

Nacro **Homes** Agency

Impact report 2017/18



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At Nacro we are passionate about changing lives and creating thriving communities. The work of the Nacro Homes Agency is a real example of how we make this happen.

About Nacro

At Nacro, we work with a broad range of young people and adults across our education, justice, health and housing services. We are experts at providing accommodation, support and community outreach services to help a wide range of people to change their lives, build their resilience and reach their aspirations.

About Nacro Homes Agency (NHA)

The NHA was developed as a response to the shortfall of housing and the exclusion of many from accessing private rented accommodation. The NHA effectively intervenes in the private rented sector to encourage landlords to make accommodation available to people who they may otherwise avoid renting to. Our accommodation includes shared houses, small family properties and flats, and we provide intensive housing management and low level support for people who need it.

We take referrals from statutory partners and develop housing schemes which support local authorities in reducing homelessness and rough sleeping, supporting move on for care leavers and people experiencing domestic violence, and from partners in the justice system to support rehabilitation and to reduce reoffending.

What we do

The products we deliver within NHA are geared not only to put a roof over a person's head but to develop sustainable solutions to the challenges of accessing housing, sustaining a tenancy and maintaining independence.

We offer our residents quality housing with rent and tenure suited to their circumstances and a personalised system of support and coaching to help them maintain their tenancies and prepare for a planned move into fully independent accommodation. Properties offered are usually self-contained one-bedroom or studio flats for single people or two/three bed houses for families with children. Residents can stay for a period of six months to two years.

NHA accommodation can also offer support for those with complex needs – including care leavers and people with mental health and substance misuse issues – through a 24-hour, bespoke service with high ratio staffing. Housing teams also provide outreach and resettlement services to those living in the community and have a structured move-on approach to help tenants access suitable housing provided in the private sector, via other registered landlords, the council or through our own stock. Nacro also provides wraparound services which include training and education opportunities, access to employment and apprenticeships, mediation, coaching and family reunification work.

Housing need

More than 300,000 people in Britain – equivalent to one in every 200 – are officially recorded as homeless or living in inadequate homes, according to figures released by the charity Shelter.

Shelter estimates that **307,000 people** are sleeping on the streets, or are accommodated in temporary housing such as bed and breakfasts and hotels. This represents an increase of **13,000** over the past year. These figures do not include the ‘hidden homeless’ who end up sofa surfing or sleeping rough. The single leading cause of recorded homelessness is the ending of a private tenancy, accounting for three in every 10 cases, and often triggered by a combination of soaring rents and housing benefit cuts.

More than a **million households** are at risk of becoming homeless by 2020. Rising numbers of families on low incomes are struggling to pay even the lowest available private sector rents in many areas, leading to ever increasing levels of eviction and homelessness.

Two-thirds of councils find it difficult to access tenancies for homelessness cases. The pressure has increased with the introduction of the Homelessness Reduction Act which requires councils to find suitable accommodation for those presenting as homeless and also actively prevent the risk of homelessness. Between April 2016 and March 2017, 19,460 people who made a homelessness application in England were found to not be in priority need by their local authority and the majority of them were likely to be single homeless people. This represents 17% of the total number of households making a homelessness application.

NHA delivering Value for Money

The average rent in the UK is **£904** per month and average house price **£232k**. This puts these options out of reach for 32% of employed people in the UK and 98% of homeless people. Each NHA bed space is on average 60-70% cheaper than the equivalent existing temporary bed space solution.

NHA provides:

- A range of quality, furnished accommodation across the country
- Tailored housing support in collaboration with other agencies
- Leasing solutions to enable local authorities to meet housing duties
- Improved access to private sector renting
- A geographical footprint informed by need

Key outcomes for tenants:

- 78%** maintained tenancies for more than six months
- 76%** successfully moved on to sustainable accommodation
- 85%** feel they're making a positive contribution
- 80%** report positive wellbeing
- 72%** have no rent arrears
- 100%** are developing resilience

Trends in single homelessness

According to Crisis, approximately

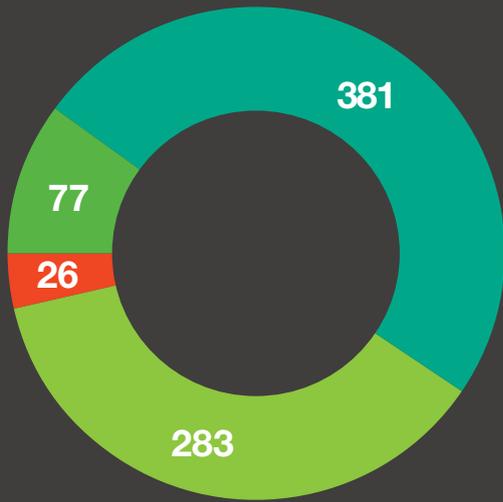
200,000 

single people experience homelessness in England each year.

In 2017, a total of

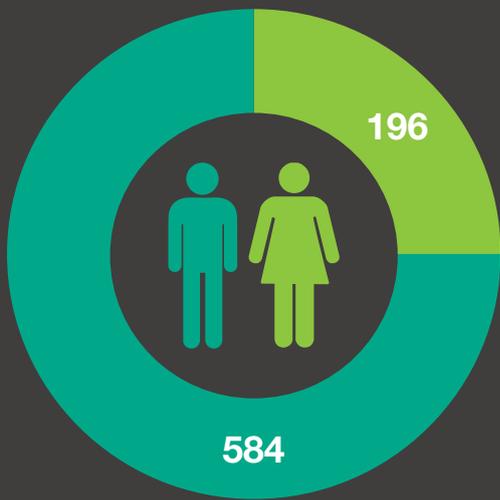
4,751 

were estimated to be sleeping rough in England on any given night, which represents **an increase of 15%** since 2016 (Homeless link).



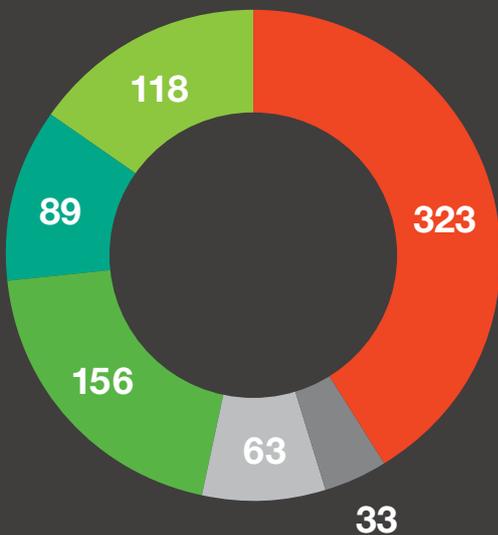
Age of NHA service users

- 10% 18-24 year olds
- 50% 25-40 year olds
- 37% 40-60 year olds
- 3% 60+ year olds



Gender split

- 75% Males
- 25% Females



How long do our tenants stay?

- 41% 0-6 months
- 15% 6-9 months
- 12% 9-12 months
- 20% 12-24 months
- 8% 24-36 months
- 4% more than 36 months

Partnership working

We work in innovative ways with partners and commissioners to demonstrate proof of concept pilots which can then translate into deliverable service models.

We also work with a wide variety of landlords and property investors across the country, allowing us to quickly expand our footprint in a given area and provide an agile and targeted response. This is essential given the increased pressures on local authority partners to access stock and appropriate solutions to meet their statutory homelessness obligations.

Working collaboratively continues to be the cornerstone of our success and we will continue to foster positive strategic relationships moving forward.



Referring partners

- 32% **National Probation Service/CRC**
- 5% **Prison**
- 6% **Other supported housing**
- 3% **Voluntary sector organisations**
- 25% **Local authorities including domestic violence referrals**
- 29% **Other including internal transfers**

SPOT LIGHT

NHA Teesside

NHA Teesside was established in April 2016 as a result of a funding grant from the Virgin Money Foundation. We have worked closely with the Foundation in the North East, which has enabled the service to develop more quickly with very positive results. The grant enabled the NHA to establish a number of properties in Middlesbrough and Redcar, which support women with or without children who are often fleeing domestic abuse. The service now has more than 50 properties and has expanded to Stockton on Tees (24 properties) and Hartlepool (four properties).

“I lost my home due to rent arrears. I had an appointment with Nacro and I was told they could help me. Nacro were very helpful to my situation – they helped re-house me in this lovely clean flat, where I feel safe and secure. Nacro also helped me sort out my finances. I am now starting to manage my money better with help and advice. Without these services I would be homeless. I cannot thank Nacro enough for the help they give. I am now working as a volunteer. My support worker showed me I can do anything, she is very helpful.”

Christine, Teesside

“The support I get from Nacro has greatly improved all areas of my life. They have given me a lovely flat I am able to maintain. And with support all my finances are being managed better by myself and I have a greater understanding of money. I also see my support worker every week on set days that suit me and she comes nice and early which again suits me.”

Jane, Sunderland

**“I just wanted to thank you and your service for offering my client a chance at a new start at a time when he was struggling to see a way forward.
I also want to thank you for the excellent communication between yourself your team and Hospitality and Hope in quickly responding and showing my client genuine interest and care in his welfare.”**

Neil, Support Housing Manager, South Tyneside

For information about our work, contact us on:

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