

ACCOMMODATION CONCERN

15 LONDON ROAD, KETTERING
NN16 0EF TEL: KETTERING 416560

ANNUAL REPORT



1994/95

Registered Charity No. 1014179

Accommodation Concern is grant aided by the Department of the Environment

CHAIRPERSON'S REPORT

Having read through the report which follows this page. I feel I must not waste time on words and allow you to turn the page and read about the number of significant changes and successes in our work in Accommodation Concern over the past year.

We have seen big increases in the work load that our organisation and staff have undertaken.

I am indebted to our Secretary Dinah Elliot and our Treasurer Mike Fraser for their invaluable help and support throughout the past 12 months.

Our Advice and Development Worker Kevin Fagan and our Advice and Resettlement Worker Beatty Osborne had exceeded all expectations in their work and the rapport which they had established within their working situation was second to none.

Kevin's departure to the Bridge Accommodation Project in Wellingborough gave the Management Committee the opportunity to redefine the job descriptions of our staff and we created a second Advice and Resettlement Workers post which was taken by Carole Pegley in June 1995, she became a valuable asset to the organisation.

The members of the Management Committee deserve a very special thank you for their support particularly at the Management Committee meetings, because of family illnesses I personally have appreciated their support throughout the year.

Sally McManus:	Vice Chair
Dinah Elliot:	Secretary
Mike Fraser:	Treasurer
Maggie Don:	Member
Susan Strudwick:	Member
Gilbert Davies:	Member
Par Mattock:	Probation Representative
Pam Hughes:	Kettering Borough Council Housing Department Rep.
David Coren:	Kettering Borough Council Housing Department
Roz Thorley:	English Churches Housing Department Rep.

I would also like to acknowledge the help and support of our volunteers in the office especially Mary and all the help we receive from the Unemployment Centre. I sincerely hope that I have not missed anyone out.

It is important to thank our funders for their continued support, especially Kettering Borough Council and Scott Bader for their promised support for 1995/96. This recognition for all the hard work of everyone in Accommodation Concern makes me feel very proud to be associated with the organisation.

Many thanks,
Liz Graham,
Chairperson.

During 1994 it was necessary for the Management Committee to undertake further funding applications as our Department of the Environment funding was expected to cease from April 1995, and other sources of funding to 'taper' downwards. In view of greatly increased Advice and Resettlement work load we decided to modify our plans and to seek funding for a Project Manager (or Senior Advice and Resettlement Worker) and Advice and Resettlement Worker with more limited development expectations. As reported by our Treasurer, we were successful in obtaining funding for these two posts. Kevin had by then decided to move onto a post in Wellingborough. The eventual outcome of recruitment for the post of Project Manager was to appoint Carole Pegley and Beatty Osborne to work together as Advice and Resettlement Workers.

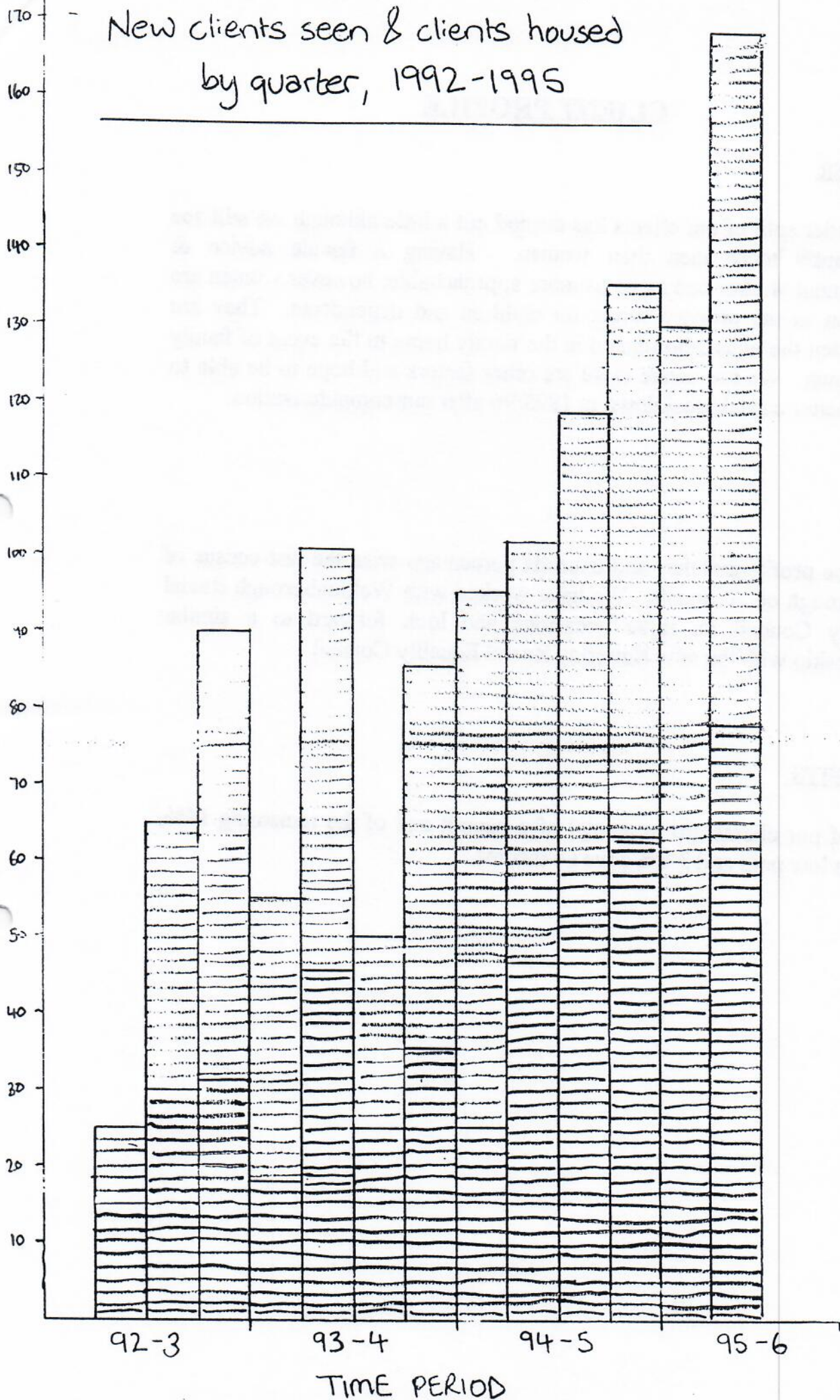
Kevin's greatest contribution to Accommodation Concern was in establishing sound procedures and working practices, good relationships with landlords and relevant agencies and a reputation for expertise in housing benefits and rights, so leaving us with an excellent foundation for future development of the service. This workload was accomplished from a rough outline provided by the Management Committee in 1992, working much in isolation and in the face of considerable practical difficulties. Kevin is now re-vitalising a similar project in Wellingborough - which I no doubt will follow, but hopefully not exceed, Accommodation Concern in gaining success and recognition. During 1994 Kevin also became involved in the National Rent Deposit Forum which showed that Accommodation Concern was one of the most advanced and successful projects of its kind. He is now Chair of its Southern Group.

I have great confidence that the different, but equally valuable qualities that Beatty and Carole bring to Accommodation Concern will enable its reputation to continue to grow. The continuing increase in usage tempts us to look forward to further growth in size. While we do recognise limitations in potential funding, and not risk over stretching the Management Committee, I know that Beatty and Carole would not forgive me if I did not express the hope that we will be able to provide them with a proper level of much-needed administrative support before too long, so bringing our staff to three.

Dinah Elliot,
Secretary.

New clients seen & clients housed
by quarter, 1992-1995

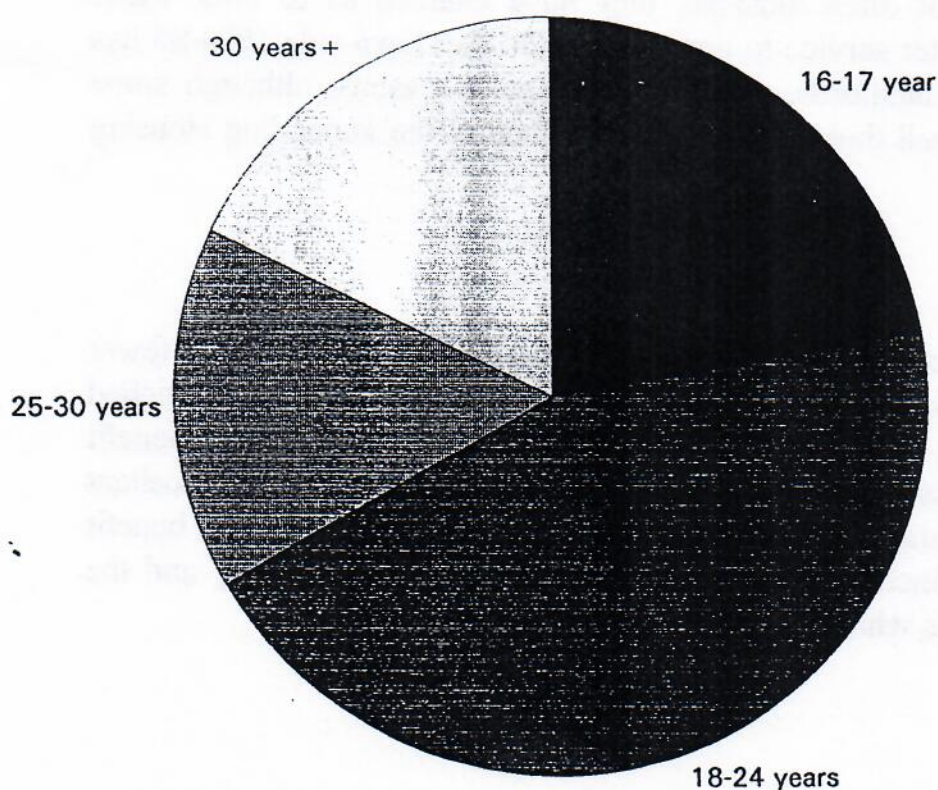
NEW CLIENTS SEEN (HOUSED)



AGE

60% of our clients are under 25. Of these many are long term unemployed and the pressures of this in the parental home can cause estrangement; few have had secure employment and the opportunity to buy a home. Most are subject to six month short hold tenancies with no protection from eviction after six months. There is little available Local Authority Social Housing and long waiting lists, currently 200+ people and many more who will not register.

Of the under 25's 1/3rd are 16 and 17. This is a group who have yet again had a small but significant increase. This group present special problems. Because these clients are not automatically entitled to state benefit, the process of receiving and attaining housing benefit is complex and often breaks down. This, coupled with some landlords refusing to accept young people and many young people having scant or inadequate social and life skills, makes them a vulnerable and time consuming group to work with.



HELP FUND BREAKDOWN 1994/95

Total number of cases	36
Probation Service referrals	3
Social Services referrals	2
 Total paid out	 £12,541.45
Total received	£12,508.00
Balance	-£33.45
Loss/Gain as % of amount paid out	0.27%
Average sum paid per client	£348.37
 Average number of weeks per client	 5.86

Including the five cases that ran over into 1995/96, this was a 0% loss for that year.

ADVICE WORK & OTHER AGENCIES

Some of the work we do is not resettlement related. A great deal of the time it is purely benefits rights and housing legislation. Shelter have been an invaluable assistance in this, as have the Borough Solicitors, the Environmental Health Office and, when we refer on, Kettering Borough Council Housing Advice Centre, Welfare Rights Advisory Service and the Citizens Advice Bureau and many other statutory and voluntary agencies.

It is important to note the Kettering Centre for the Unemployed who offer a part of the service to homeless people we believe is essential and cannot provide ourselves: social support, befriending and, more practically, food parcels, cheap meals, wash kits and laundry facilities (very important if you live in a (HIMO) house in multiple occupation without a common washing machine), plus blankets and clothing for those in desperately in need.

ACCOMMODATION CONCERN WORKER REPORT

This is really an introduction rather than a report! Suffice to say that I am Carole Pegley, and I have been in this post as an Advice and Resettlement Worker since May of this year.

Prior to coming to Accommodation Concern, I worked for ten years as a police officer, where I learnt how to deal with all sorts of challenges

During my short time at Accommodation Concern, I have dealt with a considerable number of clients, and have had great job satisfaction in helping people to get a roof over their heads, and in many cases, seeing such clients resettle and get on with their lives. From an outside point of view, I am amazed at the amount of people who come to us in need of advice and/or accommodation, and that number has increased dramatically in the short time that I have been here.

I will conclude by saying that there is an obvious need in the community for accommodation for single homeless people, and I hope that we at Accommodation Concern will continue to help as much as we can in the struggle to house these people.

Carole Pegley,
Advice and Resettlement Worker.

ACCOMMODATION CONCERN

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BALANCE SHEET AS AT 31.03.95

31 March 1995 31 March 1994

CURRENT ASSETS

	DoE Current Account No: 31291904		86.99
Sch 1	H.E.L.P. MoneyMaster Account No: 11292609	17,285.33	4,211.12
Sch 2	H.E.L.P. Current Account No: 81285947	1,114.87	956.84
	Cash - in - Hand	75.00	75.00
Sch 3	Sundry Debtors	797.17	2,769.25

TOTAL ASSETS

19,272.37 8,099.20

CURRENT LIABILITIES

Sch 4	DoE Current Account No: 31291904	211.59	
Sch 5	Sundry Creditors	48.56	317.15

TOTAL LIABILITIES

260.15 317.15

NET ASSETS

19,012.22 7,782.05

Represented by:

General Fund at 1st April 1994	5,267.28	4,470.57
Surplus in Period	5,150.01	796.71
Sch 6 - Earmarked Funds	8594.93	2,514.77

19,012.22 7,782.05

c:\mspub\accomm\accounts.pub

Graham
CHAIRPERSON

Michael Fraser
Hon. Treasurer

7th June 1995

ACCOMMODATION CONCERN - KETTERING

ACCOUNTANTS REPORT

We have carried out an independent examination of the accounting books and records of Accommodation Concern - Kettering in respect of the year ended 31st March, 1995. Our examination was primarily based upon the reporting requirements relevant to the Department of Environment grant receipts and we have not obtained any independent verification of income or expenditure relating to other activities.

In our opinion, based on the limited work outlined above, the Income and Expenditure Account and Balance Sheet for the year ended 31st March, 1995 show a true and fair view of the organisation's activities for the year and have been properly prepared from the accounting books and records.

DOVE NAISH

41 Oxford Street
Wellingborough
Northants
NN8 4JG

24 August 1995

DEVELOPMENT WORKER'S REPORT 94/95

1994/95 has been an excellent year for Accommodation Concern. It has seen us positively engage in new projects and move beyond purely re-active measures. It has also been a year of record numbers - 452 new clients came to Accommodation Concern in this year, (a full breakdown is given in the appendix), because of these unprecedented numbers it has not been possible for the Advice & Resettlement worker to deal with all cases herself and the Development worker has therefore had to take on an increasing share of the client based work, thus leaving less time for development work. That said, a great deal has been achieved.

Our major concern when looking at pro - active measures was to introduce educational and preventative work on the subject of housing and leaving home into the schools of Kettering. The various aspects of this important and complex issue were looked at in depth with teachers and Youth workers from Centrepoin'ts Leaving Home Project and with young people who had already become clients of Accommodation Concern.

A training day was arranged at which teachers with responsibility for " Physical, Health and Social education " could look at the issues and some teaching materials in the hope that they would then put leaving home onto their syllabus or, if the subject was already covered, give it more prominence or more effective presentation. The day was a considerable success and more positive work has resulted. Accommodation Concern is now working with local schools, including those who were unable to attend the training day, to put leaving home effectively on the map. It is, as yet, early days but progress so far has been excellent.

Accommodation Concern also sought to raise its profile as an organisation and as a opinion former. Our success in this area cannot be overstated. Visits have been made to all teams within local Social Services and Probation Service and to the front line teams at the Benefits Agency, to ensure that everyone is apprised of what we are doing, what we can and can't do for them and their clients and what we expect in return. These visits have led to better working relationships and more effective and appropriate referrals.

This year has also seen the production of a range of leaflets. These have covered the basic who-we-are subjects, a special leaflet on applying for Housing Benefit and an introductory leaflet for prospective landlords. A proposed booklet to accompany the leaving home work was shelved in favour of the already available Centrepoin't material.

The proposed Housing Forum was finally rejected as surplus to requirements due to the success of the local Youth Strategy Group, who have taken such issues under their wing.

Our relations with the media have been exceptional. Press and Radio frequently call on us for comment and analysis, and can always be relied upon for publicity. We recently added T.V. to our repertoire when a documentary crew shadowed the project for two days for a programme in the BBC2 series " Matter of Fact. "

Efforts have been made to fill the gaps in local housing provisions. These were identified as semi-supported accommodation for young people and for people with mental health problems.

In April 1994 the local Borough council invited groups to put forward proposals for a new project to use a section 3 hostel, which had been left empty due to the opening of a new facility. Accommodation Concern co - ordinated what would have been competing bids into one, unified, application formed of a consortium of English Churches Housing Group, Kettering. MIND, Northants Social Services and ourselves. The Carrington Street hostel opened in February 1995, with a brief to offer supported accommodation, based on ordinary living principles, to people from the Borough of Kettering who experience mental health problems, enabling individuals to maximise their potential for independant living. It is hoped that this project will bridge the gap between institutions and private sector accommodation and also make provision for those who do not fall into a statutorily defined group.

We are currently in discussion with various members of the Youth Strategy Group regarding the provision for 16 and 17 year olds in the Borough. This is the result of concerns expressed by ourselves, the local training providers - KBT - and various other agencies about the complications in this group's housing situation if they should not qualify for benefit due to the rigid requirements re training placements with employers.

1995/96 will see a re structuring of our approach with the Development worker's role being re-defined as Senior Advice and Resettlement worker to reflect the need for more hours dealing with clients.

What is certain is that Accommodation Concern is well placed to deal with the on-going problems of housing need facing the people of Kettering.

ANALYSIS 94/95

		Analysis of clients			
Clients advised	452			%	%
Landlords/Ladies		MALE			59
On register	27	FEMALE			41
New Landlords	10	16-17			20
Units on register	125	18-24			40
New Units	33	25-30			14
Clients Secured		30+			26
Accommodation	189				
Clients receiving				census	
ongoing support	11	African/Caribbean	2.2		0.4
Clients referred to		Black Asian	0.7		1.2
specialist agencies	71	White British	93.8		97.5
Clients placed by		Other	3.3		0.8
Rent Fund scheme	35				

Breakdown of referrals

Kettering Borough Council	43
Centre for the Unemployed	21
Welfare Rights Service	23
Citizens Advice Bureau	14
MIND	10
Youth Agencies	2
Broadway Hostel	3
Police	1
Probation	37
Youth Justice / Diversion Unit	4
Social Services	28
Hospital / Mental Health	
Agencies	15
Churches	8
Womens Refuge	1
Employment / Benefit agencies	8
Self refer / not known	235

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Analysis 94/95

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CLIENTS RECEIVING				census
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CLIENTS REFERRED TO		Black Asian	0.7	1.2
SPECIALIST AGENCIES	71	White British	93.8	97.5
CLIENTS PLACED BY		Other	3.3	0.8
RENT FUND SCHEME	35			

Breakdown of Referrals

KETTERING BOROUGH COUNCIL	43
CENTRE FOR THE UNEMPLOYED	21
WELFARE RIGHTS SERVICE	23
CITIZENS ADVICE BUREAU	14
MIND	10
YOUTH AGENCIES	2
BROADWAY HOSTEL	3
POLICE	1
PROBATION	37
YOUTH JUSTICE/DIVERSION UNIT	4
SOCIAL SERVICES	28
HOPITALS/MENTAL HEALTH AGENCIES	15
CHURCHES	8
WOMAN'S REFUGE	1
EMPLOYMENT/BENEFIT AGENCIES	8
SELF REFER/NOT KNOWN	235