

# Aspirations Programme Quarterly Report

Q4 (1 January - 31 March 2016)



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Caritas Anchor House is a residential and life-skills centre for single homeless adults, and acts as a community empowerment hub in the local area. Our driving mission is to ensure that those who walk through our doors grow in confidence and move towards leading independent, self-fulfilling lives by providing education, guidance and personal rehabilitation.

Caritas Anchor House works with vulnerable groups including those affected by homelessness, offending, mental health, substance misuse, domestic abuse and unemployment. We have a holistic approach and use our innovative Aspirations Programme, developed in collaboration with our residents. The programme addresses all aspects of their life, including health and wellbeing, recreational and therapeutic activities, maintaining relationships, financial management, education, volunteering, training, back to work preparation and support to achieve independent living.

# Overview Summary

This quarter, the last of our reporting year, has seen Caritas Anchor House stabilise many aspects of our performance as we have dealt with partner organisations changing, the impact of austerity measures and operating from our building of which 40% has been demolished in order to redevelop our facilities and construct 25 move-on flats. The flats aim to ease the transition for those moving into independent living, and are due for completion in November 2016.

The referrals received are continuing to be increasingly complex, with higher levels of support required to address multiple areas of need. For example, in this quarter we have provided internal support for 53 residents to address mental health needs, 29 residents for substance misuse and 13 for criminal justice issues.

In the past quarter, 21 residents moved on into independent accommodation successfully – a key objective for each of the residents that come through our doors. However, due to the challenging housing market – particularly in the London Borough of Newham – we would have liked this figure to be higher. Residents have been staying with us for longer than in previous years.

The housing situation has continued to worsen. Rent levels in Newham have seen a higher increase than anywhere else in the UK over the past 12 months. Coupled with the Local Housing Allowance for Housing Benefit now considerably below the market rate for rent, options for moving on our residents are now limited. Also, we are seeing landlords become increasingly unwilling to take on those on benefits, and many are being evicted in favour of higher rental income.

We continue to work with many partners and this has been a cornerstone of our recent successes. These include a relatively successful contract, on a payment by results basis, with Department of Work and Pensions (DWP). Due to our partnership approach, this quarter one of our residents gained a work placement in the private office of the Secretary of State in the DWP.

Overall, our results are relatively close to our targets and we are particularly pleased that over the last 12 months to 31<sup>st</sup> March 2016:

- We supported 66 residents into independent accommodation
- We had an occupancy rate of 98.7%
- Service users took part in 2023 volunteering instances
- We recorded 12,000 instances of community members accessing our services, including our mutual aid meetings for those in recovery from drug and alcohol dependencies.

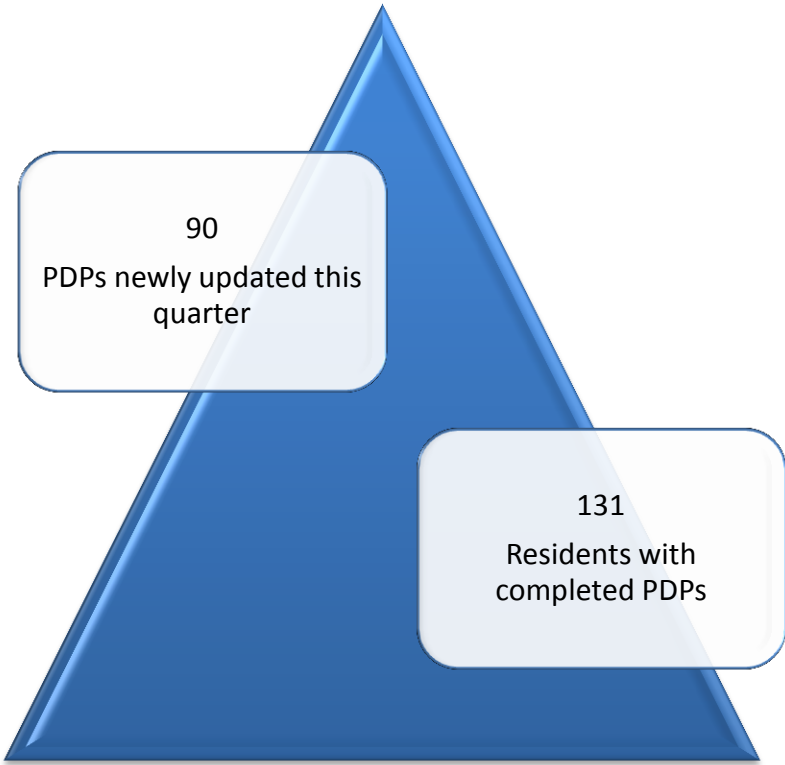
**Keith Fernett**  
**Chief Executive**



# Personal Development

When residents arrive at Caritas Anchor House (CAH) they are assigned a Lifestyle Architect who meets with that resident on a regular basis during key working sessions. Lifestyle Architects are part of our Personal Development Team (PDT).

The Team supports our resident group to reclaim their lives, supporting them through any barriers they may have into independent living and becoming an active member of their community. The team is central to guiding our residents through the CAH journey and nurturing personal development. Together with the resident, the Lifestyle Architect designs a Personal Development Plan (PDP), which acts as a guide to moving on from CAH. These PDPs are reviewed on a quarterly basis.



**Total residents this quarter: 152**

# Employment & Volunteering

CAH encourages and supports residents and community members into employment. This is done through the Education, Training and Employment (ETE) offering and volunteering.

Volunteering occurs internally and externally of the CAH buildings. Internal volunteering might include Catering, Fundraising and Marketing and supporting the Maintenance department, as well as roles such as Ambassadors and Fire Wardens. External volunteering might include work with partner organisations such as the Memorial Community Church. Volunteering is organised and supported by CAH for both residents and members of the local community.

## Employment

### Resident employment

- **43** residents were in paid employment this quarter
  - o **23** were in **Full Time employment**
  - o **19** were in **Part Time employment**
  - o **1** was on a **Zero-Hours Contract**
- **1** resident completed an unpaid work placement at the Department of Work and Pensions
- **10** residents gained employment this quarter

### Resident unemployment

- **71** residents were registered as job seekers in this quarter

## Volunteering

### Resident volunteering

- **31** residents volunteered **internally**
- **5** residents volunteered **externally**
- **302** volunteering **sessions** were undertaken
- **600** volunteering **hours** were given

### Community volunteering

#### (non-resident)

- **4** community members volunteered
- **101** volunteering **sessions** were undertaken
- **435** volunteering **hours** were given

# Education and Training

A Training Needs Analysis (TNA) is completed in a one-to-one meeting between a resident and a member of the Education, Training Education (ETE) Team within one month of arrival at CAH. The TNA highlights a resident's experience, achievements and goals that relate to ETE.

The TNA is a great springboard for discussions about where the resident wants to go next. Typically, a resident will be booked into Job Club, Welcome Host Gold Training and a CV workshop/surgery and any other suitable activities in accordance with their needs.

Work placements are greatly beneficial to those residents who are work-ready and CAH maintains valuable partnerships with external providers in order to provide them.

## 50 residents updated and/or completed new Training Needs Assessments in Q4

### Employment Training

#### Employment Support

- 74 attendances at **Job Club**
- 36 attendances at **CV surgery and workshops**

#### Work Placements

- 7 residents took part in **Ready For Work** placements
- 1 resident completed a work placement in the **Department for Work And Pensions**

#### Apprenticeships

- 1 resident continued their apprenticeship with **Pret A Manger**

### Education

#### Training

- 13 residents attended **LASS**
- 24 residents attended **Welcome Host Gold Training**
  - o 7 of these sat the **City and Guilds Customer Service Examination**
- 1 resident completed a **tunnelling course with TUCA**

#### E-Learning

- 28 residents took the **Health and Safety** e-learning course
- 21 residents took the **First Aid** e-learning course

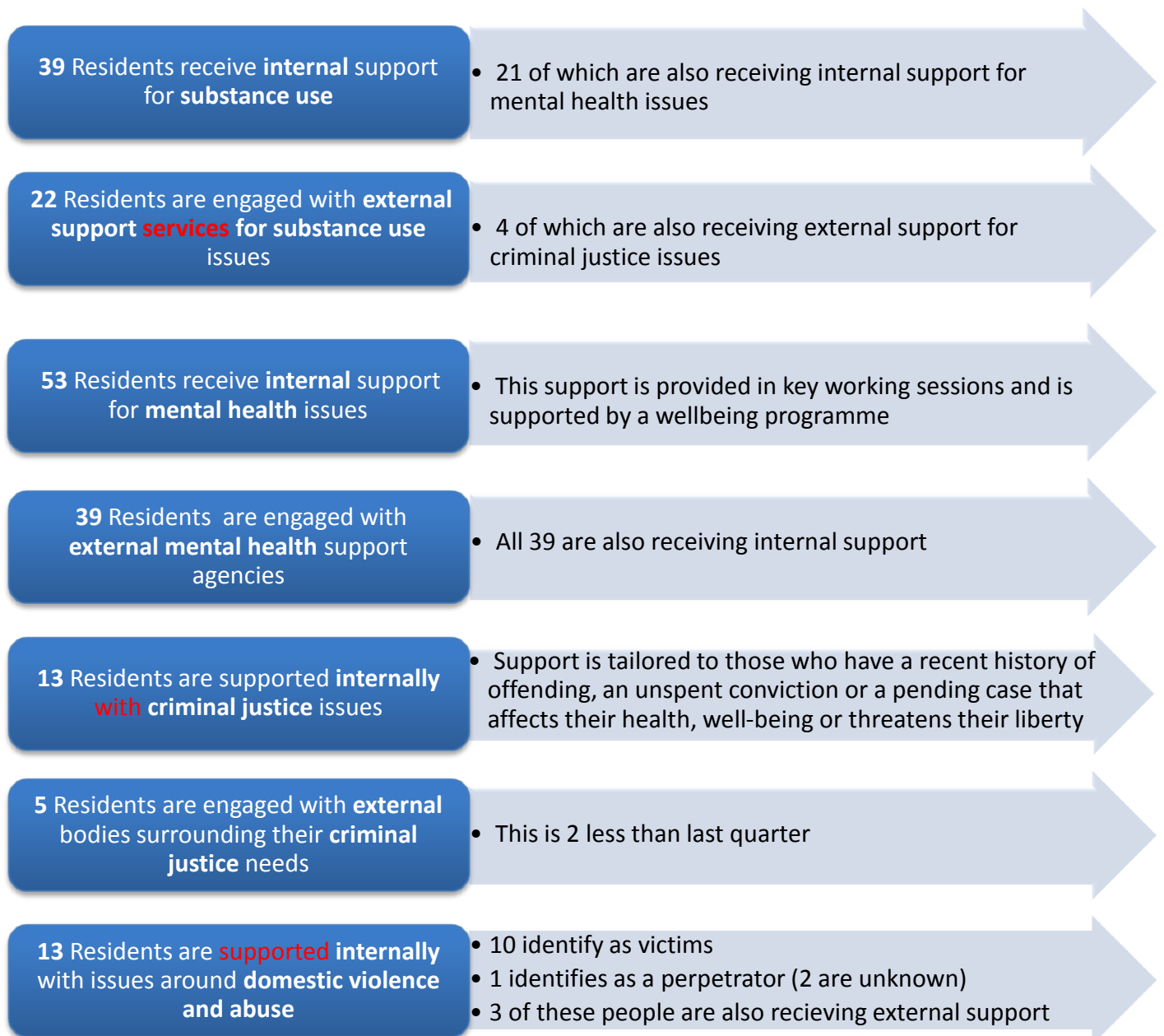
#### IT Training

- 26 residents completed an **IT training assessment**
- 23 residents completed the **5-module IT training course**



# Complex Needs

The Personal Development Team assists residents with complex needs on a regular basis through key working sessions. The specialist team leads provide extra support for anybody experiencing enhanced needs as a result of mental health, criminal justice, substance use and domestic abuse issues. They also ensure that residents are referred to appropriate external bodies. This dedicated support has led to many successes including one resident with historical issues with substance use being discharged from treatment services and successfully finding planned long-term accommodation.



# Health & Wellbeing

Our Wellbeing Programme is an important feature of the services delivered at CAH. We believe in strengthening residents' wellbeing by building personal resilience working with partners, such as ASK Newham, Sarah Agnes Foundation and Core Landscapes, as well as delivering workshops internally at CAH.

## The Wellbeing Audit:

- **47 residents** took part in the activities during the in-house wellbeing audit. This audit was done in order to further understand resident wellbeing and explore what activity can best support wellbeing for service users. Results were measured in 2 questionnaires, which used the nationally recognised Warwick-Edinburgh Mental Wellbeing Scale in order to assess wellbeing and progress.
  - o 43 completed and returned the 1<sup>st</sup> Questionnaire
  - o 23 completed and returned the 2<sup>nd</sup> Questionnaire

## Health and Wellbeing:

- **Light and Dark:**  
**21 residents** took part in this music project, comprising of three activities for both residents and ASK service-users
- **Meditation:**  
**21 residents** took part in two meditation sessions
- **Core Landscapes:**  
**8 residents** took part in this community garden project
- **Catalyst in Communities:**  
**12 residents** and **1 community member** took part in this project
- **SAF Counselling:**  
**5 residents** received this support
- **Nurse:**  
**12 residents** saw the nurse
- **Face It:**  
**5 residents** attended **Khulisa's** Face It Programme
- **Mutual Aid:**  
There were **over 1200** attendances from visitors and residents at Mutual Aid meetings held at CAH





# Community Resilience

## Your Space

Through the work of Your Space, CAH provides discussion groups to the local community in a safe and non-judgemental environment. This promotes wellbeing and the empowerment of members of the local community.

**The Hub:** 62 attendances at 12 sessions

*The Hub is a safe learning space for individuals to share and explore thoughts openly whilst learning from others.*

**Walk and Talk:** 35 attendances at 6 sessions

*Walk and Talk allows those who suffer with mental illness, stress or social exclusion to exercise, build relationships, confidence and self-esteem.*

**Connecting Families:** 40 attendances at 5 sessions

**Connecting Elders:** 171 attendances at 10 sessions

*These groups look to improve the quality of interactive time within local families in order to improve the social health of Canning Town.*



St Mark's Community Centre

CAH manages St Mark Community Centre in Beckton, Newham. We have supported the organisation's operations, helped it to become financially sustainable, and supported the development services for the community. The centre welcomes local businesses to rent office space, is establishing a nursery service for local families and hosts a wide range of community events from dance classes to professional training classes.

The centre hosts community gatherings and events throughout the year and has recently become a home for the community's Deaf Club. In this quarter 80 people have taken part in this club.

# Move On

The Move On Team have successfully sourced a number of long term independent living solutions for CAH residents who are ready to graduate from the programme. This has resulted in 21 people successfully moving on positively from our services. The team has achieved this by building strong, productive relationships with housing providers - without these relationships, there would be no results.

Fifteen properties are allocated to CAH by the London Borough of Newham per annum. Properties can also be obtained through local housing stock, the private sector or other forms of renting such as supported housing, or family reconciliation.

## Residents moved out of Caritas Anchor House during Q4.

**21** of these were **planned**

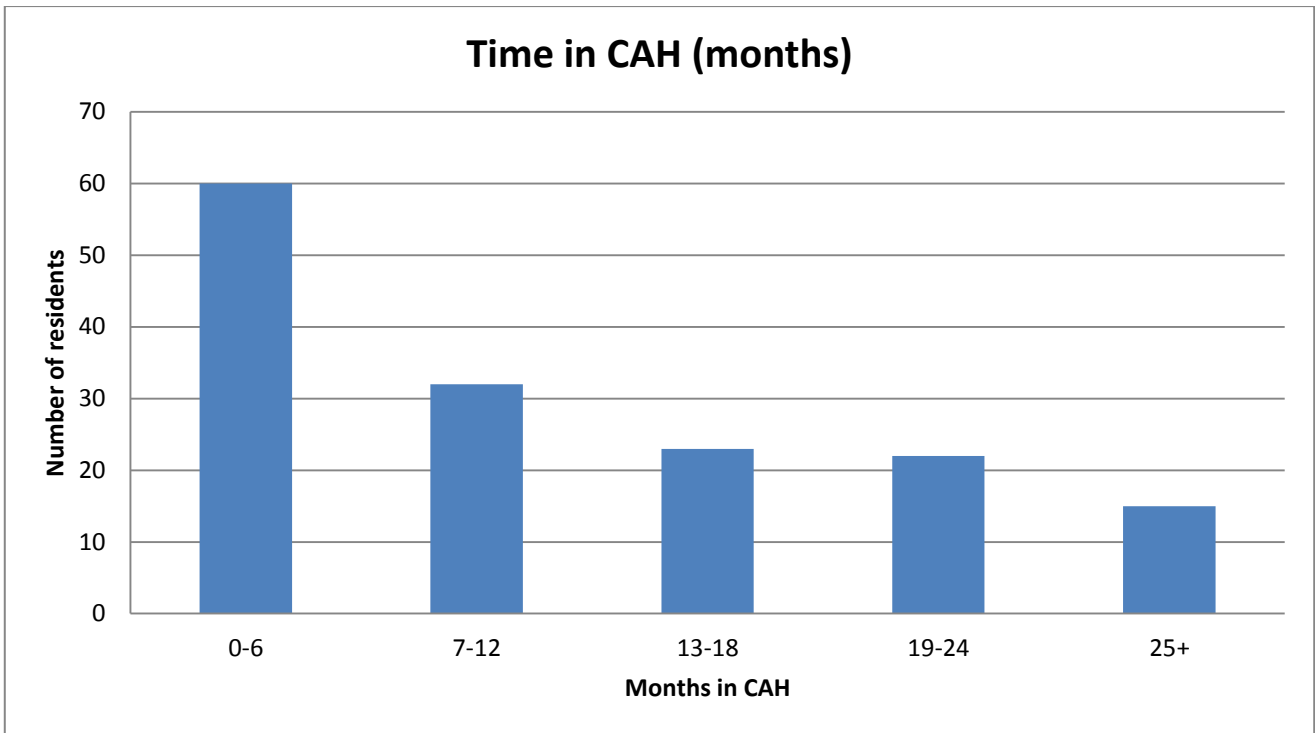
- **3** Supported Housing (Genesis Housing Association)
- **1** Local Authority (CAH Nomination)
- **4** Housing Association (East Thames)
- **10** Private Rented Sector (Irish Causeway)
- **3** Other (Family/Friend Reconciliation)

**11** of these were **unplanned**

- **9** Evicted (Notices to Quit)
- **2** Unplanned other (Abandoned/ Custody)

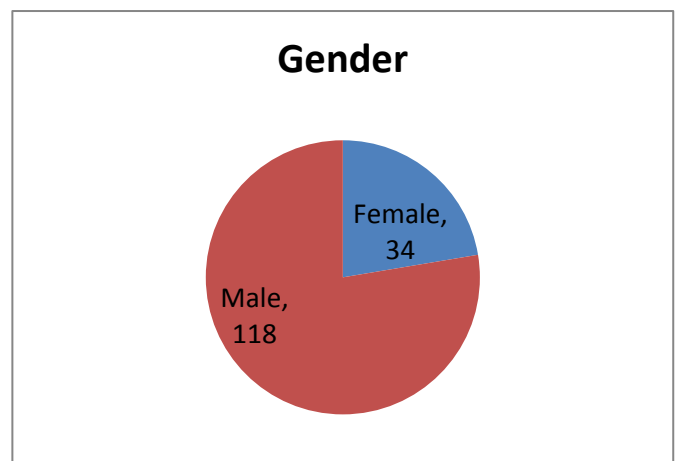


# Client Composition

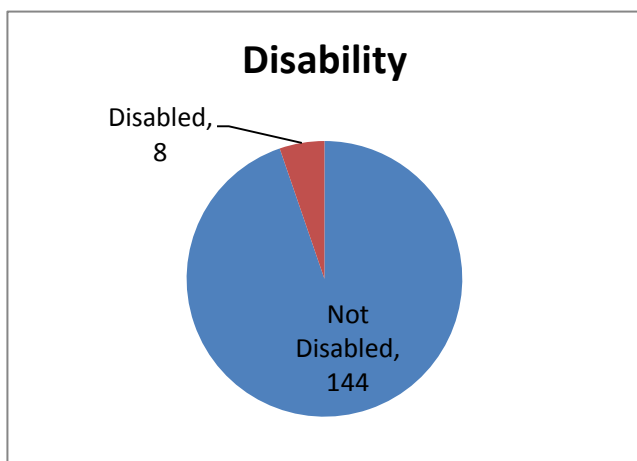


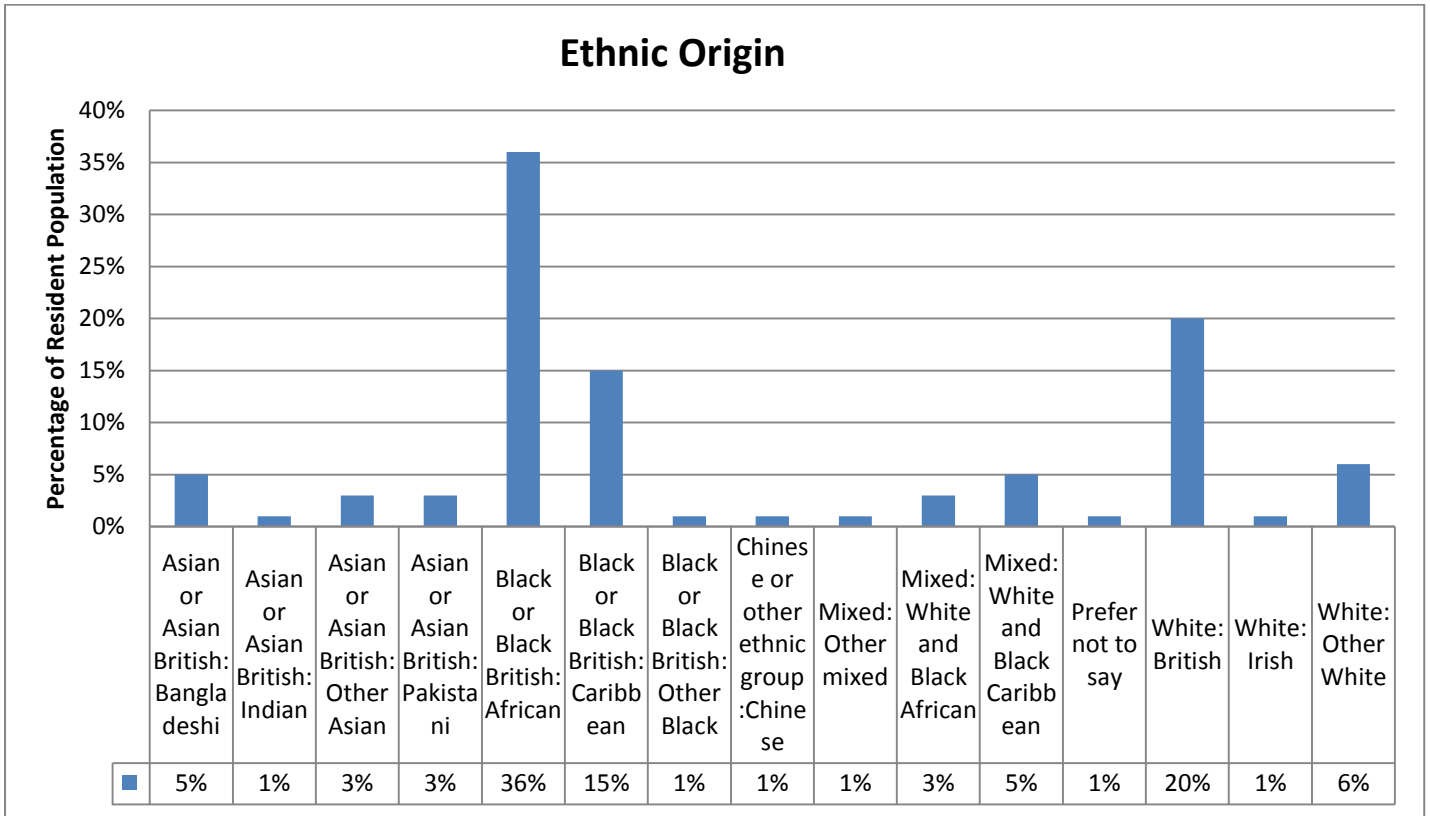
CAH aims to encourage and support residents to move on into positive independent living within 12 months of entering the programme. Fewer than 40% of individuals who stayed in CAH in this quarter stayed for over one year.

This quarter, 78% of our residents were males. This reflects the profile of the single homeless population in England, where women make up 26% of clients of homelessness services across the country.

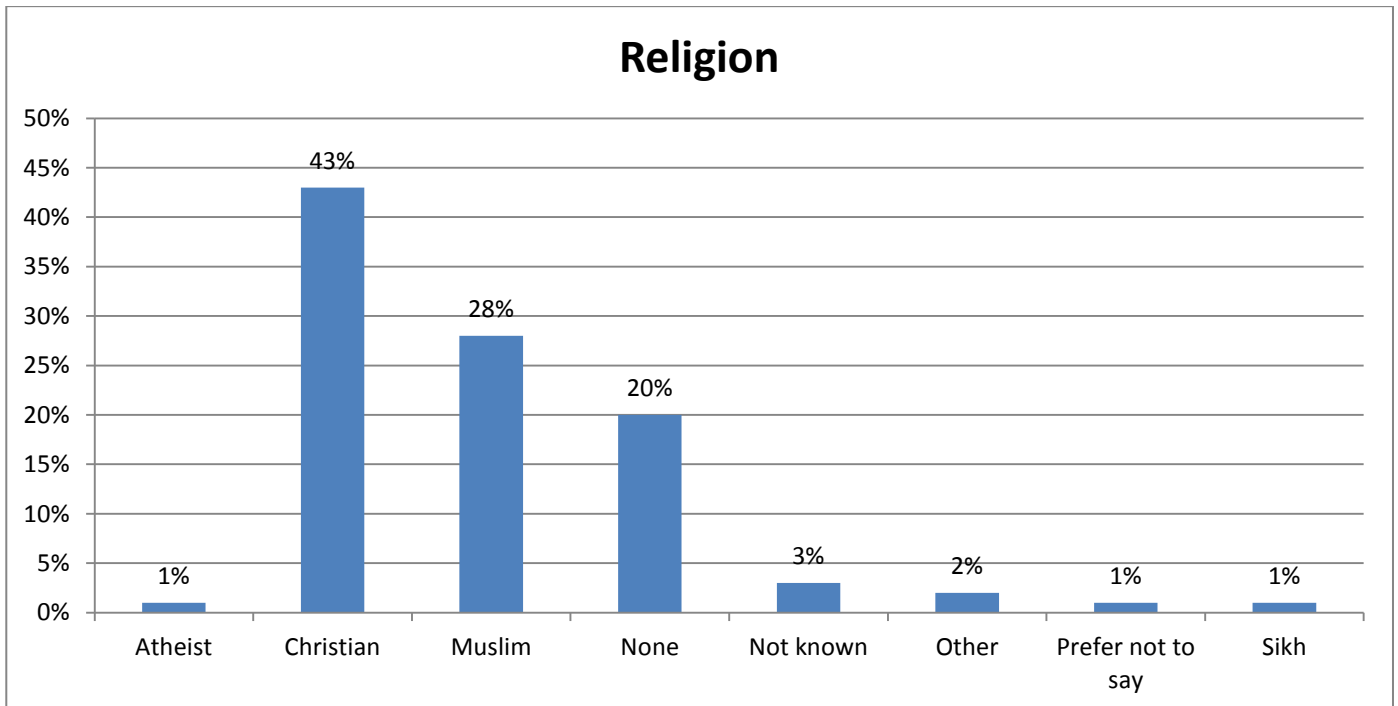


Just over 5% of our residents identified as disabled within this quarter.





Over one quarter of the resident group in this quarter identified as males of 'Black British or Black British: African' origin. This was the largest gender/ethnic group in CAH followed by 'White: British' males, then 'Black or Black British: Caribbean' males.



In this quarter 43% of residents identified as Christians, 28% as Muslims and 20% said they had no religion.

# Outputs to Date

Statistics are given for all residents who stayed during the quarter.

|   | Q1    | Q2    | Q3    | Q4    | Outputs to Date | Last Year's Outputs | Target for Year |
|---|-------|-------|-------|-------|-----------------|---------------------|-----------------|
| Move-on (planned)                             | 18    | 14    | 13    | 21    | 66              | 61                  | 70              |
| Move-on (un-planned)                          | 10    | 5     | 7     | 11    | 33              | 40                  | <25             |
| Residents into employment                     | 10    | 6     | 12    | 10    | 38              | 55                  | 50              |
| Residents with PDPs                           | 99%   | 98%   | 94%   | 86%   | 94%             | 91%                 | 90%             |
| Residents with CVs                            | 69%   | 69%   | 77%   | 71%   | 72%             | 68%                 | 90%             |
| Residents registered with GP                  | 92%   | 93%   | 89%   | 95%   | 92%             | 77%                 | 90%             |
| Resident attendances at events                | 59    | 51    | 144   | 68    | 322             | 230                 | 100             |
| Internal volunteering sessions                | 486   | 518   | 291   | 288   | 1583            | 3979                | 1500            |
| External volunteering sessions                | 55    | 53    | 217   | 115   | 440             | 717                 | 400             |
| Referrals received                            | 143   | 184   | 131   | 140   | 598             | 527                 | n/a             |
| Referral assessments completed                | 28    | 21    | 32    | 49    | 130             | 147                 | n/a             |
| Accepted and booked in                        | 21    | 19    | 21    | 32    | 93              | 108                 | n/a             |
| Throughput for each quarter                   | 141   | 139   | 141   | 152   | 213             | 226                 | 220             |
| Occupancy rate                                | 97.8% | 99.4% | 98.6% | 98.9% | 98.7%           | 99.3%               | 97%             |
| <b>Composition of Residents</b>               |       |       |       |       |                 |                     |                 |
| Issues with Substance Misuse                  | 32    | 33    | 54    | 39    |                 |                     |                 |
| Issues with Mental Health                     | 59    | 51    | 73    | 53    |                 |                     |                 |
| Issues with Criminal Justice                  | 9     | 9     | 7     | 13    |                 |                     |                 |
| Issues with Domestic Violence                 | 15    | 12    | 17    | 13    |                 |                     |                 |
| Residents with one or more of the above needs | 80    | 75    | 72    | 74    |                 |                     |                 |
| Attendance at AA/CA meetings                  | >1300 | >1400 | >1200 | >1200 |                 |                     |                 |

[www.caritanchorhouse.org.uk](http://www.caritanchorhouse.org.uk)

Caritas Anchor House  
81 Barking Road  
London E16 4HB

tel: 020 7476 6062  
fax: 020 7055 6821  
email: [info@caritasanchorhouse.org.uk](mailto:info@caritasanchorhouse.org.uk)  
[www.caritasanchorhouse.org.uk](http://www.caritasanchorhouse.org.uk)

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