Accommodation Concern

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Accommodation Concern

Advice, support and housing for a better tomorrow

# AGM 2025

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# Welcome and Apologies

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# Minutes of Previous AGM 2024

- Acceptance of Minutes
- Matters Arising

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# Sarah-Louise Isaacson
# Interim Chair

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# Jen Holling

**Assistant Director of**
**Business, Partnerships and Programmes**
**Northamptonshire Healthcare Foundation Trust (NHFT)**

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Northamptonshire Healthcare NHS Foundation Trust

# NHFT Mental Health Services

Jen Holling – Assistant Director of Business, Partnerships and Programmes

September 2025

Making a difference, together

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Northamptonshire Healthcare NHS Foundation Trust

# Who we are at NHFT

We are a community provider of mental health, learning disability and physical health services for children, young people, adults and older adults in Northamptonshire. We also provide mental health, substance misuse and physical health services across 9 prisons.

NHFT is the Lead Provider within the MHLDA Collaborative.

- Providing services
- Commissioning services
- Developing partnerships
- Supporting national policy
- Giving a voice to our service users and communities


Adult Community Mental Health Services

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The MHLDA Collaborative is currently made up of the following system partners:

People with Lived Experience

Northamptonshire Health and Care Partnership
NHS Northamptonshire Healthcare NHS Foundation Trust
NHS Northampton General Hospital NHS Trust
Kettering General Hospital NHS Foundation Trust
Public Health Northamptonshire
Mental Health Northants Collaboration
Substance to Solution
Northamptonshire Police
NHS East Midlands Ambulance Service NHS Trust
Voluntary Impact Northamptonshire
North Northamptonshire Council
Northamptonshire Children's Trust
West Northamptonshire Council
healthwatch North Northamptonshire and West Northamptonshire
jobcentreplus
General Practice Alliance
Northamptonshire Carers
Accommodation Concern
hope centre
NHS Veterans' Mental Health Transition, Intervention and Liaison Service

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NHS Northamptonshire Healthcare NHS Foundation Trust

# Community Mental Health

100% of new NSTEP service users seen within 2 weeks

350 to 550 new CMHT service users per month

15 to 30 new service users to NSTEP each month

Between 4,000 and 5,500 people on our CMHT caseload at any time

Average wait for CMHT is 6 weeks

55% of new CMHT service users seen within 4 weeks

Our NSTEP provides 1,300 to 1,400 contacts with service users each month

Our CMHT provide 10,000 to 12,000 contacts with service users each month

Average caseload for NSTEP of 245 people

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NHS Northamptonshire Healthcare NHS Foundation Trust

# Crisis Mental Health

We have 88 acute mental health beds

Wait times for UCAT are 4hrs and 24hrs.

We average 6 admissions per month to PICU

UCAT average 3,300 contacts per month

We have 11 PICU mental health beds (7 male and 4 female)

UCAT support between 380 and 420 new service users per month.

We average 55 admissions per month to acute

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NHS Northamptonshire Healthcare NHS Foundation Trust

# Partnership Services

Crisis Cafes in Mind buildings

Accommodation Concern within MH Hospitals

Navigators from Mind in CMHTs

Accommodation Concern within Crisis Cafes

Integrated Response Hub – 24hrs per day helpline for mental health
**10,600 calls per month!**

Accommodation Concern within CMHT

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Northamptonshire Healthcare NHS Foundation Trust

## Partnership with Accommodation Concern

NHFT commissions debt, benefits and housing advice from you!

This is in place until 31st March 2027.

There are embedded workers within the integrated response hub, CMHTs, crisis cafes, and at both hospitals. Teams routinely refer or navigate service users and carers to this service.

We have seen an increase in referrals for benefits in the past 6 months since the changes to benefits were announced.

NHFT are supporting implementation of online feedback through IQVIA.

To date financial gains for NHFT clients totalling £1,744,549.60 have been achieved (includes debts written off, benefits claimed etc).

£284,041.25 of this has been in the last 3 months.

Over 2,300 cases have been supported since the contract started – this has made a huge difference to mental health of our service users

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Northamptonshire Healthcare NHS Foundation Trust

# Fit for the Future

NHS 10 Year Plan

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## Three major shifts

**From Hospital to Community**

- **Neighbourhood health service** to bring care into the places people live. Will restore GP access and introduce 2 new neighbourhood provider contracts ('single' and 'multi' neighbourhood serving 50,000 and 250,000+ people)
- **Infrastructure:** Neighbourhood Health Centres open 12hrs/day, 6 days/week, 'one stop shop' for patient care, co-locating NHS, council and voluntary services. £120m for ~85 mental health emergency departments co-located with A&Es.
- **Patient empowerment:** 95% of complex patients to have care plans by 2027; 1 million personal health budgets by 2030
- **Financial reallocation:** 15% lower non-elective, 10% lower ambulance observed in systems spending more on community services and £100 spent on community care can unlock £131 of acute savings (citing CF/NHS Confed research)
- **Digital transformation:** 2/3 of outpatient appointments (costing £14bn a year) to be replaced by digital advice

**From Analogue to Digital: Power in Patients' Hands**

- **NHS App** as "front door": shifting power to patient via AI-powered advice, appointment booking, self-referral, medicines management, care plans. Supplemented by HealthStore: a marketplace for approved digital health apps for patients
- **Single Patient Record:** Patients to control their data, accessible via NHS App by 2028, starting with maternity. Supplemented by advances in genomic data for personalised and predictive care
- **Staff liberation:** Ambient voice technology reduces paperwork by 51% ; procurement framework 2026/27. New AI tools being tested on the Federated Data Platform, which connects information across healthcare settings and links siloed sources, increasing productivity

**From Treatment to Prevention**

- **Tobacco:** Create smoke-free generation (£6.6bn savings by 2100)
- **Alcohol:** mandatory requirement for health warning labels for alcohol; increasing 'alcohol free' threshold to 0.5% ABV
- **Obesity:** Expand Healthy Start scheme, free school meals (Sep 2026), increase soft drinks levy. Collaborations with industry to test weight loss service delivery models, like GLP-1. Digital NHS points scheme, rewarding people taking healthy actions
- **Mental health:** national coverage of mental health support teams in schools and colleges by 2029/30
- **Genomics Population Health Service:** for predictive and personalised medicine. Universal access (via SPR and NHS app) by decade end; 150,000 adult sequencing study; babies and all cancer patients to be offered genomic analysis
- **Vaccinations and screenings for disease elimination:** increasing uptake via Neighbourhood Health Service. Cervical cancer eliminated 2040; end HIV transmissions by 2030; 10,000 cancer vaccines to clinical trial patients in next 5 years

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## Underpinned by 5 key enabling reforms

**New Operating Model**

- Merge NHSE with DHSC, central headcount halved by 2027.
- Reintroduce earned autonomy; every NHS provider to be a Foundation Trust by 2035. Some to be Integrated Health Organisations (from 2027) holding population health budgets
- Integrated Care Boards to be strategic commissioners; close Commissioning Support Units. ICBs to aim to be coterminous with strategic authorities

**New transparency of care**

- League tables of providers and patient-reported experience measures to be published, to make data easier to understand and more accessible (NHS App) to providers and patients. Maternity care to be a priority
- National Quality Board to be revitalised, and be single authority on quality, supported by Dr. Penny Dash's report.
- AI led warning system building on Federated Data Platform, to identify services at high risk, based on clinical data

**Workforce transformation**

- Fewer staff than previous projections but better equipped (AI training for all), releasing £13bn through technology-enabled productivity
- Advanced practice roles for nurses/AHPs; reduce international recruitment to <10% by 2035
- Ultra-flexible employment contracts; eliminate agency staffing by parliament end; prioritise staff wellbeing to save £12b cost of poor wellbeing among NHS staff

**Innovation & technology**

- Five "big bets": Data, AI, Genomics and predictive analysis, Wearables, Robotics
- Global Institutes for each bet (NIHR funded) to drive global leadership; Regional Health Innovation Zones to bring together ICBs, providers, and industry.
- Clinical trial set-up: 250→150 days by March 2026; participant volunteering via NHS App
- Pro-innovation regulation: MHRA and NICE joint process (Apr 2026) to improve speed of medicines access
- £600m Health Data Research Service

**Finance & productivity**

- 2% annual productivity gains; return to pre-pandemic levels by parliament end
- Phase out deficit funding from 2026/27
- Introduce multiyear budgets and require 3%+ of budget for service transformation
- Patient Power Payments: patient satisfaction to influence provider payments
- New capital models including private finance and pension fund partnerships



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# Financial Overview & Accounts

- Acceptance of Accounts

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# Election of Officers & Trustees

- Stepped down during the year:
  - Stephen Wenham - Chairperson

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## Any Other Business

Concludes the AGM Official Business

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## John Perry
## Managing Director

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# An Apology

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# An Apology to Badgers


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# An Apology to Badgers

BADGER DEFENCE LEAGUE

*"Badgers are noble, misunderstood creatures who enjoy the full protection of UK wildlife law. They are not, repeat not, in competition with babies. Any suggestion that homeless badgers are treated with greater care, dignity, or respect than human children is deeply offensive — not to mention slanderous not only to Badgers but to the entire mustelid family.*
*We therefore require Mr Perry and Accommodation Concern to acknowledge that badgers have never once applied for Council Tax Reduction, Universal Credit, or Social Housing, and that any such insinuation was misleading.*
*Furthermore, while badgers have been known to tunnel under gardens and nibble the occasional worm, they categorically deny ever engaging in anti-social behaviour, rough sleeping, or requesting white goods through charitable applications.*
*Finally, we demand that this organisation ceases all future comparisons between badgers and human infants, unless said comparison is entirely favourable to the badger.*
*In addition, the injunction expressly prohibits Mr Perry from the wearing of Sparkly Jackets, or from any public display of garments of a sequinned, glittered, or rhinestoned nature, during AGM proceedings or related events, on the grounds that such attire causes undue reputational harm to the badger community."*

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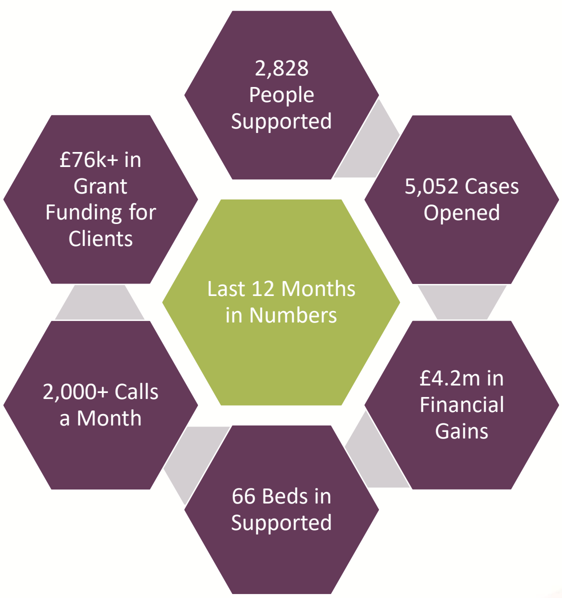


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# 2024/25 Data
(compared to 2023/24)

- **9.08% (273)** were under 25 years old (9%)
- **15% (449)** from **Ethnically diverse communities** (14%)
- **85%** had a disability or long-term illness (83%)
- **62%** of our clients **Mental Health, Learning Disability or Autism**
- We served clients with **70** nationalities

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# Behind the Numbers Our Theory Of Change


Co-produced by our staff and our clients, they identified the lasting impact and outcomes our services provide

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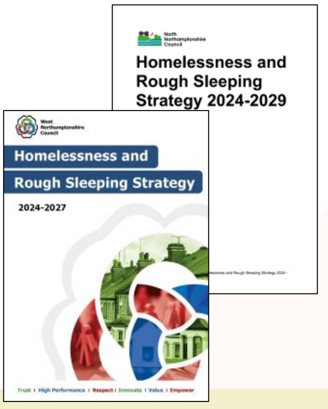
# The Bigger Picture(s)

- Every £1 invested in AC returns multiple times to the local economy.
- Preventing homelessness = saving councils, NHS, and communities money.
- We want to continue to position AC as trusted, forward-looking partner.

BIG 50 NORTH NORTHAMPTONSHIRE VISION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# Funding our Advice Services

NHS Northamptonshire Healthcare NHS Foundation Trust

West Northamptonshire Council

nationwide

Support North Northants (SNN) Tackling poverty, overcoming health inequalities, building healthier and resilient communities

C2C SOCIAL ACTION

Desborough Library and Community D'HUB

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# Funding our Advice Services

- Ruth Fitch our former Chair and long-time supporter of Accommodation Concern's work who sadly, passed away in July 2024 – left a legacy donation to Accommodation Concern of over £30,000
- We are using this donation to support the communities that Ruth cared so deeply about.

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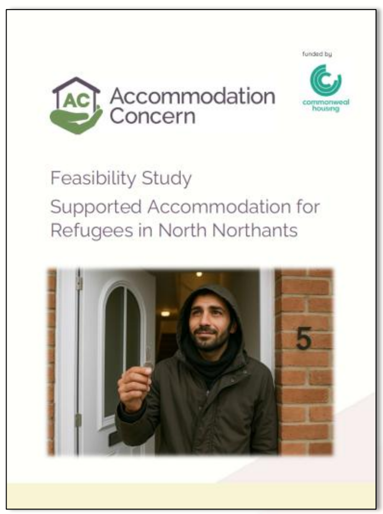
commonweal housing

Funded Feasibility Study Looking at Supported Accommodation and other Support for recently recognised refugees and those with NRPF in North Northants

1 pilot house - 4 beds

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# Tim Richards
# Debt and Benefits Advice Manager

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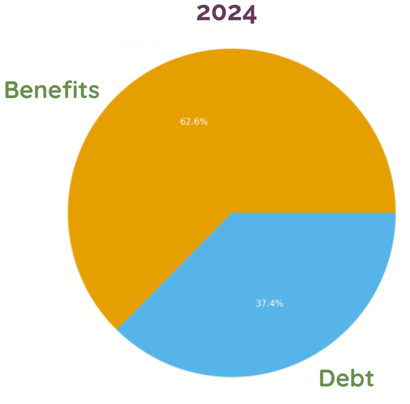


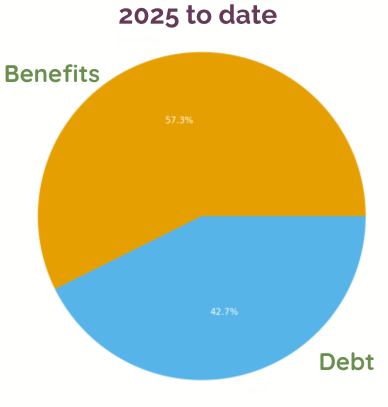


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# Financial Outcomes Breakdown

**2024 totals:**
• Benefits: £1,840,129.31
• Debt: £1,098,608.24
• Misc: £78,798.04

**2025 to date totals:**
• Benefits: £1,955,665.89
• Debt: £1,454,682.95
• Misc: £36,665.44

**Note: 2025 gains are already ahead of 2024 in key categories.**
• Benefits are £115,537 higher (+6.3%)
• Debt is £356,075 higher (+32.4%)
• Overall financial gains are £392,667 ahead (+12.5%) with more than 3 months of the year still to go.

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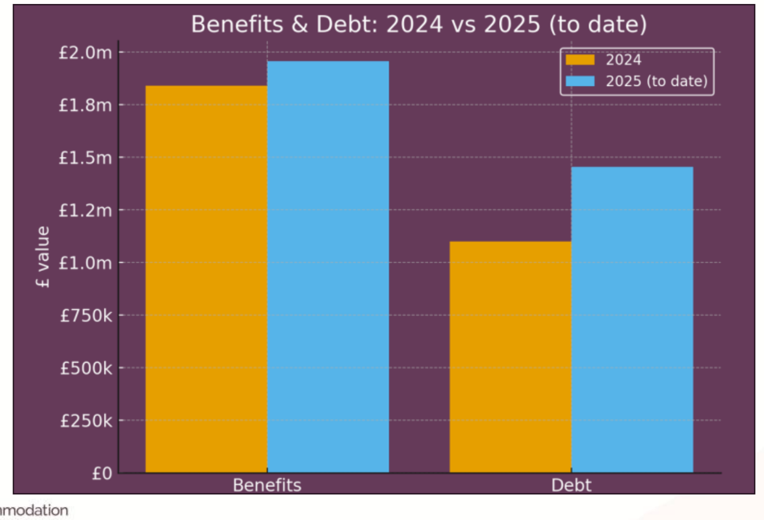
# Benefits & Debt: 2024 vs 2025 (to date)

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## Case Study: "LK" (anonymised)

- Victim of domestic abuse
- £47,000 in debt
- In urgent need of move from accommodation
- Now supported by IDVA (Independent Domestic Violence Advisor)
- MARAC (Multi-Agency Risk Assessment Conference) in place

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## Housing and First Contact Team

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# Advice & Tenancy Support

Improved collaboration is delivering better outcomes

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# Kayleigh Evans
# Supported Accommodation Manager

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# Current Position

- Growth from 12 to 17 houses since last AGM (66 beds total) with 2 in pipeline.
- Expansion into Corby, as well as Thrapston and Broughton.
- Total team of 13.
- 5 new staff members enrolled including introduction of zone leaders.
- Growth of our admin team and a built-in Benefits Adviser for our residents.

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# New Houses Opened

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## Achievements

- 31 residents successfully moved on from our accommodation since April 2024.
- £35,917.44 in resettlement financial gains. Funded by Thomas Brington for 6-12 weeks of resettlement support.
- £6,355.19 in additional recorded financial outcomes for supported accommodation residents
- Non-financial outcomes: 228 across supported accommodation and resettlement cases including improved mental health, engagement with support services, GP appointments attended, AQA tenancy courses completed etc

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## Meaningful Keywork Sessions: Creative approaches to support - cooking and budgeting skills

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## Going Forward: A Step Towards the Future

- We are working closely with NNC to contribute to the Task & Finish group for the incoming multi-agency panel, as well as preparing for The Supported Housing (Regulatory Oversight) Act.
- We are working hard to further enhance our support and recording procedures to ensure we are in the best place possible for the incoming legislation.
- A commitment to providing the best possible support for our residents & upskilling staff to have access to training qualifications.

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## A Huge Thankyou to our Amazing Team!

- Vital work to improve the wellbeing of our local community
- Lives changed every day
- Countless difficult conversations and recounted traumas
- Residents moved onto independent living and thriving in their own accommodation

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# Client Story

# Phillip

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# Client Story

# Leon

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# Julie Green
# Chief Executive

Glasspool Charity Trust

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Glasspool Charity Trust

THE FLEXIBLE FRONTLINE FUND

- We were established in 1939 by Richard Glasspool.
- We are a grant-making charity that supports individuals experiencing financial hardship.
- Until 2024, we assessed all grant applications centrally, mainly funding household items and clothing.
- In 2024, we launched the *Flexible Frontline Fund, a new person-centred grants programme.*
  - Frontline organisations now receive block grants to allocate to their service users.
  - They work with the people they support to decide how the grant funding is used.
  - Funding can be used for a wider range of goods and services.
  - People receive help when they need it up to £750.

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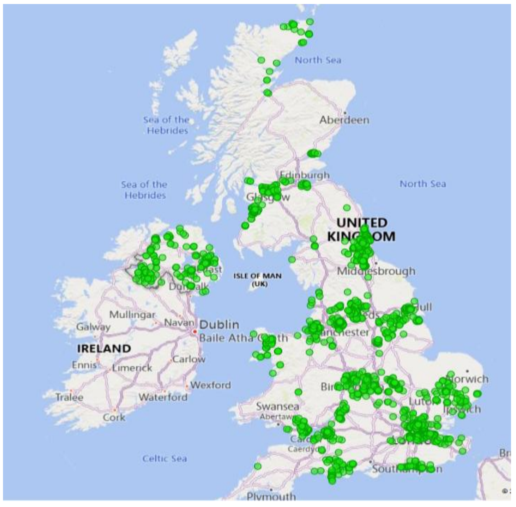
## Flexible Frontline Fund Grants 2024/25 by Service User Location

THE FLEXIBLE FRONTLINE FUND




**Grants Expenditure**

**2024/25 £2,212,000**

**2025/26 £2,277,000**

6,552
Households Supported

4,948
Children Supported

7,841
Adults Supported

**Accommodation Concern**

**2024/25 £50,000 + £5,000**

**2025/26 £55,000 + £2,000**



Glasspool Charity Trust

| Category | Total Spend | Clients Helped |
|---|---|---|
| Food | £18,706.72 | 239 |
| Flooring | £15,213.43 | 35 |
| Furniture | £7,647.83 | 19 |
| New tenancy deposit or fees | £5,742.05 | 17 |
| Cooker | £4,614.80 | 17 |
| Refrigeration items | £4,444.00 | 17 |
| Washing appliances | £3,943.35 | 12 |
| Bed/bedding | £3,031.68 | 13 |
| Emergency accommodation | £2,571.26 | 13 |
| Household removal costs | £2,134.50 | 6 |
| Interpreting costs | £1,704.25 | 5 |
| Childcare | £1,400.00 | 2 |
| Computer/ laptop/ tablet | £1,050.00 | 3 |
| Private medical diagnosis reports | £750.00 | 1 |
| Fuel Vouchers | £723.00 | 14 |
| Other | £649.42 | 7 |
| Travel | £526.87 | 4 |
| Phone | £450.00 | 10 |
| Baby items | £300.00 | 2 |
| Reading or prescription glasses | £269.99 | 1 |
| Emergency repairs | £220.00 | 1 |
| Translation costs | £215.80 | 2 |
| laundrette costs | £205.95 | 1 |
| Personal identification documents | £133.00 | 6 |
| Essential clothing | £128.00 | 2 |
| Security devices | £99.00 | 1 |
| Small appliances / kitchen items | £75.00 | 1 |
| Phone credit/ Broadband, Wi-Fi | £22.00 | 1 |

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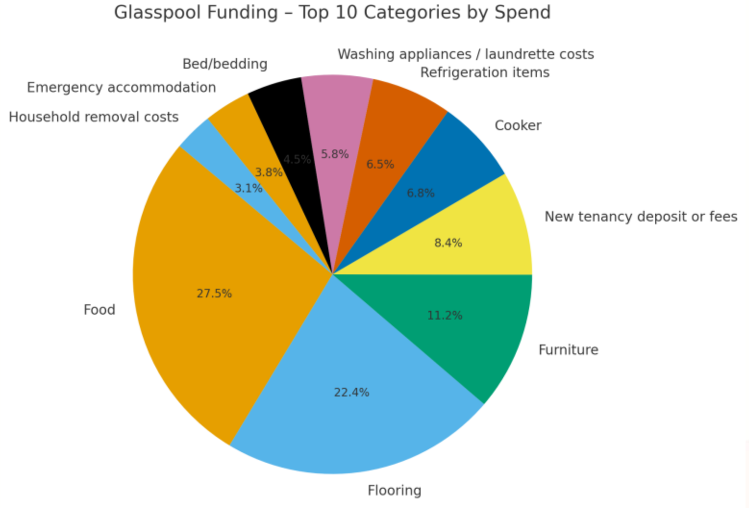
Glasspool Charity Trust

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Glasspool Charity Trust

**Case Study – Moving On to Independence**
After spending several months in AC's Supported Accommodation, one of our residents was offered a permanent tenancy with a local housing association. This was a significant step forward, providing the stability and security they needed after a period of homelessness and uncertainty.

While this was an exciting opportunity, the move also presented financial challenges. The client had limited income and was worried about how they would afford the essential costs of setting up their new home. Without support, there was a real risk that they might not have been able to take up the tenancy.

Through our partnership with **Glasspool**, we were able to provide practical and immediate help. Glasspool funding covered the **first week's rent**, ensuring that the tenancy could begin smoothly and without arrears. In addition, the grant funded a **cooker** and a **fridge**, giving the client the essentials needed to prepare meals and store food safely. Other Support was provided by Salvation Army and their Housing Association This support made the transition to independent living possible. The client is now settled in their flat, managing their tenancy well, and building the foundations for a more secure future.

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# Future Plans

- **Expand Supported Accommodation** – grow by up to 6 houses per year, with and RP Partnership to make it more sustainable for Local Authorities.
- **Transform Advice Services** – digital self-help tools, AI transcription, energy advice, training offers.
- **Prevention First** – earlier intervention to stop crises before they spiral (tenancy sustainment, financial resilience).
- **Partnership & Influence** – deepen work with councils, NHS, housing associations, and VCSE partners.
- **Sustainability & Inclusion** – diversify income, invest in staff wellbeing, embed equality and diversity in everything we do.

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In August 2025 we were awarded £50,000 from the Money and Pensions Service to modernise how we deliver debt advice. This funding recognises the quality of our service and will help us create a new online "Debt Tool" that guides people through their debts, shows which are most urgent, and suggests possible solutions. If extra help is needed, the tool can pass information directly to our advisers, saving time and avoiding the need for clients to repeat themselves.

Alongside this, we are introducing Wyser Assist, an AI system that transcribes adviser conversations and produces clear case notes. This reduces paperwork, frees up more time for advisers to work face-to-face with clients, and ensures everyone receives a consistent written summary of their options. Together these changes mean we can support more people, reduce waiting times, and improve financial outcomes across debt, benefits, and housing advice.


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# How Can You Help?


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## Huge thanks to our staff team, volunteers and Trustees for supporting the growth and being open to change

## Huge thanks to our partner agencies for supporting and trusting us to deliver with, and for them

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# Thank You....

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