

EMMAUS PROJECTS

“Empowering homeless young people to achieve independence”

ANNUAL REPORT ACCOMMODATION PROJECTS April 2004 – March 2005



63 VICTORIA ROAD



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Introduction

63 Victoria Road is part of a unique dispersed Foyer model, providing accommodation and support. The single young people accommodated are between 16-25 years old. At any one time a maximum of 8 people are accommodated in this project.

In this reporting period 63 Victoria Road was staffed by two full time and one part time Project Worker and one full time Project Coordinator. The accommodation operates with staffing 24 hours a day 7 days a week. Due to the staffing levels allocated the staff are often lone working in the project, however staff from another Emmaus project are available to assist when needed.

The property is owned by Hyde Housing Association and managed by Emmaus Projects on their behalf. A representative from Hyde Housing Association meets monthly with the Accommodation Manager to review and monitor the management of the property. Hyde housing staff are available to give advice and guidance with the housing management of this project. The guidance includes areas such as housing law, maintenance procedures, rent charges and general health and safety of the property.

Aims and Objectives

This report will show how 63 Victoria Road has worked towards its aims and objectives.

Aims and Objectives are as follows:

AIM: To provide move-on accommodation and support at Victoria Road for up to 8 young people for stays of up to 12 months.

OBJECTIVES:

- To address needs identified in the assessment process at Emmaus House, then adapt any key working plans for client.
- To maintain an occupancy rate of 95% in the accommodation projects each year.
- To measure clients progress by:
 1. Supporting residents in the transition to independence by keeping statistical data on where clients move.
 2. Encouraging each resident 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. Encouraging residents to seek active employment.

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

Hostel Profile

The accommodation project consists of six bedrooms, two twin and four single. The communal areas consist of a lounge/ dining room, kitchen, two bathrooms, two separate toilets and a shower room. There is also a separate bedroom for staff to use when sleeping over as well as a staff office. This project also has a conference room available for staff training, meetings and agency liaison.

The project provides 24-hour staff cover, seven days per week, with daily shifts including staff sleepovers. Project staff work mostly on a single cover basis, liaising with staff at the other projects for additional support if required. CCTV coverage is provided in the staff office and sleepover room, covering the external doors, the parking facility at the rear of the project and a view of the main entrance internally. This is an excellent 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 especially effective as a security measure, improving communication in the event of an incident, as radio communication is much quicker than requesting support via the telephone.

This reporting year category two lighting has been installed in the staff office. This is a health and safety requirement due to the use of computers in this area. Further improvements have been the laying of safety flooring in the downstairs hallway, and new carpets for the lounge and office areas. Four of the bedrooms, the downstairs hallway and lounge areas have been decorated during the year by staff and residents. All of these changes have enhanced the living and working environments to a higher standard.

Staff training has continued to be important to the management and development of the project. Courses attended by staff in the reporting year have included Protection from Abuse, Child Protection, Tier 1 and 2 Drugs Training, Fun and Issues, Dealing with Aggressive, Challenging and Disturbing Behaviour, Legionnaires Training, Boundaries Training and an overview of Housing Benefit.

Referrals, Admissions and Move Ons

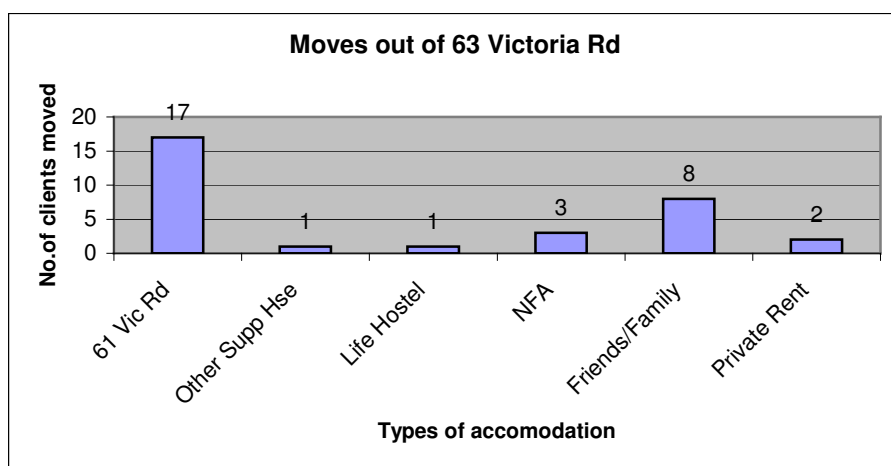
All referrals to 63 Victoria Road are received from Emmaus House. The number of referrals received in the reporting year was 40, 25 male and 15 female. Of these 40 referrals, 34 were offered accommodation, 21 of the people admitted were male and 13 were female. 6 referrals were not offered accommodation for the following reasons:

- With the support of their key worker, 4 residents found alternative accommodation with was more suitable to their needs
- One resident was served with a notice to leave
- During assessment one resident was found to be dependent on drugs and alcohol. Whilst awaiting an appropriate support package to be put in place, this resident moved away from the hostel

As a housing management strategy a warnings system is in place, to aid the staff team with effective management of resident's behaviour through a staged process of verbal and written warnings. This system allows the residents to address and improve issues via their key working sessions, with a view to reducing the number of notices to leave being issued.

During the year 8 notices to leave were issued to residents in breach of their licence agreements. Three of these notices were served with immediate effect due to violent or aggressive behaviour.

The graph below shows the move on accommodation for residents leaving 63 Victoria Road with the highest number, 17, progressing to our third stage of accommodation.



Eight clients were still residing in 63 Victoria Road at the end of the year.

Key working

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

On admission to 63 Victoria Road residents are allocated a member of staff as their key worker. The process of key working ensures that all of the residents needs are assessed and recorded, targets are then agreed with the resident aimed at addressing these issues. Key working meetings are held at a schedule agreed with the resident, dependent on their level of need and motivation. Residents with poor levels of physical or mental health will need to address these issues as a priority in order for key working sessions to be fully productive.

Areas concentrated on in key working are as follows:

- Budgeting- this included budgeting for food, accommodation costs such as rent and service charges and debt management
- Family relationships- support was provided with contacting family members in an appropriate manner and offering assistance with further contact if required
- Nutritional advice- residents were provided with advice around healthy living with a focus on purchasing nutritious healthy food whilst on a budget
- Drug/alcohol use- staff were able to facilitate access to appropriate drug and alcohol services when required
- Employment/education- all residents are encouraged to attend Emmaus Projects training facilities if not otherwise engaged in employment, educational or vocational activity
- Living skills- all residents are provided with support aimed at improving daily living skills. This includes practical support with using household appliances as well as more personal issues such as improving relationships within peer groups
- Confidence/self esteem- key working sessions aim to build residents confidence and self esteem by progressing through a series of planned, small steps, in order to achieve a larger goal. By reviewing the progress through these steps, residents have a very real measure of their personal development
- Voluntary work- some residents are actively volunteering at The Lions Community Stores, providing these residents with formal structure around a working day as well as increased self value as they give something back to their local community
- Health- residents are given appropriate advice around their physical and mental health needs. They are supported with registering for dental and primary health care services, keeping appointments and seeking specialist intervention when required. Residents who have

poor personal hygiene are encouraged to address this issue, and all residents are expected to keep their bed spaces or rooms tidy and clean.

The following table shows how the 42 residents accommodated in this reporting period have been addressing their support needs through key working.

Issues/Subjects	No. Of clients addressing issues.
Budgeting	42
Family relationships	16
Nutrition	14
Drug/ Alcohol use	7
Employment/Education	13
Accommodation	42
Living skills	42
Confidence/Self-Esteem	19
Voluntary work	8
Statutory agencies	8

There were many softer outcomes throughout the year for residents, and 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,) improving social skills. There are many more that are personal to the individual clients.

'Key working I find has helped me come to understand that no matter how much one may crave independence, there are times when one needs Help/company from others, and that independence does not necessarily mean solitude. For me key working has been helpful as a time to reflect, organise my goals, but most importantly relieve any stress that is currently being caused. My key worker has been very helpful although she may not always be able to help me achieve what I want immediately, she has always appeared to want for me what I want for myself.'

Comments from a resident about 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.

Summary and Conclusion

The targets on occupancy this year were met. This was an excellent result considering that the occupancy rate was much lower at the beginning of the last quarter and at times seemed unachievable.

Supporting People is now our major funding source, and has a significant impact on service delivery. We have successfully completed our first Supporting People review, and listed below are our performance indicator results for availability, utilisation and staffing levels.

Supporting People Target	63 Victoria Road
Availability 100 %	100 %
Utilisation 90 %	96.53 %
Staffing 95 %	90.08 %

All targets were met except staffing levels; this was 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.

To conclude, 63 Victoria Road met the following aims and objectives:

- Supporting residents with the transition to independence by keeping statistical data on where clients move.
- Encouraging each resident 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 residents to seek active employment/ education.