Workshop

“Really loved it. Helped me socialise” - S4G (Age 16)

Learn4Life

The Learn4Life project aims to assist and support people aged 16 upwards who would like to increase their employment, training or educational opportunities by delivering a range of related programmes, accessing specific pots of funding and supporting volunteering. Digartref receives funding to further enhance the prospects of people by offering advice in securing vocational training/part-time education.

31

INDIVIDUALS ACCESSED
THE SERVICE

27

COMPLETED
WORKBOOKS

39

CERTIFICATES RECEIVED



Residents from our supported housing projects had the opportunity to visit the construction site of Lllys Y Gwynt as part of a construction workshop with Learn4Life. They were given presentations from READ construction, CITB and the DWP about construction and pathways into construction.

25

ONE TO ONE SESSIONS
DELIVERED

25

ACCREDITED
WORKSHOPS DELIVERED

Some of our Learn4Life service users were treated to a day out at Glasfryn Park. Those that attended went go-karting and bowling and afterwards enjoyed a lunch out.



7

NON-ACCREDITED
WORKSHOPS DELIVERED

7

SUPPORTED INTO
EDUCATION, TRAINING
AND VOLUNTEERING



Young People accessing our Learn4Life project enjoyed a wellbeing walk to Penrhos Nature Reserve, making the most of the beautiful scenery and woodland available on their doorstep, meeting a few furry friends along the way and finishing the day of with a lovely ice cream.

Gwreiddiau Mon Roots

Digartref is the lead organisation of a partnership project that has received a 5-year funding grant from the National Lottery Community Fund.

The Gwreiddiau Mon Roots project will deliver a range of services alongside its partners that aim to prevent homelessness, and address the stigma and prejudice faced by homeless people.

The partnership includes the following organisations: Digartref Cyf, Mind Conwy, Citizens Advice Anglesey, MonCF, Bwyd Da Mon, Wild Elements, Isle Of Anglesey County Council, National Probation Service.

Multi-agency drop-ins/surgeries and 1 to 1 support

Digartref and project partners provide multi-agency drop-ins/surgeries across rural parts of Anglesey, utilising village halls and community centres. In addition, offering 1 to 1 support and advice sessions and home visits, providing specialist advice and related information, sign posting and onward referral where necessary.

17

TOTAL REFERRALS

Prisoner Release Service

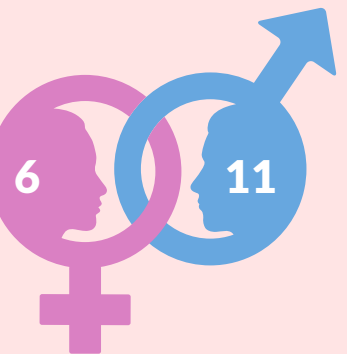
Digartref offers an intensive support service to those released from prison and identified as having a history of repeat homelessness and being required to return to prison, 'Revolving Door' situations. This service works closely with the Probation & Prison Service as well as the Local Authority to identify which individuals require a high level of support up on release with the aim of reducing the risk of losing their home and returning to prison.

17

individuals supported

Addressing the stigma and prejudice faced by homeless people

Digartref with the support of the other partners undertake activities and organise events that aim to reduce discrimination and prejudice directed at those who are homeless, targeting schools, colleges, public bodies, 3rd sector organisations, the wider community, community projects and services, the NHS etc.



The Gwreiddiau Mon Roots Project officially launched on the 5th of March 2024 to address homelessness on the Isle of Anglesey. The launch was held in the Ucheldre Centre in Holyhead and was well attended by project partners and fellow organisations. Funding from the National Lottery Community Fund has allowed Digartref to create a partnership seeking to support those at risk of homelessness on the island, support individuals in the revolving door of Prison and Homelessness, and to Raise Awareness about issues facing those at risk of homelessness.

residents of our Supported Housing Projects in both Llangefni and Holyhead had the opportunity to go White Water Rafting. A group of staff and residents made the journey to Llangollen for the day, and thoroughly enjoyed themselves.



Digartref's Supported Housing Residents accessing the Learn4Life programme visited the Fire Station in Holyhead, where they were given a guided tour of the station, met some of the staff on duty, tried out some of the equipment and even witnessed a call out.

Wild Health Event at Treborth Botanical Gardens

This event was attended by Digartref following an invite for organisations to come together to host an event based on promoting health and wellbeing with an outdoors focus.

2 Digartref staff, Grant and Catrin attended to represent and promote Digartref's projects along with other agencies. Learn4Life worker Beth attended with a young person from 1 of the projects. During the day there were several activities focussed on improving people's health and wellbeing, such as foraging for gut health, easy nourishing campfire cooking, introduction to wild mindfulness, wild fermenting, and a green gym.



Learn4Life Service Users Enjoying a day out at Indy climbing wall in Llanfair PG