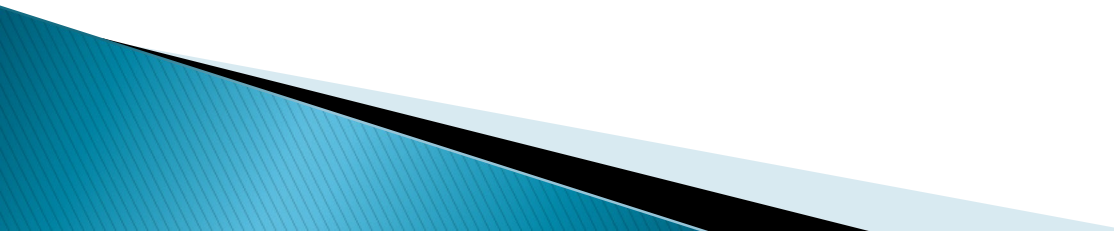


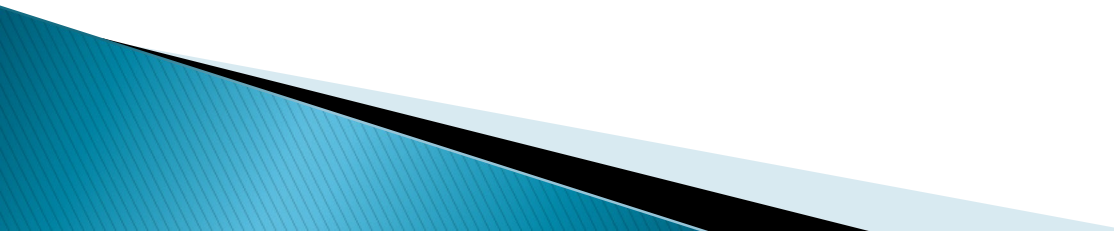
# CAYSH

Safe homes and better futures for young people

# Our Mission

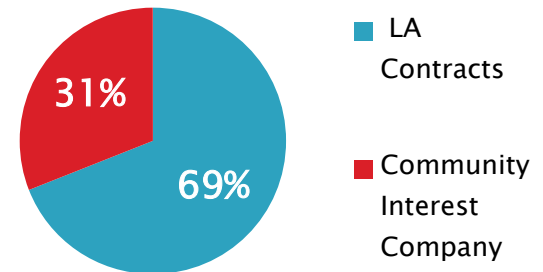
- ▶ Provide safe and decent accommodation for young people facing homelessness along with advice and support that can enable our service users to live independently and sustainably
  - ▶ Create and develop inspired services so that those facing homelessness have access to safe homes and better futures
  - ▶ Identify and generate opportunities for our service users to engage in activities that build confidence and ability
  - ▶ Work within communities to ensure our service users and their neighbours are safe and create community engagement opportunities.
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# OUR STRENGTHS

- ▶ Specialist services for young people facing homelessness providing advice, support and accommodation
  - ▶ Part of the solution for delivering public services
  - ▶ CAYSH Service User Ambassadors
  - ▶ Focussed on prevention and safeguarding, meeting young people's needs by bridging children and adult homelessness services
  - ▶ Creating high quality outcomes for young people and commissioners/funders – young people centred solutions
  - ▶ Experienced, professionalised, agile and competitive charity and social enterprise
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# CAYSH Capability 2017–8 in numbers

- Charity for young single homeless since 1981
  - Over 200 young people accommodated and supported by CAYSH in Croydon on any given night
  - 1,000 young people received advice / support of some kind in 2017–18
    - Average age of 18½
    - 70% BAME
    - Approx. 50/50 gender split
- 95 staff
- £4m income
- 162 units (108 units in Croydon utilising 20 houses and 40 lodgings)
- Partnership with 7 RSLs



# CAYSH in brief

## Advice

Drop In Zone is an appointment less advice service - including specialist housing advice - at Croydon's Turnaround Centre for young people. Advice is provided for 14-21s who are referred on to specialist agencies (some Local Authority, some voluntary) based at Turnaround and elsewhere.

Resolving Families is an advice, training and support service, which aims to assist families (16-17s) at risk of parental exclusion resulting from relationship breakdown.

## Supported Housing

CAYSH provides short and long term supported housing for young people with a variety of needs. Emergency / Short Term accommodation such is provided in Croydon and SUTTON Short Time Out Projects (STOPs). These projects assess need and the possibility of returning home through family mediation worker for 16/17s.

For those who cannot return home, CAYSH's supported housing or supported lodgings provide the next step - also in both Croydon and SUTTON. In all instances, the aim of our support work includes the development of independent living skills (e.g. budgeting and cooking) and rebuilding young people's confidence and self-esteem. Service users come from a variety of backgrounds and include: Looked after Children and Care Leavers.

## Supported Lodgings

CAYSH works with single or fully utilised and comprehensively trained householders who provide room in their home for an off-home type experience for service users. CAYSH's relationship with, and development of, householders is key to the scheme's success - and it costs commissioners less.

CAYSH operates a variety of lodgings programmes across South London, including: Emergency 4 week placements in BLAH Lodgings across South East London. Emergency 12 week placements in First Base Lodgings in Croydon for 16/17s with the aim of returning them home where it is safe to do so. Longer term placements in Standard Lodgings for 18+ in Croydon and SUTTON.

## Floating Support

Floating Support is part of CAYSH's move on offer to young people who have moved into their own tenancy. We provide this service to people who have left the care of the Local Authority and to those who have a history of offending and homelessness combined.

We ensure they settle in, register with GPs etc, build supportive networks, re-grow family ties where possible and help skills to enable them to sustain their tenancies.

## Concierge (CIC)

CAYSH has a Community Inlet Company - CAYSH Enterprise CIC - which delivers security services to people living in supported housing.

The CIC delivers chargeable services not just for CAYSH but for other providers of supported accommodation.

Drop In Zone

Youth Offender Housing Advice

Short Time Out Projects

Young People at Risk

Care Leavers

Looked After Children

Long Term Lodgings

Short Term Lodgings

Emergency Lodgings

Resolving Families

Young People at Risk

Static

Routing

Croydon

Croydon

Croydon

Croydon and SUTTON

Croydon and SUTTON

Croydon and Lambeth SIA 16+ services and SUTTON

Croydon, Royal Greenwich and SUTTON

Croydon

Bromley, Royal Greenwich and Lewisham

Croydon

Croydon

Part-London

Part-London

# Challenges

- ▶ Rising level of need – more complex, Mental Health
  - ▶ Rising population needs a targeted / prevention locality approach
  - ▶ Lack of affordable accommodation
  - ▶ Service stability – short contract lets, ability to grow
  - ▶ Welfare benefit challenges – cash flow
  - ▶ Contract reductions and impact on recruitment
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