

Path

Supporting people vulnerable to homelessness.

Over the past 12 months Path has successfully:

- Supported 227 people sleeping rough in Plymouth
- Housed over 500 people/families
- Helped clients we housed in Plymouth save £48,000 for their futures

Annual
Report
2017



SUPPORTING PEOPLE IN HOUSING NEED

This report covers Path's work in the year April 2016 to March 2017.

Who We Are

Path is an independent charity supporting people who are vulnerable to homelessness in Plymouth, Devon. We do this by offering a range of services, from support for rough sleepers on the street through to helping people set up and maintain tenancies.

Key Achievements and Developments 2016/2017

- Towards the end of the year we took on our first leased houses, as part of directly **providing accommodation** for people facing homelessness.
- With our and others services for refugees going out as one tender, we formed Plymouth Refugee Partnership with our fellow service providers, winning the tender and planning a new/revised service for 2017: the **Refugee Integration Service**.
- We secured **grants** for over 350 clients totalling over £70,000; and supported another 120, ourselves, with additional funds: all money for clients to pay for specific, vital things, often as they are re-housed.

Path Services

Services that we currently provide:

1. Support for Rough Sleepers

We support people who are sleeping rough in Plymouth to move off the street.

2. Resettlement Scheme

We provide temporary accommodation in the community to single people facing homelessness in Plymouth.

3. Housing Information, Sign-posting and Support (HISS) Service

Working with BCHA and Broadreach, we provide housing information and support to people who are single and homeless, including people using mental health, drugs and criminal justice services.

4. Access to Private Rented Housing

Our Renting Support Service (RSS) helps people (single people and families) set up their own private rented tenancies.

We also work with Plymouth City Council and Plymouth Homes4Let (letting agency) to run the **Easylet** scheme, taking on properties for private landlords and letting them to people facing homelessness.

5. Refugee Housing Support Service

Working with START, and now other partners, we provide housing advice and support to refugees in Plymouth, especially those who have recently gained leave to remain in the country.

Director's Message

Like many charities, we're committed to trying to improve our services all the time. At the moment, though, just keeping them going is often the priority. Happily, 2016/17 saw Path mostly keep providing the support we are so committed to, as well as starting some new developments that are positive.

We work with lot of different people in lots of different circumstances; but common themes to what we do remain helping people:

- Who are street homeless
- Who need housing advice and support to keep or find accommodation
- To secure their own tenancies, often in private rented housing

How we do that varies as society, funding and contracts change but also as we learn and develop, as we build new partnerships and find new ways to do things.

Working with other organisations remains a priority for us, from ongoing discussion with other complex needs services in Plymouth to a new partnership to support refugees. At the same time, relationships with local authority Housing Departments remain vital, even as they face their own changes.

One of the developments in 2016/17 that we have focused on is moving in to providing accommodation. We have worked in partnership with Reestart for some years, providing and managing several houses in the community. We are continuing that and are also now running some houses, ourselves, adding to the options we can offer people who we see.

For the year ahead, the Homelessness Reduction Act is a very positive and significant factor. Local authorities are likely to be planning how they will meet their new obligations and that should affect how we and other homelessness charities work. Certainly, we at Path are keen to make sure that what we do fits the new approach.

At the same time, we and other organisations supporting people with complex needs in Plymouth continue to work together to improve services, joining up to better help vulnerable people in the community.

Mike Taylor, Director

Key Developments 2017/2018

- We are keen to further develop our **property work**, to provide housing to people facing homelessness.
- From 1 June we will be working with partners to provide the new **Refugee Integration Service** in Plymouth.
- We continue to work with other **complex needs services** in Plymouth to be more aligned and provide better services.
- Alongside service developments, we're happy to have our partners **Plymouth and Devon Race Equality Council (PDREC)** moving in to share premises.
- Less imminent but hugely important is the implementation of the **Homelessness Reduction Act**, something we are keen to support.

Services Review

April 2016 to March 2017

Street Homeless & Homelessness Provision

Service Manager - Dave Davies

Rough Sleeper Work, Plymouth

Team: Jane Barwick, Emily Mousley, Craig Harris (Rough Sleeper Workers), and Lee Pitt (student placement).

The aim of the service is the reduction of and the prevention of rough sleeping. To achieve this aim the team runs regular outreach sessions - finding and supporting people who are street homeless to leave the streets – followed by drop-in sessions.

The team worked with 227 individuals over the year, some of whom required on-going support.

- ✓ 183 individuals were evidenced as new rough sleepers
- ✓ 44 were returning to rough sleeping.

Of those new to rough sleeping 74% were supported to leave the streets within two weeks of being evidenced. Of all those evidenced rough sleeping 78% were supported to leave the streets within one month and 82 clients were supported to access supported accommodation during the year.

Multiple and Complex Needs Work, George House

We continue to provide intensive support for up to 9 clients with multiple and complex needs in George House hostel run by BCHA. All have previously struggled to maintain any form of accommodation including supported housing and have a range of support issues including alcohol and substance misuse issues, mental and physical health problems and anti-social behaviour.

Rough Sleeper Strategic and Development Work

Plymouth's success in addressing rough sleeping (RS) is due to the shared commitment and joining up of all relevant services, including the local council. An essential part of this is the RS Strategy Group, meeting six times per year, run by Path but with a strong commitment to partnership work. Path also works alongside the Soup Run, to support the development of their services, including the Sunday night static provision run from Shekinah.

Single Homeless Scheme

Team: Jane Cookson, Ann Haggie (Housing Support Workers) and Rowan Vines (Temporary Housing Worker)

This service was initially funded for 15 months by Homeless Link via PCC and we worked with PCC to extend the end of the project to allow us to find a sustainable service delivery model into the future. The service provided temporary shared accommodation for a maximum of 6 months for people with short term homelessness issues and was delivered by Path in partnership with Reestart and PH4L.

From April to September:

- ✓ we accommodated 40 people
- ✓ 27 people moved on from the scheme
- ✓ 51% moved to permanent accommodation of their own
- ✓ 37% went to live with family or friends
- ✓ 12% entered supported accommodation.

Reestart Resettlement Scheme

Team: Rowan Vines

This service followed on from the Single Homeless Scheme and is a partnership between Reestart who provide the accommodation and Path who provide the housing management. It is completely self-financed via the rental income the scheme receives. The scheme provides 21 bed spaces in 4 shared accommodation houses for a maximum of 12 months.

From October – March we accommodated 33 people, with 22 people moving on from the scheme and 13 of these moving into permanent accommodation.

Case study

BG moved in to Reestart Resettlement within a matter of days of having come out of rehabilitation for heroin addiction. He was able to remain stable and bid for social housing. BG remained in the property until he was awarded his own home. His aim was to go to university and study criminal justice.

Housing Information and Support Service Manager - Tracy Childs

Housing Information, Sign-posting and Support (HISS)

Path's HISS Team: Tracy Childs (Team Lead), Martin Robinson (Ex-offender Housing Support), Ruth McLelland (Mental Health Housing Support), Katy Cave, Molly Shill and Austen Mintern (Housing Advice Workers), Laura Fullwood (2nd Year BA SW Student), Sam MacKenzie (volunteer)

The Housing Information, Signposting and Support Service (HISS) provides information, advice and on-going support to single people in Plymouth who are vulnerable to homelessness, especially people with complex needs.

HISS is funded by Plymouth City Council, and is a partnership between Path, Broadreach Housing Support Services and Bournemouth Churches Housing Association (BCHA), under the lead of

Refugee Housing Support Service

Team: Nick Reid (RHSS Support Worker)

RHSS is provided in partnership with START. This service works with people recently granted refugee status, often whilst still in NASS (asylum seeker) accommodation and who now need to move into the community.

The service offers casework support and a weekly drop-in, as well as on-going support for refugees, including integration support, e.g. access to language lessons, setting up voluntary work and family reunions.

- ✓ Over the year we provided case work support to 39 households.
- ✓ Of those households we supported into accommodation, 60% moved into permanent accommodation of their own.
- ✓ Additionally, we worked with an average of 40 people each quarter via drop-in sessions.




BCHA. Whilst it's a joined up service, much of the capacity is for individual support for people, working alongside the advice element that Path provides.

As part of the advice work, Path runs a drop-in service, which:

- ✓ saw 423 people last year
- ✓ supported 726 people
- ✓ housed 160 people (Path's HISS Advice and Casework teams).

The number of people who use the drop-in at Path on average works out to 35 per month. The age range varies, as does the type of household who presents e.g. single parents, over 60s, 18 year olds, singles & couples from out of area, as well as the core single homeless applicant.

The Advice Team provides a range of services including:

-  short pieces of tenancy support work
-  accommodation seeking, including homeless approaches
-  raising funds via charities

- 📌 liaison with other agencies
- 📌 person centred housing support work.

Signposting to relevant agencies is a key part of the Advice role, including Shelter to intervene with landlord disputes, illegal evictions etc.

The Mental Health Housing Support Worker works closely with Glenbourne Psychiatric Unit, Community Mental Health Teams, Home Treatment, Community Forensic Team, Adult Social Care, housing providers, Plymouth City Council and a range of others. The majority of the client group present with complicated housing & severe and enduring mental health issues. Path's Ex-offender Housing Support Worker supports clients who are former offenders, clients on supervision or licence and occasionally one or two clients who come under the Community Forensic team. Currently on caseload: 30% of the client group are monitored by the National Probation Service, while 30% are supervised by the Community Rehabilitation Company (previously also part of probation, prior to privatisation). Research continues to show that out of all the offenders who have received housing support 70% have not re-offended and have been moved into settled accommodation.

📌 **Housing Support for Women**

Team: Ghia Gambardella (Housing Support Worker)

Thanks to funding from Lloyds Bank Foundation, from October 2016 Path has been able to offer housing support for women engaged in the criminal justice system. We work directly with probation services, supporting women with very complex needs.

In this period, 23 women were supported.

📌 **Ex-Services Housing Support**

Team: Ann Haggie (Housing Support Worker)

Funded by the Royal British Legion (RBL), this service started again in January 2016. It enables us to provide advice and signposting, plus Tenancy Support, to ex-Services people facing homelessness. Additional support is given around accommodation seeking, applying for grants and welfare benefits, debt advice, negotiating rents with private landlords, setting up utilities, and resettlement.

From 1st April 2016 to March 2017, there were 56 people from the ex-Services community (including families) assisted to resettle or maintain their accommodation. They were all given advice and support to access funds, and welfare benefits. Advocacy plays a core part of this and the other outreach services, with vital liaison between agencies to get the best outcome for the applicant.

Case study

Having been housed in a 1 bed flat for almost two years, our client (GW) was told that the landlord had decided to sell the house. The new owner gave notice to all the tenants, causing particular distress to GW. We explained we would be able to support him through the whole process and gave him a list of landlords we work with at Path. We arranged for the client to have a new Deposit Guarantee and GW saved up the money for the rent in advance (RIA) himself.

We helped with the change of address form for Housing Benefit and also completed a pay landlord rent direct letter. Our client – a veteran – was therefore successfully re-housed and was able to settle once more. Having been on specific training, he is now seeking work.

Private Rented Access

Service Managers - Kate Medhurst (Plymouth); Becky Saxton (Exeter and Teignbridge)

Plymouth Renting Support Service (PRSS)

Team: Shirley Johns (RSS Admin), Catherine McGinty, David Ringwood, Rebecca Saxton (Renting Support Workers).

PRSS continues to house high numbers of people in the private rented sector. We work with a large number of landlords and letting agents, who help us by providing accommodation to let at affordable rents. There are some truly fantastic agents and landlords in Plymouth, too many to name, but we are grateful for their continued support. In the past year we've seen an increase in the numbers of single person households accommodated in rooms in shared houses. This reflects both the availability of accommodation, as well as the changing demographics of people who come to us for help, i.e. an increase in single people, often with complex needs.

As well as issuing deposit guarantees to secure tenancies, we secure money from benevolent funds for deposits, rent in advance, fees and furniture.

- The core service raised £19,680 for clients during the year.
- Across the caseload we had £47,943 saved towards people's own tenancy deposits.
- This is an average of £300 per household saved for their own deposit.

This continues to be a vital part of the service, and a great result. Thanks go to the City of Plymouth Credit Union for helping this part of our service be such a success.

In addition to our core caseload we worked with over 130 young people

coming from the youth homelessness pathway or the City's care leavers team.

Case study

Referral from Reestart (recovery) for a long term service user with previous drug issues. The client found a property with a landlord new to working with Path. We explained the process to him and assisted with Right To Rent check etc. We had to help sort out Housing Benefit for the previous claim (which was suspended), to ensure our application for a discretionary housing payment for rent in advance would be accepted. This client was referred to HISS for support. After 1 year, he is still at the property, he has saved half the money towards the deposit (which has been passed to the landlord) and there have been no issues.

Case study

SB had been staying at the Salvation Army hostel for 6 months prior to being referred and came to a Path drop-in session to get further information. Due to a complication with his benefits he had built up arrears in his top-up charge. The Salvation Army had agreed to a payment plan, so SB was able to consider moving on.

We looked through his income and expenditure, and realised that by moving to a property with a fairly low top-up for bills, he would be able to live in the community and also pay towards his arrears. Further work around his benefits showed a mistake in his JSA award had led to a shortfall in his Housing Benefit. With this rectified he was able to move in and to also clear his arrears in just a few months.

Case study

H was referred to Path in 2015 having secured refugee status, which meant he had to leave the NASS (asylum seeker) accommodation he was staying in. We supported him to secure a room in a shared house, where he stayed for just over a year.

In 2016, H managed to arrange for his wife to join him. As H was living in a licensed HMO his wife would be unable to stay there. Notice was given in good time ahead of H's wife's arrival and we began searching for suitable accommodation for them to share.

Separately, we were working with a landlady who turned out to have a studio flat soon to be vacant. The rent was inclusive of all bills and a financial assessment showed that H should be able to afford the property alone.

Having been supported as part of Path's Deposit Guarantee scheme, H already had a full deposit saved for his room, which his original landlord was happy for him to keep and use to secure the new property. He finally moved in 2 days before his wife's arrival. Client was fully supported by Path throughout, and for a further period after move-in to the new property.

PRSS Tenancy Sustainment

Team: Ghia Gambardella and Jane Cookson (Tenancy Intervention Workers)

Tenancy Sustainment provides intensive, time-limited, support interventions to tenants who have been issued a PRSS Deposit Guarantee and require additional help. We worked with a total of 47 mainly complex households during the year, helping people to set up and maintain successful tenancies, including maximising income, assistance applying for grants and procuring essential items, furniture and white goods, support setting up utilities and learning to maintain payments and advocacy and signposting.

PRSS: Enhanced Young Persons Service

Team: Tara Wallace and Shirley Johns (Renting Support Workers)

The Enhanced Young Persons Housing Support Service is a development of the wider Plymouth Renting Support Service and has been funded by Plymouth City Council (PCC) from September 2014. We assist care leavers, and young people aged 18-24 moving on from specific supported accommodation. Many of these young people have never held a tenancy before, and therefore present a greater perceived risk to a landlord. We are able to work with landlords, provide targeted support to the young person, and offer an enhanced Deposit Guarantee to help these vulnerable young people into a more settled life.

We received 138 referrals during the year and housed 33 people. A total of 161 people were open to the service throughout the year as we offer 12 months support following move in to the property – the same as the core PRSS service.

Teignbridge Renting Support Service (TRSS)

Team: Lou Skeats (Team Lead), Adeke Johnson (Renting Support Workers)

Teignbridge District Council (TDC) funded our private rented work that is based in Newton Abbot. This service sees people who approach the Council and are homeless or facing homelessness needing help to move into the private rented sector. Over the year we received 184 referrals, housed 56 households and opened 17 savings accounts with the Plough & Share Credit Union, into which clients have so far saved £4503.25

In addition, we raised a further £15,544.62 through benevolent funds to assist with deposits and rent in advance and £20,000 from the DPS Charitable Fund

and Crisis to assist clients with cash deposits – of which £2,450.00 was spent on TRSS clients to secure accommodation.

Exeter Renting Support Service (ERSS)

Team: Lou Skeats (Team Lead), Aaron McCrossan, Katt Watson, Olly Giddings (Renting Support Workers)

Funded by Exeter City Council, this two-year service started in March 2015 and ended in February 2017.

We provided support to people who are homeless or facing homelessness to move into the private rented sector.

We received 196 referrals for households from April 16 – Dec 16, providing housing advice and signposting for many people, as well as housing 61 and opened 17 savings accounts with the Plough and Share Credit Union, into which clients have so far saved £6,315.16.

In addition, we raised a further £7,776.00 through benevolent funds to assist with deposits and rent in advance and £20,000 from the DPS Charitable Fund and Crisis (as noted above) to assist clients with cash deposits – of which £5,625.00 was spent on ERSS clients to secure accommodation.

Case study

Client referred by Housing Options. Interviewed by Path caseworker, who found expenditure was really high due to debts. Worker explained we would assist her once her expenditure was reduced and suggested how to achieve that. The client reduced her expenditure and found an affordable property with a letting agent who hadn't worked with Path before. We inspected the property (no recommendations to be made/no hazards) and liaised with the agent, who was happy to work with Path and would consider future clients.

The client was assisted into the property with a Path 'Recycled Cash Deposit' and

rent-in-advance covered by a Discretionary Housing Payment.

Path Renting Support Lodgings Service/Shared Accommodation Service

Team: Catherine McGinty (Renting Support Worker)

We were delighted that Crisis provided us with further support from April 2016, which enabled us to continue our work to improve access to lodgings and generally increase access to shared accommodation for under 35 year olds (who are only entitled to the shared accommodation rate of Housing Benefit).

We offer this service in Plymouth and, when required, in Teignbridge and Exeter. During the year we have supported 33 people into accommodation, and have worked with numerous householders and landlords who potentially have a room to let.

We were also able to offer monthly Tenancy Training sessions which we developed and delivered at different housing providers over the year. We did 13 x 2 hour sessions during the year, which over 50 people attended. They were aimed at people looking to move into their own tenancy, especially if they had not had a tenancy previously. They were also open for key workers at housing providers looking to improve their knowledge of tenancies, securing tenancies and the rights and responsibilities of tenants and landlords. (Some of those people who did the training would then come through our PRSS service.)

We also did weekly 'drop-ins' at hostels to encourage move-on into the private rented sector.

Easylet Scheme

Team: Richard Colrein (Easylet Worker)

Path coordinates the Easylet scheme, which is run in partnership with Plymouth City Council and [PH4L](#) letting agency. The partnership makes letting easy for landlords whilst providing much needed, affordable, good quality private rented accommodation for people in housing need.

Properties taken on from landlords are made available to people approaching PCC Housing Options and Path who are in need of accommodation. In particular, this role sources private rented housing for refugees coming through the Syrian Vulnerable Persons Resettlement Scheme (SVPR). Plymouth has committed to resettling 150 people through the programme over a 3 year period. We actively seek accommodation that would be suitable for these families, while some houses have been used to accommodate Afghan interpreters who served alongside British soldiers.

The scheme also raises property standards across the city, by ensuring all properties taken on meet the decent homes standard and promoting the [‘Plymouth Charter for Private Rented Housing’](#), working with PCC’s Community Connections and others.

There are now 69 properties under Easylet management. 17 new properties were taken on in the past year. £23,579 of funding was secured to improve accommodation, bringing them up to decent homes standard and removing hazards from the properties.

Property Development

This has been a significant year for Path as we have taken our first steps into the world of full property management.



Rosedown Avenue

In February 2017 we took on a property that is due for demolition in 4 or so years’ time as part of regeneration plans for the area. Path refurbished the property, which is now let to young people who were at risk of homelessness. Our aim is to use this property to address a gap in provision; in most cases you can’t access supported or temporary housing if you’re working – the rents are just too high. We’re offering this accommodation specifically to young workers.

We had a team building day to prepare for the refurbishment, the staff team getting stuck in and helping transform the house.

We’d like to say particular thanks to **Plymouth Community Homes** for the opportunity and to the **Sylvia Waddilove Foundation UK** for financial support on the refurbishment.



Mount Gould

We've also leased a fantastic 7 bedroom property from a landlord investor. This property gives us the opportunity to offer temporary accommodation for people who don't need to be in the hostel system, but do need a place to stay at that moment. We're therefore able to temporarily house some of the people who come to us homeless whilst they find a more permanent home. We're also in the process of buying a property to offer additional spaces for temporary housing.

Other Activities

Events

This year we were part of 3 events that raised money for our Hardship Funds for clients. All 3 were positive, successful events that those attending really enjoyed and which also raised money to help people vulnerable to homelessness.

Column Acoustic

A sold-out evening of music put on with our friends at Column Acoustic: a lovely evening at Devonport Guildhall featuring:

- Crazy Arm
- Raise The Roof
- The Robinsons
- Tycklemore Notes
- The Two Horsemen
- The Spoils Collective

We are hugely grateful to all the acts who performed and to Marc Gardner (from Column Acoustic) and our own Becky Saxton for making this happen and doing it so beautifully.



One-off Spectacular

One of our members of staff, Tara Wilkinson, led on putting together an evening at the Royal Corinthian Yacht Club in Plymouth, featuring a team quiz, other games and dancing. There was also a huge raffle, one with prizes donated by many, many businesses locally and nationally. Both raffle and event were hugely successful, raising over £3000 between them to help our clients. This was the biggest event we've ever done and also the most (as the billing rightly said) spectacular.



Path Quiz Evening

A student we had on placement, Lee Pitt, put on an evening with food, drink and a pretty challenging (but very interesting) quiz.

All these events and activities are largely the result of great kindness – generosity with time and much more – from all those involved. We're grateful to every one of them, whatever their link to us or to addressing homelessness.

In addition, one of our trustees, Joanna Wharton successfully completed the New York Marathon, raising money for our Hardship Fund.

Other Support For Clients

A key factor for many people we see is being on a low income. As well as putting pressure on day-to-day living, that makes any change in life harder to deal with. So we're always trying to help people address financial pressures in various ways.

Some of that means helping our clients plan, budget and maximise their income; but often people need (sometimes small) amounts of money to help with something specific. Path workers therefore often try to raise money for clients from external funds.

- 📌 Last year they raised over £70,000 for over 350 clients that we processed
- 📌 Many thousands more that was paid direct to clients.
- 📌 We also have some of our own funds that can go to go directly to clients, some from donations.

In 2016/17, we helped 120 clients that way, with small grants from our own Fund to cover a range of needs from an emergency bus fare to paying for electricity for a few days when someone has no other option.

In addition, we've had funding and donations enabling us to provide tenancy starter packs to clients who are moving into a room or home without the basics.

- 📌 We provided 334 packs in total last year.

Some of the funds that have helped our clients so much include St Martin's In The Field (aka Vicar's Relief), B&CE and the David Gibbons Foundation. We are very grateful to all of them and others.

For anyone able to contribute or get involved in fundraising, please get in touch with us on 01752 255889 or at info@pathdevon.org

This year we also bid for and won a grant from the **Deposit Protection Scheme (DPS)**, money to use for cash deposits in a scheme which recycles the money as clients repay it, enabling us to help others.



Path as an organisation

Objectives & Activities

The charity's objectives are that of relieving poverty within the City of Plymouth and beyond, by providing assistance to those in housing need.

Governance

Path has a clear structure, with a board of trustees overseeing the charity and a Director, service managers and operational workers. We constantly look to enhance how we run Path: from improving information and policies to reviewing services; updating job descriptions and reviewing Path's public benefit, ensuring that we contribute fully to the communities in which we work and stay relevant and effective.

Income

Path's biggest single funder is Plymouth City Council, from its own funds and from monies received locally from central government. Equally, some funding comes to Path directly and some via partnerships.

Other funders include: Teignbridge District Council, Lloyds Bank Foundation, Crisis, the Royal British Legion and Exeter City Council. We greatly appreciate all the support and funding that we receive.

As we provide housing, we now also receive income from rents, enabling us to provide accommodation for people most in need.

Training provided by Path

We provide some training to workers, particularly by providing workshops at our own or at others' events. Last year we again contributed to some events put on by Crisis and provided a workshop at the Shelter-led Housing and Homelessness Conference in Plymouth.

We also give talks on homelessness to students and community groups.

Website

Our website is used as a source of information for landlords and other agencies as to what we do, and also for staff recruitment. We regularly review it, updating information and trying to make it more useful and accessible. You can find us at www.pathdevon.org

Twitter

We continue to use Twitter and have over 800 followers. We use our account to share news and information about Path, partners, housing and homelessness. You can follow us [@PathDevon](https://twitter.com/PathDevon).



Tweets	Following	Followers	Likes	Moments
1,864	911	906	649	0

Legal & Administrative Information

P.A.T.H. (Plymouth Access to Housing) Limited

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Funding Partners

