

Homelessness: best practices in addressing the needs of homeless people

Webinar

24th September, 2024

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Homelessness: best practices in addressing the needs
of homeless people
Agenda – Tuesday 24th September, 13:00 – 14:30

Time	Item	Who
13.00	Welcome, introduction & housekeeping	Victoria Tice, Senior Public Health Practitioner, Public Health Wales
13.10	Health Inclusion and Homelessness in Wales	Jonathan Clode, Homelessness Prevention Project Coordinator, Shelter Tina Williams, Peer Researcher, Shelter
13.40	Inclusion Health in Swansea Bay	Janet Keauffling, Retired CNS Homeless & Vulnerable Adults Healthcare for Homeless People Swansea & Neath Port Talbot
14:00	Question & Answer session	
14:15	Final remarks and close	Victoria Tice, Senior Public Health Practitioner, Public Health Wales

Health Inclusion and Homelessness in Wales

CARTREF YW POPETH
HOME IS EVERYTHING



We exist to defend the right to a safe home in Wales
and fight the devastating impact the housing
emergency has on people and society.

We do this with campaigns, advice and support –
and we never give up.

We believe that home is everything.



Homelessness Legislation in Wales

- In Wales, the Housing Wales Act 2014 defines when a person is homeless or threatened with homelessness. A person is homeless if they, together with anyone who normally resides with them:
- Have no accommodation in the United Kingdom or elsewhere, which they have a legal right to occupy.
- Have accommodation but cannot secure entry to it, or the accommodation is a moveable structure, vehicle or vessel adapted for human habitation (such as a caravan or houseboat) and there is no place where it can be placed in order to provide accommodation.

The causes of homelessness

There are numerous reasons why a person can become homeless.

Shelter Cymru defines the two main reasons for homelessness as:

- Problems in the person's own life – such as physical or mental health conditions, relationship breakdown, or drug and alcohol misuse;
- Problems in the system – such as the rising cost of housing, the poverty trap, and welfare benefit cuts brought about by the Government.



**ROUGH
SLEEPERS**

**STATUTORY
HOMELESS**

**HIDDEN
HOMELESS**

**AT RISK OF
HOMELESSNESS**

- 153 people were sleeping rough in June 2024
- 11,307 households were living in temporary accommodation in June 2024
- Many more are sofa-surfing, living in hostels or otherwise hidden homeless
- Even more spend at least 50% of their income on rent or live in unsuitable housing

People experiencing homelessness may also be dealing with a number of other issues which have contributed to or exacerbated their circumstances.

These can include -

-
- Mental Health Issues
 - Sex Working
 - Substance Misuse
 - Victims of domestic violence
 - Offending History/Prison Leavers
 - Migrant workers, refugees & asylum seekers
 - Eviction
 - Cuckooing
 - PTSD
 - Financial or legal Issues
 - Victims of modern slavery



OUR SERVICES



We help thousands of people struggling with bad housing and homelessness every year through our telephone, face-to-face and digital advice services, legal representation and specialist support services.

Webchat and Advice Online

Shelter Cymru Live Helpline 08000 495 495

Advice Surgeries

Legal Team

Advice near you

Please choose your local area from the map below. Hover over the map and click on the marker to view the available surgeries in your area.

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Shelter Cymru casework trends July 2024 -

Homelessness – 39%

Seeking Accommodation – 25%

Dampness/disrepair – 10%

Rent Arrears – 9%

Medical/Health – 5%



In recent years, the amount of people living in temporary accommodation (TA) has risen from six thousand to more than eleven thousand.

A six-month snapshot of clients we've supported who are living in TA:

TA/HOSTEL - 47% reported physical health issues, 58% reported mental health issues.

B&B/Hotel - 33% reported physical health issues, 43% reported mental health issues.



The health and support needs of our homeless population

- The average age of death for people experiencing homelessness is 46 years old for men and 42 years old for women.
- People sleeping on the street are almost 17 times more likely to have been victims of violence. More than one in three people sleeping rough have been deliberately hit or kicked or experienced some other form of violence whilst homeless.
- Homeless people are over nine times more likely to take their own life than the general population
- In general, homeless people face ongoing difficulty accessing health services.
- People want support around their health, housing and employment all in one place.



Working alongside people with lived experience of homelessness

- The Take Notice Project is a service user participation project funded by Welsh Government to improve housing and homelessness services across Wales and to give people who have experienced homelessness and bad housing a voice.
- We work alongside peer researchers to deliver training and develop workshops.
- Their experiences and insights are essential in guiding our research and shaping our campaigns.



Public Health Wales' Inclusion Health Programme

- In 2023 PHW commissioned Shelter Cymru to carry out a mapping exercise of homelessness services across Wales:
- Local Authority Statutory Services – Housing Options/Solutions
- Commissioned accommodation and support services
- Other Services – Outreach and voluntary, drop-in, charity & faith-based support



Welsh Government White Paper – Ending Homelessness in Wales

- Included a proposal to apply a duty to identify, refer and co-operate on a set of relevant bodies in order to prevent homelessness.
- This would introduce a new legal duty across the public sector to work together where a person is experiencing homelessness, or the risk of homelessness is identified.

This would apply to:

- Social services departments (both within the same local authority as the relevant homelessness department and from different authorities)
- Local Health Boards including primary care
- Registered social landlords.





DIOLCH | THANK YOU

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Inclusion Health in Swansea Bay

Jan Keauffling

Retired CNS Homeless & Vulnerable Adults

Swansea Team

- One Clinical Nurse Specialist Band 7 – 30 hrs
- One Registered Mental Health Nurse Band 6 – 18 hrs
- Swansea Council currently fund another MH Nurse Band 6 - 18 hrs. Funded on an annual basis.
- Occupational Therapist – Lottery funded Swansea NPT 360 Project
- Practice GPs support the programme and provide healthcare to individuals as it is needed
- Advanced multi-disciplinary team approach to health care provision



Caseload

- 250+ Homeless Presentations at housing options each month
- Current annual caseload 300+ - includes registered and immediately necessary patients
- Immediate necessary patients treated 2023/24 = 177
- 2022/23 – 127
- Multiple Overlapping Unmet Needs

Multiple Overlapping Unmet Needs

- Homelessness
- Alcohol dependency / substance use / injecting substance use
- Mental ill health / history of self-harm / suicide attempts
- Physical ill health
- Adverse childhood trauma / other trauma
- Emotional needs

Neath Port Talbot

- One Clinical Nurse Specialist Band 7 – 15 hours
- Currently no Mental Health Nurse although CNS is RMN
- Occupational Therapist – Lottery funded Swansea NPT 360 Project
- Practice GPs support the programme and provide healthcare to individuals as it is needed
- Advanced multi-disciplinary team approach to health care provision



Caseload

- 250+ Homeless Presentations at housing options each month
- Current annual caseload 200+ - includes registered and immediately necessary patients
- Immediate necessary patients treated 2023/24 = 108 since Feb 24.
- Multiple Overlapping Unmet Needs

Outreach Services

- Wallich Welfare Vehicle
- Access Point
- Drug and alcohol agencies
- Probation
- Hostels
- Home visits
- CRISIS Skylight



- Nelson Trust (Prison Leavers)
- SWAN (Sex Worker) Project
- Homeless cafes
- Rough Sleeper Intervention Team
- Immbulance
- Swansea NPT 360 Project



What has worked well



GP engagement and support drives the service



Well established agency working enables services to come together and provide complete, person-centred health care



Health Board executive support is a key enabler



Outreach work supports individuals to overcome barriers in engaging with healthcare

Thanks for listening!

[Contact: Janet.Keauffling@wales.nhs.uk](mailto:Janet.Keauffling@wales.nhs.uk)

Q&A Session



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Thank you



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