



caer las

Preventing Homelessness

The SF Way



Who are Caer Las

- Charity based in Wales, UK
- 75-80 staff
- Helping over 1500 clients per year
- Housing, Mental Health, Homelessness, Substance Use, Sex Work, Poverty.



Swansea

Known For:

- Dylan Thomas
- Catherine Zeta Jones
- Coastal City, population 250k
- End of the line.....history of homelessness
- BBC – Swansea living on the streets



Our Support Workers and Housing Officers

- Unqualified; not social workers or nurses
- Committed, skilled and passionate
- Demanding and challenging roles
- In Caer Las - Trained in SF Skills
- Half day workshop – 10 days training



Working in varied locations

- In a hostel
- In housing, [could be using alcohol or substances]
- Suffering with poor health
- Street homeless [Roofless]
- Housed and secure, but needing support
- Attending a specialist project



One to One Support - Approach

Build on what works:

- Project workers are encouraged to exercise their own best judgement as to when to use SF in their work
- We support them in a number of ways to grow in confidence
- Stealth
- Picking one element



Case study 1

- Housing Officer, enforcement role, tenancy issues, rent collection.
- Client accepted for move on to his own property
- Reports of anti-social behaviour
- **What's different today?**
- **What would be useful instead?**
- Unlocked anxiety regarding living by himself for first time in years
- Apologised to Support Worker, positive step in his housing journey



Case Study 2

- Prison visit to carry out eviction
- Tenant evicted drugs paraphernalia, didn't appeal as he was arrested and imprisoned
- Staff had to visit in prison to complete the eviction
- Part of being in prison spoken re Housing, very angry client.
- Then SF was introduced, along the lines of what next, after your release?
- Somewhere to live, he had heard of other schemes outside area that he wanted and so he was asked about what he'd notice happening if he was on track to get his goal met.
- He left prison, got the accommodation, did some volunteering and even donated some of his possessions to the project he'd left

Funders

- As we tender for new services, re-tender for existing work, we include SF as a feature of the service
- There are many agencies providing a housing and support service across Wales
- The Welsh Government spends over £130M on homelessness grants and support contracts
- **SF** is what makes us different



Clients

- We have just won a tender in Swansea, that was developed by using SF as the mechanism to demonstrate co-production
- To construct each personalised support plan the support workers use:
 - Best Hopes
 - Preferred Future
 - Signs of Progress
- We provide a SF coaching service to clients of some projects, which enable them to meet 1-2-1 with an experienced practitioner



Conclusions

- Housing and homelessness provision is complex.
- There are many parts to the jigsaw.
- For Caer Las SF is becoming an increasingly larger piece.



I'd like to finish by showing you
a very short film

Thank You

