



Transom Trust

HALF-YEARLY REPORT

SUMMARY OF TRANSOM TRUST'S SUPPORTED HOUSING AS OF 30TH SEPTEMBER 2021

"A very challenging 6 months catching up with the effects of covid, where progress was focussed on supporting residents through troubled times"

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 new trustees to our team (requests are to be made to available and suitable people);
3. The trustees meet every 3 weeks;
4. The 2020/21 TT accounts (for year ending 30th September 2021) will be available in due course 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.

In the past 6 months TT have:

- reviewed & updated all of the Charity's policies & procedures, which are available on the Charity's updated website: <https://transomtrust.org.uk/policies/>;
- taken on the paid services of a fund raiser to make bids for funds to support the daily running of the Charity, including the extension of the project manager role (see under **STAFF** below);
- held our Annual General Meeting on 28th September, to which 30 people from TT and organisations across the local community attended.

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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 17th November 2021 if funding bids are successful.

MISSION STATEMENT

Transom Trust continue 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.

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.

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 to lease and manage for supported accommodation, and we continue to work very closely with them. At this moment, Green Pastures are in the process of:

- completing the sale of a two-bedroom flat in Bexhill (though this is being delayed as the flat is subject to probate);
- awaiting a decision on their offer to purchase a two/three bedroom house in Bexhill.

OCCUPANCY RATES

From 1st April to 30th September 2021, the occupancy rate across our 3 flats has been 100%.

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NUMBER OF NIGHTS PEOPLE HOUSED

From 1st April to 30th September 2021, Transom Trust has provided 183 nights of accommodation for each of our 6 residents – ie: in 1098 total.

OUTCOMES AND MOVE-ONS

From 1st April to 30th September 2021, none of the existing residents have moved-on from Transom Trust. No new residents have therefore joined Transom Trust in this 6-month period.

OUTCOME	NUMBER OF RESIDENTS	PERCENTAGE OF ALL HOUSED
Residents continued in, or found, paid work	3 (J & D full-time; & L casual labour)	50%
Residents actively engaged with their support plan	6	100%
Residents engaged in some meaningful activity (eg: voluntary work)	4 (J, D, T & L) with one more planned (P)	67%
Residents who continue to recover from addiction	2 D & J	34% (but 67% out of 3 residents with substance dependency)

COST SAVINGS

Based on the calculations set out in the last TT report covering to 31st March 2021 Transom Trust continue to estimate that the Trust saves the Government around £199.4K each year in homelessness-related costs (ie: the costs of dealing with benefit, health, crime and temporary accommodation issues etc).

RESIDENT TESTIMONIES

The testimonies of TT residents are set out on the Residents Stories page of the TT website: <https://transomtrust.org.uk/resident-stories/> (including two new testimonies from Residents B and C).

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
TOTAL	6

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 aim to spend up to 2 hours a week in contact with, or providing support for, each of our residents. This has not always been possible during the last 6 months due to:

- covid restrictions & the impact on the health and safety of both residents and pastoral support volunteers;
- individual factors – eg: residents not engaging and TT needing to issue warning letters to get residents to re-engage with their support.

In the last 6 months, the average weekly time spent in contact with, or providing support for:

- our 6 residents as a whole was 1 hour 59 minutes;
- each of our individual residents was:
 - D – 1 hour 21 minutes;
 - J – 2 hours 6 minutes;
 - L – 1 hour 24 minutes
 - N – 2 hours 47 minutes;
 - P – 1 hour 29 minutes;
 - T – 2 hours 49 minutes.

TT are taking all steps necessary to ensure we legitimately maximise the recording of all contact time with, and support for, our residents.

SUPPORT

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
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

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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:

- encouraging and accompanying 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. This included exploring the loan of a laptop via ESTAR, attending a film making course via ESRA and one resident taking part in a "Bags of Taste" cookery course.
- all of our pastoral support team volunteers befriend and 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;
 - getting residents to re-engage with their support on a face-to-face basis following covid restrictions being eased;
 - helping residents to overcome setbacks and difficulties progressing issues (eg: with resident car parking permits and fines; and liaising with doctors to get health-check appointments, and covid vaccinations);
 - rekindling hope of a better future for residents who found living during the covid restrictions very challenging, or who are suffering poor mental and physical health;
 - offering advice and experience with developing the residents' life skills (eg: budgeting);
 - updating their residents' Support Plans every 6 months, with new goals for the residents to achieve, with the team's support;
 - giving residents "second and third chances etc" when the residents slip back in their progress due to a variety of complex issues.

UPDATE ON OUR RESIDENTS, INCLUDING HIGHLIGHTS FROM THE LAST 6 MONTHS

Resident D continues to get on very well with his flatmate, and pro-actively contacts his pastoral support worker for contact and support. He has built on the success with his voluntary work with Surviving the Streets and Hastings United FC, by securing full-time employment in September. He has demonstrated good judgment and foresight by immediately putting money aside from his earnings to cover the imminent increase in his rent due to the reduction in his Housing Benefit. He is ready to agree a new Support Plan with goals for him to achieve with the necessary support.

Resident J is coming to terms with severe setbacks to his previous remarkable progress. In April, he and [redacted] agreed a new Support plan with goals for him to achieve with the necessary support. However, since June he has: had to stop work due to ill health; experienced bank and identity fraud; suffered close relationship issues, including his father's death; and has very recently been diagnosed with Motor Neurone Disease (which is being controlled with the use of substantial medication). [redacted] He is being well supported by close friends and family, as well as the NHS. TT have therefore focussed on supporting J through the U-curve of anger, denial etc of coming to terms with the impact of the MND diagnosis. TT are trying to help J keep on top of official letters and requirements, including Housing Benefit issues. HB has been suspended twice in the last 6 months due to J not responding to requests for information. TT regularly liaise with the HB Team, and are looking to apply for a grant from a local charity to help J with the rent arrears built up because his HB was reduced due to his earnings. TT are also ready to explore moving-on options for J whose mobility may quickly reduce, making it difficult for him to live in a second floor flat.

Resident L has started to re-engage well following the end of covid restrictions, and has agreed a new Support plan with goals for him to achieve with the necessary support. However, he needed a nudge to do this, having received a warning letter. He is currently taking a break from his intermittent work as he is now focussing on resolving a number of health issues (having re-registered with a more local GP surgery), and getting his mobile phone repaired (he has been without it for some time, which made contact with him difficult). TT have helped him resolve resident car parking permit and fine issues with Optivo – the fines have been withdrawn. He is offering to organise TT's Christmas social, which he last did in 2019. He continues to manage his financial affairs in a much more organised way, and his thoughts are now starting to turn to plans for independent living within the next 2 years.

Resident N continues to be housebound due to physical and mental health issues. TT are actively chasing up his second covid vaccination with his GP. He is fine in his flat and is supported by friends and his flatmate, who shop for ND. ND is finding hope again following their time during the covid restrictions. He:

- has agreed a new Support Plan with goals for him to achieve with the necessary support;
- has started to talk about their hopes and plans for the future, including travel and re-engaging with their local community and former antiques business;
- is exploring the loan of a laptop via ESTAR to develop IT skills;
- is very supportive of TT – by being the contact point for their flatmate whose mobile phone needs to be repaired.

Resident P is a "champion for TT". In April, he agreed a new Support Plan with goals for him to achieve with the necessary support. He continues to enjoy a stable period in his life. He is progressing well with clearing his debts (if all goes well, by Spring 2022). He enjoys very good relations with his flatmate (who he supports well when needed), and with friends and family. This includes his sister and daughter and their families (he is playing his part in resolving a past dispute). TT are supporting him to devise a budgeting plan for moving to independent living near his daughter. He attended the TT AGM in September, also enjoys activities with Seaview, and is considering volunteering with Surviving the Streets.

Resident T has experienced a very challenging time in the last 6 months. He has made some progress, over short periods, and he has agreed a new Support Plan with goals for him to achieve with the necessary support. The Support Plan set out a holistic and varied approach to supporting the resident, who felt that he needed to live in accommodation with a greater degree of support compared with what TT could reasonably provide. TT committed to supporting him until suitable alternative accommodation could be found. Meanwhile, this wider support included:

- Rapid Rehousing (exploring alternative housing);
- regular contact and involvement with Seaview Project and its activities;
- Mental Health counselling;
- St Michael’s Hospice Bereavement counselling;
- receiving regular Foodbank items;
- taking part in a “Bags of Hope” cookery course;
- claiming Personal Independence Allowance via DWP;
- and ESCC Adult Social Care (his assessment is due on 8th November).

However, in each of the last 6 months he has experienced set-backs due to his poor mental health, vulnerability to exploitation, and making poor decisions about his finances and other aspects of his life. This has led to him:

- spending intermittent weeks not engaging with TT support, or the support provided by other agencies listed above;
- regularly breaching other requirements of his license to occupy his TT flat (eg: spending days away from the flat, and not paying his small monthly personal rent contribution);
- receiving warning letters, and a very recent “28-day Notice to Quit” letter (which can be suspended if he re-engages with TT).

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 24 partnership relationships we have been involved with since our inception.

- East Sussex NHS Healthcare Trust
- East Sussex Recovery Alliance
- Hastings Advice and Representation Centre
- Hastings Borough Council (5 different contacts)
- Hastings Star Drug and 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)
- National Probation Service
- Night Church, Hastings
- Rother District Council (Housing and Rough Sleepers Initiative)
- Safe Haven – Holy Trinity Church, Hastings
- Salvation Army
- Seaview – Practical Services for Complex Lives, St Leonards

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- 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

THANKS

Transom Trust express their notable gratitude for Hastings Borough and Rother District Councils, and all the support agencies listed above – for all the valuable services they provide:

- to our residents in particular;
- to support and accommodate rough sleepers locally;
- 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 Councils, benefiting from the named contacts within the Housing Benefits, Options and Standards 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, and to assess how we can best provide & develop our supported accommodation in the area.