

NAME OF APPLICANT	SPEAR (Ref: 67/677)		
PRIORITY AREA	Homelessness		
GRANTS OFFICER	Rose Mitchell	Rose.mitchell@richmond.gov.uk	020 84875223
	2009/10	2010/11	2011/12
AMOUNT REQUESTED	£26,000	£26,780	£27,583.40
AMOUNT RECOMMENDED	£19,500	£13,000	£6,500

Recommendation Summary:

The applicant has responded to the service specification providing a broad overview of its current services and how these would meet the identified outcomes. It has also provided details of the key performance indicators it uses to monitor services. Link Officers have commented on the application and raised concerns that there is overlap between the work already funded through an SLA with the local authority and the funding currently being sought. Whilst Grant Officers acknowledge that the applicant is applying for funding to support a proportion of its core costs, in order to deliver all of their services, they consider that it would be more appropriate for the applicant to include these within its existing contracts with LBRuT and other funders in line with the principles of full cost recovery.

The applicant also has considerable fundraising capacity as they have a paid Fundraising Co-ordinator so Officers would expect them to be able to identify other potential funding sources in order to support their full range of services.

Officers would therefore recommend gradually exiting the applicant from the grants programme, reducing their funding by a third in 2009/10 and each year after until 2011/12.

Details of how the applicant will address each of the individual outcomes identified in the service specification are included in Appendix A.

Assessment Summary:

The applicant is a charity working with homeless people in and around Richmond; its main activities are the provision of temporary hostel accommodation and a range of other support services including resettlement into permanent accommodation, outreach and skills development.

The applicant has delivered services to homeless people for 23 years and has a good profile in the borough. They have provided information on how they engage with their users, carrying out an annual satisfaction survey, consulting on specific issues on an ad hoc basis and recruiting user representatives to their board.

Link Officers have commented on the application and provided information on the SLA that the applicant currently has with the local authority to deliver a range of services including street outreach, floating support, hostel provision and the rent deposit scheme. This SLA represents

both a substantial proportion of the applicant's income and their work in the borough. Link Officers have stated that there appears to be overlap between the work funded by the SLA and the work funded through the Voluntary Sector Grants Programme. There are some issues with how the applicant assesses their clients for eligibility and financial record keeping in relation to the rent deposit scheme, for which they received training and support from the local authority. At present the applicant does not have links with the Connexions team within the local authority so would need to address this in order to meet the outcome around working to reduce the amount of young homeless people & those in temporary housing who are NEET (not in education, employment or training).

The applicant has identified 23 posts and provided role descriptions for each. The Director is responsible for setting the strategic direction of the organisation and meeting set strategic objectives as well as being responsible for overview and the effective delivery of all aspects of the organisation. The Services Manager is responsible for the successful operating of the two hostels, the outreach, the tenancy support, the drug & alcohol, the rent deposit and the skills development services.

Other posts identified include a Resources Manager, Hostels Co-ordinator, various project staff e.g. Resettlement and Support Workers, Young Person's Support Officer, Tenancy Support Team Outreach Team Leader and administrative staff i.e. Financial Controller, Fundraising Co-ordinator, Administrator. In addition at any one time they have between 1 and 4 Trainees within the organisation as well as a pool of Locum Workers to cover hostel shifts.

The applicant has identified a range of key performance indicators that it uses to monitor its services.

Financial Information:

Total project costs are stated as £93,220 and are comprised entirely of salary costs for the Director and Service Manager, the applicant is requesting £26,000 towards these costs, Grant Officers consider that as the applicant receives large grants from both central and local government, as well as the PCT and other local funders, these costs could be included within these grant bids which is appropriate if full cost recovery principles are applied. The applicant states that they have secured £377,351 as income for 2009/10 and anticipate raising £429,219 giving a projected total income of £806,570.

The applicant has also supplied a projected organisational budget for the period 2009/12, which is broken down over the 3 year period into annual projections. The budget supplied for 2009/10 estimates total costs for the organisation as £841,960 and income as £832,570 which would result in a deficit of £9,390. However projected income for 2010/11 is £937,091 and expenditure is £898,588 resulting in a surplus of £38,502. This increase in income in 2010/11 can be explained by the temporary closure of the hostel at Kew Road in 2009/10, which is due to refurbished following the award of a grant of £922,000 from the Hostel Capital Improvement Programme. This will result in a loss of income from housing benefit and hostel charges during 2009/10 but an increase in 2010/11 when the hostel reopens. Projections for 2011/12 estimate income at £875,394 and expenditure as £925,546 resulting in a deficit of £50,152; this would appear to be as a result of Trust income diminishing from £92,500 in years 2009/11 to £30,000 in year 2011/12. Although Officers acknowledge that the applicant is unable to predict with certainty Trust funding over the 3 year period, as they have a paid Fundraising Co-ordinator targets for Trust income could realistically be set higher in 2011/12.

Accounts have been supplied for the year ending 31st March 2008. Income is reported as £901,382 and expenditure as £870,894 resulting in a surplus of £30,488. Reserves are stated as £227,919 of which £48,074 is restricted, £16,197 is designated and £163,448 is free. Free reserves would equate to just over 2 months operating costs.

The applicant currently receives grants from a number of statutory sources and the projected budget indicates that the following grants will be obtained:

Supporting People*	£232,590	Grant pays for tenancy support, hostel provision for rough sleepers, hostel provision for young boys
LBRuT Service Level Agreement	£314,930	Grant pays for street outreach, floating support, hostel provision and rent deposit
PCT	£82,261	

The applicant also currently receives funding from Richmond Parish Lands and Hampton Fuel Allotments of £20,000 respectively and these are also projected to continue.

*Supporting People is a government funded grant to provide housing related support to prevent problems that can often lead to hospitalisation, institutional care or homelessness and can help the smooth transition to independent living for those leaving an institutionalised environment.

Special Conditions:

It is recommended that the following special conditions be applied to the offer of grant:

1. The funding from the London Borough of Richmond upon Thames must appear separately identified in applicant's accounts as restricted for the purpose set out in the Funding Level Agreement

Appendix A: Assessment of application against service specification

Service Specification - Homelessness

1. Deliver homelessness prevention services

The applicant has stated that all their work is focused upon making a lasting reduction to homelessness in the Borough. They aim to deliver a holistic service which is not solely centred around the provision of accommodation, but includes a number of other support services which include:

- An outreach service which resettles rough sleepers into temporary accommodation.
- A Rent Deposit service that finds tenancies for single homeless people in the private rented sector. Provision of temporary accommodation in 2 hostels within the Borough, holistic key working support and move-on to permanent accommodation.
- A tenancy support service prevents which people becoming homeless in the first place.
- A drug and alcohol team working with homeless people, or those at risk of homelessness
- Skills Development, enabling homeless and previously homeless people to access work, training, education and positive recreation opportunities
- Volunteering offering service users mentoring and enabling service users to volunteer within the organisation

2. Work in partnership with statutory and non statutory partners to meet the holistic needs of client's e.g. healthy eating, exercise, better mental health, setting up home

The applicant has already outlined above a number of support services that aim to meet the holistic needs of clients. In addition they also:

- Operate a rough sleeper helpline which provides advice to anyone who is homeless, or at risk of homelessness in the Borough.
- Offer a learning programme called 'It's Your Move' to its clients. 'It's your Move' is a group-learning programme which educates participants in areas such as managing a tenancy, debt and money management, moving to a new home etc.
- All frontline staff are also trained in benefits and housing issues and are able to provide advice on a wide variety of subject areas to clients.
- All hostel residents are also offered a free 'advice check-up' by the neighbouring CAB.

They also attend relevant strategic meetings to represent the voluntary sector including chairing the Supporting People Forum and attending the Homelessness Forum, Drug and Alcohol Providers Forum, drug and alcohol commissioning group and the Voluntary Sector Community Group.

3. Work in partnership with Connexions to reduce the amount of young homeless people & those in temporary housing who are NEET (not in education, employment or training)

The applicant has stated that 33% of their clients are under the age of 25 which demonstrates the work they are already doing with young people. The applicant currently operates a three-bed hostel for 16-17 year-old boys in the Borough. Officers have contacted the Connexions Manager within LBRuT to determine whether this is anything else that the applicant should be doing in relation to this outcome. Currently awaiting a reply.

4. Promote an awareness of housing advice and homelessness services amongst private householders renting, owner occupiers at risk and vulnerable households

Services are promoted through a leaflet, website and 'rough sleeper helpline' initiative. The applicant also accepts referrals from the local authority, has developed relationships with local estate agents and also attends the Landlords Forum.

They have stated that as part of their work supporting all clients (except for the rent deposit scheme) they work through a support contract identifying issues and responding to them with their worker on an ongoing basis. These are; accommodation, financial issues (income, money management and debt), legal issues (both civil and criminal), physical health, emotional wellbeing (covering mental health), support network, independent living skills, meaningful occupation and confidence & motivation.

In addition they have:

- Employed a Skills Development Worker and Volunteering Officer to support solutions in all these areas, supported by a Client Fund and Meaningful Activity Fund providing resources to support these areas of work.
- Every client is registered with a GP and has an 'advice health check'
- There are formal links with a solicitor to offer legal support
- Developed a relationship with the Adult college (?)
- A joint-working protocol with Richmond CMHT