



changing lives
reducing crime

Nacro Housing Annual Review

2014/15

Feedback from Chair of Nacro Community Voice Council

“ While spending time in Nacro’s supported housing, new doors have opened for me, creating new opportunities that I have embraced.

My journey with Nacro has inspired my passion to become a lifestyle coach. Initially I became a tenant representative by engaging with a variety of services and participating in workshop activities. My self-esteem and my confidence have grown through being a valued member and the Chair of Nacro’s Community Voice (NCV) council. This is our unique gateway where service users can contribute ideas and voice opinions relating to Nacro’s services and the communities we operate in.

As well as my responsibility with the NCV council, I am also a Digital Champion teaching IT skills in my local community centre. Supporting my peers is something that I really enjoy and I would encourage others to share their skills to inspire engagement within their communities.

I look forward to the future and continuing to make a proactive contribution towards NCV and our society. ”

2014/15 housing achievements

Improving move on outcomes for service users:



2,101

We have housed 2,101 people in Nacro accommodation.



1,500

We have supported 1,500 people in our floating support services.

4,809 people

applied to live in our accommodation.

The turnover for housing for 2014/15 was £19.2m of which

£9.1m

was collected from rent owed to Nacro.

£19.2m

+100



We have developed move on accommodation through the expansion of the Housing Resettlement Service (HRS) via Nacro's network of landlords and property developers. In 2014/15 the HRS service housed over 200 individuals. Nacro hopes to expand this service by providing 100 extra homes for service users to move on to in the coming year.

In 2014/15 we successfully moved people on to independent stable accommodation:



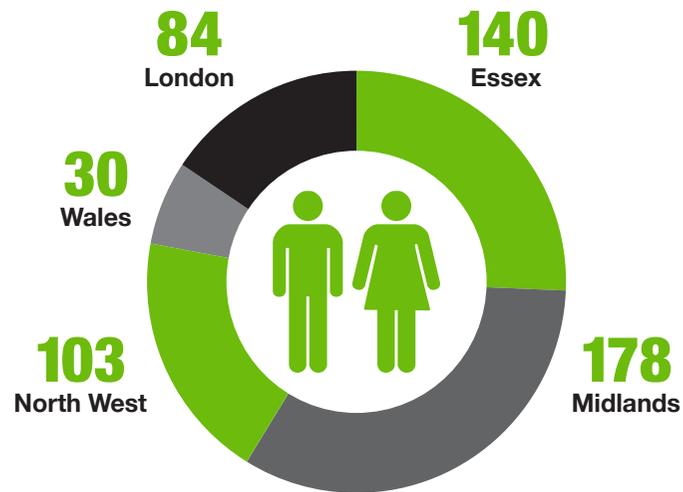
from our Supported Housing Services



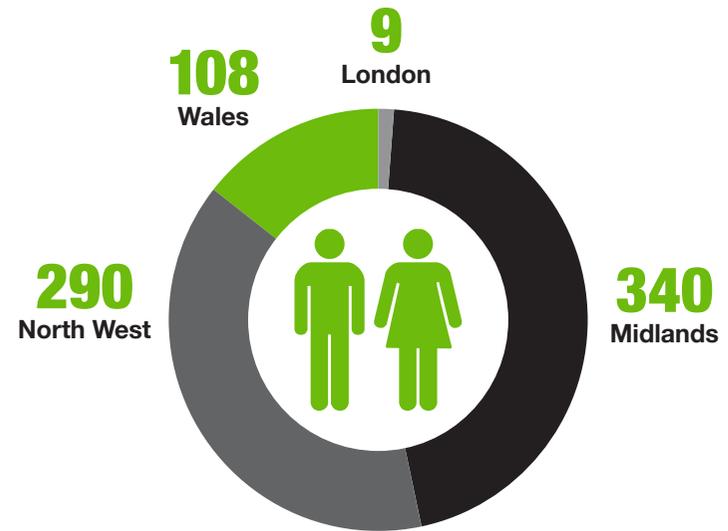
from our Floating Support Services

Move ons in the following areas:

82 successful move ons by the HRS



Supported Housing Services



Floating Support Services

Who currently uses Nacro services?



23.5%
came from black and minority ethnic communities.



13.8%
had a disability.



31.5%
were female.



48.5%
where primary or secondary support need is ex-offender (includes risk of offending/mentally disordered offenders)



27%
were young people.

Offering a variety of services across the Country

West Berkshire

Services for young people

We have been successful in retaining services for young people in West Berkshire accommodation. This has allowed us to deliver services to meet the needs of young people, providing a drop in service, an emergency bed and a service for young parents and children.

Lincoln

Better health awareness for teenage parents and young people

The Health Support Service, a joint Lincolnshire Probation Trust and NHS initiative, approached Nacro to see if we would be interested in health courses aimed at ex-offenders and those at risk of social exclusion. The service now delivers courses to homeless teenage parents and young people living in Lincoln. The courses covered a range of topics including drug and alcohol awareness, self-perception, sexual and physical health and stress management. The courses aim to increase understanding of different health concerns and encourage positive change. Staff consulted service users to establish which courses they would find useful.

Wales

Resettlement and bond scheme

Over the last 18 months we helped 406 of our service users find employment. We have run a resettlement and bond scheme in Conwy and Denbighshire for 12 years. The scheme has been successful in reducing homelessness in both areas through strong links with the respective local authorities and private landlords. Ensuring private sector accommodation is used effectively to reduce homelessness is one of the scheme's key strengths. We help those who are homeless or at risk of homelessness find suitable accommodation and, in some cases, we provide a bond to cover the rent deposit. In particular, we support people who are not eligible for local authority housing.



83%

of our service users have successfully moved on into new accommodation since April 2014

Investing in staff

The Housing Conference saw housing managers, service users and business partners join together to feed the housing perspective into the review of Nacro's strategy. Outcomes included:

- Discussed the research, good practice and policy work being pursued to help minimise the detrimental impact of sanctions on service users' lives.
- Invested in staff training.
- Nacro made a significant investment in employee training in 2014/15 and many employees are working towards specialist qualifications in housing practice, substance misuse and mental health care.
- A further investment in 2015/16 will focus on the delivery of high quality and specialist services. The new programme will include training in motivational interviewing, conflict management techniques and housing management issues. There will also be specialist training for staff to support services users who self-harm or are victims of domestic abuse.

A focus on safeguarding and our Incident Management System

In readiness for the implementation of the Care Act we reviewed all our Safeguarding strategy and procedures. To support this work we launched a new Incident Management System (IMS) in December 2014, which has allowed us to improve the way we report and respond to incidents within the organisation. The IMS has been designed to greatly improve the efficiency of recording incidents, ensuring that the right people are informed of incidents in a timely fashion and the appropriate responses are put in place, as well as identifying trends allowing us to respond to the needs of our service users.



Our commitment to service user involvement

What you told us:

59% of tenants said Nacro helps and supports them to be involved.

65% Nearly two thirds said they had been offered a chance to be involved and have a say/participate in the running of their local housing scheme.

72% Nearly three quarter of tenants reported being asked their views about the service we offer (from 2013/14 survey results).

Nacro's Service User Council, recently rebranded to Nacro Community Voice Council, has now been in operation for seven years and continues to be chaired by a service user.

New in 2014/15, Nacro's Community Voice Business plan – our strategic delivery plan – ensures a culture of involvement and engagement is deeply embedded within our work.

Our dedicated Community Voice Coordinator, new in post in 2015, leads the way to ensure the ongoing development of meaningful service user involvement opportunities across the country.

“ After attending the service user council meeting, I felt good and also pleased because I got to learn a lot of different things about Nacro such as how they work with young people, what they do to help people and also the different councils they are working with. We talked about a lot of things that us service users think Nacro should provide when we first move in and also things we could improve. ”

Commitments going forward

- We will continue to push forward our service user involvement strategy to ensure that progress being made is built upon.
- We will embed our approach to service design which will ensure service users are involved at every stage.
- We will continue updating our properties to provide improved facilities, appliances, furniture and decoration in line with our property standards.
- We will involve service users in service reviews to ensure that property standards are being driven up and that their views and choices have a weight in decision making, where possible.
- We will improve our services by progressing on the results of the tenant survey from July 2014, to develop our plans for Nacro's local offer to tenants.
- We will use Nacro's Community Voice Council to monitor our progress and performance against the regulatory standards contained in this report as we work towards achieving our local offer.
- We will provide options to independent, quality move-on properties at affordable rents in some areas to facilitate access to employment.
- Throughout 2014/15 we continued to progress with our plan to improve online access to service users – during this period 47% of properties in London and South offered access to Wi-Fi. Over the next 12 months we will carry on with our plan to improve and expand online access to service users by continuing to roll out Wi-Fi in our properties.

 **47%** of properties in London and South offered access to Wi-Fi.



Contact us

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