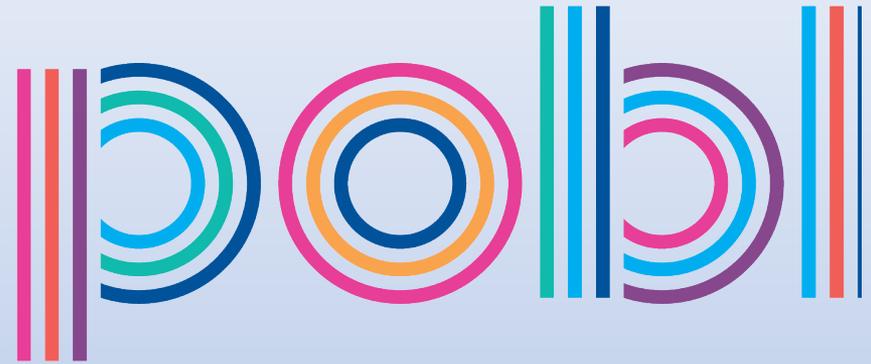


VALE ONE STOP SHOP



Lorraine Griffiths Area Manager
Nathan Harding Manager

What is the Vale One Stop Shop?



Service opened virtually on 6th April 2020



Responsive service



There to assist with prevention of homelessness



Helping those who need to apply for benefits



Co location of services



Flexible Staffing Team



What is the Vale One Stop Shop?



Advice on other services available



Referrals to other agencies



HRS referrals



Outreach services provided throughout Vale planned



Flexible opening times



What makes this service different?

Support availability (How we deliver the support)

A dedicated experienced staff team

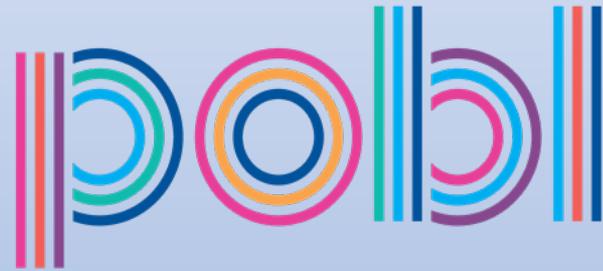
Signpost and work in a multi-agency way

Digital services/ customer use

Focus on the individual, their strengths and skills

Self referral

Welfare Benefits Worker



What does it do?

Assist with Debts and bills

Help with confusion over benefit entitlement

Help with correspondence

Help to complete forms

Worrying about rent and rent arrears

Problems with your tenancy

Preventing homelessness

Homeless and need help with housing options

General Housing Advice

Work closely with Housing Solutions



Our One stop shop/Vale Housing Support

We plan on opening
our physical building
April 2021 and having
open days for anyone
to visit.



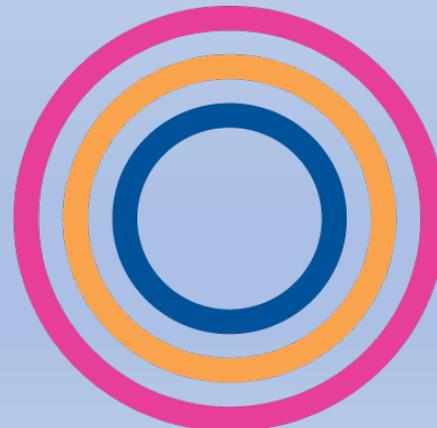
Co location of services

- Hot Desk for organisations – Hafod
- Mind in the Vale
- DWP
- Shelter
- Footsteps to recovery
- Connection's counselling
- Housing
- Time banking/Foodbank
- We also work with Atal Y Fro, Palmerston Adult Learning Centre
- Providing a Pod for Customers to access digital counselling



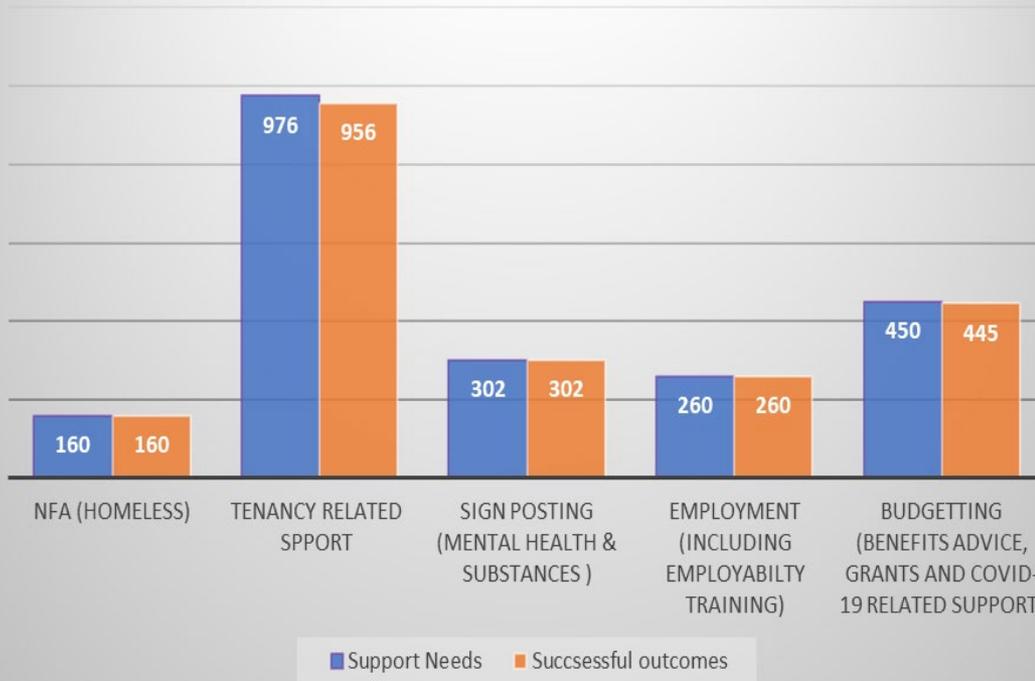
Service Achievements

- Since we opened in April 2020, we have provided support via WhatsApp, zoom, email in addition to more traditional telephone support and where required face to face support.
- We have assisted the foodbank to coordinate and deliver food parcels
- Provided support to learning centres and been a significant resource and help to the DWP in the Vale whilst the demand for their service increased significantly.
- 76% of those who have accessed the service have never had support previously



976 individuals have used the service since April 2020

DROP IN STATS





Foodbank



- Vale housing support and Vale food bank have been working in partnership since April 2020.
- We are currently piloting a project which members of the public who haven't got support get referred to us.
- Once referred we then provide person centered support and the understanding the reasoning and support needs behind accessing the food bank.



Service Feedback

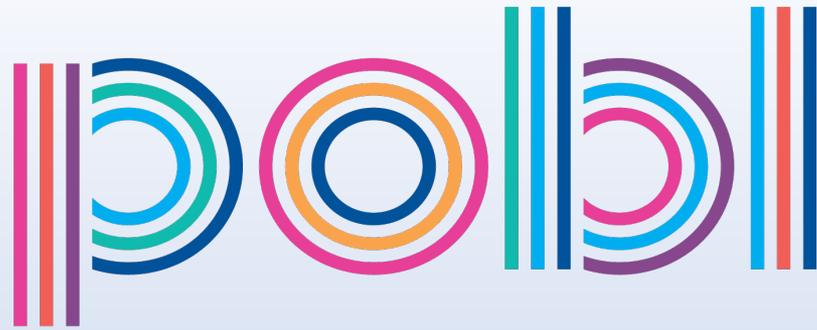
Becky Morgan Food Bank manager “The pilot scheme between vale Foodbank & Vale housing support (Vale Drop-in) has been beneficial on so many levels. At the foodbank we now understand there’s are support needs and Pobl are specialist in understanding and identifying theses needs. And our service user not only get food parcels when in desperate need additionally, get wrap around support for their individual needs”

DWP Gaynor Williams

“Job Centre Plus is pleased to continue to work with Pobl as a trusted and valuable Partner. We are happy to continue to explore ways we can continue to build on this existing relationship with the new vale drop-in service. And in so doing support our more vulnerable Customers with their Housing and Benefit related queries out in the Community”.

“Recently we employed nine new job coaches and Pobl drop-in staff we part of the induction. This has given the coaches an insight into support and how to access a support service directly if they have a customer struggling”.

Service Feedback



Footsteps and recovery Cymru

“We are delighted to be working with the Vale housing support drop-in, during the pandemic we like everyone has had to adapt our approach. We have funding to provide a soundproof digital booth where customers can have private counselling sessions online. On hearing about the drop-in service and its location it made sense for us to partner. This partnership will enable our customers to have a safe space for counselling and been be provided with additional support that is needed”

Huw Thomas

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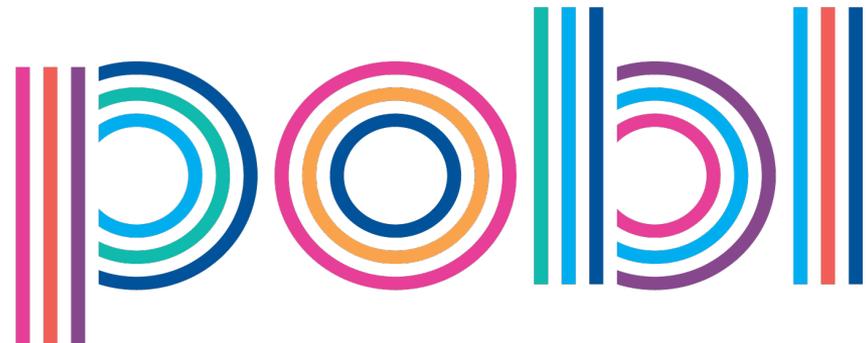


Next Steps

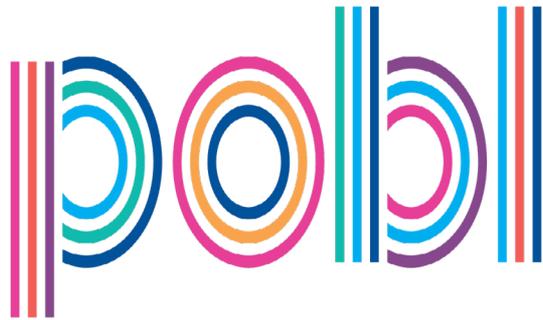
We are in the process of setting up a strategy group with key partners in housing, mental health, substance, employability, criminal justice, education, and Training

Get Involved programme

Opening our base



Vale Housing Support Opening



- Reception area
- Privacy support pods
- Digital inclusion area
- Training room
- Counselling pod
- Tablet loan scheme

Happy to
answer any
questions?

