



Law Works Awareness Training



Who we are

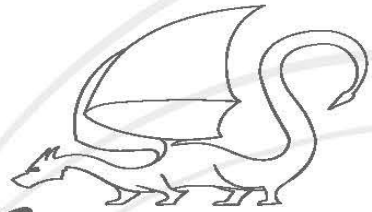


Our Vision is of a Wales where people stand together to provide hope, support and solutions to end homelessness.

As Wales leading homelessness charity, we provide accommodation and support to help the most vulnerable people in society live **happier, safer and more interdependent lives.**

Our Values

At The Wallich We Are:



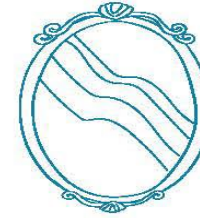
Courageous

We speak truth to power, we challenge ourselves and each other. We fearlessly pioneer new initiatives. We and our service users have the courage to drive change.



Determined

We will not stop. We will continue to strive to make big changes, not only for our charity but for the people we support. We will not lose passion or focus, even when it's hard.



Authentic

We are genuine in our intentions, working on the front line with the people who need us. We walk the path alongside people and use peer experience to inform everything we do.



Compassionate

At all times – always. No matter how many times someone comes to us for help, we will listen, be empathetic and greet them with kindness.



Community

Everybody deserves to belong somewhere. As a team we are family and we embrace partnership. We strive for inclusion and acceptance of those affected by homelessness.



Getting people off the streets



Creating opportunities



Keeping people off the streets



What we do



We focus on **long term solutions**, rather than short term fixes.

Our service delivery focusses on five key areas:

- Outreach
- Prevention
- Accommodation & Support
- Learning, Volunteering & Employment
- Therapeutic and Psychological Support



Currently, we have
more than **100**
projects and work in
20 of the **22** local
authorities in Wales

We helped more than
6,800 people in 2023.







Current context in Wales

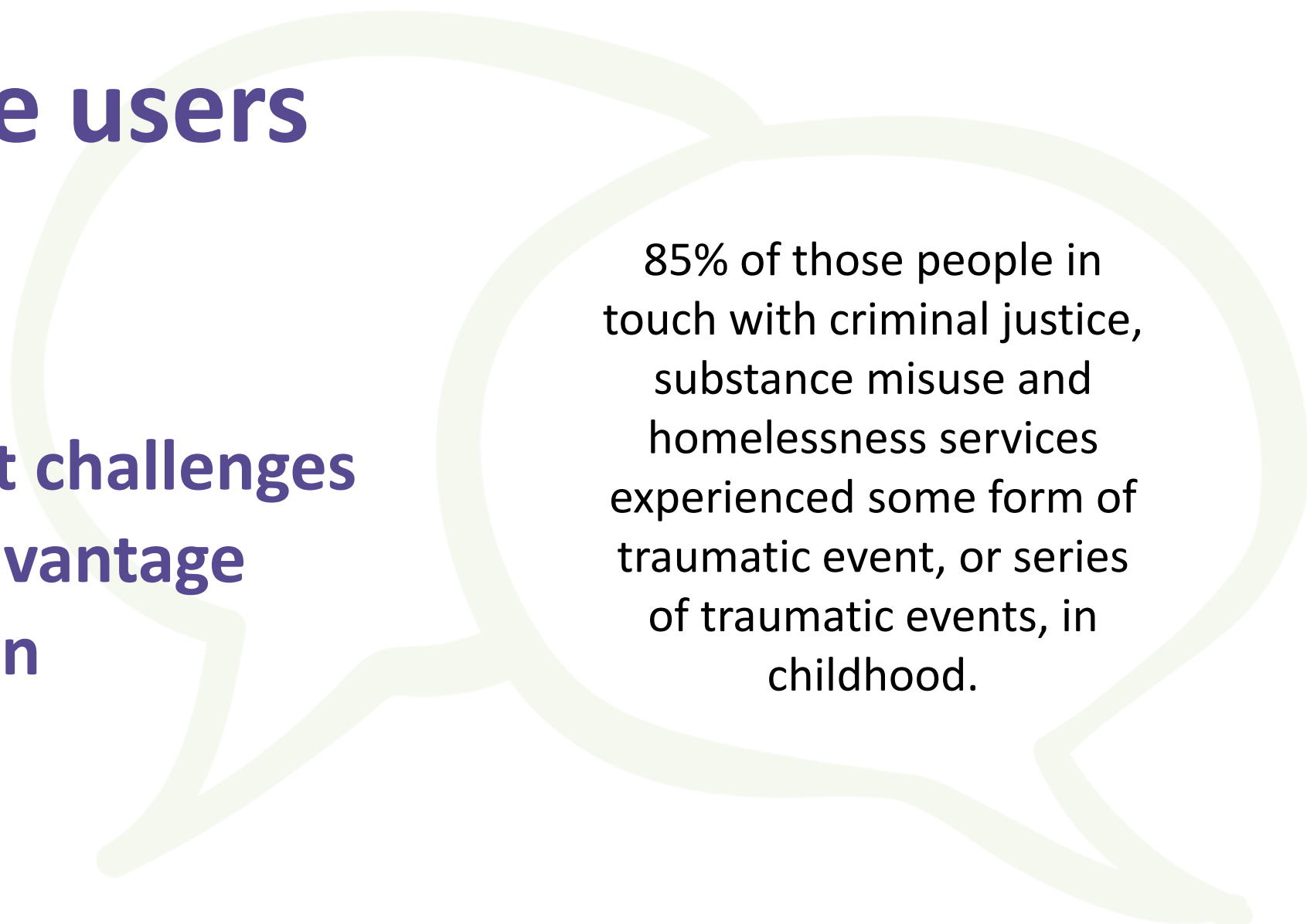
- Rising homelessness pre and post COVID 19
- 12,537 homeless households 22-23, 7% rise
- October 2023 data
 - 1458 placements in temporary accommodation
 - 11,273 in temporary accommodation total
 - 169 (estimate) rough sleepers
- Wales - 76 homeless deaths in 2022
- Wales - 318 drug related deaths in 2022,





Our service users

- ACEs
- Trauma
- Behaviour that challenges
- Multiple disadvantage
- Social exclusion



85% of those people in touch with criminal justice, substance misuse and homelessness services experienced some form of traumatic event, or series of traumatic events, in childhood.



Put simply...

“Psychologically informed environments are services that are designed and delivered in a way which takes into account the emotional and psychological needs of the individuals using them...” (and working in them) –
Homeless Link





PIE at The Wallich

What you need to know

PIE can seem difficult and complicated to understand, but at The Wallich we believe it is actually quite simple:

“ Following a PIE approach means living our values and putting relationships at the heart of everything we do, having some understanding to guide our work and remembering to reflect and learn from our experiences.”





How do you build trusting relationships within a legal setting?



Relationships

- **Compassionate**
- **Understanding & empathic**
- **Build safety & trust**
- **Consistent & persistent**
- **Flexible**
- **Non-judgmental & inclusive**
- **Open, honest, & respectful**
- **Friendly but professional**



Psychological Awareness (T.I.C.)



Compassionate

Trauma Informed Care is the foundation of our PIEs. This means we:





TIC 5 key principles



Safety



Choice



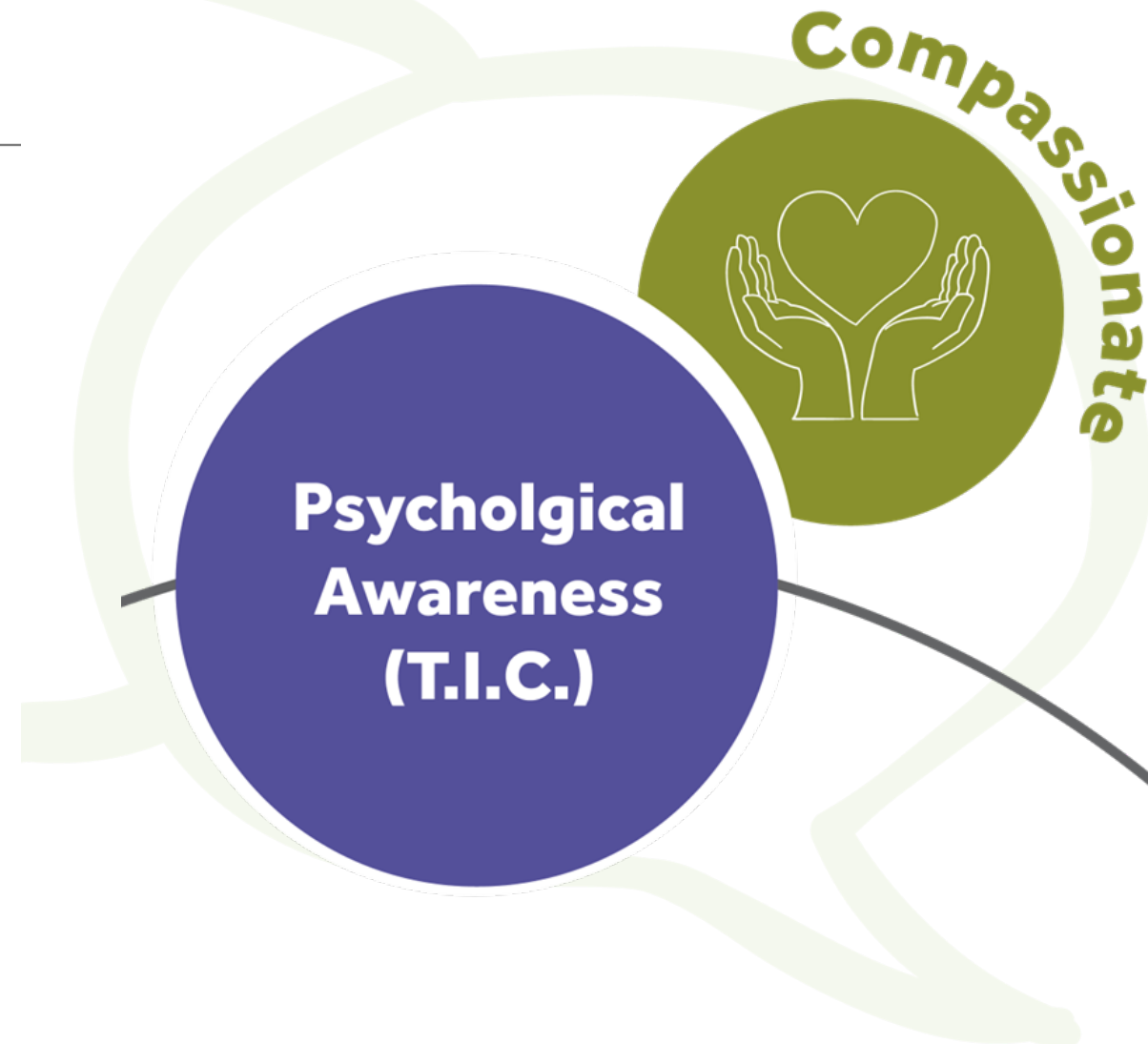
Collaboration



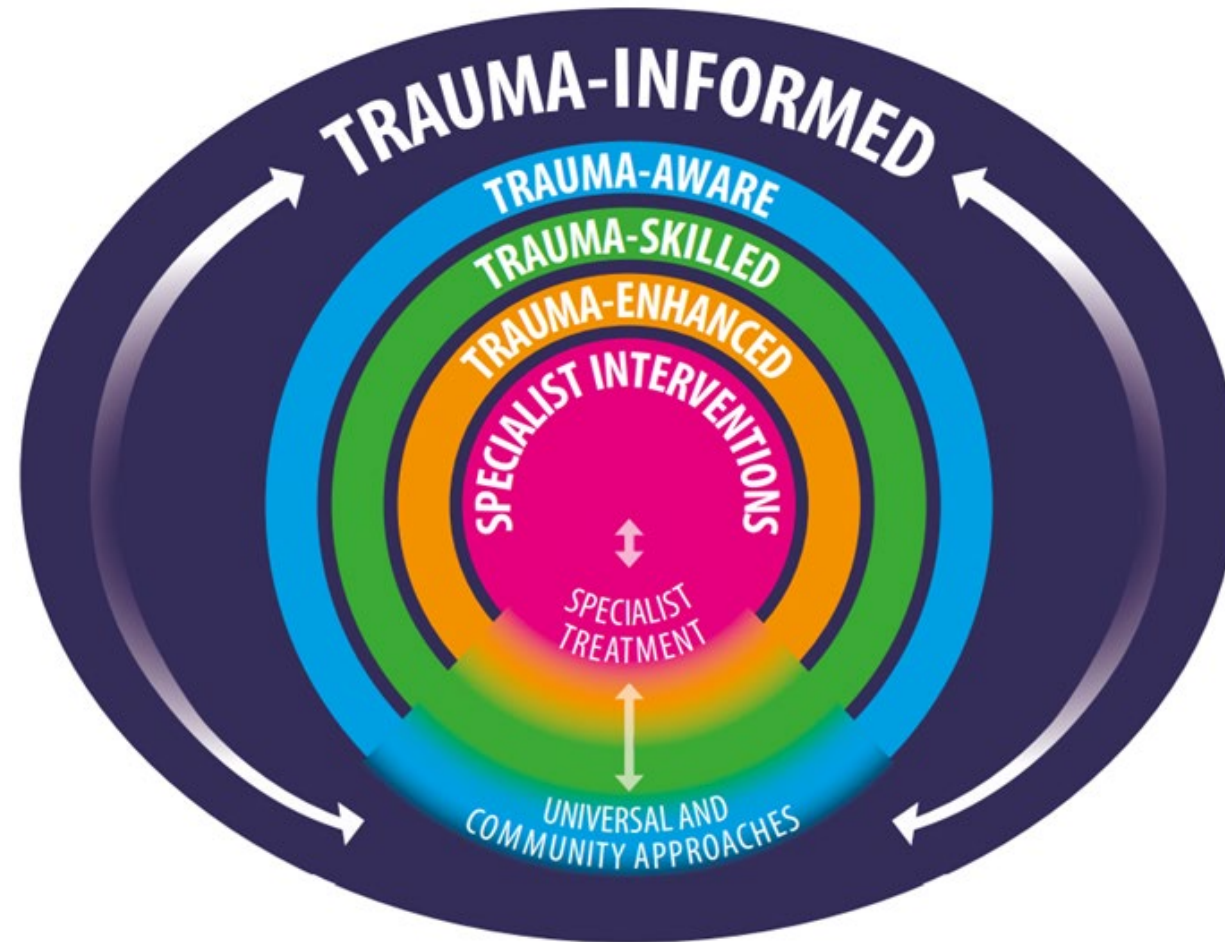
Trustworthiness



Empowerment



Trauma-Informed Wales





- Any contact is a space of opportunity
- Places and spaces
 - Physical environment
 - Outreach & community
 - The wider system





What are some of the barriers and challenges to engaging with the legal profession?



Barriers to legal support

- System led procedures
- Time to build relationships
- Retelling their story
- Multiple disadvantage
- Stigma
- Poor past experiences
- Accessibility



- Partnership working
- Holistic
- Understanding
- Person-centred
- Time for relationships to develop





How can you help?

- Volunteer with the Legal Clinic
- Follow us on socials
- Support our campaigns
- aneemo free training
- Consider the person, not the behaviour
- Stop, acknowledge, spend time, don't walk by



Questions?