



Cymdeithas Gofal The Care Society

IMPACT ASSESSMENT REPORT 2022-2023



TABLE OF CONTENTS

- | | |
|--|--|
| 01 Executive Summary | 08 Social Lettings Scheme |
| 02 Housing the Homeless | 09 Support Services |
| 03 Emergency Accommodation | 10 Community Care Services |
| 04 Housing First For Youth | 11 Charity shop and shop mobility |
| 05 Young Persons & Care Leavers I | 12 Community Benefits |
| 06 Children 'looked after' flats | 13 Endorsements |
| 07 Bond Scheme | |

EXECUTIVE SUMMARY

2022-2023 has been a period of continued adversity for Care Society service users. In the face of a cost of living crisis, demand for Care Society services has continued to grow.

Once again The Care Society has showed professionalism and resilience in continuing to provide vital community services in line with our charitable mission:

- Supporting people in realising their full potential;**
- Providing housing and accommodation options;**
- Building stronger communities.**

The Care Society remains grateful for the support of our parent body Barcud Housing Association together with Ceredigion and Powys County Councils, other key partners, and our Board of trustees.

Thank you to Care Society staff who go the extra mile to deliver essential services in often challenging circumstances and for their dedication, care and commitment to the often vulnerable people needing their help.

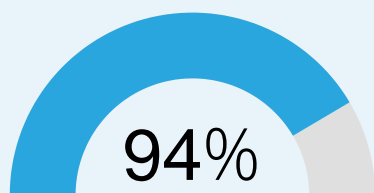
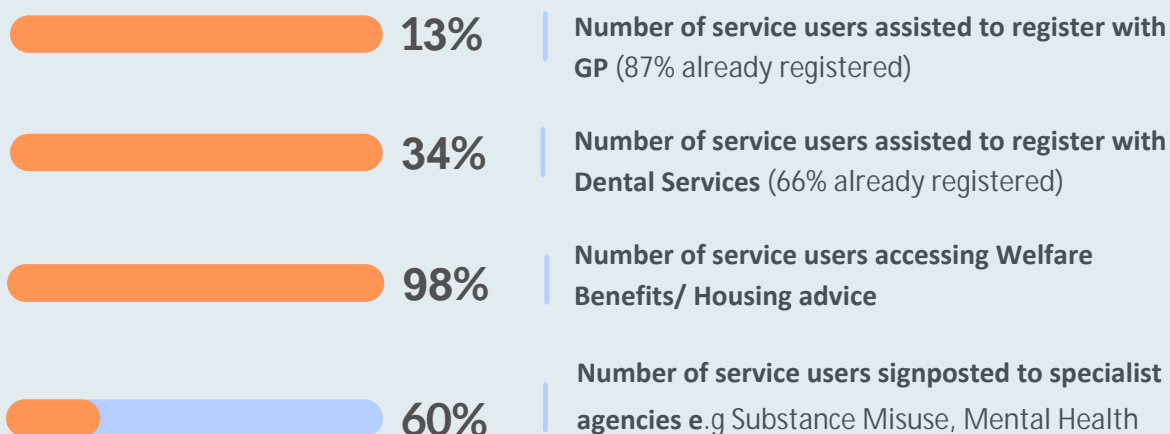
**21 Terrace Road,
Aberystwyth
SY23 1NP
03001400025**

**General Enquiries:
03001400025**

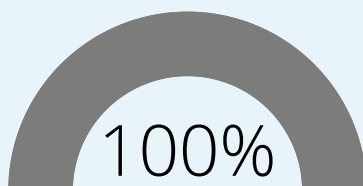
**Greystones,
Priory Street, Cardigan
SA43 1BZ
03001400025**

ROOFLESSNESS PROJECT

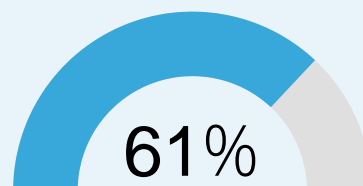
One of the Care Society's main objectives is tackling and preventing homelessness. To address the problem of rising homelessness and rough sleeping in Ceredigion, the Care Society run the Rooflessness Project, designed to temporarily accommodate street homeless, introducing them to the help that they may need to turn their lives around. As part of this project, the Emergency Assessment Centre in Aberystwyth is a 10 bed direct access facility. This is a safe space where residents engage with support workers and access a range of services designed to support them in rebuilding their lives. When able to move on, with the assistance of the Care Society Social Lettings Team and the Bond Scheme they are helped into tenancies. The project is manned by a dedicated and experienced team of duty officers who deliver a 24 hours a day, 365 days a year service.



**Service Users
engaging with
support**

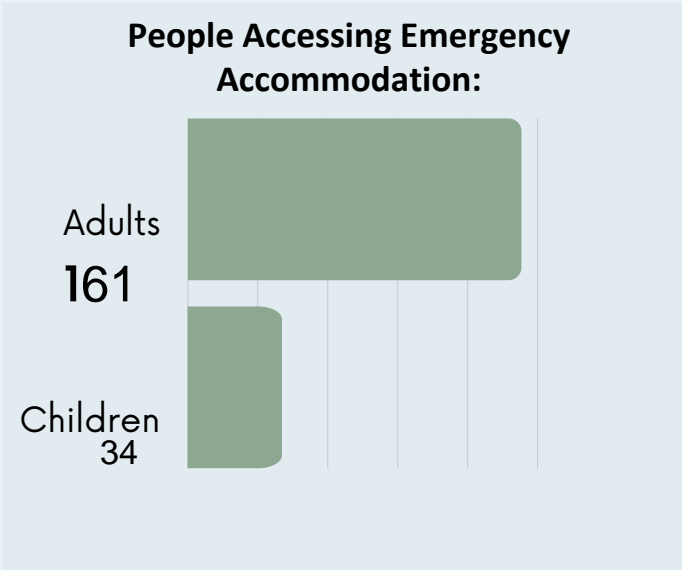


**Positive
Identifications of
new service users**



**Service Users
resettled**

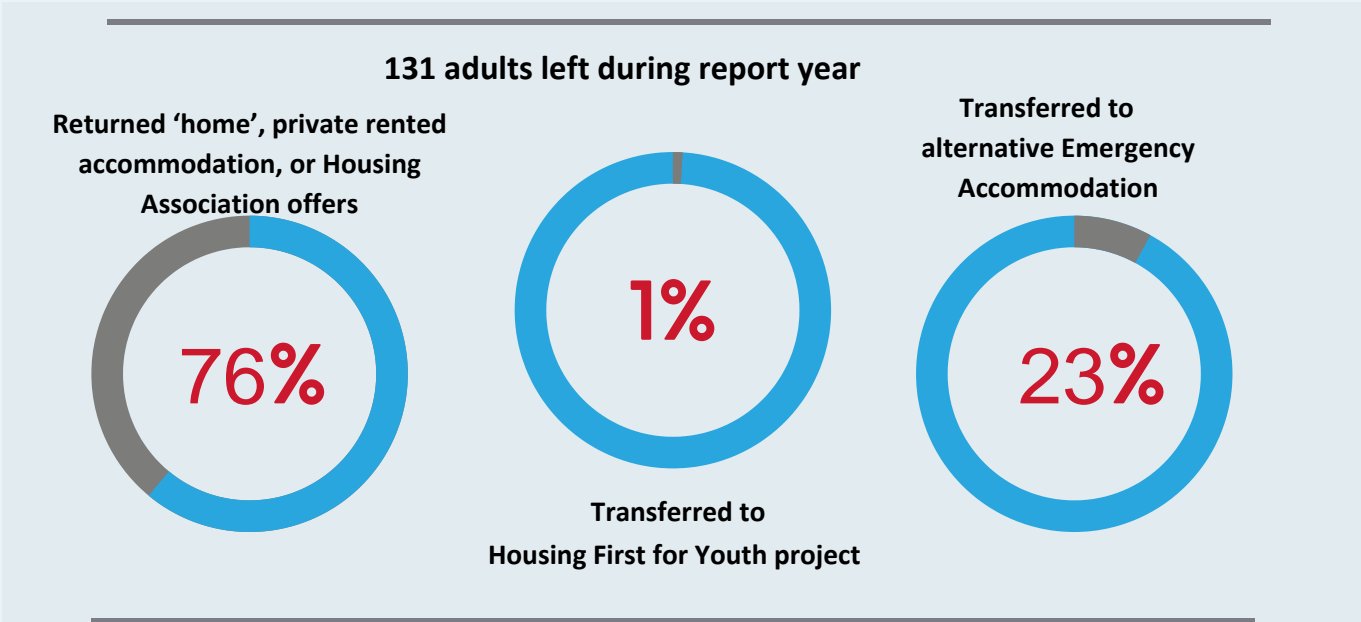
EMERGENCY ACCOMMODATION



The Care society manage 55 units of safe and secure emergency accommodation. We work alongside the Local Authority who refer homeless people to the project. Homeless people can be accommodated across Ceredigion making the service available to a greater number of people and better suited to a rural environment.

Adult genders during 2022-23:
80 males; 80 females; 1 gender neutral

Age Range accommodated during 2021-22: From a new born baby to an 81 year old.



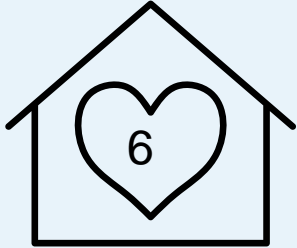
Positive Experience

81%

Those who lost accommodation, returned to homelessness, accessed secure facilities, ill health, recalled to prison: 27(19%)

HOUSING FIRST FOR YOUTH

Project accessed



times

This is an innovative project providing 5 self contained flats for homeless 16 to 25 year olds.

The Project helps them transition to adulthood, with access to advice and support for as long as they need it, giving them the stability and security they require to overcome past trauma, and to grow and mature towards a new start in life. Strict targets are not relevant as the process of recovery can be slow. Time must be taken in developing trusting relationships and working at the pace they want to work.



“We inform each new resident that they are joining a community, where we encourage engagement with staff and interaction with other residents through evening and weekend events.”

Service Users engaging with support

100%

Service Users with self-disclosed drug and/or alcohol issues

83%

Service Users with self-disclosed mental health issues

100%

YOUNG PERSONS & CARE LEAVERS PROJECT

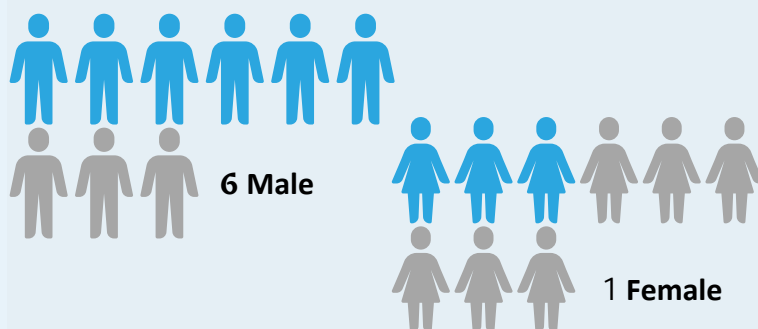
This Project is a 4 bedroom shared house with a communal kitchen, living room, and garden, providing supported accommodation for 16 to 21 year olds who are vulnerable and in housing need. We aim to make them feel valued, giving them a sense of purpose to meet their aspirations; manage their finances; provide access to education and employment opportunities; and to lead a more healthy lifestyle, becoming more active members of their community.

“

The Care Society has helped me with finding college courses and what can benefit me to have a career

”

During 2022-23 we housed 7 16-20 yearolds in the project



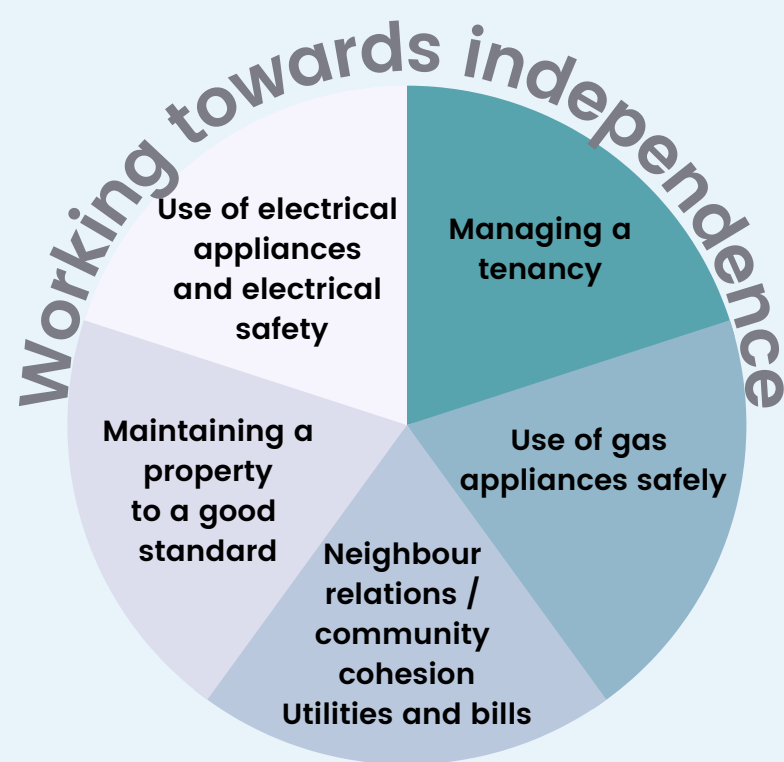
Of these, we had 3 positive outcomes where they moved into their own tenancies while the other 2 still live in the Project.

"I felt really safe and supported. All my furniture was also supplied for me which i am really thankful for. Without them i wouldn't be who i am today. Chloe and Bridget really stood out to me with their kindness and generosity, they never made me feel uncomfortable but welcome. I now have life experience that will help me massively in the future"

"The Care Society has really helped me be more independent. They also were really supportive when you were in need, they would always reassure you that you would never go without the necessities. They educated me about the food bank and would always give bits and bobs that they had spare. They would also say how if ever i needed a hand or wanted help cooking because i didn't know how, they would teach me, or if i wanted to be taught more about finances and budgeting they would help educate me"

- A safe and secure, fully furnished environment
- Experienced support worker to help and assist each resident
- Participation in organised events and activities
- Access to specialist services like counselling, substance misuse agencies, etc
- Help with daily living skills, social interactions, building confidence and self esteem
- Advice on healthy eating and wellbeing
- Assistance with housing move on options through Care Society Social Lettings Team

06 CHILDREN LOOKED AFTER SPRINGBOARD & TRAINER FLATS

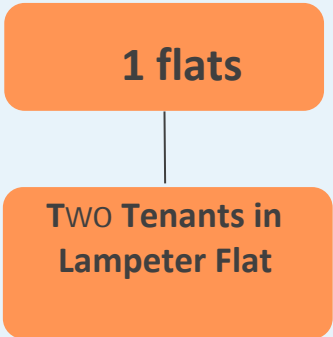


The aim of this service is to provide supported accommodation and support for young people across Powys aged 16 to 18+. In 2022/2023 this provision has increased and now comprises -
3 Springboard flats located in Brecon, Llandrindod Wells and Welshpool
1x trainer flat located in Newtown
1x Temporary Emergency Accommodation flat located in Newtown.

The residents will develop independent living skills and be ready to live more independent lives when they reach 18 years old.

INTEGRATED OFFENDER MANAGEMENT PILOT PROJECT

This is a joint project between The Care Society, Dyfed-Powys Police and Barcud Housing Association. It consists of a self contained property used as short term accommodation for complex individuals leaving the justice system. The Care Society provide housing management and support the residents with living skills, potential employment options and move-on accommodation. The Project has been a successful collaboration and is set to expand in the future.



1 positive move on into secure long term accommodation

07

BOND SCHEME

“

I will always be incredibly grateful to The Care Society for pulling out all the stops and providing me with a roof over my head on the very same day I asked for help, otherwise I would have been living on the streets. The Care Society are a fantastic charity who are always there to help.

”

97 units of
accommodation

70 landlords

80 live
tenancies

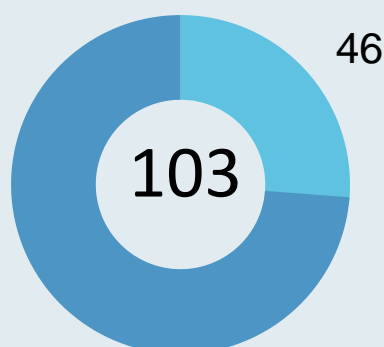
32

Tenancies secured with
a Welsh Government
Bond



It is an uphill struggle for homeless people to get access to a home of their own. By using a Welsh Government backed Bond to cover loss or damage and securing rent advances or rent deposits through other funding, people can move into properties which would normally be out of their reach. This is sometimes the only chance that low or no income people have in securing their own rented properties in their own community.

Referrals from local authority and other
agencies or self-referrals



57

Total for year = 103 (46 LA and 57 other or self).

08 SOCIAL LETTINGS SCHEME

1339

Service users Accessing housing related advice

Assisted with
benefit inquiries

117

Assisted with
management of rent

361

Assisted with other
housing matters

557

Signposted to other
relevant agencies

81

Property maintenance
related queries

312

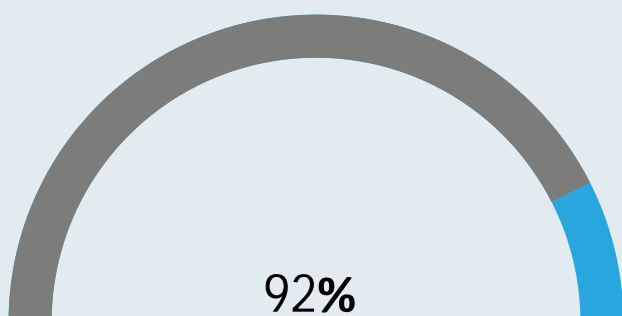
The Social Lettings Scheme was established to meet the increasing demand for decent, affordable accommodation and to offer people help and assistance in better managing their tenancies.

The objective is to provide a better quality of life and improved living standards for people, many of whom are eager to move out of temporary accommodation and into their own home.

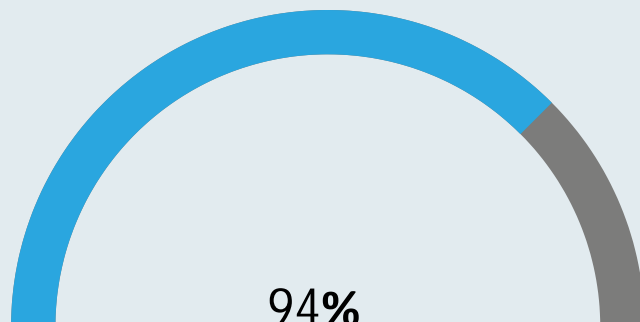
We received 103 referrals from people looking for their own property in 2022-23.

"I was so lucky to get somewhere that i could afford...i have been looking for somewhere for ages but there is nothing"

Number of 6 month tenancies sustained Number of 12 month tenancies sustained



over 6
months



over 12
months

SUPPORT SERVICES

'We want everyone to live in a home that meets their needs and supports a healthy, successful and prosperous life'

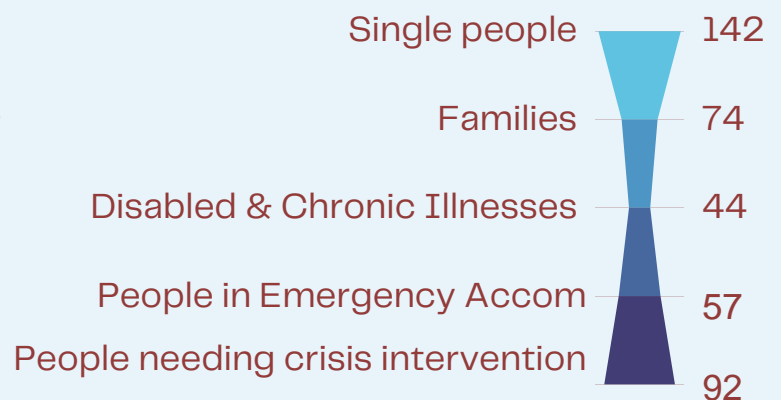
Welsh Government Prosperity for All National Strategy

The Care Society have a large experienced multi-skilled tenancy support team. They help vulnerable people across Ceredigion to live as independently as possible, by tackling the sometimes multiple problems they face, such as debt and budgeting, employment, managing a tenancy, substance misuse, domestic violence and abuse, and mental health issues. Support is person-centred, aimed at supporting people to secure or maintain sustainable housing, helping to improve their health and wellbeing, and helping them to progress into jobs or training opportunities.

Delivering support focused on homelessness prevention reduces, or prevents the need for more costly public service interventions. Support services dovetail with all the other services provided by the Care Society, in particular the Rooflessness and Emergency Accommodation projects, along with the Social Lettings scheme. We also offer an advice and assistance service as an enhancement of our support service, designed to offer help to anybody in need of immediate on the spot crisis support with no advance appointment necessary.

"I really don't know where i would be without the support from The Care Society they have put me back on track ."

Support provided to different groups:



" I didn't have any money and my support worker helped me to sort my money out. I cant tell you how much this has helped me...."

10

COMMUNITY CARE CONTRACTS

This project is delivered in partnership with the Local Authority Social Services department. Focused on the rural communities across Ceredigion, it allows people suffering from, or at risk of social isolation, and/or people with learning disabilities, mental health or physical conditions to re-engage with the local community and to live independent lives. The people we support through this project have one thing in common - they are vulnerable due to circumstances or conditions:

- People living alone with little or no social support
- People who have become socially isolated due to physical, chronic or mental health conditions
- People with complex social isolation issues, including those who are aged, frail or infirm
- People requiring befriending due to minimal social interaction from carers, etc.

Improved quality of life

Improving Emotional wellbeing

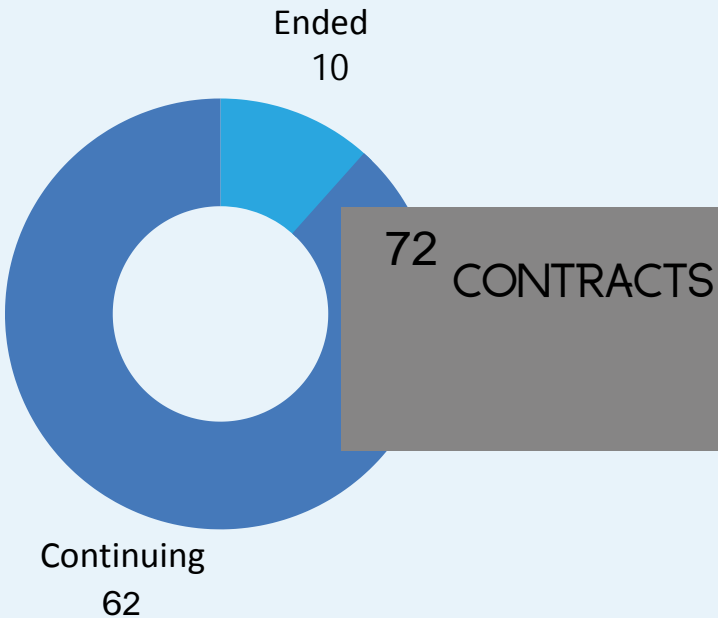
Independent living skills

Meeting friends and socialising

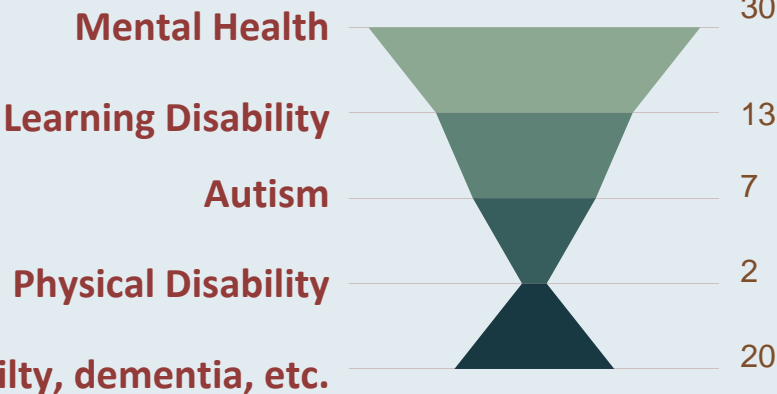
“

I am meeting a lot more people now and have made friends i never would all thanks to The Care Society. They have been brilliant

”



Primary Need of
Service User



CHARITY SHOP AND SHOP MOBILITY



We have been overwhelmed by the support we have received from the local community since we first opened the Shop. It is reliant on a steady stream of donations which are then sold and the money reinvested into transforming the lives of the people we help. Some donations are passed directly for use in our homeless services, like bedding, clothes, etc.

We also run the Aberystwyth Shopmobility service from the Shop, encouraging local disabled people to shop in Aberystwyth rather than out of County.

Volunteers work alongside our shop staff acquiring work place skills which opens them up to employment opportunities in the community.

366

Scooter hire

Wheelchair hire

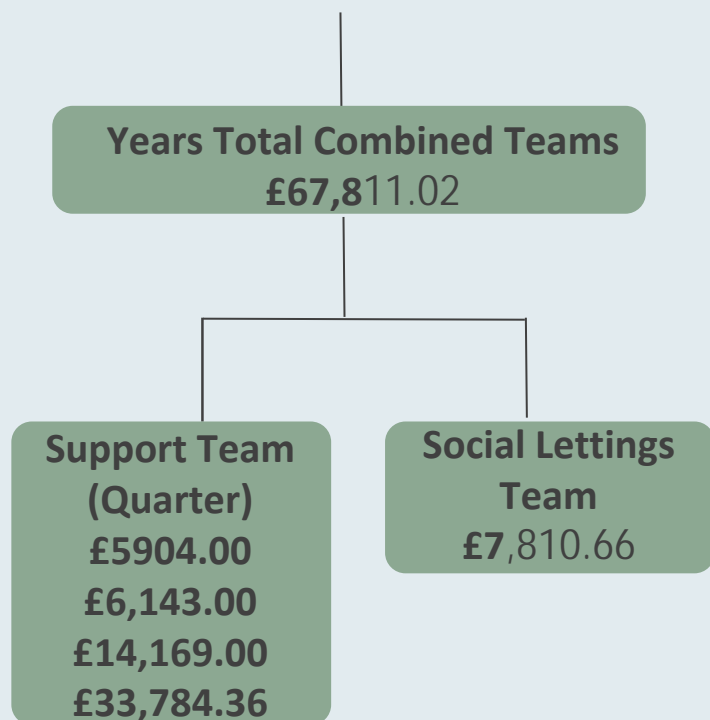
187

Charity Shop and Shopmobility at 6 Llys Hen Ysgol / 6 Old Welsh School Aberystwyth. Donations gratefully received Monday to Saturday 10:00 am to 4:45 pm

12

COMMUNITY BENEFITS

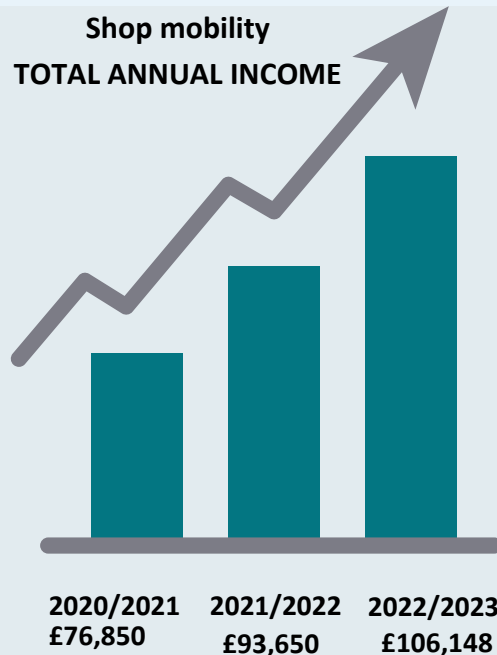
Funding Grants Obtained



Funding grants (as shown above) have been obtained for individuals supported by The Care Society. This not only benefits each individual but also brings money into the local economy.

Income generated from the Charity Shop supports the charitable objectives of the Care Society and consequently the people who utilise our services.

- Providing volunteering opportunities within Care Society services and work placements in the Charity Shop increases local employment prospects.
- Specialist Knowledge of Ceredigion's rural regions and it's different service user groups.
- Targeted bilingual recruitment generating employment from the local community.



12%

Increase from
2021/2022

ENDORSEMENTS

**"Just a Very Big Thank You to you all for getting me out of a dark place in my life and making my journey with cancer so much easier
Never underestimate the good you do Lots of Love "**

**Cymdeithas Gofal Care Society
Temporary Accommodation
Service Users**

**""Thank you for my get well soon card and flowers and all the support in recent weeks when recovering from my op
Special thanks to The Care Society as a whole for the outstanding, much needed service you provide "**

'Thank you so much for everything you have done for me in the past Kathryn especially when I thought I was going to be homeless"

**Cymdeithas Gofal Care Society
Support Service Users**

I wish to thank you for all the support you have given me, both in person and via email. I found your patience, tolerance, and kindness to be an added extra bonus than 'standard support'. It made me feel like I was a bit more normal, that I could more easily pretend I had a social life again, and our support sessions felt more like going out with a friend and/or housemate I get on with. Another big deal was that I felt I could be more vulnerable around you, and you wouldn't take advantage of it (you also proved me right by not taking advantage of it!).

Take care, and thank you again! I'll miss you

**Cymdeithas Gofal Care Society
Community Care Service User**