



Advice, support and housing  
for a better tomorrow

# 2020 AGM

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# Welcome and Apologies

## Minutes of Previous AGM 2018/19

- Acceptance of minutes
- Matters arising

## Finance Report of Activity

- Acceptance of Accounts
- Appointment of Independent Examiners

# CEO's Report

# What a year of growth and change!

2019-20 has seen us grow from a team of 4 in April 2019 to a current team of 10 staff (November 2020)

We now have:

- Housing & Welfare Benefit Advice team with two full time advisors and an apprentice
- Money Advice and Debt service ready to launch
- Rough Sleeper Outreach team with 2 staff
- Supported Accommodation – 2 properties
- 2 pilot ‘Housing First’ flats
- Business Development Manager

Huge thanks to staff team and trustees for supporting the growth and being open to change

# Covid19 - What we offer and how we adapted

Pre Covid	During Covid
Housing, Benefit advice drop in and Appointment	Same delivery but over the phone, Zoom & FaceTime
Food parcels issued from the office	Food parcels assessed over the phone and delivered by the Rotary Club
<p>Rough Sleeper Outreach</p> <p>Attended Soup Kitchens to encourage engagement</p> <p>Weekly sweeps of the town</p>	<p>All Rough Sleepers offered self contained flats and support provided (17)</p> <p>Daily hot food (Corona Kitchen) or frozen food deliveries by volunteers</p> <p>Grants obtained for TV, licenses, cookers, Gas/Electric, bedding</p> <p>Twice weekly midnight sweeps of the town</p>
Supported Accommodation	<p>Made Covid Secure with individual fridges, microwaves, kettles and crockery</p> <p>Cleaning regimes set in shared areas</p>

# Our Residents' Achievements ...

## CentrePoint AQA Learning Modules

### Jason

AQA Introduction to Dealing with Debt

### Chloe

AQA Planning ahead and shopping for meals

AQA Sexual Health

Manual Handling

Display Screen Equipment

Mental Health Awareness

Safeguarding Children & Adults

Photography

KCU - Mentoring





# What we did ...

## Debt Centre

- Registered with FCA
- Set up as CMA centre
- Recruited Volunteer Money mentors

## Rebrand

- Clients and residents involved in designs

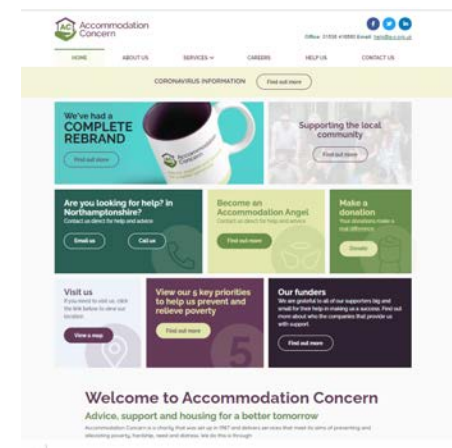
## New Website

## Development of local Homeless Cell

- Weekly meetings with ENCS, Hope Centre & Daylight Fellowship

Working in association with Community Money Advice

**cma**  
Freedom from debt  
Hope for the future



## 2019/2020 Data

- 722 individuals approached us
- 1332 issues supported with
- 13 % were under 25 years old
- 12% from Black and ethnic (BAME) Communities
- 51% had a disability or long term illness
- 38% were experiencing mental health difficulties
- Averaging around 150 cases per month when COVID hit
- £3,316,060.55 achieved in Financial Gains



## Current Position (since April 2020)

- 296 individuals approached us
- 377 issues supported with
- £1,320,614.21 achieved in Financial Gains
- Averaging around 50 new cases per month at present



# Future Plans..

- New office bases – 7 Meadow Road & Gold Street
- Roll out our Housing, Benefit & Debt Advice offer across the unitary North Northants in partnership with the local homeless agencies
- Identify an alternative to Nightshelter provision with KBC for the winter
- Identify additional Supported Accommodation & Move on properties
- 2 new Housing First flats
- Community Paint Recycle Programme
- Create a Membership/Supporters scheme



# How can you help?

## Volunteer:

- Money Mentor
- Website/Communications
- Fundraising
- Trustee
- Midnight sweeps

## Practical

- Sleeping bags, pot noodles, porridge pots, soup etc.
- Become an Accommodation Angel and support us financially



# **Election of Officers & Trustees**

## **Chair's Comments**

# Any Other Business

Thank you ...

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