



## HALF-YEARLY REPORT

### SUMMARY OF TRANSOM TRUST'S SUPPORTED HOUSING AS OF 31<sup>ST</sup> MARCH 2021

#### INTRODUCTION

Transom Trust is a supported housing project housing people without discrimination or favour. We exist to provide supported accommodation - always working hard to enable our residents to take their next step forward in their lives.

#### GOVERNANCE

Transom Trust is a Registered Charity - numbers 1169244 – and currently has 3 trustees:

1. Sue Worthing - Chair
2. Mike Scarlett - Treasurer
3. Steve Young – Pastoral Support.

A brief summary of the last 6 months of governance activities include:

1. All trustees have served over the last 6 months
2. There are plans to add 2 new trustees to our team (with one recent meeting with an interested person)
3. The trustees meet every 3 weeks.
4. The 2019/20 TT accounts (for year ending 30<sup>th</sup> September 2020) will be available from 1<sup>st</sup> May 2021 via a link within the Charity Commission website. Green Pastures will be sent a copy.

Transom Trust work in Partnership with Green Pastures CBS Limited, a Christian social enterprise who are the owners of the 3 two-person flats we lease and manage to provide supported accommodation to 6 adult men. We are therefore able to access the combined expertise of not only Green Pastures but also 75+ Green Pastures Partners nationwide, all housing homeless people. Green Pastures provide an annual conference to share best practices, knowledge and resources.

#### STAFF

1. Rob Worthing – Permanent, part-time Housing Manager – who oversees all housing-specific and maintenance issues to ensure the supported accommodation is a safe and well-maintained place for our residents to live and thrive.
2. Andy Garlick - Fixed contract, part-time Project Manager – who provides the day-to-day support to the trustees and pastoral support volunteers to ensure the smooth running of the charity (for the benefit of our residents). The Project Manager contract may be extended beyond 17<sup>th</sup> August 2021 if funding bids are successful.

## **MISSION STATEMENT**

Transom Trust's mission is to:

- provide supported, "stepping-stone" accommodation expressing compassion, faith in action and unity, with the support of churches across Hastings, St Leonards and Bexhill;
- make its own unique contribution to the tremendous work already being carried out by many other local voluntary and statutory agencies in tackling the ongoing, significant challenge of homelessness in the local area;
- provide solutions for homeless people, helping individuals towards resettlement and preventing repeated rough sleeping;
- provide individual and meaningful support that enables and equips residents to progress to independent living.

## **HOMES**

Transom Trust have long-term leases for 3 flats with Green Pastures CBS Limited, namely:

1. 26 Bayeux Court, Bohemia Road, St Leonard's on Sea, TN37 6RZ – bought in May 2019
2. 39 Bayeux Court, Bohemia Road, St Leonard's on Sea, TN37 6RZ – bought in June 2017
3. 26 Charles Road, St Leonard's on Sea, TN38 0QH – bought in – bought in March 2019

Green Pastures CBS Limited are always willing to purchase more properties for Transom Trust and we continue to work very closely with them. At present, Transom Trust are liaising with Rother District Council and related housing agencies to find a suitable new property in Bexhill.

## **VISION**

Transom Trust's vision is to continue to expand its properties across Hastings, St Leonards and Bexhill, while building on our existing relationships with other local statutory and voluntary agencies, in order to make a significant long-term impact on the problem of local homelessness.

## **OCCUPANCY RATES**

Since the beginning of Transom Trust, starting in 2017, the average occupancy rate across our 3 flats has been **96%** (based on:

- 26 Bayeux Court – occupied 100% across 22 months
- 39 Bayeux Court – occupied 100% across 45 months
- 26 Charles Road – 4 months unoccupied out of 24 months.

## **NUMBER OF NIGHTS PEOPLE HOUSED**

Since the beginning, Transom Trust has provided **4962** nights of accommodation, as of 31<sup>st</sup> March 2021 (based on license start dates & HB Notifications):

- DB – from 5/12/19 = 482 days
- PW – from 5/12/19 = 482 days
- ND – from 29/6/17 = 1371 days
- LF – from 3/7/17 = 1367 days
- MC – from 19/4/19 to 27/9/20 = 527 days
- JT – from 5/12/19 = 482 days
- TC – from 24/6/19 to 30/10/19 = 128 days & again from 2/2/21 = 57 days

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- CK – 18/4/19 to 23/6/19 = 66 days.

**STATISTICS AND OUTCOMES**

Since the beginning, Transom Trust has housed **8** men. We currently have 6 residents living with us. Three men have left the project, including one moving to independent housing, and one who returned to us from temporary accommodation in February 2021.

We have very recent feedback from a local charity about the person who moved to independent housing. He is free from substance misuse, & credits Transom Trust with saving his life.

<b>DESTINATION</b>	<b>NUMBER OF RESIDENTS</b>	<b>PERCENTAGE out of 8</b>
<b>Independent Living</b> - Left Transom Trust with job - the dream!	0	0%
<b>Independent Living</b> - Left Transom Trust without a job	1 (MC)	12.5%
<b>Unknown</b> - Left Transom Trust and returned to homelessness or their location is unknown	1 (CK via living with girlfriend)	12.5%
<b>Loop</b> - Returned to hostel/ agency	1 (TC)	12.5%
<b>TOTAL</b>	3	

**MOVE-ONS**

<b>DESTINATION OF THOSE WHO MOVED INTO INDEPENDENT LIVING</b>	<b>NUMBER OF RESIDENTS</b>
Moved into private rented	1
Moved into council rented	0
Left to live with family	0
<b>TOTAL</b>	1

**MEASURABLE OUTCOMES**

<b>OUTCOME</b>	<b>NUMBER OF RESIDENTS</b>	<b>PERCENTAGE OF ALL HOUSED</b>
Residents found work	3 (JT full-time; & DB & LF casual labour)	50%

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Residents actively engaged with their support plan	6 (though Covid restrictions have limited some support options)	100%
Residents engaged in some meaningful activity (voluntary or paid work)	3 (JT, DB & LF) with 2 more planning to once Covid restrictions have eased	50%
Residents who recovered from addiction	1 DB (from cannabis)	17% (but 50% out of 2 residents with cannabis issues)

**COST SAVINGS**

It is difficult to calculate how much Transom Trust has saved Hastings Borough Council when it comes to expenditure on the residents the Trust has housed and supported. This is because no specific information exists on how much a rough sleeper costs the Council per year.

A 2020 report compiled by WPI Economics, St Mungo’s, and Homeless Link – “Local authority spending on homelessness 2020 update” (see <https://www.homeless.org.uk/sites/default/files/site-attachments/Local%20authority%20homelessness%20spending%202020.pdf>) – states that for 2018/19, local authority spending in England on homeless related services (ie: temporary accommodation, support & prevention, & general admin costs) was £2.2 billion.

A 2012 report compiled by Department for Communities and Local Government – “Evidence review of the costs of homelessness” (see [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/7596/2200485.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/2200485.pdf)) – states that the maximum annual cost to the Government for each rough sleeper was £30K. Today this cost would be £36,641 based on on-line inflation calculators. Government costs were categorised as follows:

- Department for Work and Pensions - benefit payments, employment programmes, associated administration costs and payments to Local Authorities for administering housing benefit;
- Department of Health/NHS – mental and physical health problems, substance misuse and alcohol dependency;
- Ministry of Justice - costs to the criminal justice system and policing;
- Local authority – as above.

Transom Trust estimate that the Trust saves the Government around £199,398 each year (ie the costs of dealing with benefit, health, crime and temporary accommodation issues etc).

This calculation is based on comparing the £36,641 per person above (so 6 people = £219,846), with the total amount of additional/support-related element of housing benefit the Trust receives per year for our 6 residents (20,488). This latter element is calculated by comparing the total amount of HB we get for our residents for a year ...with the Local Housing Allowance Rate for a one-bed flat in Hastings (£115.07 per week – see <https://lha-direct.voa.gov.uk/SearchResults.aspx?LocalAuthorityId=231&LHACategory=1&Month=3&Year=2021&Se>

[archPageParameters=true.](#)

The following testimony from one of our residents, taken on 24<sup>th</sup> March 2021, includes areas where TT have given support across the areas of Government activity and spending on the homeless (which are listed above). While not being able to quantify the savings to the Government, it is clear from the above reports and savings, that money would have needed to be spent on the resident concerned had TT not supported them to progress from rough sleeping to independent living.

**Resident Testimony**

*“ I was homeless sleeping rough in the shelter near Hastings’s pier, & was referred to TT via Seaview. I struggled in the early days due to my daughter’s death & drug addiction, but my turning point was when TT arranged for me to attend a Recovery course ran by a local church. My self-esteem & confidence started to build, and I started voluntary work with two local organisations, & the same local church. I also completed a number of courses – first aid & for care work. TT connected me up with Safe Haven – a great place to socialise & receive advise. TT helped me improve my budgeting skills, largely via trial and error on my part. It helped me spend time & care shopping, focussing on buying fresh produce, & better portions for healthy eating. As I continued to progress, I completed a security course paid for by a friend (and now colleague, & started work as a self-employed security guard with a local firm. I am now night Team leader for my shift team, with the prospect of plenty of work in the future. I would like to befriend & support others joining my employer, & I am now looking for private rented accommodation. Persistence by TT & myself has paid off.”*

**CURRENT OCCUPANTS - REFERRAL BASE**

REFERRAL AGENCY	NUMBER OF CURRENT RESIDENTS
Southdown Rapid Rehousing Pathway project	2
Hastings Borough Council (Housing Options)	2
Homeworks	1
STEPS (Housing for over 60s)	1
<b>TOTAL</b>	<b>6</b>

**INTERVENTIONS**

Housing management has been provided to ensure residents maintain their accommodation. Support work has been provided to monitor and improve physical and mental health and wellbeing, and to maintain long-term recovery from addiction. Furthermore, we aim to equip residents for independent living. Residents are normally visited at least once per week.

We provide the following care, support or supervision to our residents:

1. General counselling and support
2. Assisting with the security of the Dwelling
3. Assisting with maintaining the safety of the Dwelling

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4. Assisting and supervising our residents on the use of domestic equipment and appliances
5. Assisting with arranging minor repairs to, and servicing of, the residents own domestic equipment and appliances
6. Providing life skills training to the residents in maintaining the property and curtilage in an appropriate condition
7. Assisting the residents with individuals, professionals and other bodies with an interest in the welfare of the residents
8. Arranging adaptations to enable residents to cope with a disability
9. Advising or assisting residents with personal budgeting and debt counselling
10. Advising or assisting residents with relationships and disputes with neighbours
11. Advising or assisting the residents in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the Dwelling
12. Assisting residents with shopping and errands
13. Controlling access to the Dwelling
14. Encouraging social intercourse and undertaking welfare checks on residents
15. Arranging social events for residents
16. Cleaning of residents' bedrooms
17. Advising or assisting the residents to enable them to move on to accommodation where less support is required
18. Advising or assisting with the resettlement of the residents
19. Providing and maintaining emergency alarm and call systems in relation to the provision of care, support or supervision of the residents
20. Responding to emergency alarm calls, where such calls relate to the provision of care, support or supervision of the residents
21. Other support that enables residents to live independently and to fulfil their potential in the community

Agreed Support Plans have included volunteering and other opportunities including training and education.

Some other specific examples of the ways that Transom Trust supports their residents are as follows:

- when Covid restrictions ease, we will re-continue to encourage and accompany residents to attend local activities run by Safe Haven and Seaview – to make the most of opportunities and build friendships;
- our pastoral support volunteers share interests with residents and help stimulate the resident's learning (eg: with history). This included donating a laptop, & looking into help with funding writing courses, so the resident can start to write their life story
- all of our pastoral support team volunteers mentor our residents by:
  - sensitively researching their backgrounds with them;
  - carefully questioning residents on their thinking and actions;
  - helping residents to think and do things differently;
  - offering advice and experience with developing the residents' life skills (eg: budgeting).
- while waiting for a referral to a Christians Against Poverty referral, one resident is being helped by using a simple monthly expenditure record. This helped him focus on how he spends his money, and to plan to get through the month without running out of money.

**HIGHLIGHTS FROM THE LAST 6 MONTHS**

Three highlights from the past 6 months involving three different residents include:

- One resident finding security work with a local Covid Test & Trace centre. This has boosted the resident’s confidence, self-esteem and sense of responsibility. It has also helped him:
  - pay off debts;
  - make plans for the future, with his fiancée;
  - be very supportive of his new flatmate, helping him to settle in well, & cope with a recent bereavement;
  - become a team leader for his immediate work team during night sessions;
  - to start to look for private rented accommodation as the step towards independent living.
  
- One resident showing great commitment to two different types of voluntary work, including working with homeless people with a local charity, Surviving the Streets. This has led him to:
  - reduce his cannabis intake;
  - be interviewed by BBC South East News on 16<sup>th</sup> November 2020 (sadly the BBC i-player clip is no longer available);
  - increase his involvement with Surviving the Streets as part of their emergency night team;
  - looking for paid work as the next step in his development & progress towards independent living.
  
- One resident has enjoyed a stable period in his life, & demonstrated better budgeting skills. This has led him to:
  - paying off his credit card & rent debts;
  - talking to rough sleepers about the benefits of being with Transom Trust;
  - wanting to progress his learning & writing skills, so he can write his life story;
  - enjoying good relations with friends & family, including his sister & daughter (who he has supported through bereavement & depression issues).

**AGENCY/ PARTNERSHIP (INCLUDING THE 4 REFERRAL AGENCIES MENTIONED ABOVE)**

Transom Trust is committed to working in partnership with other agencies. The following list shows the 23 partnership relationships we have been involved with since our inception.

- East Sussex NHS Healthcare Trust
- Hastings Advice & Representation Centre
- Hastings Borough Council (5 different contacts)
- Hastings Star Drug & Addiction Service
- Homeless Unity Group, Bexhill
- Home Works. Hastings/St Leonards Wellbeing Centre
- Hope Kitchen, Hastings
- Kings Church, Hastings (including Foodbank)
- Nacro Bass (Bail Hostels for low risk service users)

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- National Probation Service
- Night Church, Hastings
- Rother District Council (Housing & Rough Sleepers Initiative)
- Safe Haven – Holy Trinity Church, Hastings
- Salvation Army
- Seaview – Practical Services for Complex Lives, St Leonards
- Snowflake Trust Ltd/Snowflake Night Shelter, St Leonards
- St John’s Ambulance
- Southdown – Rapid Rehousing Pathway Project
- SSAFA, the Armed Forces charity
- Street Pastors, Hastings
- Surviving the Streets UK CIC, Hastings
- Sussex Partnership NHS Foundation Trust
- Warming up the Homeless, Bexhill
- YMCA Downslink Group

### SUMMARY OF OUR RESIDENTS POSITION

A summary of the six Transom Trust residents is as follows.

**Resident A** is housebound at present due to health & mobility difficulties, & to the Covid lockdown. He is due to be vaccinated at home shortly. He is fine in his flat & is also supported by friends delivering shopping. Once Covid restrictions ease the focus of our support will be to re-engage the resident with his local community.

**Resident B** has intermittent work (some out of the local area). He lets resident A know of his movements. The challenge with resident B is getting his full engagement with the support offered. Budgeting is the life skill that may be preventing him from moving onto independent living. However, he has is now managing a bank account & his rent contribution is paid by standing order, so that is a good start to his development with budgeting.

**Resident C** enjoys very good relations with resident D, & is involved with two voluntary organisations, including working with homeless people. He was interviewed about this “Surviving the Streets” role by BBC South East News in November 2020, & is now part of their emergency night team. He is now exploring opportunities with paid work as a next step towards independent living.

**Resident D** is enjoying a stable period in his life. He is demonstrating better budgeting skills by paying off his credit card & rent debts. He is a “champion” for Transom Trust as he often talks to people about the benefits of being with Transom Trust. He wants to continue to learn & develop his writing skills, so he can write his life story. He also enjoys good relations with friends & family, including his sister & daughter (who he has supported through bereavement & depression issues).

**Resident E** is very supportive of resident F. His local paid work has boosted his confidence, self-esteem and sense of responsibility, as well as income. As a result, he is paying off debts, & he is also ensuring benefit matters are up-to-date & correct. He is making plans for the future, looking at private rented

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flats, as this may be the next step towards independent living.

**Resident F** re-joined Transom Trust in February 2021. He has settled in well, though his initial support plan has already identified a range of challenging issues to address. Such issues include budgeting. Over-spending, & reliance on cannabis, means that he runs out of money before his universal credit pay-day. Thanks to resident E & Foodbank provisions, the flat is well stocked for food. Immediate support is focussed on budgeting (using a simple monthly expenditure record), & securing identity & a bank account for the resident (including setting up a standing order to pay his rent contribution). He has recently suffered the bereavement of his estranged 7-year old daughter, so specific support is also being given to enable him to attend the funeral in Liverpool.

### **THANKS**

Transom Trust express their notable gratitude for Hastings Borough Council & all the valuable services they provide to support and accommodate rough sleepers in particular, and to address the wider issue of housing and homelessness as a whole.

While not being formal partners when working with homeless people, the Trust enjoys good working relationships with the Council, benefiting from the named contacts within the Housing Options & Housing Benefits Teams (in relation to referrals and benefit queries). We also benefit from the networking with the various Housing groups to keep up to date with housing-related developments across the Borough, & to assess how we can best provide & develop our supported accommodation in the area.