

Organisational Outcomes

Aspirations Programme

Q2 (1st July 2013 – 6th October 2013)



Anchor House provides for those in need regardless of their race, creed, ethnicity, religion, gender or circumstance.

Our mission is to address the needs of the whole person, materially, emotionally and spiritually helping them to find meaning and fulfilment through life experiences, both good and bad.

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Overview Summary

The last quarter has seen the continuation of the changes started about six months ago, and we are continuing to receive referrals with very high needs attached - this is illustrated in the Complex Needs statistics. During the last quarter we have seen our Housing Related Support contract extended for six months but with a 20% reduction in monies. We are expected to deal with an offender who has PTSD, a long offending history and Schizophrenia for £50 a week. As we are the only major homeless facility with a contract in the Borough we are experiencing more and more difficult clients.

The quarter has been characterized by more difficult clients and at the same time the withdrawal of our ability to rehouse our residents by the London Borough of Newham has been exceedingly problematic and has led to tensions and violence. This decision by the Housing Service is beyond comprehension, and it has culminated in a considerable number of unplanned exits.

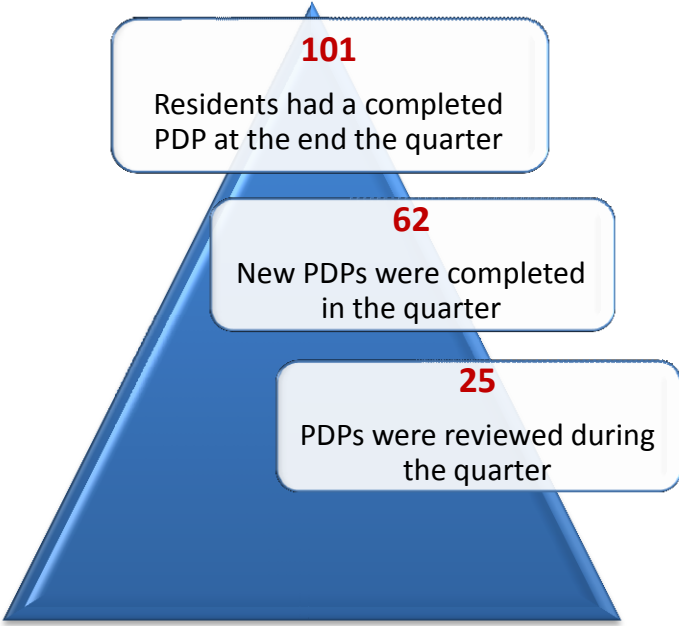
The bright spark in the quarter is how our staff have continued to ensure that education, employment, volunteering and partnership work has continued to flourish and we have had record levels of achievements for employment and volunteering.

Our Transformation Programme which is aimed at our operational and systems effectiveness continues and we have managed an occupancy rate of 99.2% so far this year.

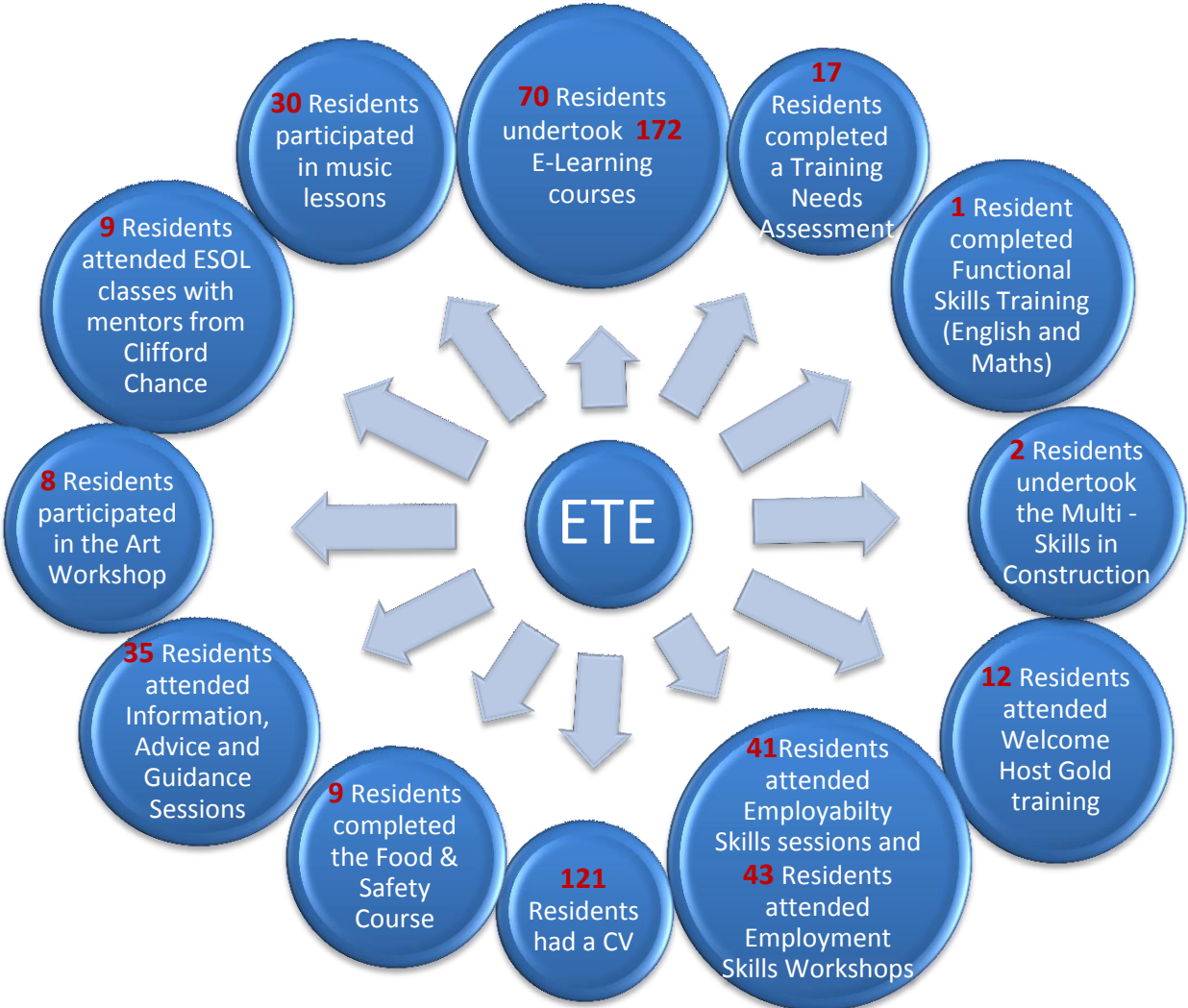
Our Achievements

- ◆ A 398% social return on investment as verified by Oxford Economics.
- ◆ Communities of Health award winner.
- ◆ Healthy Options award winner.
- ◆ A four star restaurant onsite.
- ◆ Michael Whippman award winner for resident involvement.
- ◆ Michael Whippman award winner for community involvement.
- ◆ Charity Times award for best use of technology.
- ◆ National Apprentice of the Year award.
- ◆ City and East London Employment Partnership award for 'Outstanding Individual Back to Work'.
- ◆ National Training award for Inspiration in Training and Education.
- ◆ The UK Skills Council has named us as a National Centre of Educational Excellence.
- ◆ National and International recognition.

Personal Development and Education & Training

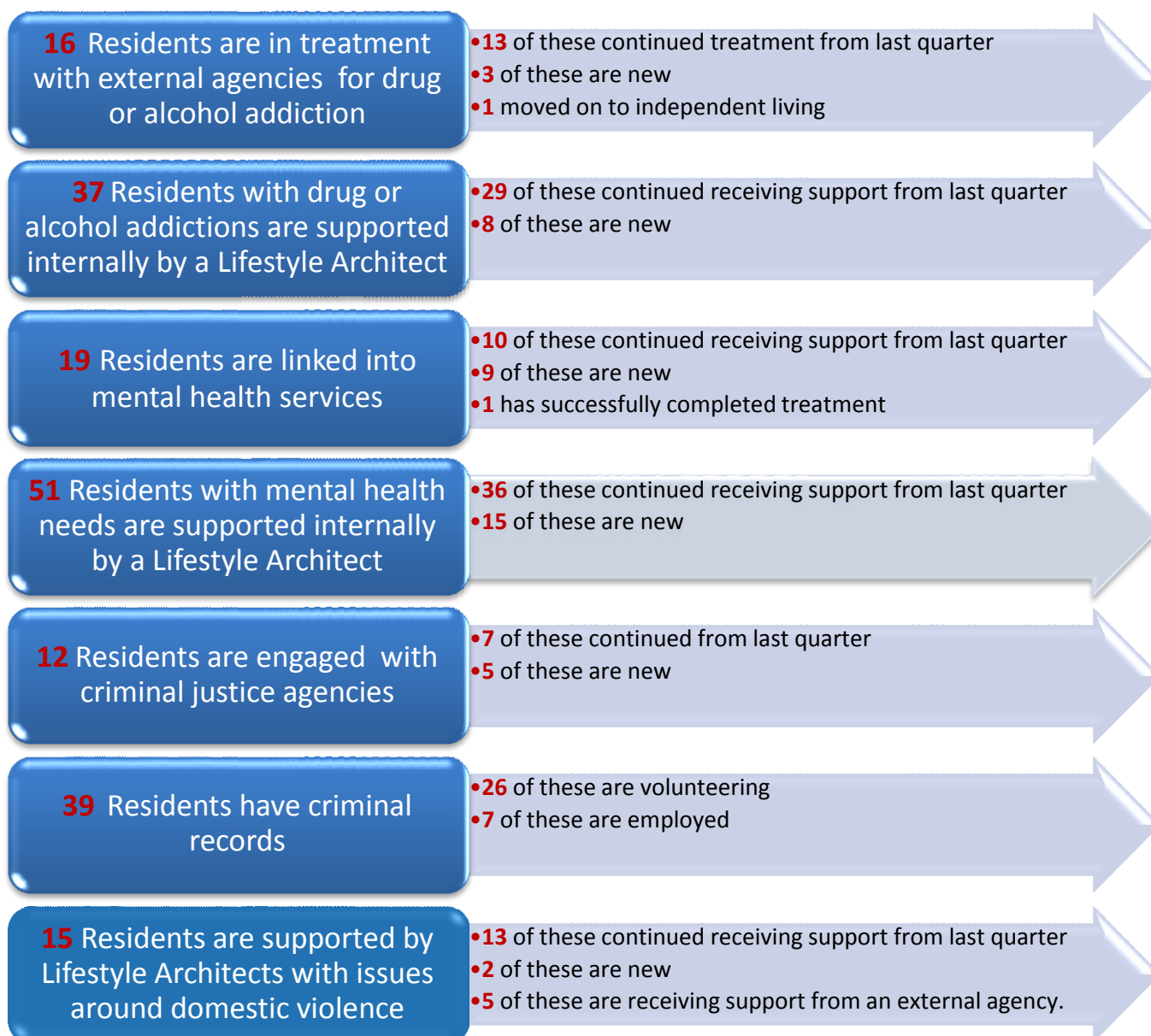


It is our aim that all residents have a completed PDP within the first three months of moving into Anchor House. This is then reviewed every three months and a new PDP completed every six months. Where appropriate, reviews and new plans will be completed more regularly.



Complex Needs

The Specialist Needs Team has been working with residents with complex needs.



Employment & Volunteering

The Volunteering Programme that we offer is very structured. It is broken down into two sections:

- **Internal** – This includes work in the Catering, Fundraising & Maintenance department and positions/roles within the organisation. We also have Resident Ambassadors and Fire Wardens.
- **External** – Residents volunteer mainly with our local partners (St. Mark's Community Centre and the Memorial Community Church) and others volunteer at their chosen organisation.

Employment

- **55** Residents worked during the quarter:
 - **23** of these started working in this quarter.
 - **6** of these stopped working during this quarter.
 - **6** of these moved on to independent living.
 - **43** Residents were still in employment at the end of this quarter.

Volunteering

- **838** volunteer sessions were undertaken by Residents during the quarter:
 - **821** sessions were internal.
 - **17** sessions were external.
 - **69** Residents have volunteered in total, **59** of these are internal and **10** volunteered internally and externally.

Health & Well-Being

Health & Wellbeing

- Two nurses from Vicarage Lane Medical Centre hold two surgeries on Mondays in Anchor House. One nurse sees new Residents and the other sees Residents with any existing medical complaints. They can refer clients to the GP.
- During the quarter **31** Residents saw the nurse.
- During the quarter **12** Residents and **2** Community Members took part in football matches against local teams.

Recovery Meetings

- During the quarter **91** recovery meetings were held by AA/NA/CA with over 2,000 attendances.

Motivational Speech

- We held one motivational speech delivered by Recovery Chef Nicholas Connor. This was very well attended by **40-50** Residents and Community Members.

Move-On

Our Planned Move-On options

- Local Authority Move-On - 11 properties are allocated to Anchor House per annum whereby suitable residents are nominated for move-on. Properties are also obtained through bidding.
- Private Bond Scheme and Temporary Accommodation.
- Other Structured Move-On (private rented, sheltered housing, reconciliation with partners/family).

41 Residents moved out of Anchor House during Q2.

14 of these were planned

- 0 Local Authority (AH nomination/Bidding) - this service has been suspended by London Borough of Newham
- 2 Bond Scheme - this service has been suspended by London Borough of Newham
- 2 Supported Housing
- 10 Others (Family/Friend Reconciliation/Private Rented)

27 Unplanned

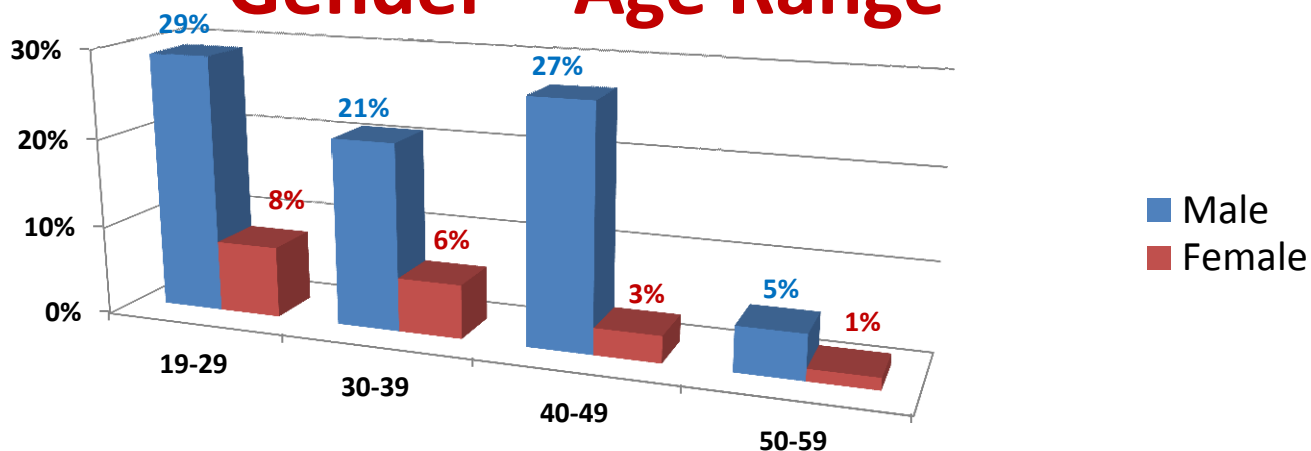
- 18 Evicted (Notices To Quit)
- 9 Unplanned other (Abandoned Licence)

Target

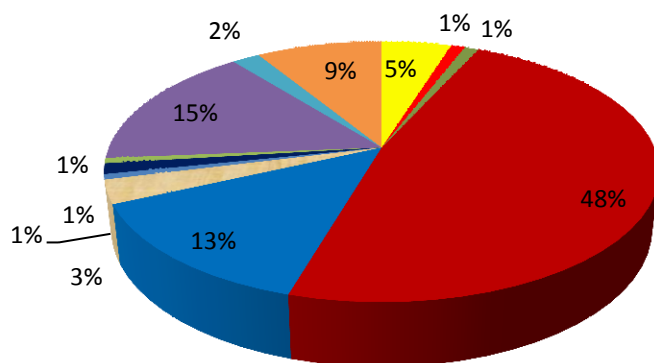
It is our aim to positively Move-On 5 residents for the next quarter (Q3), as we have been refused access to the Bond Scheme by London Borough of Newham.

Graphical Representations of Key Areas

Gender - Age Range

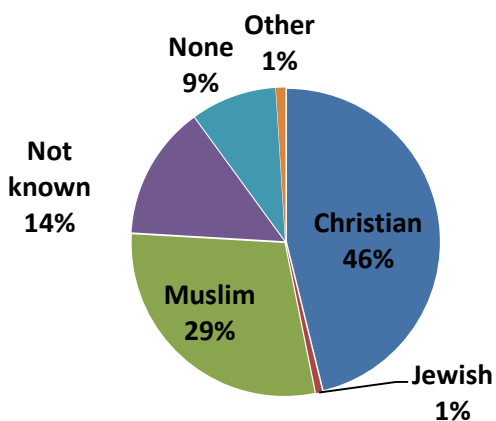


Ethnicity

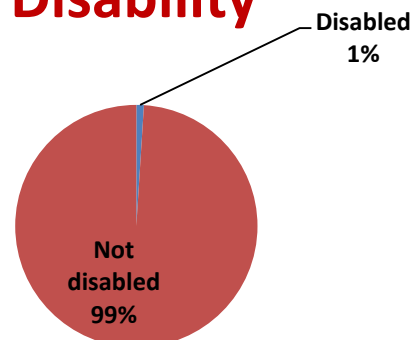


- Asian/Asian British Bangladeshi
- Asian/Asian Other
- Asian/Asian British Pakistani
- Black/Black British African
- Black/Black British Caribbean
- Black/Black British Other
- Mixed, White & Black African
- Mixed, White & Black Caribbean
- Mixed, White & Asian British
- White British
- White Irish
- White Other

Religion



Disability



Outcomes to Date

| | Q1 | Q2 | Q3 | Q4 | Outcomes to Date | Last Year's Outcomes | Target for year |
|---|-------|-------|----|----|------------------|----------------------|-----------------|
| Move-on (planned) | 17 | 14 | | | 31 | 67 | 70 |
| Move-on (un-planned) | 13 | 27 | | | 40 | 37 | No more than 25 |
| Residents into employment | 19 | 23 | | | 42 | 50 | 50 |
| Positive Transitional Activities | 92% | 89% | | | 91% | 92% | 90% |
| Residents with PDPs during the quarter | 83% | 86% | | | 85% | 93.5% | 90% |
| Residents with CVs during the quarter | 81% | 79% | | | 80% | 91% | 90% |
| Residents registered with GP during the quarter | 86% | 85% | | | 86% | 92.25% | 90% |
| Residents attending events | 57 | 55 | | | 112 | 216 | 100 |
| Internal Volunteering sessions | 390 | 838 | | | 1228 | 2103 | 1500 |
| External Volunteering sessions | 14 | 17 | | | 31 | 316 | 400 |
| Referrals received | 103 | 124 | | | 227 | 339 | |
| Referral assessments completed | 51 | 45 | | | 96 | 168 | |
| Accepted and booked in | 30 | 33 | | | 63 | 98 | |
| Throughput for each quarter | 149 | 154 | | | 183 | 202 | 220 |
| Occupancy rate | 99.2% | 99.1% | | | 99.2% | 94.6% | 97% |

Composition of Residents

| | | | | | |
|--------------------------------|-------|-------|--|--|--|
| Issues with Substance Misuse | 37 | 37 | | | |
| Issues with Mental Health | 44 | 51 | | | |
| Issues with Criminal Justice | 9 | 12 | | | |
| Issues with Domestic Violence | 18 | 15 | | | |
| Specialist Needs (SM/MH/CJ/DV) | 76 | 81 | | | |
| Attendance at AA/CA meetings | >2000 | >2000 | | | |