



# HOUSING FIRST WALES

## PRINCIPLES

2024





## **THE RIGHT TO A GOOD QUALITY HOME**

People have a right to a home that is affordable, secure, habitable, physically and culturally adequate, with access to services. People are prioritised for housing and helped to find a home as quickly as possible. Access to housing is not conditional, people have choice about where they live, and housing options are dispersed across communities.



## **FLEXIBLE SUPPORT FOR AS LONG AS IT IS NEEDED**

Support is not time-limited, recognising that recovery takes time and varies depending on people's needs and experiences. Flexibility is crucial, as the frequency and intensity of support will fluctuate during people's support journey. The service commits to a small caseload, ensuring staff can provide intensive, person-centred support.



## **SEPARATION OF HOUSING MANAGEMENT & SUPPORT**

Housing management and the provision of support are delivered independently of each other. Support workers are able to advocate on behalf of clients regarding any issues with their accommodation. Housing is not dependent on engagement with support and the offer of support continues if people move to a different home.



## **PEOPLE HAVE CHOICE & CONTROL**

People should have as much choice and control as is possible over where they live and the type of housing they live in. They should be in control of the support they receive, choosing where, when and how support is provided. People should be listened to and their choices should be respected.



## **AN ACTIVE ENGAGEMENT APPROACH**

An active engagement approach should be used throughout. This begins with assertive outreach, where staff should be proactive, persistent and purposeful as they build trusting relationships with people. This approach should continue when the person has a tenancy, with support being offered in different ways, even if engagement is low.



## **A FOCUS ON STRENGTHS, GOALS & ASPIRATIONS**

The service is supportive and empowering, helping people to develop increased self-esteem and confidence. Support staff work alongside people to identify their strengths, goals and aspirations in relation to their health, wellbeing, education, work, social or community activities. People are supported to pursue and achieve their chosen goals.



## **A HARM REDUCTION APPROACH**

A harm reduction approach to substance and alcohol use is taken by stakeholders involved in delivering a Housing First service. People are not required to abstain from using substances in order to access a Housing First tenancy or support. People are supported holistically to reduce and minimise harm to their health and wellbeing.



## **PROVIDED TO PEOPLE WHO NEED IT THE MOST**

The service is targeted at people who have experienced repeat homelessness and have experience of trauma, mental health issues, substance and/or alcohol use issues, and/or engagement with the criminal justice system. This includes people who have often been failed by traditional approaches and systems.



## **PSYCHOLOGICALLY INFORMED & ACTIVELY INCLUSIVE**

The service is psychologically-informed, taking into account the emotional and psychological needs of the person and their experience of trauma. It is actively inclusive of people from all backgrounds and identities, gender-informed and provides person-centred support based on people's needs, their context, and who they are.



## **MULTI-AGENCY PARTNERSHIP WORKING**

The widest range of services is involved in partnership from the service's inception, so people can access them in a timely manner if needed or wanted. These services might include, but are not limited to, mental health services, substance use services, wider health services, social services, housing partners, and probation.