

EMMAUS PROJECTS
“Empowering homeless young people to achieve independence”
ANNUAL REPORT
ACCOMMODATION PROJECTS



61 VICTORIA ROAD



Naomi Hammond
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Introduction

61 Victoria Road is a unique example of a dispersed Foyer model, providing accommodation and support in Victoria Road and training at the Daylight and Cybershed projects. The single young people accommodated are between 16-25 years old. This is the third stage of accommodation within the projects.

In the reporting period Victoria Road was staffed by two full time and one part time Project Workers and one Project Coordinator. 61 Victoria Road offers a total of seven bed spaces at any one time in the year. The age range of the client group is 16-25 year olds. The accommodation operates with staffing 24 hours a day 7 days a week. However the staff are located in the 63 Victoria Road office. Due to the staffing levels allocated the staff are often lone working in the project, however Emmaus House staff are available to assist when needed.

The property of 61 Victoria Road is owned by Emmaus Projects. This project is unique to the other accommodation projects as it is the only one owned and managed by Emmaus Projects. The same procedures are followed with regards to Health and Safety regulations as at 63 Victoria Road. The residents are also given licence agreements that have the same conditions as 63 Victoria Road.

Aims and Objectives

This report will show how Victoria Road has worked towards the aims and objectives as defined in the Emmaus Projects business plan. This report covers the period April 2004-March 2005.

Aims and Objectives are as follows:

AIM: Provide move-on accommodation and support at Victoria Road for up to 7 young people for stays of up to 12 months.

OBJECTIVES:

- To address needs identified in their stay at Emmaus House or 63 Victoria Road, then adapt any key working plans for client.
- To maintain an occupancy rate of 95% in the accommodation projects each year.
- Measuring clients progress by:
 1. Supporting clients in the transition to independence by keeping statistical data on where clients move.
 2. Encouraging each client to save a rent deposit for when they move on.
 3. Providing access to training in life and living skills e.g. cooking, washing, ironing, counselling and anger management.
 4. Encourage clients to seek active employment/education.

All these areas are recorded in each client's key working file. Progress is monitored in one to one key working sessions on a regular basis.

Referrals and Admissions

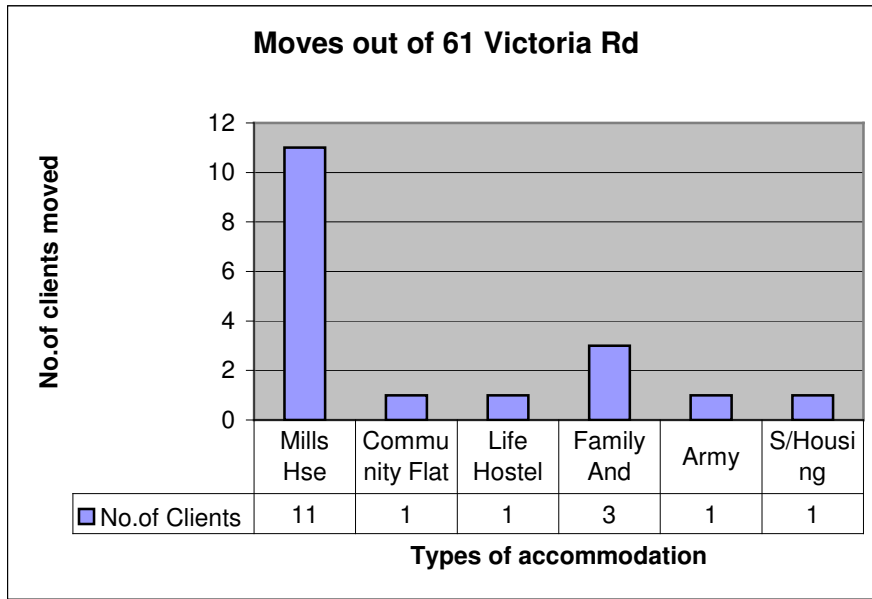
All referrals to 61 Victoria Road are received from 63 Victoria Road and Emmaus House. The number of referrals received in the reporting year was 24, fifteen male and nine female. There were 18 admissions into 61 Victoria Road, eleven male and seven female. 17 admissions were received from 63 Victoria Road and 1 from Emmaus House. There were 7 clients already residing in the project at the beginning of the year, which means a total number of 25 people were accommodated. The referral procedure for 61 Victoria Road is that all referrals should come from 63 Victoria Road as the accommodation is staged, however this can be flexible if an Emmaus House client proves to be suitable to move from stage one to stage three.

As a housing management strategy a warnings system is in place, this aids the staff team to effectively manage the client's behaviour with a series of verbal and written warnings. This system allows the residents to work with their key working to address behaviours that are effecting their accommodation.

During the year a total number of three notices were issued to clients, due to not responding to the warnings system and breaching their Licence Agreements. On one occasion an immediate notice was served due to the high risks involved, on this occasion the resident displayed behaviour of a violent and aggressive nature, which was assessed as high risk to another resident. The other two notices were issued due to rent arrears of a considerable amount where the residents had not made any effort to repay these debts over a period of two months.

The average length of stay in 61 Victoria Road was 3.4 months during the year. This is only an average figure as 3 residents stayed for over 8 months and 7 stayed for over 3.4 months.

Eleven residents moved to the next stage of accommodation. The third stage comprises of seven self-contained flats in Aldershot, one person fast tracked to the fourth stage of accommodation known as the community flats. The graph below shows where all residents moved out to in the year.



There were seven residents still residing at 61 Victoria Road at the end of the year.

Key working

On every clients admission to 61 Victoria Road they are informed that their key worker will be the same member of staff they had when residing in 63 Victoria Road. The process of key working is a continuation of the support and guidance given in 63 Victoria Road. Key working meetings continue to be at an agreed schedule with the clients depending on the individual need, which is often slightly less as they move onto this next stage. The aim is still for all residents to meet with their key worker for an hour a week, this however has often been for a shorter length of time dependant on the resident's availability and need.

Key working sessions aim to promote independence and empowerment by enabling all clients to work towards agreed goals.

Areas that have been covered in key working are as follows:

- Budgeting- this generally includes budgeting for food, accommodation costs such as rent and service charges and paying off debts.
- Family relationships- All clients wanting to improve family relationships did so, some did this by contacting them by telephone and others arranged visits on a regular basis.
- Nutritional advice- some clients needed advice from their key worker on how to cook and what to cook, this enabled them to have a balanced healthy diet.
- Drug/alcohol use- Clients who felt the need to access support from drug and alcohol services made referrals via their key worker. Many young people experiment with drugs and alcohol and this can lead to dependency if appropriate advice and support isn't given at the experimental stage.
- Employment/education- For most clients this was an area discussed in key working, however not all made actual progress in this area mostly due to other issues taking priority.
- Living skills- All residents worked on their living skills as there are so many aspects to this, ranging from learning to use the washing machine, ironing, reporting maintenance issues to integrating with peer group.
- Voluntary work- some residents are involved in volunteering at The Lions Community Stores. This provides those residents involved with formal structure to their day and a feeling of increased self worth.

The following table shows the number of clients of the 25 accommodated that recorded in key working to be addressing these areas and making progress.

Issues/Subjects.	No. Of clients addressing issues.
Budgeting	25
Family relationships	19
Nutrition	6
Drug/ Alcohol use	6
Employment/Education	12
Accommodation	25
Living skills	25
Confidence/Self-Esteem	7
Voluntary work	6
Statutory agencies	3

There were many softer outcomes throughout the year for many of the residents examples of these are as follows; attending counselling sessions, making appointments and attending on time, arranging benefits such as job seekers allowance, housing benefit and income support, attending key working sessions regularly, improving social skills. There are many more that are personal to the individual clients.

'I try and attend key working weekly but due to my very busy life I only attend every two weeks on average. Key working has assisted me to achieve my main goal of getting into the Academy Of Contemporary Music. Other goals I have achieved through the guidance of my key worker include having my eyes tested and arranging a music gig in aid of the Daylight project. My key worker has also supported me in my role as client representative for the Emmaus Project Clients, this can be a very demanding role.' Words from a client re key working sessions.'

Net working with other agencies in meetings such as the 16+ Panel has assisted many clients with move on options and additional support has been gained for clients from outside agencies such as Connexions, Community Mental Health Team, Rushmoor Borough Council and the Hampshire Youth Bureau. Members of the staff team have attended these meetings on a regular basis; this has been vital for information sharing to access all appropriate support for clients

Hostel Profile

The accommodation project consists of seven single bedrooms. The communal areas consist of a lounge, kitchen, one bathroom and two separate toilets and two shower rooms.

Staff are required to work shifts that include sleeping over night in the 63 Victoria Road project as 24 hour cover is required 7 days a week. The staff team work from an office in 63 Victoria Road and mostly work alone. CCTV coverage is available in the staff office and sleepover room of the external doors to the project; this is a tool for maintaining safety and enhances the security of the residents, staff and building. The use of Two Way Radios between all the projects has been effective as one of our security measures, this has enhance communication in the event of incidents when phone contact has not been possible.

Changes that have occurred to the project in the reporting year include category two lighting being installed in the 63 Victoria Road office where computers are used, as this is a health and safety requirement. New safety flooring has been laid in the downstairs hallway and the carpets have been replaced in the lounge and office areas. Residents decorated the lounge and five bedrooms during the year. All of these changes have enhanced the living environments to an improved standard.

Summary and Conclusion

The targets on occupancy this year were one percent below our target. This was an excellent result considering that the occupancy rate was much lower at the beginning of the last quarter. We feel that due to high staff turn over and the increased demand to move people through the projects quicker due to the opening of the community flats, this has had a knock on effect to the occupancy in 61 Victoria Road.

Supporting People have a huge impact on the way we are funded and are our major source of funding. Through this reporting period on a quarterly basis, data is collected and sent to Supporting people on availability, utilisation and staffing levels, each section has a target to meet and we have meet those targets as follow:

Supporting People Target	61Victoria Road
Availability 100 %	95.29 %
Utilisation 90 %	95.88 %
Staffing 95 %	90.29 %

All targets were met except staffing levels; this is due to staff shortages throughout the year. During the following year we will be concentrating on staff retention and the recruitment of more relief staff, this should enable us to provide the staffing levels required to support the young people effectively. The availability was less than 100% due to building work that was essential for the health and safety of the residents, two bedrooms were uninhabitable for a brief period of time.

To conclude, 61Victoria Road has once again met the following aims and objectives as detailed in the Emmaus Projects business plan:

- Supporting clients in the transition to independence by keeping statistical data on where clients move.
- Encouraging each client to save a rent deposit for when they move on.
- Providing access to training in life and living skills e.g. cooking, washing, ironing, counselling and anger management.
- Encourage clients to seek active employment/education.

These areas have been met as shown in the client's key working files. Also the number of moves to Mills House shows that clients have been working towards independent living.