



EPIC Trust

Empowering People through
Independence and Choice



Support initiatives review 2007

For EPIC Trust and Supported Housing

Bringing everyone together



Left Jitinder Kohli
Right Anne Anketell

Ensuring that everyone receives the same high-quality services from our Supported Housing Department and EPIC Trust is very important.

When Circle 33 Housing Group merged with Anglia Housing Group in 2005, people in different areas were receiving different services from Support Initiatives. All these services have now been pulled together so that everyone can receive the same levels of specialist care and support regardless of where they live.

Support Initiatives now includes sheltered and extra care housing for older residents and supported housing for people with mental health problems, learning disabilities and other needs. It also includes the staff who help people to maintain their tenancies when they face difficult problems like bereavement, family breakdowns and issues like alcohol and drug abuse. And it provides support for young people through Alone in London and projects like our Independent Living Centres and Foyers.

Listening to what you think is very important.

Last year we carried out a survey to see what you wanted in this year's review. You told us that the top items you wanted to see included were: what Support Initiatives and Circle Anglia have achieved (74%), what we have done to improve your homes (72%) and how to contact staff (71%).

Thanks to everyone who took part and we hope you enjoy reading this review and finding out what we have been doing.

Anne Anketell Managing Director

Jitinder Kohli Chair

Key achievements

Upgrading our sheltered and supported housing by spending £278,000 on improvements such as replacement windows, flooring and better security and £1.5 million on planned maintenance and decorating.


Receiving excellent feedback from the official Government body responsible for inspecting care services. They looked at our services and performance and told us we were doing an excellent job in areas such as the personal care we provide for people.

Winning another award for Sonali Gardens, which provides extra care for older people living in Tower Hamlets. Organisations across Europe competed for the 'Wel_hops' award.



Making good progress on the major project to redevelop sheltered schemes that provide first-class care for older people living in Islington. The project to redevelop a dozen schemes across the borough will soon be completed.

Being asked by Ealing Council to provide support for older people in their own homes, and by Islington Council to provide support for older people with learning disabilities. Hillingdon Council has also asked us to support vulnerable local families.



Charlie Fox and her son Jayden live at the Mother and Baby Unit at The Vineries Independent Living Centre in Dagenham. Charlie says; "I like it here, but I want to move on to be more independent. Living here has helped me get ready to be a young mum living on my own."

Making sure that any residents facing court action are aware of the support that the Tenancy Sustainment Team can offer. We also appointed a member of staff to focus on anti-social behaviour and are working with other organisations to provide greater domestic violence support.

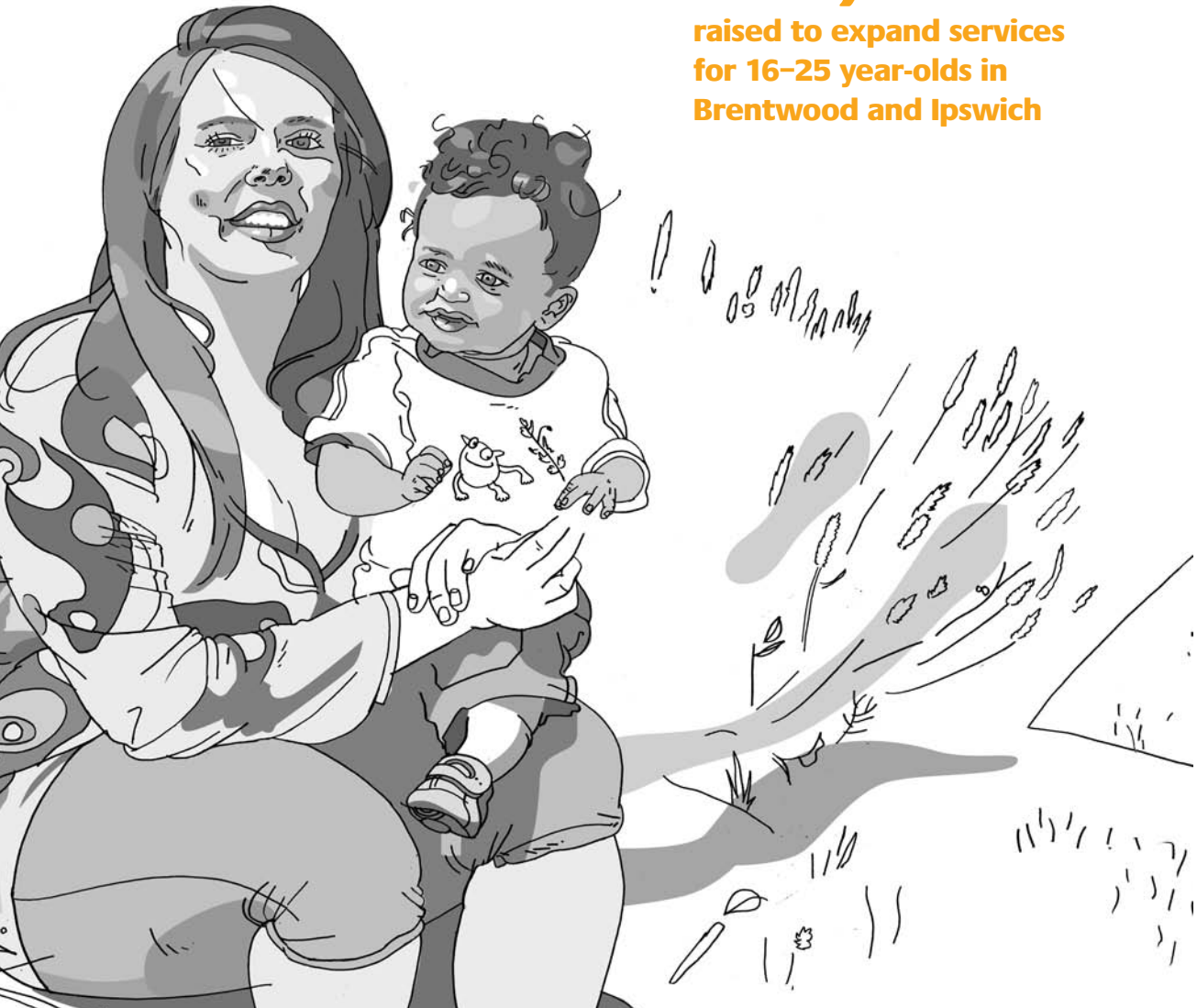
Launching a newsletter for people receiving mental health support and encouraging people to get involved in the Service Users' Forum. We also involved a service user in helping us to train support staff.

Extending the services offered by Alone in London, by appointing a Parent Support Officer to help rebuild family relationships and a specialist mediator to support the increasing number of children suffering from mental health problems.

Signing up to the Government's Respect initiative to tackle anti-social behaviour and launching a website for Circle Anglia residents at www.circleangliarespect.org

£14,800

raised to expand services for 16-25 year-olds in Brentwood and Ipswich



Facts and figures

The figures below have been included in line with guidelines from the Housing Corporation and the National Housing Federation*.

Circle 33 Housing Trust

Voids and lettings performance

Average re-let time in days	150
Number of units vacant and available to let	59
Dwellings vacant and available for let	3.8%
Number of units vacant but unavailable to let	63
Dwellings vacant and not available for let	4.1%

Rent collection

Rent collected	77.5%
Current tenant arrears at year end	6.7%

South Anglia Housing

Voids and lettings performance

Average re-let time in days	37
Number of units vacant and available to let	23
Dwellings vacant and available for let	2.6%
Number of units vacant but unavailable to let	115
Dwellings vacant and not available for let	12.8%

Rent collection

Rent collected	97.8%
Current tenant arrears at year end	11.4%

Wherry Housing Association

Voids and lettings performance

Average re-let time in days	27
Number of units vacant and available to let	21
Dwellings vacant and available for let	2.8%
Number of units vacant but unavailable to let	0
Dwellings vacant and not available for let	0.0%

Rent collection

Rent collected	79.3%
Current tenant arrears at year end	4.8%

Service users (EPIC Trust)

Elders	3,323
Elders – extra care	108
Young people	60
Independent Living Centres (young people)	107
Alone in London	1,037
Tenancy sustainment	664
Mental health	49
Residential care	7
Learning disabilities	35
Total	5,390

* The figures above are correct as at 31 March 2007.

How we performed



More than 5,300 people receive care and support from EPIC Trust, including people with learning disabilities or mental health problems, families and young and old people.

Over the last year we have provided sheltered housing for 3,323 older residents and extra care housing for 108 people who are frail and need a higher level of support.

Alone in London helped 1,037 young people, 107 received accommodation and support from our Independent Living Centres and Foyers and 70 were helped by other schemes.

A total of 664 people benefited from support to help them maintain their tenancy during difficult times, including debt, bereavement and relationship issues. This included helping council residents living in a number of areas.

At the end of March 2007, just over 96% of our service users had support plans and risk assessments in place (we carried out 96% of the risk assessments we needed to). This is an improvement on last year but we are working hard to make sure that every service user has their own support plan and risk assessment.

Circle 33 resolved 96% of Supported Housing complaints at the first attempt and responded to 95% within our target of ten days. Wherry and South Anglia didn't keep separate figures for supported housing complaints during the year but that will change.

Circle 33 was unable to collect 6.5% of the rent and service charges owed to the Trust, South Anglia's arrears were 4.4% and Wherry's 5.5%.

49
people with mental health issues were provided with supported housing during the year

What you say about us



“I enjoy living at the Foyer, I feel safe and know that the staff have my best interests at heart. They really want me to succeed which gives me confidence in myself.”

Gary, Foyer for Ipswich resident

“I had all the support that I needed... I’ve turned into a perfect responsible mum who is looking forward to achieving more.”

Resident in The Vineries Mother and Baby Unit

“I think the EPIC services are superb. The staff help people in lots of different ways, including helping them fill in forms and claim the right benefits. It’s so reassuring to know there is someone there to help if you need it.” **Frank, sheltered tenant/EPIC Trust service user**

“It is a really happy place and I’ve made some good friends. I also love having my own flat and space when I want it and I have still got my independence which is very important to me.” **Elizabeth, sheltered scheme resident**

“My caseworker has helped me understand myself more, listened and given good advice.” **Alone in London service user**

“Thank you for your time, your encouragement and your support. These gifts are priceless.”

Letter received by member of the Tenancy Sustainment Team

“Things weren’t going too well, I was self-harming. I always wanted to work with kids and am now doing a course in counselling...and I have accommodation here next door to my college. Everything is just great.” **Teenager who received support from Alone in London**

“Thank you for showing me the road to happiness, for building my confidence and giving me my life back.” **Tenancy Sustainment Team service user**

Giving our service users the opportunity to try alternative treatments, therapies and other activities at the annual Well-Being open day organised by the Mental Health and Tenancy Sustainment teams.



How to contact us

Support Initiatives is made up of the supported housing and care services provided across Circle Anglia.

Our Supported Housing Department provides homes and landlord services for more than 3,750 people, including older people, those with mental health problems or learning disabilities. It collects rent and service charges, arranges improvements and repairs, tackles problems such as neighbourhood issues and works in partnership with over 25 support providers including EPIC Trust.

EPIC Trust, the group's specialist care and support partner, supports more than 5,300 people with a wide range of needs. It now includes three key services for young people – Alone in London and the group's Independent Living Centres and Foyers.

EPIC Board members

The EPIC Board now represents all EPIC Trust service users and supported housing residents. It includes two service users, with a vacancy for one more.

Jitinder Kohli (Chair)

Gaynor Quilter (Vice Chair)

David Gee

Pamela Mitcham

Chander Hingorani

Sheena Lo

Liz Anderson

David Fisher (Agency Forum)

Stephen Williams (Service User/Supported Housing Tenant)

Jermaine James (Service User)

Supported Housing Department and EPIC Trust

1–7 Corsica Street, Islington, London N5 1JG

Tel 020 7288 4000

Tenancy sustainment team

Tel 020 8826 1725

Personal visitors

Visit our Tuesday Surgery at Corsica Street (See above) (9.30am–12.30pm)
(No appointment necessary)

Customer website

www.circleanglia.org/customers

Anti-social behaviour website

www.circleangliarespect.org

