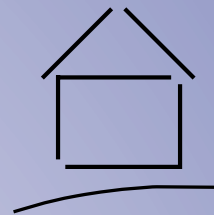


EMMAUS PROJECTS

"Empowering homeless young people to achieve independence"



Building firm foundations...



Annual Review 2004-05

Chairman's Report

Expansion In our 13th year, we've expanded our accommodation services to young people, opening seven additional flats and a tenancy support service. Already these services have successfully helped 16 young people and we've resettled four young people back into the community.

Quality confirmed Quality has been one of our main themes this year, because the more effective our operation is, the more we can do to help young people. Three major reviews of our services took place, and all were very successful. As a result, our relationships with Supporting People (our biggest single funding source), Hyde Housing Association, and Investors in People have been secured for the next three years.

Challenges The year has certainly thrown up some challenges for our training projects. We've faced a real struggle to find alternative sources of funding for four of our five projects. These are our busiest projects, giving some 350 young and homeless people from both our resident group and the wider local community somewhere to focus their energies constructively.

Creative solutions The contribution made to the local community by these training projects is enormous, and we are deeply concerned about our ability to sustain these vital activities. We are exploring creative solutions for maintaining and improving effective services that really benefit young people.

And we are always aware of how much more there is to do. Every year many young people come to us for emergency accommodation and we simply cannot

help them because we have no available spaces. Homelessness is an immense problem, and we are proud of what we have achieved locally over the last 13 years.

Future plans We are hoping to develop additional services in neighbouring boroughs in the coming years to alleviate the pressure on our Aldershot accommodation, and enable us to support a growing number of vulnerable young people.

Dedicated staff I would like to offer my sincere thanks to our many supporters and partners who contribute so much to make our work possible. However, the principal reason why Emmaus consistently delivers such a valuable service to so many is the energy, passion and dedication of our staff and volunteers. Their outstanding team spirit and enthusiastic attitude are a vital factor in our success, and something our clients often comment upon.

In the end, though, our success depends on the young people themselves. We can offer them plenty of opportunities but they must have the courage and determination to make the most of what we offer. It is immensely encouraging that so many of them bravely persevere, and eventually progress on to successful independent living in mainstream society. That's what makes Emmaus so worthwhile.

Mike Brown
Chairman



Our mission:

"To empower homeless young people to achieve independence."

Our vision...

"To be known as the UK's leading organisation that meets the needs of homeless young people."

Our values...

"Openness and trust, courage, high standards, teamwork, responsibility and accountability are at the core of all that we do."

"At Christmas I went to my family but I still ended up back on the streets and I started to sofa surf at friends or anywhere that was warm. I went to HYB (Hampshire Youth Bureau) and they helped me to get back into Emmaus House."



Amanda Dubarry - Chief Executive

Accommodation Projects

We provide safe and secure accommodation for young people aged 16-25 years. But it doesn't stop there. Our structure enables clients to follow a progressive path towards independent living.

Keyworking is a vital part of this process - working one-to-one with clients to increase their self-confidence and equip them with the skills needed to maintain a stable, independent lifestyle.

"Mills House is a pretty good place to live because you get the chance to try and live a normal life, which is good because you don't realise how hard it is in the real world."



Training Projects

Our projects provide a range of learning opportunities for those in our accommodation projects and other young people in the community.

The projects are designed to help young people develop their skills and explore their talents in a supportive environment.

Daylight

Learning centre, open Monday to Friday to foster literacy, numeracy and artistic achievement, and develop life skills and self-confidence.

HELP

Peer education project, delivering presentations on homelessness to schools and youth groups around the area.

CyberShed

12 workstation IT centre offering informal training and experience in a wide variety of computer-related activities.

Learning Links

Easing the transition to further and higher education.

D'n'A

Counselling and support for young people who are at risk of losing their accommodation through drink and drugs.





Emmaus House	Capacity	11 + 1 crisis bed
	Staff	4 f/t, 2 p/t
	Total residents	110
	Average stay	6.3 weeks
	Positive move on	65 %
	Occupancy rate	97 %
Improvements Installation of Cat 2 lighting in office area Enhancements to garden		

Hampshire Supportive Lodgings	Capacity	11
	Staff	1
	Total residents	28
	Average stay	51 weeks
	Positive move on	95 %
	Occupancy rate	88 %

Positive move on is the proportion of residents who transfer to other safe accommodation.

Surrey Supportive Lodgings	Capacity	5
	Staff	1
	Total residents	9
	Average stay	10 weeks
	Positive move on	86 %
	Occupancy rate	58 %

Victoria Road	Capacity	15
	Staff	3 f/t, 1 p/t
	Total residents	52
	Average stay	13 weeks
	Positive move on	87 %
	Occupancy rate	97 %
Improvements Installation of Cat 2 lighting in office area; safety flooring and new carpets; redecorating of four bedrooms and lounge		

★ At Emmaus House, the crisis bed helped to support 8 young people who subsequently moved into longer term accommodation.

Mills House	Capacity	7
	Staff	1 p/t
	Total residents	23
	Average stay	36.1 weeks
	Positive move on	64%
	Occupancy rate	97 %
Improvements Redecoration of communal areas; new showers, and bathroom floors		

★ The opening of our Community Flats has increased move on rates in the projects, enabling us to help more young people. ★

"I had a really silly argument with my mum and I left home with nowhere to go."



Focus on... Keyworking

Keyworking is a vital part of our strategy for helping young people move towards independent living. Each resident is allocated a staff member, who supports, encourages and motivates them in areas that are important to them. Goals are identified and progress is monitored through regular meetings. This one-to-one approach ensures that programmes of development are closely tailored to the needs of the young person.

Areas covered include:

- budgeting and debt
- relationships
- nutrition
- drug/alcohol abuse
- employment
- living skills
- self-esteem
- health

At Emmaus House, 70 of the residents attended an average of 6 sessions during their stay. At Mills House there were 87 sessions during the year.





Daylight

Individual users: 166
 From local community (excl. residents): 60%
 30% reduction in opening times was a direct result of funding cuts.

Highlights

Music, Art and Drama weeks
 Major heritage and culture project
 New Forest hike and wild camp

"I enjoyed what I had made today - I love 3D work, especially clay!"



CyberShed

Individual users: 185
 From local community (excl. residents): 60%
 Some reductions in opening times because of funding difficulties.

Highlights

Sexual health residential
 "Postcards from Emmaus" promotional video

"Good session, was pleased to realise I'm not so bad on the drums as I thought" (CyberShed music programme)



HELP

Team members: 13
 Presentations completed: 25
 Total audience: 1099

Highlights

Double presentation teams at Calthorpe Park School's 'Homeless' day

D'n'A

Clients: 66 (55 new this year)
 Clients in Emmaus accommodation: 25%
 Clients with no fixed abode: 30%
 Appointments booked: 767
 Appointment attendance: 62%

Learning Links

Clients: 51
 Number enrolled on courses: 20
 Areas of interest for study: 21

Highlights

37 clients achieving City & Guilds Award for Profile of Achievement.



Feedback on HELP presentations from Year 6 at Pirbright Junior School

It was a bit different hearing about homelessness from someone who has been through it. It had a lot more feeling and accuracy than your friends or family. It was so sad that I couldn't believe it was happening to people here.

Homeless
 I have changed my mind about homeless people since the group came and spoke to us. To start with I thought that people get home because they wanted to, not because they were kicked out of their home or had no home to really start with. Now I don't know that they feel sorry or people to help the homeless and support them.



Ivan Norris, HELP Project Worker

Continuing developments

Community Flats

We have successfully completed the purchase of 7 flats located across the Aldershot/Farnborough area. These flats complete our progressive accommodation model. For our clients, becoming part of the local community while still having access to support from Emmaus has given them the confidence to move forward into independent living.



"You get the chance to try and live a normal life and still have the support when needed"

"It is good because we still have the help and support when we need it so that we are not on our own." (Mills House tenant)

Tenancy Support

This project provides help and advice for young people, enabling them to understand their rights and responsibilities as tenants and how to access the right channels when things go wrong. Support covers legal, budgeting and other practical issues.

Mental Health Worker

This year we have succeeded in recruiting a Mental Health Worker. Her responsibilities include:

- ❑ Enabling clients to access appropriate statutory services
- ❑ Running drop-in sessions
- ❑ Organising regular group work sessions on topics such as emotional, physical and spiritual wellbeing, relationships, and self-esteem.



Norman Ashcroft, Supportive Lodgings Manager

Surrey Supportive Lodgings

As can be seen earlier in this review, this project is now well-established with five households offering five placements. Our objective is to recruit enough carers to be able to accommodate 15 young people.

Rushmoor Supportive Lodgings

In partnership with Rushmoor Borough Council we are recruiting and training carers for an additional placement.



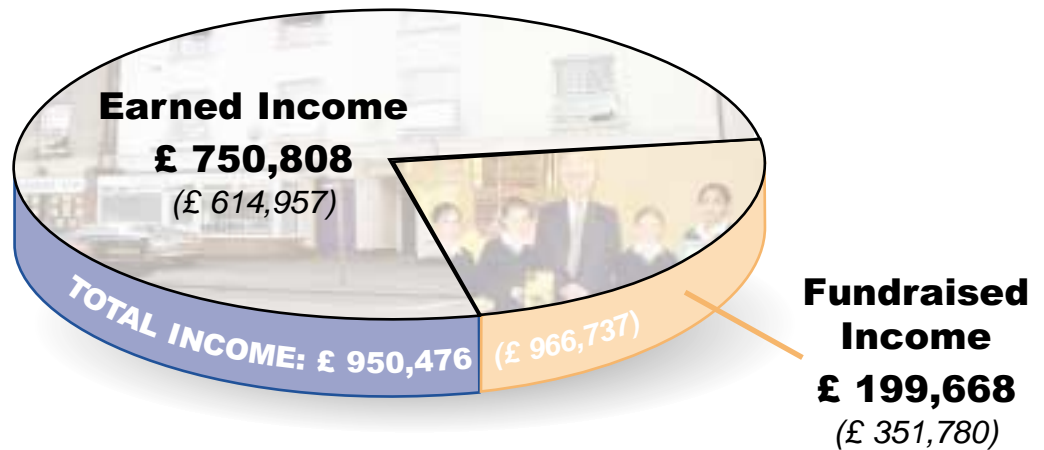
Income

Earned

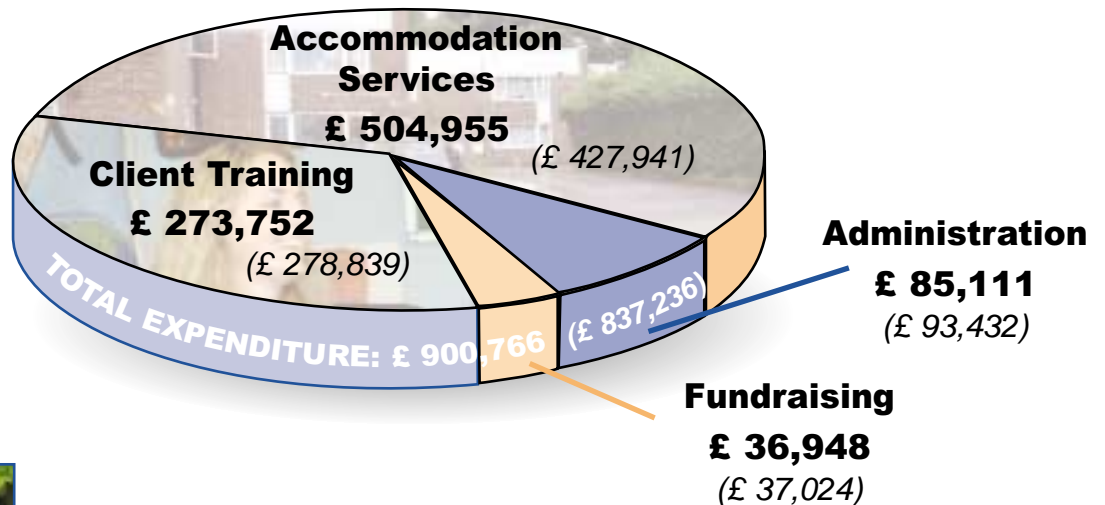
Supporting People,		
Housing Benefit and rental:	£ 555,323	(£533,310)
Supportive Lodgings:	£ 82,471	(£ 54,675)
Learning & Skills Council:	£ 113,014	(£ 26,972)
TOTAL	£ 750,808	(£ 614,957)

Fundraised

Churches, secular, individuals:	£ 31,404	(£ 37,519)
Major Income Grants:	£ 55,646	(£ 234,193)
Bowley Bequest:	£ 78,446	(£ 50,000)
Other income:	£ 34,172	(£ 30,068)
TOTAL	£ 199,668	(£ 351,780)



Expenditure



Treasurer's comments

Competition for funds remains fierce so we have to use what we have gained to most effect. Sometimes, as a result, difficult decisions have to be made to balance the services we offer our client community with the available resources. Nevertheless, despite these challenges, we remain in good financial shape to respond to the uncertainties ahead.

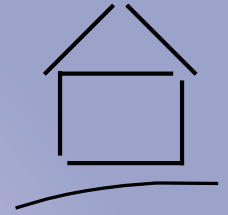
Our thanks go, in particular, to all our voluntary funders and donors, especially the late Mrs Bowley.

You can get a copy of our audited accounts and directors' report from our registered office.

Philip Crane, *Treasurer*

Figures are for 31-Mar-05
(Figures for 31-Mar-04 shown in brackets)
Figures include both restricted and unrestricted funds.

EMMAUS PROJECTS



"Empowering homeless young people to achieve independence"



Partnerships

The effectiveness of our work with homeless and unemployed young people is greatly enhanced by other partner organisations. We are very grateful to them for their support over the past year.



INVESTOR IN PEOPLE

Emmaus Projects

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