HOMELESSNESS AND ROUGH SLEEPING IN WREXHAM

Wrexham has the second highest number of homeless and rough sleepers in Wales and the public use of synthetic drugs was prevalent. There was little engagement in support services and those services available were uncoordinated. Most homeless people were living in crisis resulting in excessive demand on emergency services and considerable unnecessary suffering.

WHAT WE DID

In June 2017, following a multi agency event facilitated by North Wales Police, we brought together a range of services that separately were trying to engage with homeless and rough sleepers. Our ‘EVERYONE IN THE ROOM’ model provides weekly open access to services including a GP, housing support, DWP, Primary Care, mental health and substance misuse services. All of this in partnership with a wide range of voluntary groups.

COMMUNITY CARE HUB

Homeless people and rough sleepers are able to access primary care, housing advice etc in an informal, supportive and respectful environment. Some participants have reduced or stopped their use of substances and some have been successfully housed. Some participants have become volunteers. Service Providers are able to work together more effectively. Having a GP in the room with DWP has reduced time administrating claims from weeks to minutes.

WHAT PEOPLE SAY

"I GET ACCESS TO MY RAPID REPEAT PRESCRIPTION FROM THE GP, ACCESS SUPPORT AT THE SAME TIME, LINK INTO MENTAL HEALTH, IT IS AN OPPORTUNITY TO SOCIALISE AND BE LESS ISOLATED"

"ITS HANDY AS EVERYTHING IS UNDER ONE ROOF HOUSING, GP, BENEFITS ETC- ITS RELAXED AND NOT AS SCARY AS ATTENDING APPOINTMENTS IN SCARY OFFICES"

"AS A RESULT OF FRIDAY DROP INS I FEEL I HAVE MY LIFE ON TRACK AND THE GP HAS GIVEN ME "HOPE" AGAIN. I AM NO LONGER SUICIDAL"