



Advice, support and housing
for a better tomorrow

2023 AGM



Scan me for the AGM papers!

Office
01536 416560

Email
help@a-c.org.uk

Website
www.accommodationconcern.co.uk



Welcome address by: Cllr Emily Fedorowycz Mayor of Kettering

Minutes of Previous AGM 22 / 23

- Acceptance of Minutes
- Matters Arising

Finance Report of Activity

- Acceptance of Accounts
- Appointment of Independent Examiners

Election of Officers & Trustees

- Standing down:
 - None
- To be appointed:
 - Diana Belfon
 - Keith Loryman

Chair's Comments

Any Other Business

Concludes the AGM official business

David Chambers CMA

cma

Freedom from debt

Hope for the future



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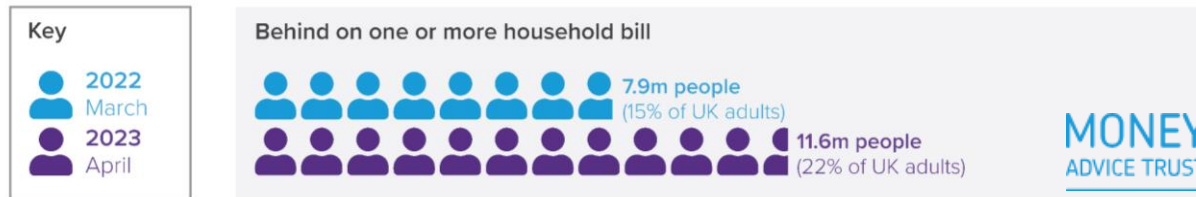
www.communitymoneyadvice.com

MONEY
ADVICE TRUST

UNDER PRESSURE

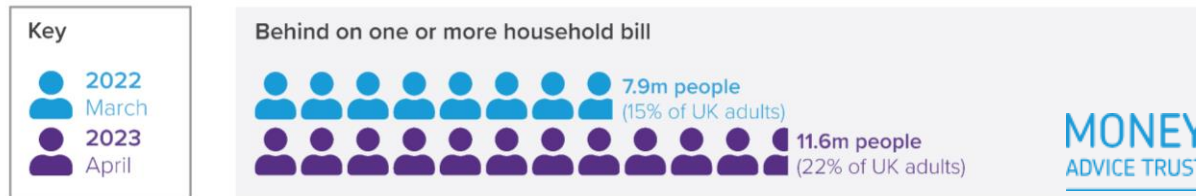
Tracking the impact of the high
cost of living on UK households

June 2023



Since March 2022, the number of UK adults who are behind on one or more household bill has risen to 1 in 5 from an estimated 7.9 to 11.6 million people.

Source: Under Pressure report published by Money Advice Trust June 2023 based on an Opinium survey of 2,000 UK adults and a comparison of data from previous polling carried out throughout 2022



An estimated 5.5 million people (1 in 10 UK adults) were behind on their energy bills in April – an increase of 2.1 million compared to March 2022.

Source: Under Pressure report published by Money Advice Trust June 2023 based on an Opinium survey of 2,000 UK adults and a comparison of data from previous polling carried out throughout 2022



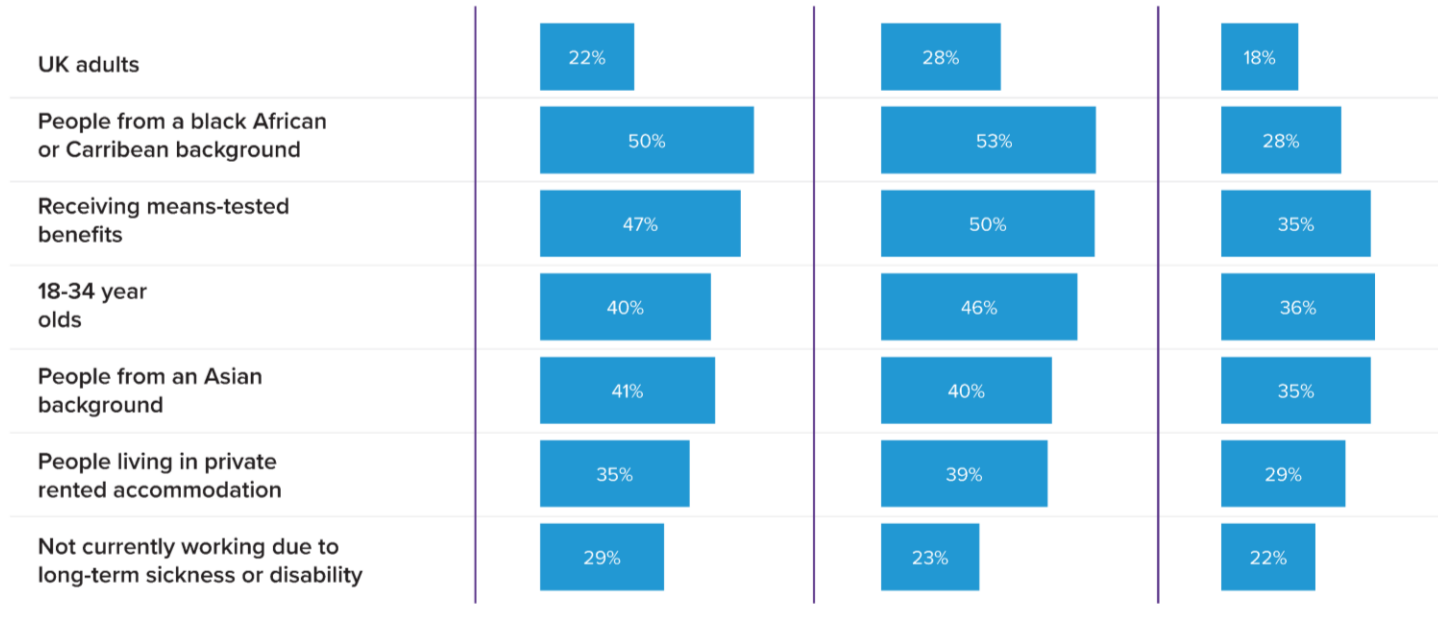
Behind on one or more household bill



Used credit for essentials in past three months as had no other way to pay for them

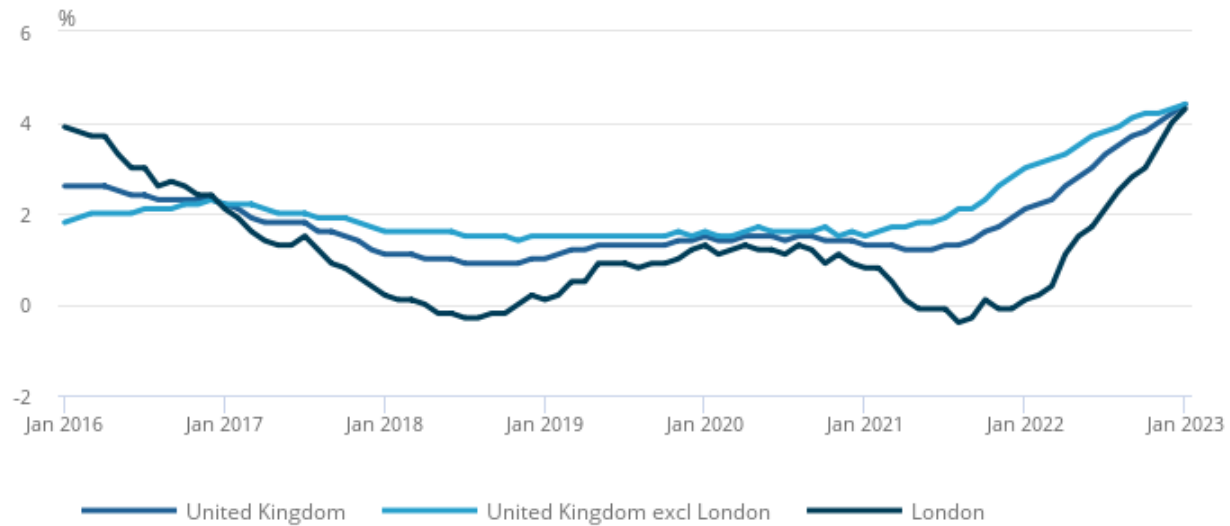


Expect to need advice about debts in next three months



Source: Under Pressure report published by Money Advice Trust June 2023 based on an Opinium survey of 2,000 UK adults and a comparison of data from previous polling carried out throughout 2022

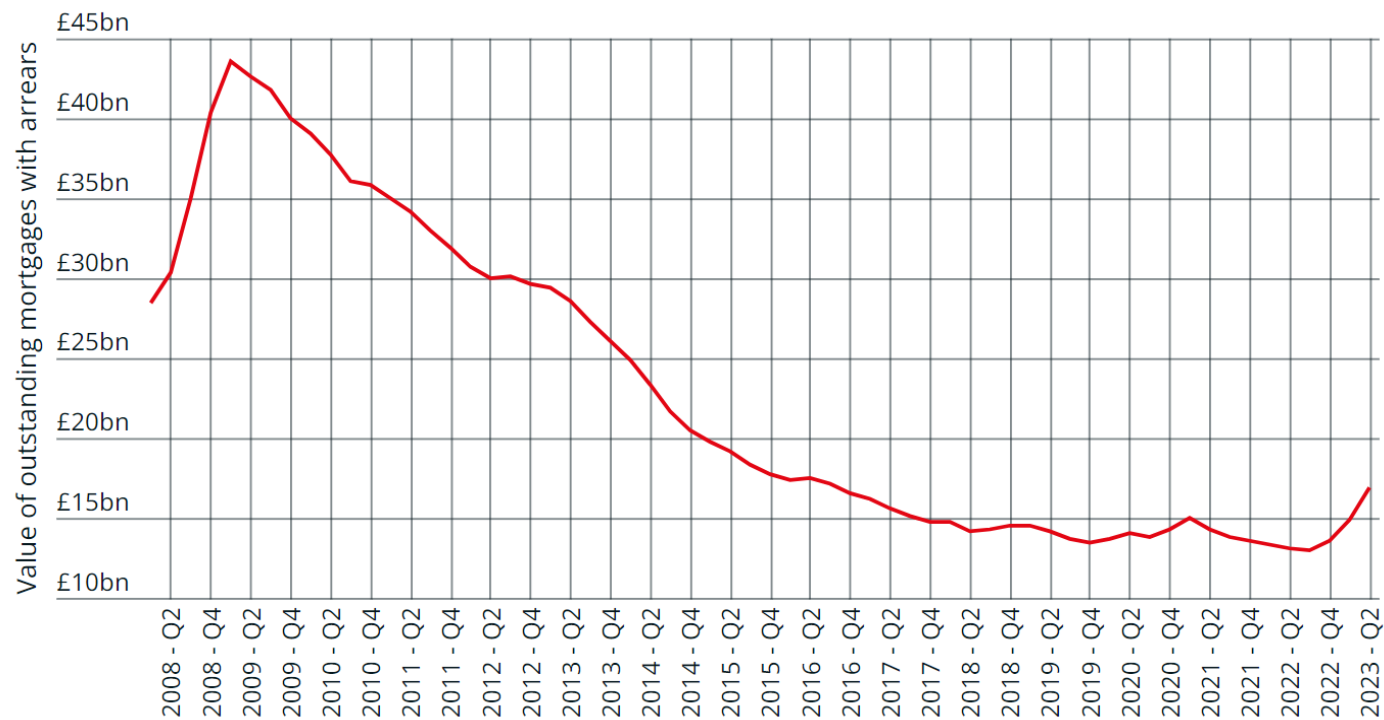
Index of UK Annual Private Housing Rental price change (%) over 12 months



Source: Office for National Statistics – Index of Private Housing Rental Prices

The value of outstanding mortgages in arrears was £16.9bn in the second quarter of 2023, a 29% increase on the same period a year before.

(arrears defined as failing to make payments equivalent to at least 1.5% of the outstanding mortgage balance or where the property is in possession)



Source: Bank of England. Non-seasonally adjusted data. September 2023.

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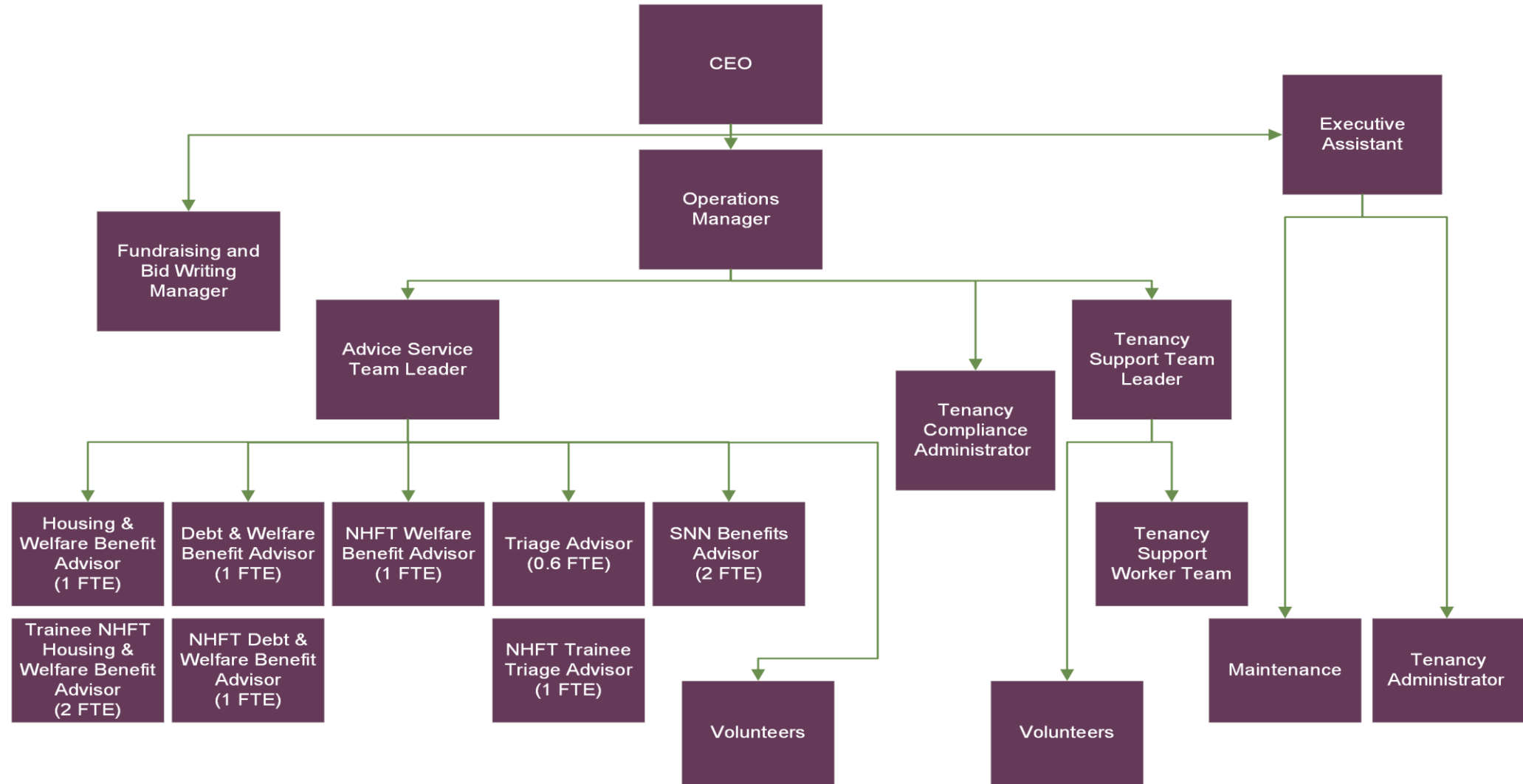


CEO's Report

Another Year of Growth & Change

- NHFT Advice Contract in North Northamptonshire expanded due to its success to include West Northamptonshire
 - Direct phone link to the Hub
 - Attendance at Mind Crisis Café's
- Satellite Advice Drop in's expanded:
 - Desborough Library
 - Daylight Centre, Wellingborough for Rough Sleepers
 - Encompass, Rushden
- ICS involvement – CWF & LAP's
- Support North Northamptonshire Partner

Another Year of Growth & Change



2022/23 Data

(compared to 2021/22)



- **2607** individuals approached (1043)
- **2955** issues supported with (1217)
- **13 % (330)** were under 25 years old (13% - 136 people)
- **11%** from Black and ethnic (BAME) Communities
- **85%** had a disability or long-term illness (81%)
- **56% (1468)** were experiencing mental health difficulties (51% -539 people)
- **£1,093,702** achieved in Financial Gains (**£626,687** previous year)

2023 / 24 Data

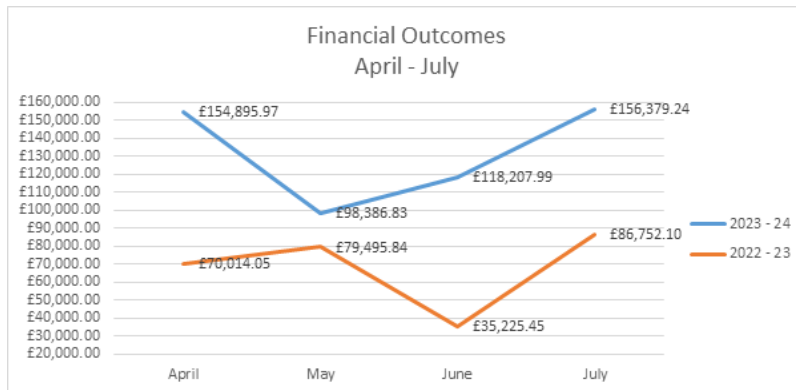
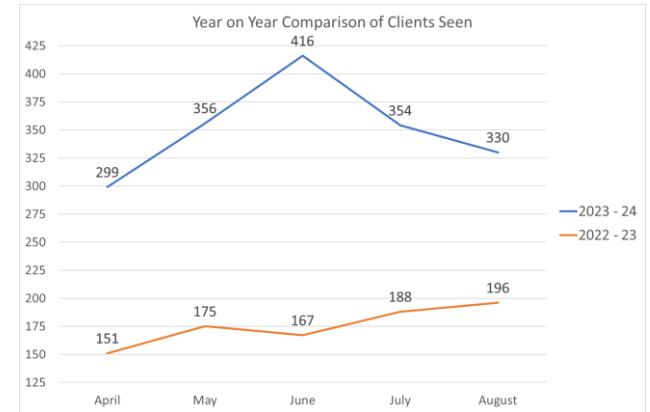
Current Position (5 months: 01/04/23 – 31/08/23)

- **1428** individuals approached us (2607 in 22/23)
- **1675** issues supported with (2955 in 22/23)
- **£787,383** achieved in Financial Gains (£1,093,702 in 22/23)
- **28%** of cases are food parcels & HSF vouchers

Advice Service

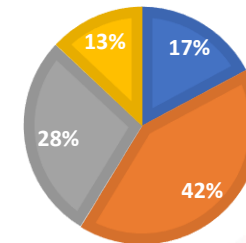
Current Position (since April 23)

- Advice Team grown from 7 to 10 Advisers
- No of cases opened
 - Was 192 per month (175 clients)
 - Now 335 per month (286 clients)
- **£1,106,433.70** debts being managed **£207,065** debt written off/included in DRO



ADVICE CASE TYPES

■ Debt ■ Housing ■ Welfare Benefits ■ Welfare Rights



Increase in Demand

- 2022/23: 225 Average number of calls to the office per week
- Current: 320 Average number of calls to the office per week

- 76% of all calls are answered by a person

- Cost of Living Crisis
- Renters Reform Bill Update

Advice Clients story's

Every week a volunteer calls clients whose cases have closed for feedback

P held my hands, offering advice and guidance and contacting the council on occasions when I could get no response from them. Thanks to Accommodation Concern's intervention, we were able to access SWEP accommodation during the cold spell in January, after first being turned down by the Council's housing officer, and we are now in interim council accommodation (under a section 189B duty).

Just to let you know the appeal I asked AC to support with in respect of MKB's Keyways App was really excellent – many thanks for his work on this.

C said AC's help has saved his wife's life. They are both hugely grateful and want everyone to know that the service AC provide is amazing. You really do not realise the difference you make to your client's lives.

Really quick service and problem now resolved.

Helped me get through the worst patch. I wouldn't know how to deal without the help

Supported Accommodation

Current Position

- Increased from 6 to 9 properties (Total of 32 beds)
North Paddock, Northampton
Keswick, Wellingborough
Field 2
- 6 RSI 'Housing First' properties
supported NNC with 4 RSAP properties set up

Restructure

- 1 Team Leader
- 4 TSW's
- Compliance Officer
- Administrator

Our Residents' Achievements...

- **30** Supported Accommodation Clients moved into their own properties
- Currently **38** people are in accommodation supported by us
- **24** Residents have completed AQA Units between April 2022 and April 2023
- **38** individual units have been completed by our Residents

The last words...

I became homeless through no fault of my own, so I was sofa surfing for over a year. My depression hit an all-time low. I was helped with a room in one of their properties but that wasn't all that I got. The support I was given by all the workers was fantastic and the help was endless and all I can say is a massive thank you to all the staff right up to the big bosses cause I wouldn't be here now in my own flat that I love that AC helped me prepare to move onto and they did and more. All the help and support I received was phenomenal I would shout from the roof tops to any one needing support and point them in the direction of accommodation concern every time because they are fantastic people thank you again for all the support you have shown me love to you all thank you

😊 ❤️ ❤️ xxx

I also wanted to thank you to you for talking to me. I actually felt like I was listened to for once and hopefully you can see just how badly I am effected by the goings on. I really do appreciate how kind you were to me and hope that things will get better from here on in.

Finally

Anonomous



Lewis



Future Plans

- **Future proof** our services
 - Re launch TSW service
 - Compliance & landlord responsibilities - Supported Housing (Regulatory Oversight) Bill
staff training – pilot to be rolled out
- **AQS** audit in October
- **Wellbeing of staff** to meet demand for the growing need
- Source **additional Supported Accommodation** properties across North Northants (Corby & Wellingborough)
- Develop our **user involvement forum** to ensure we continue to listen to the voice of our clients and residents
- **Fundraising Sleep Out** planned for this winter

How Can You Help?

- Donations
- Foodbank, house setup and Amazon Wish List
- Join the Sleep Out Fundraiser
- Sign up to our newsletter
- Become an Accommodation Angel

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

Closing address by

Philip Hollobone MP
Member of Parliament for the
Kettering Constituency

Thank you....

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Don't forget to follow us on....

