



**HALF-YEARLY REPORT
SUMMARY OF TRANSOM TRUST'S SUPPORTED HOUSING
AS OF 31st MARCH 2022**

"In the last 6 months, there have been some big changes across Transom Trust life, including with our residents and pastoral support team. We have done our best to adapt to these changes to: overcome tough challenges; develop our provision in Bexhill; and ensure all of our residents continue to receive high quality accommodation and support"

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 Transom Trust accounts for year ending 30th September 2021 **are imminent** and will be available 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 the 75+ Green Pastures Partners nationwide - all who house homeless people. We always send a representative to the Green Pastures annual conference in June - to share best practices, knowledge and resources.

In the past 6 months Transom Trust have:

- said "goodbye" to two excellent pastoral support team volunteers;
- recruited three new volunteers, who will strengthen our pastoral support team;
- experienced the tragic loss of our most progressive resident (PW) who sadly and suddenly died of septicaemia. This hit Transom Trust hard, but we helped to arrange and finance the funeral

Transom Trust – Half Yearly report to 31st March 2021

and wake, and we continue to support PW's family as they grieve;

- needed to end the license of two of our residents due to their continued difficulty and failure to adhere to the terms of their license;
- welcomed three new residents to our supported accommodation, all of whom have settled in well;
- received a donation and two grants, which have enabled us to extend the project manager role to February 2023, pending the outcome of two additional grant applications made in the last 6 months;
- progressed plans with sales being completed on two properties in Bexhill – see under **Homes** below.

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 - part-time Project Manager on a rolling contract – 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 **February 2023** 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 our properties across Hastings, St Leonards and Bexhill;
- build on our existing relationships with other local statutory and voluntary agencies;
- and therefore 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

Transom Trust – Half Yearly report to 31st March 2021

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 present, Transom Trust are progressing plans to develop our provision in Bexhill. Green Pastures have completed the sale on two properties:

- in Devonshire Square (two bedroom flat) – upgrade work is being completed, with the aim of supporting two new residents in the flat from May’22. Referrals are being considered, and pastoral support team volunteers are in place;
- and in Salisbury Road (two/three bedroom house) - upgrade work has started, with the aim of supporting two new residents in the flat from July’22. Recruitment for pastoral support team volunteers has started, with referrals to be considered from May’22.

OCCUPANCY RATES

From 1st October 2021 to 31st March 2022, the occupancy rate across our 3 flats has been 89%. This figure is due to small gaps in filling vacancies due to the: death of one resident; need to end the license of two other residents.

NUMBER OF NIGHTS PEOPLE HOUSED

From 1st October 2021 to 31st March 2022, Transom Trust has provided a total of 981 nights of accommodation for our residents.

OUTCOMES

OUTCOME	NUMBER OF RESIDENTS	PERCENTAGE OF ALL HOUSED
Residents continued in, or found, paid work	2 (part-time becoming full-time work: JS & DB) 2 (part time work: JT & AP)	67% (4 out of 6 at any one time)
Residents actively engaged with their support plan	5 original residents out of 6 (all but TC), plus 3 new residents	83% (as 5 out of 6 residents at any one time)
Residents engaged in some meaningful activity (eg: voluntary work)	6 (LF, DB, JT, AP, BB, JS)	83% (as 5 out of 6 residents at any one time)
Residents who continue to recover from addiction	2 JS & BB	33% (but 100% out of 2 residents who were substance dependent)

MOVE-ONS

From 1st October 2021 to 31st March 2022, three residents have left Transom Trust, and three new residents have joined Transom Trust.

DESTINATION OF THOSE WHO MOVED INTO INDEPENDENT LIVING	NUMBER OF RESIDENTS
Moved into private rented	1
Moved into temporary council accommodation	1
Deceased	1
TOTAL	3

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).

Central Government are further recognising the importance of funding the development of strategic partnerships and innovative projects addressing homelessness and rough sleeping. In March 2022, The Department for Levelling Up, Housing and Communities announced an £8 million fund over the next three years to support the work of the voluntary and community sector in tackling homelessness and rough sleeping. For more details, click on this Link: [UK Government - Voluntary, Community and Frontline Sector Support Grants](#) .

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/> .

CURRENT OCCUPANTS - REFERRAL BASE

REFERRAL AGENCY	NUMBER OF CURRENT RESIDENTS
Bexhill Housing Unity Group (and Rother District Council, Housing Options Team)	1 (BB)
Probation Services	1 (AP)
Hastings Borough Council (Housing Options)	2 (DB, JS)
Homeworks	1 (ND)
STEPS (Housing for over 60s)	1 (LF)
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

Transom Trust – Half Yearly report to 31st March 2021

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.

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

- for the 9 residents we supported during the whole period was 3 hour 12 minutes;
- for each of our current individual residents was:
 - AP – 2 hours 28 minutes;
 - BB – 6 hours 6 minutes;
 - DB – 2 hour 19 minutes;
 - JS – 4 hours 11 minutes
 - LF – 1 hour 40 minutes;
 - ND – 1 hours 52 minutes;
- for each of our past individual residents was:
 - JT – 3 hours 2 minutes;
 - PW – 1 hour 42 minutes;
 - TC – 2 hours 31 minutes.

The variations in levels of support, including any dip below the “2 hours a week” standard are due to:

- the residents’ personal circumstances (eg: age, illness, level of need and working hours);
- seasonal unavailability of pastoral support team volunteers;
- and other wider factors such as covid restrictions.

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
14. Encouraging social intercourse and undertaking welfare checks on residents
15. Arranging social events for residents

Transom Trust – Half Yearly report to 31st March 2021

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. 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 variety of programmes and other opportunities provided via ESTAR – for example:
 - Active Hastings Academy;
 - Connect In – Hastings Voluntary Action;
 - Grow Your Future;
 - In Work and Training;
 - Leisure for Life;
 - Little Gate Supported Employment;
 - Live Work Thrive;
 - Moving On Up;
 - The Fellowship of Saint Nicholas;
 - Work Smart – Optivo.
- 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 - HIGHLIGHTS FROM THE LAST 6 MONTHS

Former residents

Resident PW sadly and suddenly died of septicaemia following a urinary infection in December. This was especially tragic as PW was progressing very well. He had cleared his debts, and had started planning to move to independent living in 2002, near to his daughter in Hampshire. Transom Trust helped to arrange and finance the funeral and wake, and PW’s pastoral support team volunteer continues to support his family as they grieve.

Resident TC continued to experience difficulties with the responsibilities that go with living in supported accommodation. Transom Trust were able to work with other support agencies to provide him with a number of opportunities including: Bereavement and Mental Health counselling; a claim for Personal Independence Allowance; and a full assessment by East Sussex County Council’s Adult Social Care Team. However, TC chose to abandon his flat and support. Transom Trust had no choice but to follow their set warning procedures, and end his license on 3rd November. TC returned to temporary accommodation provided by Hastings Borough Council.

Resident JT suffered a decline in his mental health, mainly caused by the reliving of past traumas in his life. He allowed his Housing Benefit claim to lapse, and he failed to provide the financial and medical information required to reinstate his claim. Despite the regular contact and support we provided and offered, JT disengaged with Transom Trust and rent arrears built up to unsustainable levels without a viable rent repayment plan being in place. Transom Trust had no choice but to follow their set warning procedures, and end his license on 24th January. JT is now in employment and living in privately rented accommodation.

Current residents

Resident AP joined Transom Trust on 16th December, and he has generally settled in well. He is adhering well with his Probation license, and this helps him to commit to meeting the terms of his Transom Trust license. A full Support Plan is in place for AP, and we are liaising closely with Probation Services to encourage him to engage with support with replacing identity documents, budgeting, literacy and numeracy skills, and mental health issues. AP is committed to finding work and moving to a privately rented flat as soon as he can.

Resident DB started the last 6 month period really well, securing full-time employment via a local recruitment agency from September. He has a rent repayment plan in place to clear rent arrears caused by receiving a reduced rate of Housing Benefit. However, in December, DB suffered a decline in his mental health due to grieving for his deceased flatmate, who was a “father-figure” to DB and provided him with much support. This has led to a time of unemployment. He is determined to get through this challenging time, and he continues to engage well with his pastoral support team volunteer. DB is actively seeking employment, training and volunteering opportunities. Meanwhile, he continues to

steward Hastings United FC. DB is ready to agree an updated Support Plan with goals for him to achieve with the necessary support.

Resident LF continues to engage with the contact and support provided and offered via his pastoral support team volunteer. He has cleared rent arrears and is now in credit with Transom Trust. LF seems to be enjoying a time of relatively good health, peace and stability; and he is actively involved in helping out people within his local community. He has offered to organise a social event for the Transom Trust team and residents in the Summer. LF He has agreed an updated Support plan with goals for him to achieve with the necessary support; and he is actively thinking about how he can achieve his goal of living in a privately rented flat with access to a small garden area.

Resident ND largely continues to be housebound due to physical and mental health issues. However, he gets on well with his flatmate, has another close friend who regularly visits and shops for him, and he engages well with his pastoral support volunteer. This seems to have led to ND having a renewed hope for the future. For example, ND has been vaccinated for covid, and he is now in regular contact with his GP Surgery who have provided him with a treatment plan. He has also started exercises, which include walking up and down the staircase to his third-floor flat. He managed to visit his GP on 4th March and enjoyed a coffee at a local café – a big step for ND. He aims to revisit his GP again soon. He has agreed an updated Support Plan with goals for him to achieve with the necessary support.

Resident BB joined Transom Trust on 10th February, and he has generally settled in well. As a recovering drug addict, he will always be vulnerable; and he is engaging with Hastings STAR Drugs and Alcohol recovery service. BB has a standing order in place to pay his rent to Transom Trust; and he engages well with his pastoral support volunteers. BB has agreed an initial Support Plan, and is in the process of agreeing a full Support Plan, with goals for him to achieve with the necessary support. The priority focus will be on budgeting. He is actively looking for employment, training and volunteering opportunities; and he took up a place on ESTAR's "Grow Your Future" programme working in the grounds of Alexandra Park. This gives BB the opportunity of working with an ESTAR "In work and training" mentor. He also has the opportunity of volunteering with the grounds team at Crowhurst Christian Healing Centre.

Resident JS joined Transom Trust on 10th February, and he has settled in well. He works part-time via a local recruitment agency; and he has a standing order in place to pay his rent to Transom Trust. However, his intermittent work and variable weekly salary is causing problems establishing his correct Housing Benefit entitlement. At present, JS is receiving a very low amount of HB, which means his rent contribution is very high. We have asked the HB team to review his claim based on wage slip evidence, and await their decision. Until this vital issue is resolved, JS is finding it difficult to keep up to date with his rent payments. Otherwise, JS engages well with his pastoral support volunteer. He agreed an initial Support Plan, and he is in the process of agreeing a full Support Plan, with goals for him to achieve with the necessary support.

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

Transom Trust – Half Yearly report to 31st March 2021

- 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
- 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 for all the support agencies listed above – for all the valuable services they provide:

- to our residents and pastoral support team, in particular;
- to support and accommodate rough sleepers locally;
- and to address the wider issue of housing and homelessness as a whole.

Transom Trust continues to enjoy good working relationships with both those Councils - benefiting from the named contacts within the Housing Benefits, Options and Standards Teams (in relation to referrals, benefit queries, and ensuring our properties meet housing standards). We also benefit from the networking with various Housing Support groups to keep up to date with housing-related developments across the council areas, and to assess how we can best provide and develop our supported accommodation in the area.