

Llamau

# Llamau

Imagine a World Without Homelessness  
Dychmygwch Fyd Heb Ddigartrefedd

# About Llamau

Llamau works across Wales to prevent homelessness, to provide safe accommodation and to support people to leave homelessness behind. Since Llamau was founded in 1986, we have supported over 100,000 young people, women and their children to live independent and purposeful lives.

## Our vision:

*Our vision is that no young person or woman should ever have to experience homelessness*

## Our mission:

*To eradicate homelessness for young people and vulnerable women*

# Our values

Llamau is a values-led organisation which puts the people we support at the heart of the organisation. Our values mean that we can offer the highest quality support and empathy. Our values are:

WE LEARN

WE ENCOURAGE

WE RESPECT

WE NEVER GIVE UP

WE LISTEN

# Llamau across the Vale

Llamau's journey started in the Vale, with the very first project opening in 1989. Since then, Llamau has continued to deliver housing related support and accommodation services to vulnerable young people in the Vale, with the current projects and services being;

- Ty John Rowley
- Ty Newydd
- Ty Dylan
- Floating Support x 2 (TESS contracts)
- Early Intervention services
- Education services
- Supported Lodgings



# Psychologically Informed Environment

## Awareness of ACE's and related trauma



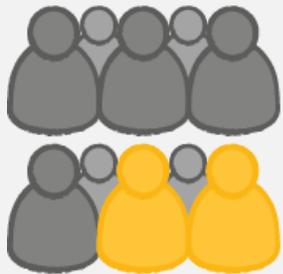
**90%**  
experienced  
one or more  
adverse childhood  
experiences



**3** Young  
People  
experienced  
**8 ACEs**



had witnessed a  
family member  
being abused



**2 in 10**  
involved in education,  
employment or training



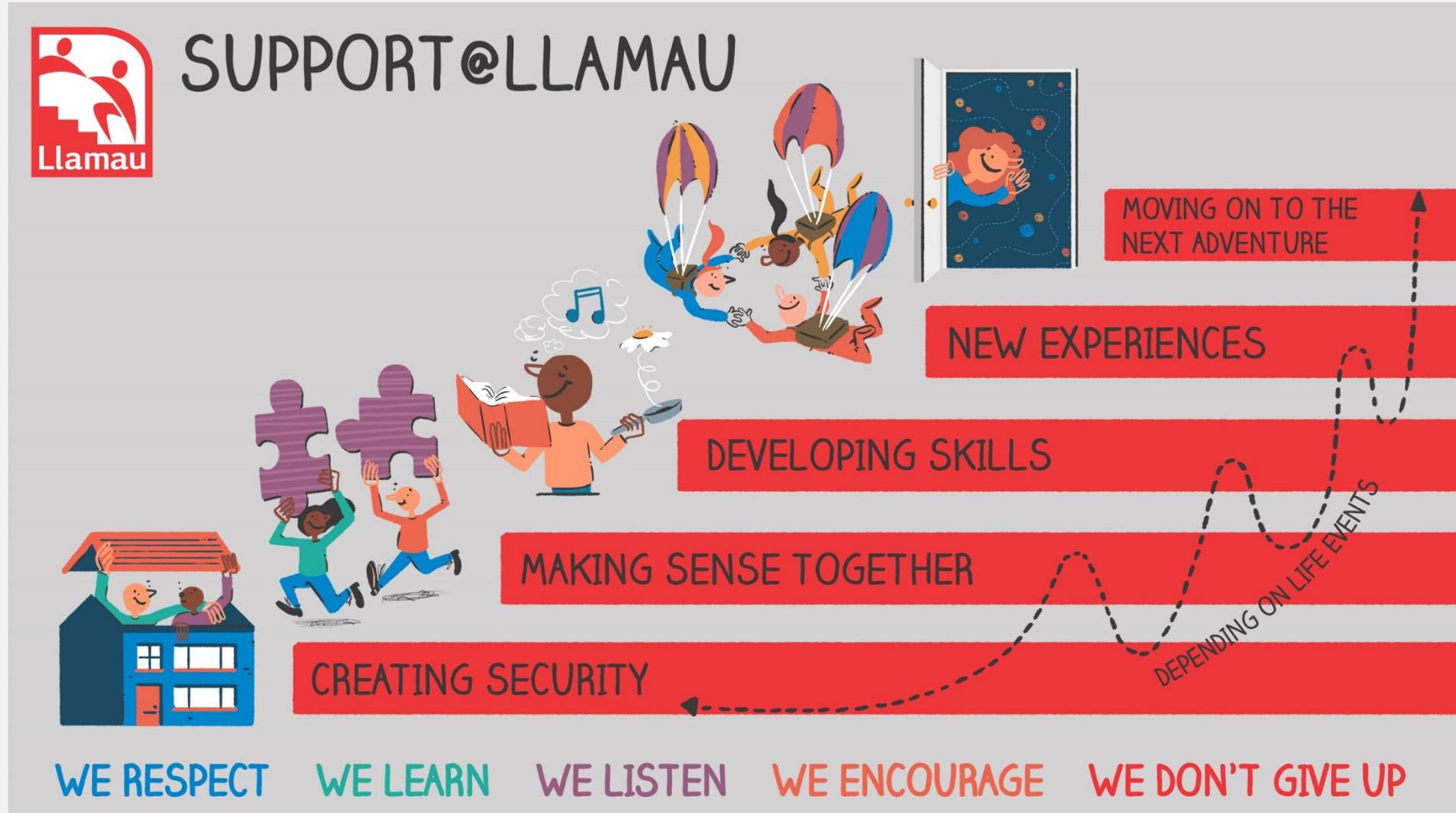
**9 in 10**  
met criteria for  
psychiatric disorder

**Data sources:**

Hodgson, K. (2015) SeyHoPe @Llamau

Llamau (2018) Cardiff ACES study

# PIE - Llamau model and values



# Welcoming to Llamau

## Step 1 – Creating security

Ensuring needs are met and home feels safe

- Access to food & toiletries (FairShare/Beauty Banks)
- Benefits check/maximizing income

Use PIE training & formulations to create a safe & welcoming environment:

- Person-centred conversations
- Engagement at the right pace for each person
- Empathic listening

Risk assessment tools:

- Safeguarding processes (contextual & exploitation)



# Support Planning & Specialist work

## Step 2 – Making sense together

### Support Planning & key-working:

- Regular support sessions (formal & informal) / Mental Health Toolkit

### Clinical Psychologists:

- Reflective practice; team support; 1:1 support; counselling service

### Mediation:

- Support to rebuild family relationships, neighbour and community relationships

### Healthy relationship workers:

- Support around domestic abuse, healthy/unhealthy relationships, or exhibiting signs of perpetrator behaviours



# Multi Agency Collaboration / system navigation

## Step 3 – Developing skills

**Dreams / aspirations** what does each young person want their life / future to look like.

**Support to build skills** Llamau support & other agencies.

**Support to meet needs and overcome barriers** advocate for young people's needs, ensuring they access support they need e.g. mental health / substance misuse.

**Learning Training and Employment** - a range of opportunities to flexible meeting young people's needs





**The Chance to try!**

**Step 4 - New Experiences**

# Becoming more Independent

## Step 5 – Moving on to the next adventure

- New Job / New training / New Family/ New accommodation

Achieving their goals and ambition

- Grants and Funds for Home and life

Whether young people need support for home essentials, IT equipment, help to develop social networks and grants for education or training, Llamau will access external funding or our own Levelling the Playing Field fund.



# Outcomes in the Vale

- **100%** of respondents said that the support they receive is helpful .

*'Yes very much, I don't stress as much. It's benefited me a lot mentally knowing I'm getting help and getting progress in my current situation.'*

- **90%** of respondents said they feel safer as a result of Llamau's support.
- **100%** of respondents said that advice and support they receive from Llamau is important to them.

*'I don't think I would have progressed in my current situation if it wasn't for the support I've had.'*

- **99%** of respondents said that they are able to receive the support they need from Llamau.
- **100%** of respondents feel involved in decisions about them, e.g. when creating their support or learning plan.
- **100%** of respondents feel better able to make decisions that are right for them as a result of Llamau's support.
- **98%** of respondents feel that Llamau supports them with their mental health and wellbeing.

*'Yes definitely, my mental health is a lot better as I'm less stressed.'*

- **89%** of respondents feel that all of their needs are being met by Llamau .

*'My Support Worker has been amazing, I've had a lot of help and support. My Support Worker was highly recommended to me by a friend and I couldn't ask for someone better.'*



# Feedback from young people

*'Feels safe which helps me be able to make decisions about my future. I feel I now have a future.'*

*All the staff as they were very welcoming. Also if it wasn't for my support worker I'd be stuck.'*

*'Yes I feel safer as I have people supporting me and I know if I need help, Llamau is always there.'*

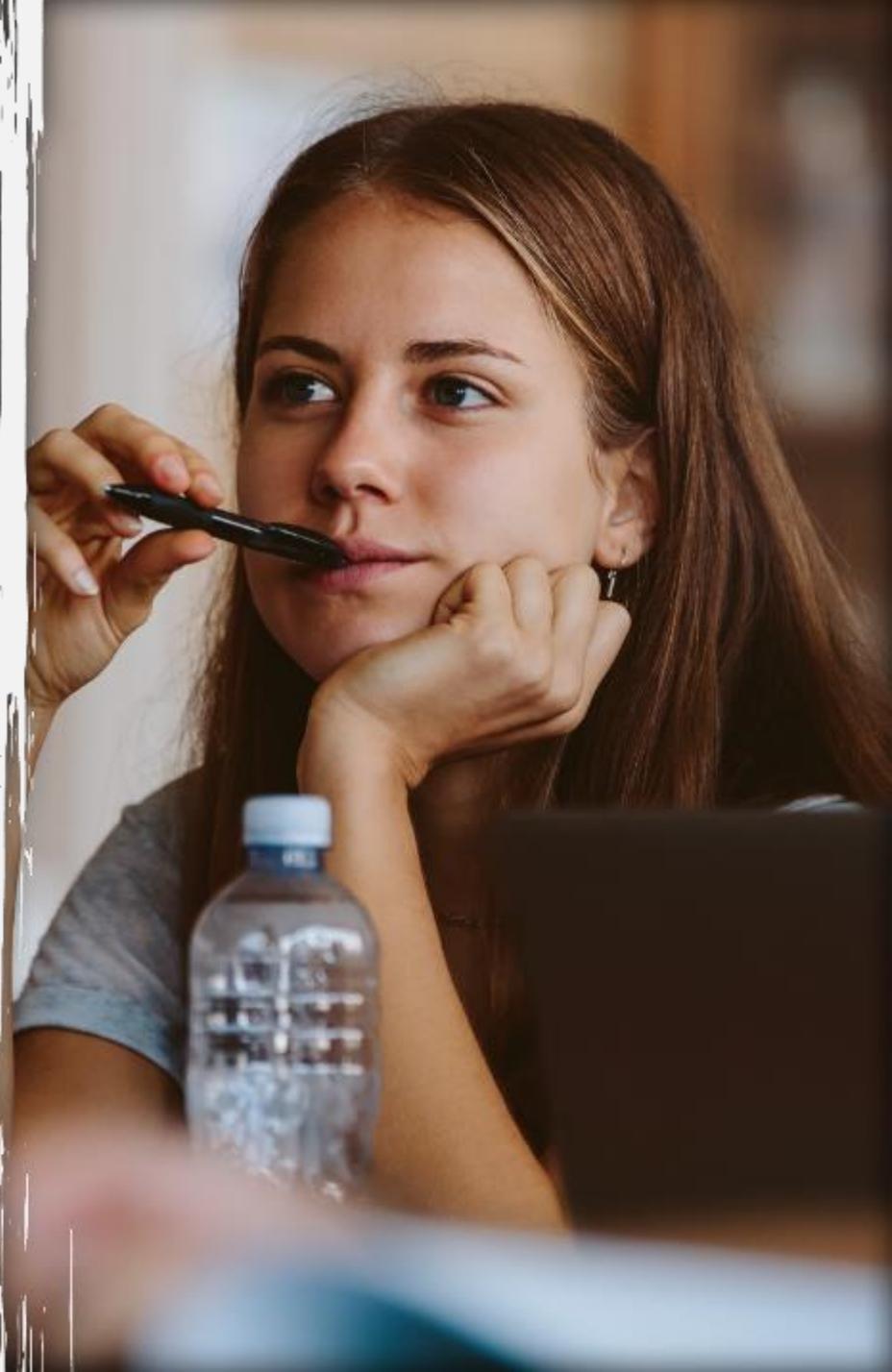
*'It has made me become a lot more independent and helped me stand on my own two feet.'*

**Llamau**

# Trends and Challenges

## Challenges

- Safeguarding
- Complexity of needs
- Funding
- Move-on
- Changes in accessibility of services



IMAGINE A WORLD  
WITHOUT HOMELESSNESS