



Accommodation
Concern

Advice, support and housing
for a better tomorrow

2024 AGM



Scan me for the AGM papers!

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CEO's Report

Another Year of Growth & Change

- Team has grown from 20 to 35 staff
- AQS inspection passed October 2023
- 1st Sleepout held in February raised £8,000
- HSF funding awarded in March
Benefits, Floating Tenancy Support & Budgeting Support
- Tenancy Service review & relaunch
- 3 new properties
- Increased focus on obtaining feedback
- Support North Northamptonshire Partner

And there's more..

- Garfield Weston – Pilot Light Award

VCSE Leadership

- VCSE North Representative
- Housing strategy
- Adult Social Care strategy
- VCSE Engagement group
- ICS – PBP (CWF) & LAP attendance
- BIG 50

- NNSE (Social Enterprise)
- NNBN (Business Network)
- Chamber of Commerce



Weston Charity
AWARDS

pilotlight
Partner Charity



2023/24 Data

(compared to 2022/23)



- **2339** individuals approached (1878)
- **4070** issues supported with (3206)
- **9% (208)** were under 25 years old (13%)
- **14% (336)** from Black and ethnic (BAME) Communities (11%)
- **83%** had a disability or long-term illness (85%)
- **59% (1398)** were experiencing mental health difficulties (56%)
- **£2,398,209.25** achieved in Financial Gains (**£1,093,702** previous year)

Current Position

(5 months: 01/04/24 – 31/08/24)

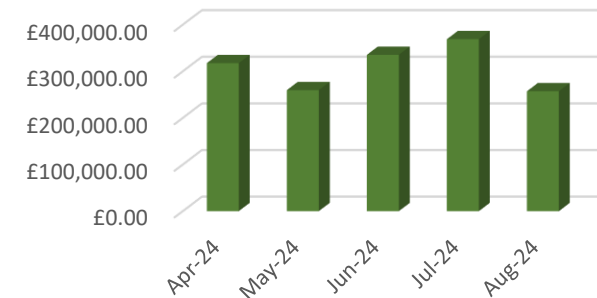
- **1237** individuals approached us (2339 in 23/24)
- **1945** issues supported with (4070 in 23/24)
- **£1,538,017.23** achieved in Financial Gains (£2,398,209.25 in 23/24)
- **£56,834.69** of Grant Funding
 - Emergency Food
 - Charity Applications for White Goods
 - Rental Deposits
 - HSF vouchers

Advice Service

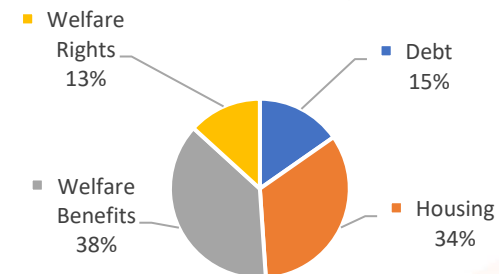
Current Position (since April 24)

- Advice Team grown from 10 to 17 Advisers
- No of cases opened
 - Average 404 per month since April
 - Up from 342 (23/24)
- Currently Managing **£1,198,779** debts
- **£365,904** debt written off/included in DRO

Financial Gain By Month



Advice Case Types



Advice where it's needed ...



Advice Clients Feedback

Each month we call and text clients whose cases have closed for feedback

“Just a wonderful service. Bravo Accommodation Concern.! Keep up the fantastic service that you provide. You perhaps sometimes do not realise the true impact to someone like me. That impact is utterly immense. Charley deserves a medal in my humble opinion. Just amazing. Best of luck in the future.”

“I think organisations like yours are doing amazing job.”

“I would like to thank them all for the help they have given me. They put a lot of passion and effort into what they do”

“She made me feel at ease. Not afraid in any way. Made me feel I was attempting the right thing for me. If unsuccessful I can try again”

“Hi. Josh I heartily want to thank you for your help. Fast and effective. Thanks to you, I have a roof over my head, I am alive and I can heal. I hope I can forget the bad times. You are a young man, but you have a big heart, I wish you through the grace of God great blessing, as your heart and goodness deserves.”

Supported Accommodation

Current Position

- Increased from 9 to 12 properties (Total of 45 beds)
- 2 new properties in Kettering
- 1 new property in Irchester
- 6 RSI 'Housing First' properties

Tenancy Staffing Team

- 1 Team Leader
- 4 Engagement Workers (Tenancy Support Workers)
- Maintenance Officer
- Administrator



Our Residents' Achievements...

- **30** Supported Accommodation Clients moved into their own properties since April 2023
- **Thomas Brington Funded Resettlement Project**
Funds 6-12 weeks of resettlement support for clients when they leave AC Supported Accommodation

£36,134 Resettlement Financial Gains

e.g. Housing Benefits Claimed, Council Tax Support

49 Non-Financial Resettlement Outcomes

e.g. Set up gas, electricity, and water accounts, Supported to deal with disputes, “Cook on a budget” – Coaching

Housing Support Fund (HSF)

HSF Projects

Floating Support

Ambitions:

- 600 clients supported to maintain tenancy (urban & rural)
- Provide practical support to sustain tenancies
- Prevent eviction & Identify housing solutions

Budgeting

Ambitions:

- Create a budget coach programme
- Train 10 volunteers to deliver budget training workshops
- 12 weeks mentoring with budgets (25 hours)
- 100 clients attend workshops by 31/12/25
- 75 attendees mentored

1 Project Lead
2 HSF Tenancy Support Workers
1 Triage Advisor
1 Housing Advisor

1 Volunteer Coordinator/Budgeting Coach
2 Benefit Advisers

Benefit Advice

Ambitions:

- 300 clients supported (urban & rural)
- Benefit Checks
- Form Filling
- Reconsiderations, Appeals

Floating Tenancy Support

Ambitions:

- 1. Provide practical support to sustain tenancies**
 - Prevent eviction
 - Identify housing solutions
- 2. Outcome star & WEMWEBS to identify area of support**
 - Budgeting
 - Minor Sorting – Decluttering (NOT HOARDING)
 - Maintaining tenancy
 - Mediation
 - Antisocial/neighbour issues
 - Resettlement
- 3. 600 clients supported by end of March 25**
400 urban areas & 200 rural areas
- 4. Up to 25 hours of support per person**

1 team leader
1 housing advisor
1 Triage advisor
2 TSW

Tenancy Support

Partners referring in:

- Housing options
- Adult social care
- Estate agents & private landlords
- Housing associations
- Faith groups & other local agencies (LGBTQ+ Forum & NBCT)
- SNN



Floating Tenancy Support...

Case Study

- FA, in Temporary Accommodation with 11-year-old and 18-year-old dependents
- Fled gang related issues with son in Milton Keynes.
- FA working
- Had turned down a property (Housing Duty discharged)
- Overstayed in Temporary Accommodation (Excluded Occupier),
- MASH referral made
- Client refused to leave
- Referred into our Floating Tenancy Support
- Requested support with looking for properties in PRS

Floating Tenancy Support...

Actions

- HSF Team visited property, carried out financial assessment
- Benefit Check completed
- Collected information to support possible Housing Case with AC
- Contacted Accent Group to enquire about a Direct Let outside of Keyways
- Contact made with Letting Agents - organised a viewing
- Client felt being on benefits was stopping her from being offered anywhere in Private Rented Sector

Outcome

- Allocated a property via Accent (Direct Let in Northampton)
- Moved in July

Future Plans

- Keep our clients and residents at the front of everything we do and ensure we listen to them!
- Ensure the wellbeing of staff so we can continue to meet the growing demand.
- Embed our processes and procedures to enable continued growth.
- Continue to grow Supported Accommodation properties across North Northants (Corby & Wellingborough).
- Train community champions currently working at other organisations to help their community access Housing, Debt & Benefit advice.
- Work with the board to review our Strategy and Business Plan for 2024-2029.
- Race Night planned for late November / early December 2024.
- Fundraising Sleep Out planned for Friday 21st February 2025.

How Can You Help?

- House setup and Amazon Wish List
(Toiletries, new single bedding)
- Join the Sleep Out Fundraiser
(Friday 21st February 2025)
- 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**

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

Evonne Coleman

Assistant Director Strategic Housing, Development & Property Services
North Northants Council

Thank you....

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

