

ACCOMMODATION CONCERN



"Helping the Homeless
to Help Themselves"

ANNUAL REPORT

2001/2002

Accommodation Concern is supported by:
The Department of Transport, Local Government and the Re-
gions / ODPM, Kettering Borough Council, Community Fund,
Northamptonshire Probation Service, Northamptonshire County
Council &
Local Churches

Registered Charity No. 1014179

ACCOMMODATION CONCERN ANNUAL REPORT 2001/2002

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ACCOMMODATION CONCERN
MANAGEMENT COMMITTEE MEMBERS

2001/2002

OFFICERS AND TRUSTEES

Chair: Cllr Ian Watts

Vice Chair: Jim Vokes

Treasurer: Garry Summers

Secretary: Joyce Pedersen O.B.E.

Pastor Matthew Buckingham

ORGANISATIONAL REPRESENTATIVES

David Coren—Kettering Borough Council

Pam Hughes—Kettering Borough Council

Cilla Aram—English Churches Housing Group

Jenny Brackwell—Ise Community College

Joan Bellamy—Kettering Youth Information

NOMINATED REPRESENTATIVES

Cllr Carolyn Maxted

OBSERVERS/HONORARY MEMBERS

James Wright— Wilson Browne Solicitors

STAFF MEMBERS

2001/2002

CAROLE PEGLEY

On 31st January 2002, the Project Manager, Carole Pegley, left Accommodation Concern to undertake work with, and for, the homeless in Northampton.

On behalf of the staff, service users, and Management Committee of Accommodation Concern I would like to acknowledge the excellent work undertaken by Carole. Her skills and commitment have contributed greatly to the solid professional reputation of this agency.

ANITA, DAVID, HELEN AND MAYUMI

During the year we were extremely grateful to Anita Althorpe for stepping into the breach to cover a period of maternity leave, we welcomed David Short as an Admin Worker and enjoyed the company and gift of time offered by Helen and Mayumi, shared Community Service Volunteers.

CAROLE PEGLEY—PROJECT MANAGER

RACHEL LAING—ADVICE AND RESETTLEMENT WORKER

ANITA ERVELIUS ALTHORPE—ADVICE AND RESETTLEMENT WORKER (COVERING MATERNITY LEAVE)

SUSAN NOTT—YOUNG PERSONS WORKER

DAVID SHORT—ADMIN WORKER (ON A PLACEMENT FROM N.C. C. EMPLOYMENT AND DISABILITY SERVICE)

PROJECT REPORT

Accommodation Concern has experienced another year of strong growth, hard work and good results. Throughout the year the amount of service users seeking advice, support and intervention from the organisation has risen to a record level. The majority of our work was generated from the drop-in surgeries where new and ever more complicated housing queries kept us extremely busy!

In addition to this we were called upon to enter schools and dispense advice to potentially homeless pupils, a glowing endorsement of the efficacy of our preventative seminars in schools programme.

Having audited our register of landlords, we then began to recruit and support new ones and maintain effective working relationships with our established accommodation providers. Some excellent examples of partnership working with registered social landlords and Kettering Borough Council benefited individuals in housing need in the Borough.

Demand for our lay representation grew, and in every case where we accompanied a service user to court, we succeeded in averting possession of their home. Many individuals could not afford legal representation. In the majority of cases the service user did not qualify for help with their legal expenses. One of the greatest challenges of the year became one of the greatest triumphs-the constant necessity for emergency provisions grew remarkably, however the needs of the many were admirably catered for by the generosity of the few. We would like to thank our local schools and churches for the many donations of food and essentials that made "all the difference" to those in most desperate need.

During the year we said goodbye and thank you to Mr and Mrs Neville Braybrook, and welcomed Garry Summers, Jim Vokes, Matt Buckingham, Cilla Aram, Jenny Brackwell and Joan Bellamy onto our management committee. I would like to thank you all for your time, energy, input, commitment and, of course, your very hard work.

Rachel Laing

ACCOMMODATION CONCERN

Client Statistics
April 2001 – March 2002

Clients & Contacts

Total clients	New clients	Male	Female	Contacts
888	513	526	362	2506 Personal = 1297 Telephone = 1141 Outreach = 61 Letter = 7

Ethnic Origin

White	Afro-Caribbean	Asian	Other
838	17	17	Kosovan 3 Afghan 1 Italian 2 Spanish 1 Turkish 1 Jedi 1 Not defined 7

Age Groups

U-16	16	17-18	19-24	25-30	31-59	60+
3	45	116	233	176	293	22

Sources of referrals

Word Of Mouth	Kettering Borough Council	Citizens Advice Kettering	Welfare Rights Kettering	Social Care & Health Kettering	Northants Probation Service	Job Centre	Previous Clients Returning	Other
177	116	10	27	14	32	14	412	ECHG 2 KYI 7 Mental H 2 Est.agts 8 Other 67 Total 86

Contacts – Action taken

Advised	Sent to meet Landlord	Accommodated	Referred on	Supported
2506	229	112	35	62

Clients presenting as Rough Sleepers	Rough Sleepers accommodated
27	9

Families seen	Families accommodated
152 (102 single parents)	18
Clients presenting with drug/alcohol	Clients presenting with Mental Health
61	90

Interpretation of Statistics

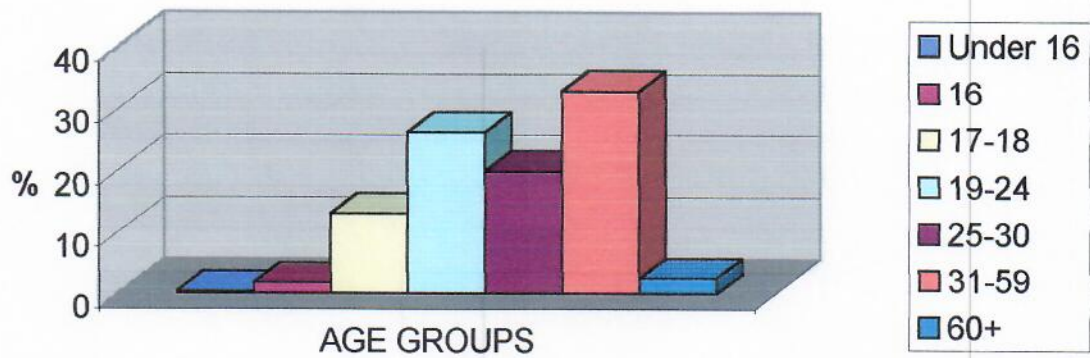
- Each client is counted only once - there is no duplication
- The contact figure represents each visit or telephone call made by a client, and each staff Outreach visit made to a client.
- We referred on 35 people: 1 to Sheffield Council, 2 to CAB, 8 to WRAS, 1 to Refuge, 9 singles to KBC, 4 families to KBC, 1 to Corby Council, 3 to KYI, 1 to YMCA, 1 to Shelter, 1 to YOT, 1 to CAN, 1 to Nightshelter, 1 to solicitor.
- Other referrals - The Bridge, Careerpath, CFU, Huxlow House, Samaritans, Phoenix Furniture, Church, Benefits Agency, Peterborough Wintercomfort, KVC, KGH, CAP, KBC Salvation Army, Yellow Pages, Lifelong Learning, Shelter

Rough Sleepers

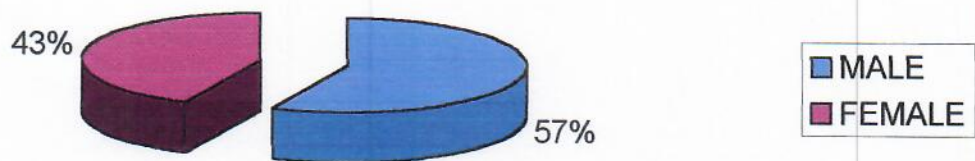
- 18 Rough Sleepers not accommodated. 1 found own accommodation, 1 chooses to live in a squat, 2 are being assisted by CAN, 2 Sent to meet landlords and failed to show, 2 refused accommodation, 2 got arrested, 2 went to live in a caravan, the other 6 had drug/alcohol/mental health problems that had led to them being excluded from every other option in the locality – they could not be placed.

STATISTICS

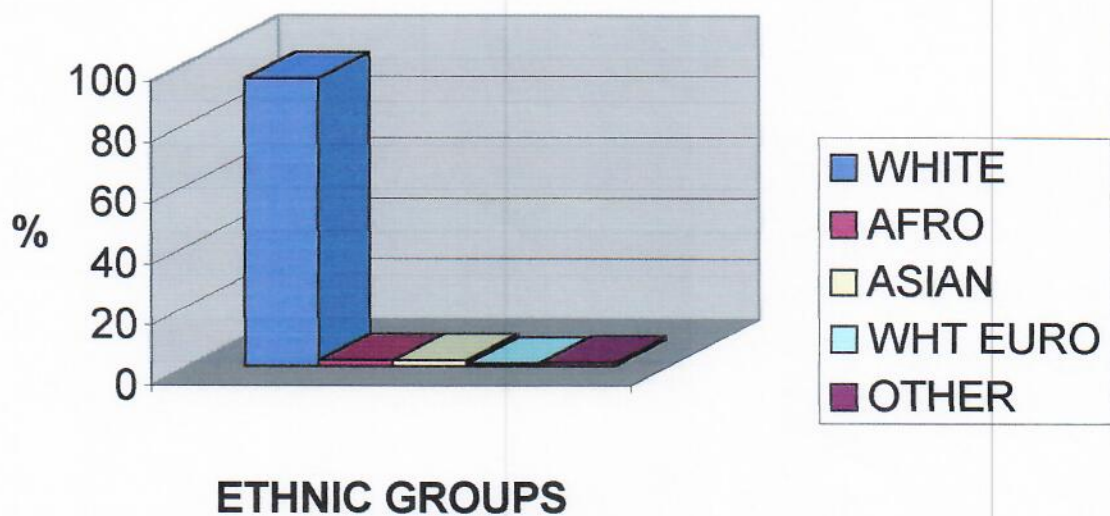
CLIENT AGE GROUPS



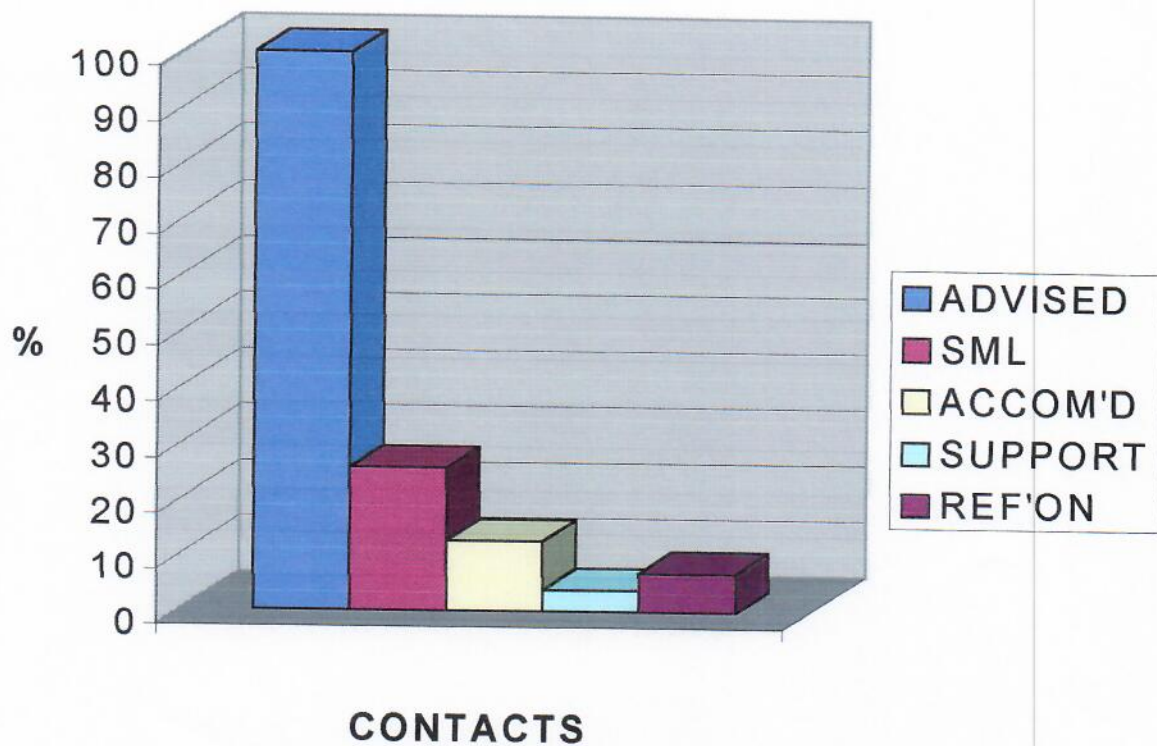
GENDER



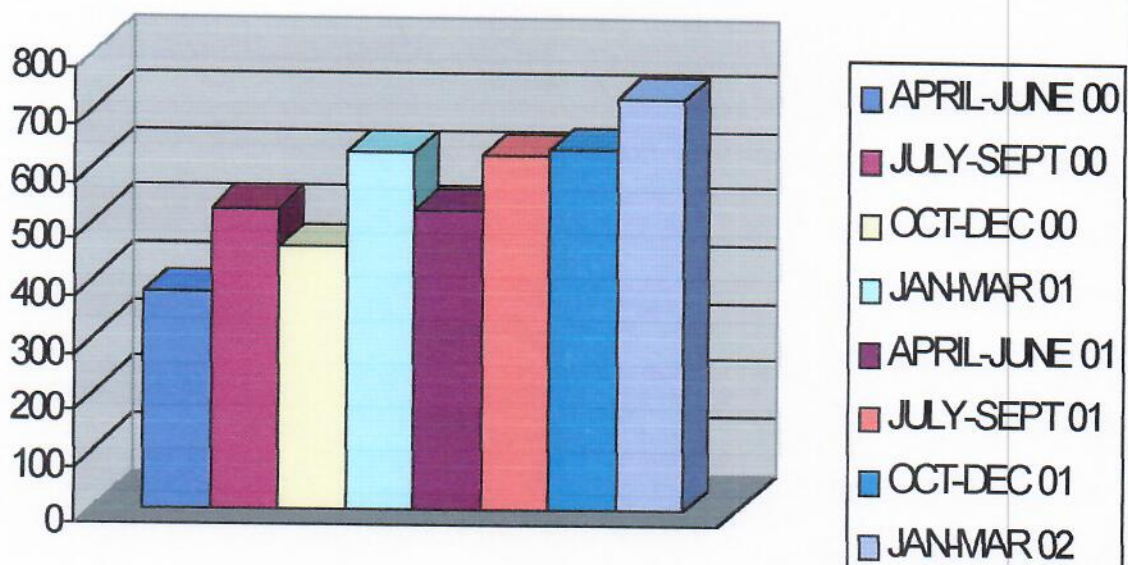
ETHNICITY



CONTACT OUTCOMES



QUARTERLY CLIENT CONTACTS APRIL 2000 - MARCH 2001

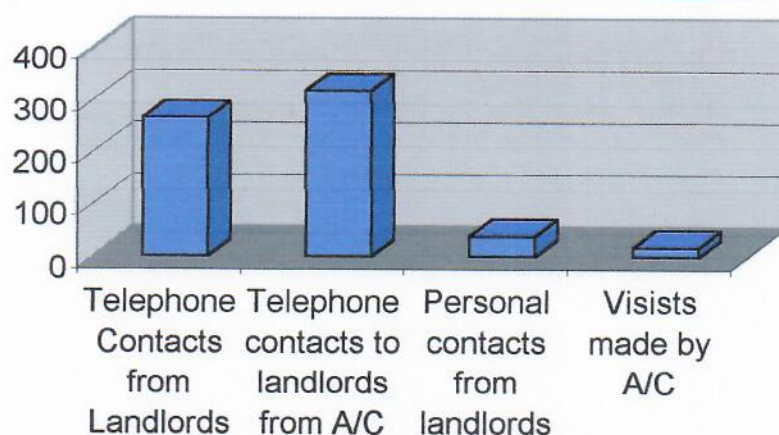


LANDLORDS 2001/2002

Landlords play a major role in the work of Accommodation Concern, and we are giving increasing consideration to this aspect of our work. Between April 2001 and March 2002 we had an average of 40 active landlords on file per month, as opposed to 67 for the previous year. This is due to the reorganisation of the Landlord Register and the archiving of non-active Landlords.

In this period we had a total of 638 contacts with these landlords.

These contacts cover a wide range of landlord services e.g. advice on the rights and responsibilities of landlords, visiting properties, witnessing tenancy agreements, benefit entitlement queries, information on grants available to landlords, tenancy agreements and notices to quit, to name but a few.



FOOD PARCELS

Accommodation Concern has always sought, where possible, to provide basic essentials such as food items, toiletries and bedding to those in need. This does much to assist in the initial stages of resettlement and also offers some comfort to rough sleepers and those experiencing hardship.

Growing incidences of need led to a drive to access a greater supply of necessary donations. These donations came from local churches, schools and members of the public.

Between the period of April 2001 to March 2002, the following amounts of parcels were provided to those in need:

239 Food Parcels
189 Toiletry Parcels
39 Towels
50 Bedding

These were distributed to individuals in most need within our Borough. Out of these 517 parcels 139 were given out to young people between the ages of 16 and 25 the remanding 378 were given to those over 25.

For the purposes of comparison parcels given out last year (2000-2001) totalled 323.

Gender Moments

Media Moments!

KETTERING

Herald & Post

Thursday, February 7th, 2002

25p where sold

CASH
WE BUY
WE SELL
WE LOAN
WE CASH CHEQUES
TEL: 01536 202 300

HOMELLESS PLEA TO BUSINESSES

Charity's rallying cry to Chamber

A SOS for businesses to help the homeless has gone out in Kettering to help those they could find sleeping rough in their doorways.

This week, Accommodation Concern made a plea to Kettering Chamber of Trade for businesses which had empty flats or houses to offer them as new homes for the homeless in the town.

This rallying call was made on Tuesday at the chamber meeting when young persons worker for the London Road based Accommodation Concern, Sue Nott, spoke

by
NATALIE MURCH

of the plight of homeless people in Kettering.

Her speech to the chamber was two fold, firstly to raise awareness about the charity's work and to call on them not to ignore homeless people they found sleeping in their doorways but contact her charity.

Speaking about the homeless problem in Kettering, Mrs Nott said yesterday, Wednesday: "We need the help of businesses. We need to recruit more landlords."

At the meeting Mrs Nott explained there was lack of immediate direct access accommodation for people in Kettering

This means accommodation for the homeless can not always be found immediately for people in Kettering, and one of the main problems is a shortage of hostel places. Accommodation Concern advice and resettlement worker, Rachel Laing, said the charity tries its best to get people into accommodation.

But, Mrs Laing said: "There is always a need for more accommodation."

She added Kettering has rough sleepers but they are not always visible as they sleep in, for example, old factories, not to be obtrusive.

President of Kettering Chamber of Trade, Keli Watts said: "It (homelessness) is a bigger problem than many of us think."

She added people do not often see the whole problem and the charity members were quite surprised by the extent of the problem in the town.

Mrs Watts believed this talk would have made chamber members more aware and think about becoming more supportive, maybe by helping with fundraising and sponsorship.

She hoped the chamber would keep the communication with Accommodation Concern open.

She said she would like to think there was more they can do to help.

Anyone wishing to help Accommodation Concern in any way should call on 01536 216560

E.T. JAN 02

Can you help?

Have you got room for a homeless person?

DO YOU have an unwanted spare room and could you give up a room to help the homeless?

Kettering Accommodation Concern is looking for potential landlords to help house homeless people in the Kettering area.

Potential landlords should contact the Accommodation Concern office in London Road, Kettering, which is open between 9am and 5pm Monday to Friday.

The organisation will contact people and discuss the premises with them to see if they are suitable for housing the homeless, this will include safety features such as smoke alarms and gas safety certificates.

Once the people are resident in the house, the landlords can charge them

some rent and can turn to Accommodation Concern at any time for advice on their duties as a landlord.

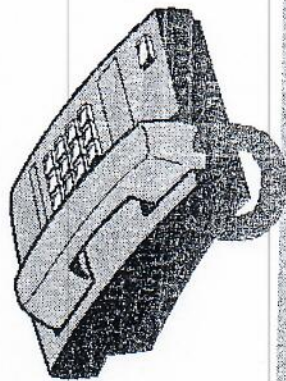
Landlord worker Rachel Laing said: "There is a lot of prejudice about homeless people, they are not all drug addicts.

"There are many reasons why people are homeless, they may have

had an argument and cannot go home or there may be other reasons. Homelessness itself is not the cause.

"We urgently need to find homes for under 25s.

"We see quite a few people in our surgeries when we are open. We had more than 600 people come to visit us in the last quarter."



Who to contact

For more information
call Rachel Laing on
01536 416560

ET SEPT 01 Parcels will help the homeless

STUDENTS earned the right to wear what they liked for a day by offering a harvest of food to help homeless people.

Pupils at Ise Community College in Deeble Road, Kettering, brought in cans of food instead of donating cash for a mufti day at the school on Monday.

The cans will now be made into food parcels by Accommodation Concern, a charity for homeless, needy and vulnerable people living in the Kettering area.

The charity was chosen because it regularly visits the school, helping students become more aware of the problems faced by homeless people.

Sue Nott, youth worker for Accommodation Concern, is pictured, far right, receiving the parcels from Sean Penford, 12, student development co-ordinator Jenny Brackwell, Jemma Young, 13, Kiran Basra, 14, Jodie Beeby, 13, and Amanda Highton, 12.

She said: "The food is going to be used in resettlement and rough sleepers parcels, for people who are in need."

"We are very, very grateful to Ise Community College for doing this. They've given us a tremendous amount of food and that will keep us going for a long long time."

ET picture: C.J.L/15700.5A



Food for homeless

KETTERING Borough Student Council has agreed to help homeless young people in Kettering by agreeing to give £500 to fund food parcels.

At the borough student council meeting on Monday, November 12, Rosemary Allcoat from Kettering Youth Information and Counselling services and Sue Nott from Accommodation Concern spoke to the council about their joint need for funding to supply food parcels.

Both women spoke of the great need for the parcels to help young people who face a housing crisis and they said the need for parcels was high.

There was a sample of a food parcel at the meeting showing the types of food and supplies, like toiletries are provided to help 16-25 year olds, who make up 66 per cent of people they help.

Sue Nott said a normal food parcel provides meals and supplies for a young person for 2 days and then there is sleeping rough parcels needed which provide emergency supplies for a person when accommodation for a person can be found immediately.

They explained about £6 provides one parcel and they were asking for £1,400 to provide more parcels.

The student councillors after finding out they had a budget of £2,800 left until the beginning of the next financial year in April, they agreed to donate £500 to the food parcel project.

15/11/01 - EVANNA NALBART

THANK YOU..THANK YOU.. THANK YOU

OUR THANKS AND APPRECIATION TO:-

DTLR/ODPM

KETTERING BOROUGH COUNCIL

COMMUNITY FUND

NORTHANTS COUNTY COUNCIL

NORTHANTS PROBATION

THE CHURCHES OF OUR BOROUGH

THE SCHOOLS OF OUR BOROUGH

LIZ PENGELLY

NCC EMPLOYMENT AND DISABILITY SERVICE

RAE AND THE MENTAL HEALTH TEAM

P.C. STEVE LAMBERT

KETTERING POLICE

MAYFAIR CLINIC

CENTRE FOR THE UNEMPLOYED

THE LODGE—CORBY

CORBY CAN

NORTHAMPTON CAN

CAREERPATH/CONNEXIONS

BRIDGE PROJECT—WELLINGBOROUGH

CORBY ACCOMMODATION PROJECT

KETTERING WELFARE RIGHTS
KETTERING CITIZENS ADVICE BUREAU
KETTERING VOLUNTEER CENTRE
PHOENIX FURNITURE
ALL OUR LANDLORDS
NENE HOUSING/HOME HOUSING
ORBIT HOUSING/RAGLAN HOUSING
LHA/EAST MIDLANDS HOUSING
KETTERING YOUTH INFORMATION
REFRESHING TIMES
KETTERING Mc DONALDS
ENGLISH CHURCHES HOUSING GROUP
HILLBURY HOUSE
KETTERING MIND
BBC CHILDREN IN NEED
WILSON BROWNE SOLICITORS
TOLLER HALES AND COLCUTT
YMCA
TORCH
KETTERING SSAFA
BODYWISE
OAKLANDS SCHOOL
AND ALL OTHERS WHO HELP US IN OUR DAILY WORK

A WORD FROM OUR M.P.

Phil Sawford - Labour Member of Parliament for the Kettering Constituency



HOUSE OF COMMONS

LONDON SW1A 0AA

23 September, 2002

In March of this year the Government launched a new drive to tackle homelessness. The new approach attempts to look at the whole picture not just the isolated issues. There are different problems that need different solutions and the Government aims to do more to help people, as well as improving the places where they live.

Immediate action will be taken to stop the scandal of families having to bring up their children in B&B hotels and the Government will be working with local authorities to ensure that by March 2004 no homeless families with children should have to live in a B&B hotel, except in an emergency.

In addition more will be done to help people tackle the problems that are keeping people homeless. Helping individuals to rebuild relationships with their family, access training or employment, overcome debt, or tackle their drug addiction.

Amongst other proposals are -

- a continued commitment to helping rough sleepers stay off the streets.
- a revamp of housing benefit regulations to encourage local authorities and housing associations to lease private sector accommodation as a better quality alternative to B&B hotels.
- new guidance to help ensure that children in temporary accommodation get a fairer deal through equal health opportunities.
- the creation of a new Homelessness Directorate to spearhead the strategy across government departments.

New homelessness legislation will bring about radical change. For the first time ever, local authorities will not only be required to put a strategy in place to tackle homelessness, but also to give extra help to young people leaving care, people fleeing domestic or racial violence and other vulnerable people.

I feel certain that the Government's new initiative will be welcomed by Accommodation Concern in Kettering but with soaring house prices and a shortage of homes to rent many problems will remain and the new approach will not provide all the answers. The reality is that Accommodation Concern will have a vital role to play in our community for the foreseeable future.

My thanks to everyone at Accommodation Concern for the work you do and my best wishes for the future.

Phil Sawford MP

Serving the **Kettering Constituency**
Working for **You**

Constituency office - 1a Headlands, Kettering, Northants NN15 7ER. Tel: 01536 411900 Fax: 01536 410742

ACCOMMODATION CONCERN 2002/2003

IN THE FOLLOWING YEAR WE AIM TO:-

- ◆ EXPAND OUR FLOATING SUPPORT PROVISION
- ◆ OFFER DEDICATED YOUNG PERSONS' ADVICE IN 'THE ZONE'
- ◆ OFFER ADVICE IN THE A6 TOWNS
- ◆ FURTHER DEVELOP OUR LAY REPRESENTATION
- ◆ STRENGTHEN RELATIONSHIPS WITH PRIVATE LANDLORDS
- ◆ BUILD ON EXISTING PARTNERSHIPS WITH THE
◆ LOCAL AUTHORITY AND REGISTERED SOCIAL LANDLORDS.
- ◆ OFFER OUR SEMINARS IN SCHOOLS PROGRAMME TO MORE SCHOOLS WITHIN THE BOROUGH
- ◆ UNDERTAKE A SERVICE USER CONSULTATION
- ◆ EXPLORE QUALITY ACCREDITATION
- ◆ DEVELOP A WEBSITE

CONTACTING US



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