



Transom Trust

HALF-YEARLY REPORT - APRIL TO SEPTEMBER 2022 SUMMARY OF TRANSMOM TRUST'S SUPPORTED HOUSING

"Over the last 6 months, Transom Trust have almost doubled the number of their properties, supported residents, and pastoral support team. This is a great achievement, though it has presented the Trust with some new operational challenges. We have managed to rise to these growth-related challenges, while also making sure that we: look after our team of volunteers; maintain a high level of accommodation and support for our residents; and continue to work closely and well with all of our key partners".

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.

HEADLINES

In the past 6 months Transom Trust have:

- started to support residents in two new properties in Bexhill – a two-bedroom flat from 11th May, and a three-bedroom house from 24th August;
- said "goodbye" to one excellent pastoral support team volunteer;
- recruited four new volunteers, who will strengthen our pastoral support team;
- needed to end the license of one of our residents due to their difficulty and failure to adhere to the terms of their license;
- received 17 referrals from our Referral Agencies (see the list of Referral Agencies later in this report), plus 4 enquiries direct from our website contact facility;
- welcomed 7 new residents to our supported accommodation;
- continued to work well with our local authorities and related support agencies – eg:
 - with Hastings and Rother Councils to expand our supported housing provision while protecting the public purse with housing benefit;
 - with Probation Services to enhance the support for four of our residents, receiving a commendation from Probation Services for our work;
 - with ESTAR (East Sussex Temporary Accommodation & Refuges) to:
 - contribute to their training for their partners and contacts;
 - make the most of their employability events, training and other resources for our residents;

Transom Trust – Half Yearly report to 30th September 2022

- received 4 grants, totalling £13.3K:
 - £5K to extend the project manager role to February 2023, pending the outcome of additional grant applications;
 - £8.3K to prepare and upgrade our two new Bexhill properties;
- taken part in a Parliamentary consultation exercise about the issue of residents securing work and then not being able to continue to live in supported accommodation while they transition to independent living – ie: due to their income immediately reducing housing benefit, and increasing their Transom Trust rent;
- ensure that our volunteers receive the training and support necessary for them to provide safe and high quality support to our residents. Transom Trust now have a qualified Mental Health First Aider in place to support our pastoral support team with mental health issues.

GOVERNANCE

Transom Trust is a Registered Charity - numbers 1169244 – and currently has 4 trustees:

1. Sue Worthing – Chair, who has served over the last 6 months;
2. Mike Scarlett – Treasurer, who has served over the last 6 months;
3. Steve Young – Pastoral Support, who has served over the last 6 months;
4. Julia Bailey – who joined the Board of Trustees on 20th September 2022.

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

1. The Trustees have meet every 3 or 4 weeks;
2. The Transom Trust accounts for year ending:
 - 30th September 2021 are with the Charity Commission, having been agreed and audited. The accounts can be viewed via this link: [TT accounts Sept21](#) ;
 - 30th September 2022 are being drafted.

Transom Trust work in Partnership with Green Pastures CBS Limited, a Christian social enterprise who are the owners of the 5 properties we lease and manage to provide supported accommodation to 11 adult men. We are therefore able to access the combined expertise of not only Green Pastures, but also the 80+ 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.

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 will 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 (at the rate of one per year, if possible);
- 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 **5 properties** with Green Pastures CBS Limited, namely:

1. 26 Bayeux Court, Bohemia Road, St Leonard’s on Sea, TN37 6RZ – a two-bedroom flat bought in May 2019;
2. 39 Bayeux Court, Bohemia Road, St Leonard’s on Sea, TN37 6RZ – a two-bedroom flat bought in June 2017;
3. Flat 4, 26 Charles Road, St Leonard’s on Sea, TN38 0QH – a two-bedroom flat bought in March 2019;
4. Flat1, 3 Devonshire Square, Bexhill on Sea, TN40 1AB – a two-bedroom flat bought on 28th February 2022, with the first rent due to Green Pastures from 28th April;
5. 2 Salisbury Road, Bexhill on Sea, TN40 2AD – a three-bedroom house bought on 25th March 2022, with the first rent due to Green Pastures from 25th August;

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.

NIGHTS RESIDENTS HOUSE AND OCCUPANCY RATES

From **1st April to 30th September 2022,**

- Transom Trust has provided a total of **1406** nights of accommodation for our residents;
- the occupancy rate across our 5 properties (taking into account when the rent was first due to be paid to Green Pastures) has been **92.4%**. This figure is due to **the time needed to prepare and upgrade our two new Bexhill properties, and also** to small gaps in filling vacancies.

OUTCOMES

| OUTCOME | NUMBER OF RESIDENTS | PERCENTAGE OF ALL HOUSED |
|--|--|---|
| Residents continued in, or found, paid work | 1 (full-time work: AP) 2 (part time work: JS, DB) | 27% (3 out of 11) |
| Residents actively engaged with their support plan | 5 original residents out of 6 (all but JS), plus 6 out of 7 new residents (all except AH). | 82% (9 out of 11 residents) |
| Residents engaged in some meaningful activity (eg: voluntary work) | 8 (AS, LF, DB, AP, BB, JS, JG, JF) | 73% (8 out of 11 residents) |
| Residents who continue to recover from addiction | 3 (AR, AS, BB) | 27% (3 out of 11, but 100% out of 3 residents who were substance dependent) |

MOVE-ONS

From 1st April to 30th September 2022, two residents have left Transom Trust, and seven 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 |
| TOTAL | 2 |

COST SAVINGS

Research from the Homeless Charity, CRISIS (see: [Crisis - cost of homelessness](#)) shows that effective early interventions reduce the personal and financial cost of homelessness. Based on figures from 2012:

- the **cost of homelessness in England** was reported as being up to £1 billion (gross) a year;
- if 40,000 people were prevented from becoming homeless for one year in England, it would save the public purse £370 million (£9,250 per person).

Based on the calculations set out in our half-year 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). This saving will be increased now that Transom Trust provide supported accommodation for 11 residents who were homeless or at risk of being homeless.

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) | 2 (BB, JG) |
| Probation Services | 3 (AR, AH, JF) |
| Hastings Borough Council (Housing Options) | 2 (DB, RM) |
| Hastings Borough Council (Project Adder) | 1 (AS) |
| Homeworks | 1 (ND) |
| STEPS (Housing for over 60s) | 1 (LF) |
| Southdown (Rapid Rehousing) | 1 (DD) |
| TOTAL | 11 |

CONTACT AND SUPPORT TIMES

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.

In the last 6 months, based on our online Contact Log records, available to Green Pastures, & Hastings and Rother Councils Transom Trust have provided 541 hours and 43 minutes of contact and/or support time to our residents.

The **average weekly time** spent in contact with, or providing support was:

- for the 13 residents we supported during the whole period was 3 hours 27 minutes;
- for each of our current individual residents:
 - DD – 5 hours 55 minutes;
 - JF – 2 hours 46 minutes;
 - RM – 5 hours 50 minutes;
 - AR – 2 hours 40 minutes;
 - AH – 2 hours 12 minutes;
 - AS – 2 hours 4 minutes;
 - JG – 4 hours 4 minutes;
 - LF – 2 hours 5 minutes;

Transom Trust – Half Yearly report to 30th September 2022

- ND – 2 hours 50 minutes;
- BB – 3 hours 24 minutes;
- DB – 2 hours 34 minutes
- for each of our past individual residents was:
 - AP – 3 hours 16 minutes;
 - JS – 2 hours 19 minutes.

The variations in levels of support are due to:

- the residents' personal circumstances (eg: age, illness, and level of need);
- the need to spend more time with new residents to help settle them into Transom Trust life.

SUPPORT OVERVIEW

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
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:

Transom Trust – Half Yearly report to 30th September 2022

- 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 employability-related 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 AP positively moved on from Transom Trust on 22nd June. He had the clear goal of moving to a privately rented flat. However, he had to temporarily move in with his mother for financial reasons. He secured full-time employment, which then reduced his housing benefit and made it very expensive to live in his Transom Trust. While AP was with us, he engaged well with Probation Services and Transom Trust. He left us with no rent outstanding. This was a model to follow for our working with Probation Services.

Resident JS sadly left Transom Trust on 21st June and he is now back in temporary accommodation with Hastings Council. He worked part-time via an employment agency, and he was commended for his work with offers of full-time employment. However, hours, work patterns and earnings varied. Although we kept on top of the situation with the Housing Benefit Team, his earnings reduced his housing benefit and increased his rent. He struggled to engage with us and could not keep up with rent payments. He had complex trauma and mental health issues, which he refused to address with all the support we identified and were ready to progress.

Current residents

Resident DB worked part-time for some of this period, via an employment agency. However, this ended due to DB struggling with the varying shift work. During his employment, he kept up to date with rent payments, so there are no rent arrears issues. In June, he moved to another Transom Trust flat to help improve his mental health and give him a “fresh start” away from the flat where his former flatmate lived. DB is still grieving for this person, who was a “father-figure” to DB and provided him with much support. DB continues to support his friends and seek out volunteering opportunities. He continues to steward with Hastings United FC. His Support Plan is up to date.

Resident BB has experienced a number of very challenging situations over the last 6 months, which we continue to support him through. He has suffered poor health due to chronic back pain and weight loss, which has put an end to his voluntary activities. Getting the medical treatment BB needs has been a struggle, though he await the results of a recent MRI. We supported BB through a court case for a past offence, for which he received a non-custodial sentence. He has been the subject of a number of complaints from the neighbours in his block, and we had to issue a first warning letter to BB coupled with a 3-month visitor ban. We are also trying to arrange mediation for the main parties involved via Hastings and Rother Mediation Services. Despite all those setbacks, BB has engaged well with his pastoral support volunteers, Probation Services (including his community service employer, HARC), Seaview, Safe Haven, and Hastings STAR Drugs and Alcohol recovery service (he is a recovering drug addict). His Probation reviews have been positive, and his rent payments and Support Plan are both up to date.

Resident LF continues to engage with the contact and support provided and offered via his pastoral support team volunteer. His Support Plan is up to date, and he continues to be in rent credit with Transom Trust. LF also continues to: enjoy a time of relatively good health, peace and stability; be very practically supportive of his flatmate; be actively involved in helping out people within his local community. He now needs support with turning his hopes and thoughts - about moving-on to a privately rented flat with access to a small garden area – into clear plans, which can be progressed.

Resident ND largely continues to be housebound due to physical and mental health issues. He is receiving his medication for COPD & spinal issues, but he still awaits: a GP appointment for his lung test; a hospital appointment for an ECG; & a review by Social Services (Adult Social Care). On a more positive note, ND has been out of his flat and is attempting exercises using the stairs to his flat. 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. He is in rent credit with Transom Trust and his Support Plan is being updated.

Resident AS joined Transom Trust on 7th June. He has an initial Support Plan in place which needs to be fully completed by December. AS has a monthly standing order in place to pay his personal rent contribution to Transom Trust. He has engaged well with his pastoral support volunteer, and Hastings STAR Drugs and Alcohol recovery service (he is a recovering drug addict who). AS is currently progressing to plans to spend time in Rehab to be free of his medication script. He structures his week well. For example, he is having guitar lessons; studying his Maths GCSE at Hastings College; researching working as a gardener with Id Verde; and he is exploring other voluntary activities. AS awaits the outcome of the court case in November, for a past offence. He is being supported by East Sussex Recovery Alliance, with a letter of support from Transom Trust. His solicitor is confident of AS receiving a non-custodial sentence.

Resident JG joined Transom Trust on 11th August. He has an initial Support Plan in place which needs to be fully completed by February 2023. JG has a monthly standing order in place to pay his personal rent contribution to Transom Trust. He has settled in well, getting on with his flatmate, and engaging with his pastoral support volunteer. JG will need much support with: budgeting (though he awaits the outcome of his claim for Personal Independence Allowance); taking responsibility for doing things himself; and securing employment. Furthermore, JG has been diagnosed with PTSD, ADHD and also bipolar disorder. He is receiving help for these mental health conditions via his GP and Cavendish House. However, JG has shown early initiative by successfully applying for: a bed and some furniture for his bedroom via Live Work Thrive & Hastings Furniture Store, including a bed; and an ESK voucher from Energise Sussex Coast to purchase his own kitchen utensils.

Resident AR joined Transom Trust on 11th May. AR has generally engaged well with his pastoral support volunteers, Probation Services, and Hastings STAR Drugs and Alcohol recovery service (he is a recovering drug addict). AR has struggled in recent weeks due to his poor mental health, which – in part – is due to the situation involving his flatmate in his Transom Trust flat. We have resolved this issue while making AR's safety and welfare a priority. All the above support agencies are trying to help AR through this challenging time, which has led to AR accruing rent arrears. However, AR has agreed a rent repayment plan to clear the arrears while meeting current rent payments. He also has an up to date Support Plan in place.

Resident AH joined Transom Trust on 11th May. After a steady start, it quickly became clear that AH resented living under the terms of his license, and that our supported accommodation was not suitable for him. This was agreed by AH and his Probation Officer. His Transom Trust licence is therefore due to end on 10th October. AH has mental health and childhood trauma issues, which his GP and Probation Services are trying to help AH address. AH has not paid any of his personal rent contribution to Transom Trust since July. We continue to work with Probation Services (Housing Support partner), and Rother District Council, to help AH find and secure suitable alternative accommodation.

Resident DD only started his Transom Trust license on 22nd September. So far, he is: settling down well with his two other housemates; engaging well with his pastoral support volunteer; being helpful with all the information needed to progress his housing benefit claim; and is setting up a monthly standing order to pay his Transom Trust rent. A full and agreed Support Plan is already in place. A key priority will be supporting DD to receive the medical treatment he needs to resolve a knee issue. This will help him

exercise and improve his ongoing heart condition.

Resident JF only started his Transom Trust license on 24th August. So far, he is: settling down well with his two other housemates; engaging well with his pastoral support volunteer and Probation Services; being helpful with all the information needed to progress his housing benefit claim; and is setting up a monthly standing order to pay his Transom Trust rent. A full and agreed Support Plan is already in place. JF suffers from anxiety, and he wants to benefit from a good time of stability before progressing his goals of: securing full-time employment; and moving-on to independent living with his partner.

Resident RM only started his Transom Trust license on 22nd September. So far, he is: settling down well with his two other housemates; engaging well with his pastoral support volunteer; being helpful with all the information needed to progress his housing benefit claim; and is setting up a monthly standing order to pay his Transom Trust rent. A full Support Plan needs to be agreed and put in place. The key priorities will be supporting RM to budget better, secure employment, and manage his relationships with his ex-partners and children.

SUPPORT AGENCY PARTNERSHIPS AND REFERRAL AGENCIES

Transom Trust is committed to working in partnership with other agencies. The following list shows the 26 partnership relationships we have been involved with since our inception.

- Brighton Housing Trust (including Homeworks & STEPS)
- Christian Prison Resourcing
- 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
- 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

SPECIFIC 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, and those in temporary accommodation;
- 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.