

ENDING HOMELESSNESS, CHANGING FUTURES

A DIFFERENT FUTURE FOR WALES

Impact Report 2017/18



A photograph of a woman with glasses and a young man with curly hair, both smiling and looking at each other. They are standing behind a white railing in front of a large window. The woman is wearing a light-colored patterned top, and the man is wearing a dark jacket with a white logo. The scene is brightly lit, suggesting an indoor setting with natural light from the window.

**WE CAN ALL PLAY OUR PART IN
ENDING YOUTH HOMELESSNESS AND
HOMELESSNESS FOR VULNERABLE
WOMEN. JOIN US AND PLAY YOUR PART.**

AT LLAMAU, WE BELIEVE THAT

NO YOUNG PERSON OR VULNERABLE WOMAN SHOULD EVER HAVE TO EXPERIENCE HOMELESSNESS

Last year we supported more people than ever before, and have continued to develop our services to ensure that the most vulnerable people in Wales are able to leave homelessness behind. We are committed to our mission to end youth homelessness and homelessness for vulnerable women, but demand for our services continues to rise.

It's 2017 and yet for thousands of the most vulnerable young people and women in Wales, homelessness is a frightening reality.

As First Minister, Carwyn Jones, said at our End Youth Homelessness Cymru event in June, the words “youth” and “homeless” are not two words that should ever be seen together.

We've been focused on delivering our mission for quite a few years. But last year we decided enough was enough. With homelessness increasing, and looking set to increase for many years to come, we are taking action.

Throughout this report, you'll see examples of the great work we've done over the past year, alongside the steps we're

taking to change the future – creating a Wales without homelessness for young people and vulnerable women.

You'll also read the most inspiring stories about the most incredible people – the people we've had the privilege of supporting. The people we've supported have often lost confidence and self-belief because of their experiences. Their stories are testament to what people can achieve when someone believes in and supports them – and when they finally believe in themselves.

We can all play our part in ending youth homelessness and homelessness for vulnerable women. Join us and play your part.

Find out more about how you can get involved at www.llamau.org.uk

OUR YEAR IN NUMBERS

We supported **8,669** young people, women and children to leave homelessness behind.



83%

of women who had experienced domestic abuse were better able to keep themselves safe as a result of our support

78%

of young people on our EMPHASIS project re-engaged with Education, Training and Employment as a result of our support



84%

of people with mental health issues were more able to understand and manage their emotional health and wellbeing

78%

of the women we supported in domestic abuse services were no longer in an abusive relationship when our support finished

68%

of people reduced or stopped their offending behaviour



71%

of young people involved in Family Mediation remained at or returned home - that means we prevented 547 young people from becoming homeless



73%

of young people were more able to manage their anger

We helped 80% of young people who self-harm reduce their self-harming behaviours

Our Award Winning Support

Our Cardiff Advice Services won the **Cymorth Promoting Independence Award** for Partnership Working

Symud Ymlaen / Moving Forward won the **Cymorth Promoting Independence Award** for Employment, Training and Skills

We were awarded an **Outstanding Achievement Award** by Cardiff Council for our work with looked after children and care leavers

JAMIE'S STORY*

MY WORLD FELL APART WHEN MY DAD WALKED OUT WHEN I WAS ONLY 10

We had to move house and I had to change schools. I was so angry with Mum for making us move and making us leave our friends behind.

I found it really hard to settle at my new school and before long I was being bullied. My behaviour got worse and worse at school, and by the time I was 11, I had been expelled and had to go to behavioural units instead. Eventually it all became too much for my Mum to cope with and she kicked me out.

Llamau found me a place in their SAFE house but I found it really difficult to settle there too and behaved really badly. I thought the staff would just throw me out, but they were really patient and understanding. They explained that my behaviour would have to change

if I wanted to carry on living in the house. Looking back, I wish I'd taken their advice straight away, but I just wasn't ready at the time, and I decided to move back in with my mum.


At first, things were awful – me and Mum just couldn't get along but Llamau hadn't given up on me. Llamau suggested that I work with their EMPHASIS project. The project worked with both me and my family to help me to understand and cope with the issues I had with them. I learned so much about myself, especially how to manage relationships better.

Llamau gave me another chance. I moved into another one of their project houses and I've been there ever since. This time, I settled in much more quickly and I really didn't want

to make the same mistakes again. I'm still living at Llamau's project and am in college and training to become a chef. I'm really proud of the progress I've made and am looking forward to living independently in the future.

Without support from Llamau, I would now be living on the streets – I came pretty close a few years ago, and don't think anyone should have to come close to that.

*Names and pictures have been changed

A close-up portrait of a young man with vibrant, wavy red hair and light blue eyes. He has a slight, thoughtful smile and is looking slightly to the right of the camera. He is wearing a dark-colored shirt under a light grey, textured cardigan. The background is a soft, out-of-focus light blue-grey.

WITHOUT SUPPORT FROM LLAMAU,
I WOULD NOW BE LIVING ON THE STREETS
- I CAME PRETTY CLOSE A FEW YEARS
AGO, AND DON'T THINK ANYONE SHOULD
HAVE TO COME CLOSE TO THAT.

A photograph of three young women standing outdoors. The woman on the left has dark curly hair and is wearing a black top and a grey hoodie. The woman in the middle has blonde hair and is wearing a purple hoodie. The woman on the right is wearing a blue denim shirt, a blue baseball cap, and a red jacket. All three have colorful floral face paint on their cheeks. They are standing in front of a building with a brick wall and a window.

**76% OF HOMELESS YOUNG PEOPLE
DIDN'T KNOW WHERE TO GO FOR
INFORMATION, ADVICE OR SUPPORT.**

END YOUTH HOMELESSNESS CYMRU. TIME FOR REAL CHANGE



Following last year's successful campaign to end the use of Bed and Breakfast accommodation for young people in Wales, this year we were proud to launch our 10 year plan to end youth homelessness in Wales.

In June we launched our 10 year campaign with the support of Hollywood actor, Michael Sheen and Wales' First Minister, Carwyn Jones. We believe that we have a wonderful opportunity here in Wales to deliver real change. As the First Minister said at our launch event, "If we can put a man on the moon, we can surely end youth homelessness in Wales."

Our plan recognises that we can't do this alone, and we will be bringing together leading academics, senior national and local government officials, businesses, key third sector agencies, invested organisations and young people who have experienced homelessness.

Last year the young people we work with told us that they hadn't known

where to go to get information, help or support when they first became homeless.

With our support, they started a petition for a 24 hour youth homelessness helpline, and over 95,000 people signed the petition.

While a UK youth homelessness helpline has been launched, it currently only provides support Monday - Friday 9-5. That's why we're launching an appeal to fund an out-of-hours helpline right here in Wales. Young people don't find themselves homeless during the convenience of office hours, and we want to make sure that they can get help and support whenever they need it.

By donating to the Helpline Appeal, you will be changing lives right here in Wales.

ENDING THE CYCLE OF ABUSE

Our mission is to end homelessness for vulnerable women, but one of the biggest causes of homelessness for women is domestic abuse.

One in three women in Wales will experience domestic abuse and last year in South Wales an incident of domestic abuse was reported to the police every 15 minutes.

To end homelessness for vulnerable women, we must end gender-based violence and abuse.

Last year we developed our domestic abuse services even further to help tackle the issue. Our new Domestic Abuse Multi-Agency Centre opened in Caerphilly which has allowed us to offer more of our targeted programmes to combat domestic abuse. This includes the Freedom Programme which worked with 92 women last year. Every person who took part in the programme reported that they had a better understanding

of domestic abuse and felt more able to stay safe in the future.


Too often, the impact of domestic abuse on children isn't dealt with, increasing the likelihood of those children becoming victims or perpetrators of abuse in the future. That's why we're committed to breaking the cycle of abuse.

We also developed our outreach work with children and young people, with over 1,500 young people attending training sessions about healthy relationships and domestic abuse. Over 150 pupils took part in targeted workshops about sexting, sexual coercion and consent, and this year we'll be expanding our ADaPT programme which delivers healthy relationship education to teenagers at risk of abuse.

Our You and Me, Mum programme also continues to develop, allowing women who have experienced abuse to understand the impact it has had on them as a parent and its impact on their children.

Last year 100% of women who completed the programme felt more able to stay safe in the future.





I NOW REALISE THAT I WAS NOT TO BLAME.
I'VE MET NEW PEOPLE IN SIMILAR SITUATIONS,
AND HAVE MADE SOME NEW FRIENDS.

I UNDERSTAND THAT NO MATTER THEIR AGE,
DOMESTIC ABUSE AFFECTS CHILDREN.



ROCHELLE'S STORY*

I CAN GO OUTSIDE AND DO NORMAL THINGS AGAIN, AND I KNOW THAT LLAMAU IS ALWAYS JUST A PHONE CALL AWAY

I first met Jenny after I came out of hospital. My boyfriend, Rob, had hit me so hard that I had needed to go for medical treatment. It was then that I decided enough was enough.

I was sick and tired of him and I didn't want our son, Charlie, to have to grow up with that in his life.

I had tried to get away from Rob before but he kept on coming after me - he kept on phoning me and messaging me on Facebook, and he kept on telling social services I was abusing our child, so they kept on needing to investigate. Rob was just completely dismantling my life. He was determined to break me down.

Jenny worked with me to make me feel more secure in my own home, and to make it safe for Charlie after I kicked Rob out. Jenny spoke to the police about the situation so they made any emergency calls from me a priority. Jenny also put me in touch with a specialist lawyer who deals with the fallout of domestic abuse – she helped me get a harassment order against Rob.

As well as making us safer, Jenny helped me to understand the impact of Rob's abuse on both me and Charlie. Even though Charlie is young, Jenny helped me to see the impact the abuse had on him, and helped me to rebuild my relationship with him.

Since meeting Jenny, I'm so much more positive about the future for me and Charlie. My relationship with him has improved because I'm not worrying about what Rob's going to do.

AS WELL AS MAKING US SAFER, JENNY HELPED ME TO UNDERSTAND THE IMPACT OF ROB'S ABUSE ON BOTH ME AND CHARLIE.

*Names and pictures have been changed

SPECIALIST MENTAL HEALTH SUPPORT

The impact of poor mental health is wide-reaching. For many of the people we support, it has severely affected their quality of life and often led to them disengaging with education and employment. It often has a major impact on their ability to maintain a tenancy and to live independently.

If we are to end youth homelessness in Wales, then we must address young people's mental health issues and support them to understand and manage their conditions.

Our research shows that 90% of young people who have experienced homelessness also have a diagnosable mental health condition.

Last year, we consulted with Support Workers across Llamau and found that the most common mental health issues they were seeing in the young people they supported were:

- Depression
- Anxiety
- Self-harm
- Eating disorders
including anorexia and bulimia
- Post-Traumatic Stress Disorder
- Psychosis
resulting from use of 'legal highs'

That's why we continue to adapt our mental health workshops to ensure that our staff are the best in the sector at supporting people with complex mental health issues. Our workshops provide training on the signs and symptoms of mental health issues and the impact on young people, as well as providing best practice guidelines on treatment options and therapies.

Our training workshops enable support workers to support young people to understand and manage their mental health issues, ensuring they can move forward with their futures.

**84% OF PEOPLE
SUPPORTED LAST YEAR
NOW FEEL MORE IN
CONTROL OF THEIR
MENTAL HEALTH ISSUES.**



CATH'S STORY*

I HAD BEEN SOFA SURFING FOR 10 MONTHS IN TOTAL AND MY MENTAL HEALTH REALLY SUFFERED.

I was living with my Mum and working as a nursery assistant. I knew that my mum had problems with drugs and getting into debt, but I hadn't realised how bad things had got. After getting behind with the rent my mum lost our home and overnight I was left with nowhere to live.

My friends stepped in and let me sleep on their sofas so that I didn't have to sleep on the streets. Every day I would wake up and not know where I was going to sleep that night. Before long, the pressure of always having to find somewhere new to sleep took its toll and I started having panic attacks. I was diagnosed with anxiety and depression, and I ended up having to take time off work. When my contract came up for renewal, the nursery decided not to renew it.

Within a few months of becoming homeless, I had no job and my mental health had become so bad that I found it difficult to leave the house. I had spoken to the local council lots

of times about being homeless and needing somewhere to live, but every time they found me somewhere to live it would fall through at the last minute.

I was introduced to Llamau and met my Support Worker, Sam, after a few months of sofa surfing. Sam has been amazing. She's helped me to understand my rights and has fought for me to have access to the support I'm entitled to every step of the way.

I was really anxious when I first moved into my flat about living by myself and managing my rent and bills. Sam talked me through budgeting and helped to give me the confidence to see that I could manage by myself.

I had been sofa surfing for 10 months in total, and my mental health really suffered.

When I first moved into my flat, I couldn't imagine having the confidence to work again. But with Llamau's support, I'm now looking forward to the future. I really want to get a job again, and I've decided that I want to become a social worker and help other people who need help like I did.



*Names and pictures have been changed

A DIFFERENT APPROACH FOR YOUNG PEOPLE WITH COMPLEX NEEDS

For some young people, their experiences as children have led to them having particularly complex mental health issues and support needs which need us to take a different approach.

Very often these young people simply find it too difficult to live in shared accommodation, and can end up behaving in a way which puts them, other young people and support staff at risk.

We've been pushing for local authorities to support us to take a different approach, and last year we were thrilled to start developing plans in Caerphilly and the Vale of Glamorgan.

The new projects, which are due to open very shortly, will accommodate up to two people in self-contained flats, and will allow us to provide intensive support to young people whose problems have become particularly complex.

Our specialist Support Workers will support young people to identify their strengths and help them to build confidence, resilience and the skills they need to create a different future for themselves.

IF WE REALLY ARE GOING TO END YOUTH HOMELESSNESS IN WALES, PROJECTS LIKE THIS WILL BE VITAL TO ENSURE THAT EVERYONE IS GIVEN A CHANCE TO LEAVE HOMELESSNESS BEHIND AND TO BUILD A FUTURE FOR THEMSELVES.





SUPPORTING PEOPLE IN A FAMILY ENVIRONMENT

Supported lodgings allow us to support young people one-to-one in a home environment. The young person is provided with a room of their own in a private home where they become a member of the household. Young people are placed with carefully chosen hosts who are given guidance by Llamau on how to best support the young person who is living with them.

We've been running successful Supported Lodgings schemes in the Vale of Glamorgan and Carmarthenshire and were thrilled to launch our Supported Lodgings in Bridgend last year. We are working with other local authorities to launch new schemes over the next year.

Supported Lodgings give us more housing options alongside Supported Housing projects to ensure that young people are given the chance to thrive in the environment that suits them best.

"I KNOW EXACTLY WHY I DO IT - I WENT INTO CARDIFF ONE EVENING AND I WAS HORRIFIED SEEING ALL THE YOUNG PEOPLE AND THEIR DOGS SLEEPING ROUGH ON THE STREETS. I KNEW THAT IF I EVER HAD THE OPPORTUNITY TO MAKE A DIFFERENCE TO A YOUNG PERSON'S LIFE I WOULD AND I BELIEVE IN EVERYTHING I DO".

- Llamau Supported Lodgings provider

A FUTURE OF OPPORTUNITY

The people we support have often, through no fault of their own and often because of a major crisis in their life, dropped out of formal education at a young age. By the time they come to us, they have few or no qualifications.

Despite this, they all have their own aspirations, but have very often been told that they won't be able to achieve them. Without an education and the confidence to achieve, they face a future of limited options. That's why we work with all of the people we support to build their qualifications and improve their employability, so that they are able to live independently in the future.

Last year our Learning 4 Life project supported an amazing 226 people, with over 400 qualifications and accreditations being achieved.

The skills and qualifications that the young people gain at Learning 4 Life are absolutely essential in ensuring that they can build an independent future for themselves.



391

Agored Cymru Awards
& 30 City & Guilds
qualifications achieved



91%

of learners
improved their
employability



135

CVs written
with learners



99
learners
completed
practice
interviews





ROUND OF APPAWS FOR PET FOSTER CARERS

Many women who are experiencing domestic abuse are worried about what will happen to their pets if they go into refuge because most refuges aren't able to take them. All too often, perpetrators of domestic abuse will threaten to hurt the pets to persuade their victim to stay at home, and many women and children simply aren't happy to leave their pets.

Last year we teamed up with the Help 4 Wales Foundation to make sure that while a family was in refuge, there was somewhere safe for their pets to go.

Sarah made the difficult decision to leave her family home with her two boys to be safe from her abusive husband.

They had two pet cats, Jess and Pippin, and Sarah's oldest son was particularly attached to them.

Sarah was terrified about what would happen to the cats and was worried about going into refuge and leaving them – she even considered not leaving at all. Thanks to our new partnership, we found a foster carer for the cats.

"I PERSONALLY THINK IF OUR CATS WERE LEFT, MY BOY WOULD HAVE STRUGGLED TREMENDOUSLY IN REFUGE; BUT BECAUSE HE KNEW HIS CATS WERE SAFE AND WOULD BE REUNITED ONE DAY, THAT WAS HIS FOCUS."



LUKE'S STORY*

ADAM SHOWED ME THAT DIFFERENT THINGS WERE POSSIBLE IF I WORKED HARD AND PLANNED FOR THE FUTURE

I'd been in and out of care loads of times when I was younger. My mum couldn't cope with my behaviour and she wasn't dealing with loads of issues of her own.

My behaviour got so bad that my mother kicked me out for the final time when I was just 16.

I had started using drugs, getting into trouble with the police and I had a really bad attitude with people who were telling me what to do.

I couldn't remember the last time I went anywhere near school.

My social worker arranged for me to come to live at Llamau, and to be honest, I wasn't happy. I didn't think that it would be any different from being in care.

Adam, my support worker at Llamau, was amazing. He seemed to understand straight away that I really needed the space to deal with how I was feeling, and I started to talk about why I was feeling so angry all the time. I just needed someone to listen to me and understand why I'd been behaving the way I had.

I made the decision to see my old friends less and less and work on doing things better. I started to go to

Learning 4 Life and I was able to do a week's work taster session at GE Aviation, which I really enjoyed. I'm working full time at a job caring for other people in the community now. Llamau have been a massive help, showing me how to budget properly and sorting out my benefits. I've moved into my own flat and I'm doing really well.

I can't believe the support Adam's given me over the past few years. He really showed me that different things were possible if I worked hard and planned for the future.

I'M WORKING FULL TIME AT A JOB CARING FOR OTHER PEOPLE IN THE COMMUNITY NOW.

*Names and pictures have been changed

YOUNG PEOPLE IN CARE. THINGS HAVE TO IMPROVE

People who have been in care are some of the most vulnerable young people in our communities. The traumas they have faced in their early lives often leave them extremely vulnerable to homelessness and significant mental health issues.

Too often, young people have been in multiple care placements and therefore have been to multiple schools. It would be difficult for anyone who has had ongoing unsettled experiences, at such a crucial time in their development, to form positive relationships.

Care leavers are more than **5 times** less likely to be in higher education than their peers

Last year a quarter of the young people we supported had been in care. They have often been taken into care because of abuse or neglect, and have complex needs resulting from their childhood experiences. They often have little choice but to deal with the

challenges and responsibilities of living independently at a very young age.

We were thrilled that Wales' Children's Commissioner, Sally Holland chose to launch her Hidden Ambitions report at Llamau, highlighting the disadvantages faced by care leavers. The report highlights that:

"Care leavers need the same sort of opportunities, assistance and support that all parents try to give their children as they start to make their way in the world."

In 2017, our Symud Ymlaen / Moving Forward project will continue

to work with care leavers, giving them the opportunity to gain valuable work experience, supporting them to live independent lives.



of the UK's homeless population has been in care at some point in their lives.

If we are to end youth homelessness in Wales, we must do better to ensure that children who have been in care do not face a lifetime of disadvantage but are given the chance to change their futures.

A photograph of two young women sitting and talking in a modern, brightly lit indoor space. The woman on the left has long, dark purple hair and is wearing a denim jacket over a patterned top. The woman on the right has long, wavy blonde hair, wears glasses, and a leopard print top. They are both looking at each other and appear to be in conversation. The background features blue walls, a white railing, and a large, circular, patterned object hanging from the ceiling.

At age 19, **43%**
of care leavers are not
in education, training
or employment.



BETH'S STORY*

IF YOU'D TOLD ME TEN YEARS AGO THAT I WOULD HAVE JUST GRADUATED UNIVERSITY, I WOULDN'T HAVE BELIEVED YOU

My mum really did try her best to be a good mum and I know that she loved me, but from a young age I knew that my mum was using drugs and struggling to manage her debts. My mum found life really difficult to cope with, and didn't know who to ask for help.

I was still at school when I became homeless. For quite a few years, the only reason I'd been to school was so that I could have a meal – it was often the only meal I'd have that day. But over my years in school I realised that I actually quite enjoyed it and wanted to carry on going so that I could give myself a chance in life.

I moved into one of Llamau's houses when I was 18, and that was when I realised that I could achieve my

dreams if I wanted to. When I moved in I wasn't sure if I would still be able to go to university – whether I'd be able to carry on studying for my A-Levels and get the grades I needed. But Llamau helped me to see that with their support, I could achieve anything I wanted to.

It was quite hard studying for A-Levels in a shared house but my support workers encouraged me to chase my dreams every step of the way, and even supported me with completing application forms for university and for student finance. When I found out that I'd got a place at the University of South Wales, it made all the hard work worth it. I was actually really scared when the day came to leave Llamau's accommodation and move into student halls – I wasn't sure I'd cope. Llamau's support, though,

had taught me how to live independently and if I ever needed any more help, they were always at the end of the phone.

Going to university was one of the best things I've ever done, it has allowed me to meet new friends and experience a different way of life. I was so happy when I graduated and am very much looking forward to becoming a social worker in the future. If you'd told me ten years ago that I would have just graduated from university, I wouldn't have believed you.

Llamau taught me to stand on my own two feet and showed me that anything is possible.

I honestly believe that it does not matter where you come from, you can achieve anything if you put your mind to it.

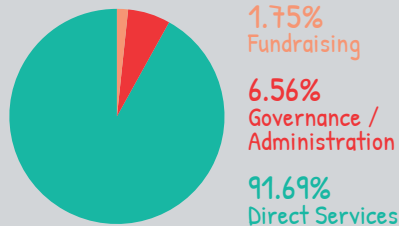
*Picture has been changed

RAISING FUNDS TO CREATE A NEW FUTURE

We need to generate income of around £10 million every year to support young people, women and their families across Wales.

Our income in 2016/17 was **£10,297,921**

In 2016/17 we spent **£10,239,537**



Last year we held our biggest ever Sleep Out, with over 250 people sleeping out at Cardiff City Stadium. The event raised over **£60,000** and will allow us to be there for more young people and women facing homelessness in Wales.

2016 was the first year of our three-year partnership with Principality Building Society.

Over the course of the year, Principality raised a huge **£53,684**. Principality staff from across Wales took part in Sleep Out, trekked the Welsh Coastal Path and organised fundraising dinners to support people facing homelessness in Wales. We've really enjoyed working with Principality Building Society and so have the people we support, who've enjoyed nights out at Justin Bieber and Coldplay thanks to the partnership.

Jehu Construction kindly chose us as their Charity of the Year in 2016/17 and raised over **£8,000** through their Triathlon event. Jehu Construction also gave a 6 month work placement to Steven, who had been supported by Llamau. Steven's placement with Jehu allowed him to gain valuable skills and work experience, giving him a better chance at independent living in the future.

We believe that no young person or vulnerable woman should ever have to experience homelessness.

WE NEED YOUR SUPPORT TO END HOMELESSNESS IN WALES. THERE ARE SO MANY WAYS TO SUPPORT US, FROM BECOMING A CORPORATE SUPPORTER TO TAKING PART IN SLEEP OUT.



YOU CAN FIND OUT MORE AT
WWW.LLMAU.ORG.UK OR CONTACT
FUNDRAISING@LLMAU.ORG.UK
OR ON 029 2023 9585.

THANK YOU TO ALL OUR SUPPORTERS, BIG AND SMALL.
THE SUPPORT WE PROVIDE SIMPLY ISN'T POSSIBLE WITHOUT YOU.
WE CAN ALL PLAY OUR PART IN ENDING YOUTH HOMELESSNESS
AND HOMELESSNESS FOR VULNERABLE WOMEN.

WHAT PART WILL YOU PLAY?



Become a friend
of Llamau with a
regular gift



Sponsor one
of our events

Become a
corporate
supporter



Run
for us



Sign up for
Sleep Out



Give your time
and volunteer



Challenge yourself
and raise money
for Llamau to end
youth homelessness
and homelessness
for vulnerable
women in Wales.

Hold a
Sleep In

Hold a
coffee morning



Registered with
FUNDRAISING
REGULATOR

www.llamau.org.uk



Registered Charity 701772

Head Office:

23 Cathedral Road,
Cardiff, CF11 9HA