



Report to the Policy Review Scrutiny Committee

Subject: Homelessness Scrutiny Report

Date: 25th March 2008

Author: Scrutiny Officer

1. 0 Purpose of the Report

To update Members on the progress of the working group's review into homelessness.

2.0 Background

This review commenced in June 2007 and the final report was drafted in February 2008.

3.0 Proposal

That Committee Members read the attached report and endorse the recommendations made by the Chair and working group.

4.0 Recommendations

That this report and its recommendations be passed onto Cabinet for consideration for implementation.



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1.0 Purpose of the Report

1.1 To update members on the progress of the scrutiny working group's review into homelessness.

2.0 Background

2.1 This working group comprises of Councillors M. Dunkin (Chair), C. Pratt, S. Prew-Smith, R. Goodwin, M. Shepherd, B. Miller, P. Feeney, and S. Mason-Kempster. Officers T. Lack (Scrutiny Officer), A. Bennett (Area Housing Manager).

3.0 The Scope of the Review

3.1 This working group was convened to identify the reasons for homelessness and to determine what services are available for homeless people within the Gedling Borough. This working group also aimed to explore how homeless provision could be further improved. The working group's scope is attached at Appendix 1.

4.0. Information Gathering

4.1 The working group gathered various information in relation to the issues associated with homelessness. This included the work the Council undertakes to both prevent and provide for people who face homelessness, various statistics and data, and the services provided by other agencies in relation to homelessness. The working group scrutinised:

- 4.2 Gedling Borough Council Services Scrutiny Committee: Review of Balmoral House Homeless Hostel June 2004. (Appendix 2)
- 4.3 Overview of the Homeless Legislation- presentation by Alison Bennett Area Housing Manager (Gedling Borough Council)
- 4.4 Homeless presentations within the Borough of Gedling March 2003 – April 2006
- 4.5 National Homelessness Statistics- Statistical Release 12th March 2007
- 4.6 Homeless Application Flow Chart (produced by Shelter)
- 4.7 Requests for advice and assistance in relation to homelessness within the Borough of Gedling April 2006 – March 2007, April 2007 – July 2007
- 4.8 Homeless presentations, applications and requests for advice since August 2007
- 4.9 Room occupancy at Balmoral House Hostel since April 2003
- 4.10 Gedling Borough Council temporary homeless accommodation
- 4.11 Housing Options in the North and South of the Gedling Borough
- 4.12 Temporary Council accommodation for homeless people in the Gedling, Rushcliffe and Broxtowe boroughs.
- 4.13 Best Value Performance Indicators-
- 4.14 BV 138a The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.

BV138b The average length of stay in hostel accommodation households that are intentionally homeless and in priority need

Bv203 The percentage change in average number of families placed in temporary accommodation.

BV213 The number of households who considered themselves as homeless, who approached the Local Housing Authority's Housing Advice Services(s) and for whom housing advice casework intervention resolved their situation.

BV214 The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.

- 4.15 Local 6 Proportion of homeless applications on which the Authority makes a decision and issues written notification to the applicant within 33 working days.
- 4.16 Homeless Decisions April 2007 Gedling Borough Council
- 4.17 Homeless Temporary Accommodation 2007
- 4.18 Cumulative salary costs for Gedling Borough Council staff who work to support and address homelessness
- 4.19 Framework Housing Association: Annual Report 2006/07
- 4.20 Framework Housing Association: Why don't homeless people just go and get a job? (pamphlet)
- 4.21 Framework Housing Association: Russell House (pamphlet)
- 4.22 Gedling Borough Council Homeless Appeals Register
- 4.23 Question and answer session with S. Batey- Service Manager for Shelter Nottinghamshire
- 4.24 Gedling Borough Council Priority Need information document (for the public)
- 4.25 Homeless Health Check document (summary)
- 4.26 Gedling Borough Council application form for Housing Options Assessment (for the public)
- 4.27 Gedling Borough Council authority to make enquiries document (for the public)

5.0 Findings

- 5.1 The working group note the former scrutiny review undertaken of Balmoral Homeless Hostel in June 2004 and the conclusions drawn by the previous working party in terms of the low standard of this accommodation (Appendix 2). The working group recognise that since then little progress has been made regarding Balmoral House and acknowledge the growing problem of homelessness within the

borough and the need to (a) find better quality (user-friendly) alternative accommodation and (b) more provision overall for the homeless, in particular young people and families.

- 5.2 The working group appreciate the context setting presentation given Alison Bennett (Area Housing Manager) which outlined the Council's local authority duty in respect of housing legislation and processes i.e. eligibility to be housed, priority need, housing decisions, requesting a review of decisions and appeals etc. The group recognised that the legislative criteria detailed in Housing Act 1996 part 7 guides the Council in respect of 5 key areas where people according to their particular status can be determined as homeless. These include; homeless or threatened with, eligible for assistance, priority need, intentionally homeless and local connection.
- 5.3 Having reviewed the homeless presentations made at Gedling Borough Council April 2002 – March 2007 the working group recognise that whilst the total number of presentations vary slightly each year, the average number of presentations over the last five years has been approximately 143 per year. The group acknowledge the variety of reasons for presentations (i.e. fleeing violence, leaving hospital etc) but note also how there is some variance too, in each year in the numbers of people presenting for different reasons.
- 5.4 The working group recognise that the issue of homelessness is a national problem having examined the data reflected in the National Homelessness Statistics- Statistical Release 12th March 2007. The group also understand that 'Affordable Housing' can be that which is any of the following; of low cost, by design, of discount to people with a local connection or shared ownership.
- 5.5 Having surveyed the 'homeless application flow chart (produced by Shelter) the working group are familiar with processes and procedures that have to be considered when a person presents as potentially homeless. The group note that these accord with the five key themes detailed 5.2 that relate to the Housing Act 1996 part 7.
- 5.6 The working group note that there have been a total of 691 requests for assistance with homelessness prevention within the Borough of Gedling between April 2006 - March 2007. The working group acknowledge that the Council along with other local authorities are challenged by Central Government to prevent homelessness in addition to providing accommodation for the homeless.
- 5.7 The working group are familiar with the housing options (areas) available for homeless people within the north and south of the

borough. They acknowledge that the Council tries to avoid placing families in 'Bed and Breakfast' type accommodation and understand that the only provision available for families currently is of a temporary nature and this includes 10 rooms at Balmoral House Hostel (Colwick) and 3 flats on Beechwood Road and Wollaton Avenue. The working group understand that Gedling Borough Council has agreed to fund seven units at a proposed new development- Elizabeth House (managed by Framework Housing Association) for young single homeless persons and that this should also help reduce the need to utilise bed and breakfast accommodation.

- 5.8 Having reviewed the information relating to room usage at Balmoral House Hostel (April 2003 onwards) and having undertaken a site visit, the working group recognise that the 10 rooms comprised within this hostel are virtually always occupied. The working group recognise the ongoing priority need for a higher standard of accommodation for homeless persons and their families. In particular they note that families have to share a basic kitchen facility and likewise the toilet and bathroom provisions. The group note that the 10 rooms within the hostel appear spartan in terms of their décor and furnishings and that there are no adjoining doors between rooms for families. The working group are also aware that due to the layout of the building and the need to accommodate homeless persons and their families there is no communal provision available for social or group (training) activities to take place to enhance the lives of the residents. The group recognise the need for such a communal amenity to allow external partner agencies (e.g. Sure Start) better opportunities to support and develop life skills in the residents to enable them toward a longer-term resettlement. (Photographs depicting Balmoral House Homeless Hostel attached at Appendix 3)

The working group also note that there are many steep staircases within the hostel which do not permit the fitting of stair gates. The working group are aware of the remedial works carried out by the Council in terms of redecoration etc and acknowledge too, the part-time support offered to residents by a Gedling Borough Council hostel worker. Whilst the working group recognise that frequent satisfaction surveys have been carried out with the residents of Balmoral House and that their views have driven changes at the hostel, the working group nonetheless consider that the hostel's amenities are of a very low standard and believe that the hostel should be closed and more user friendly homeless provision should be developed or sought within the Council's existing housing stock. The group believe that given the client group at the hostel, any new homeless provision should not require 24-hour staffing/care but would benefit from having a full-time member of staff.

- 5.9 The working group recognise that there is paucity in both the quality and quantity in homeless accommodation within the Gedling Borough. The group understand that whilst Gedling has 10 units (Balmoral House), Rushcliffe Borough Council has 20 units and Broxtowe Borough Council has 22 units respectively. The working group feel that given the current demand for homeless accommodation within the Borough, the Housing Department should allocate more of its resources toward homeless accommodation.
- 5.10 The working group are familiar with the status of Housing Best Value Performance Indicators, BV 138a, BV138b, BV203, BV213, BV214 and Local Indicator 6 (detailed at 4.13). In particular the group note that in relation to Homeless Decisions (local 6) i.e. 'the proportion of homeless decisions made and notified within 33 working days' the Council has exceeded its target of 98.5% with an actual of 100% (April 2007). However, in respect of Homeless Temporary accommodation (BV183b) i.e. 'the average length of stay in hostel accommodation', the Council has not met its target of 9 weeks with homeless persons staying in the hostel on average 10 weeks (March 2007).
- 5.11 The working group understand that the cumulative salary costs for Gedling Borough Council staff who work to support and address homelessness is currently £127,104 per year. The staff resource includes 50% of the Housing Managers post, a dedicated Homelessness and Housing Advice Manager, 4 Homelessness Officers and 1/5 Administration Officer post.
- 5.12 Having reviewed the Framework Annual Report 2006/07, 'Why don't homeless people just go and get a job?' and the Russell House information pamphlets the working group understand that; "Framework is Nottinghamshire's leading provider of housing, support and training, care and resettlement services to homeless and vulnerable people. Across the county 35 services – from street outreach to floating support – opened doors to 4,685 people in the year to March 2007." (Framework Annual Report: This About People page 1). The working group recognise the valuable help and assistance offered by the Framework Housing Association- and acknowledge their client group and reasons for supporting them. (Appendix 4).
- 5.13 Having undertaken a site visit, the working group are familiar with the homeless provision offered by Framework Housing Association in Newark at the Russell House supported housing homeless hostel. Having toured the facility the group recognise the high specification of the 15 self contained bed sits offered for temporary accommodation. The group also noted the provision of lifts and good disability access. It was acknowledged that the high quality service provision at Russell

House meets the new government legislation. The working group understand that Framework Housing Association are both the landlord and service provider at Russell House. The group consider this type of homeless housing provision and the services provided to be superior to that offered at Gedling. They believe that the support that can be offered (i.e. life skills, training etc) alongside the more independent living accommodation to be of an ideal and desirable standard for homeless persons. Whilst the working group acknowledge that Russell House caters for single homeless people (as opposed to families) they recognise that the provision is of better quality, that it is safer and that it is more conducive to building a homeless person's capacity toward a more stable resettlement. The working group understand that whilst homeless hostel accommodation is temporary it need not be of a mediocre standard. (Photographs depicting Russell House Homeless Hostel attached at Appendix 5)

The working group are satisfied that they understand what assistance is provided to homeless persons by other social landlords (for example Framework) but are aware that the statutory duty to accommodate homeless people falls exclusively with the relevant local authority i.e. Gedling Borough Council.

- 5.14 Having reviewed the Gedling Borough Council Homeless Appeals Register that details the number of appeals lodged by homeless people (against Council decisions) the working group note that to date (2006 - 07) out the 10 appeals lodged only 3 appellants were offered alternative accommodation. This would seem to suggest that the Council are perceived as treating people fairly when trying to allocate accommodation (within the limitations of its current housing stock).
- 5.15 The working group recognise the valuable housing advice and advocacy assistance provided by Shelter Nottinghamshire Housing Advice Service. The working group understand that Shelter in Nottinghamshire offers free and confidential advice to anyone in housing need including those who are statutorily homeless. Shelter Nottinghamshire covers the entirety of the county and is the only specialist housing advice service in the area. The working group appreciate that Shelter prioritises its assistance for those who are at risk of becoming homeless and for particular vulnerable groups- it was noted that each case is assessed according to its particular urgency. Shelter recognises that since the introduction of the 'Homeless Gateway' in Nottingham City, there has been an increase in Gedling of homeless people seeking direct access accommodation and in particular young people. The working group acknowledge Shelter statistics that suggest that (out of boroughs and districts) Gedling is the third highest for the number of people they recorded as homeless

or seeking accommodation. The working group understand that Shelter Nottinghamshire works with Nottingham City Council on its (strategic) housing forums and also with its Housing Aid service by taking referrals and providing a weekly surgery for homeless people. Shelter Nottinghamshire also links with the national Shelter housing and homeless charity.

The working group consider that in order to further reach and support people at risk of homelessness, Gedling Borough Council could also consider exploring the provision of a weekly 'Shelter' surgery for people within the Gedling area.

- 5.16 The working group acknowledge the Gedling Borough Council 'Priority Need' information document devised for the general public. Whilst the group recognise that this document helps guide an individual as to whether they may be in 'priority need', the group feel this would look better if presented in a more user friendly booklet with some related graphics to help signpost the reader to the information being conveyed. The working group believe that such a booklet could be produced in-house at a relatively small cost.
- 5.17 The working group note the 'Homeless Health Check' document devised by the Department for Communities and Local Government and how Gedling Borough Council has worked through this self assessment tool and devised a comprehensive action plan to help prevent people becoming homeless.
- 5.18 The working group acknowledge the 'Housing Options Assessment' application form which the public are required to complete to enable Council staff assess whether a person/s has homeless status.
- 5.19 The working group also note the 'authority to make enquiries' document which the public are asked to sign so that Council officers have permission to verify a person's circumstances (i.e. homeless status) with other agencies.
- 5.20 The working group understand that the Gedling Borough Council have been successful in its bid for funding for homeless services (from the Communities and Local Government Directorate) and has been awarded £55,000 per year for the next three years. The group note that Gedling Borough Council has received a far more generous allowance than many neighbouring authorities.
- 5.21 The working group acknowledge that Gedling Borough Council has identified the need to provide accommodation for homeless young parents / pregnant teenagers and is exploring this with partners.

5.22 The working group acknowledge Gedling Borough Council's new priorities and outcomes (October 2007) which underpin the existing vision for the Borough, which is 'Healthy, Green, Safe and Clean.' In particular, the group note one of four new priorities includes: - 'A good start in life for Children and Young People', and an outcome for the priority relating to a 'High Quality local environment' aims to achieve 'Mixed and balanced housing for the community reflecting the Borough's needs.' The working group believe the aforementioned priorities and outcomes can be realised by addressing the needs of the growing homeless population within the Borough which comprises an increasing number of young people and families with young children.

6.0 Recommendations

- 6.1 That the Council should aim to provide a minimum of twenty homeless units for families within the proposed alternative accommodation as older homeless people can already be accommodated within the council's existing housing stock.
- 6.2 That Balmoral House homeless hostel is closed when and not until a suitable alternative is available and its resources reallocated in terms of alternative accommodation.
- 6.3 That potential new sites are identified to develop (build) some new homeless provision and / or existing suitable Gedling Borough Council Housing stock is identified and utilised by the Council for temporary homeless accommodation as an alternative to Balmoral House hostel.
- 6.4 That consideration is given to establishing some new homeless units in both the North and South of the Borough, preferably where Sure Start Children's Centres services are being delivered i.e. Netherfield and Killisick.
- 6.5 That the Council ensures that any alternative homeless accommodation meets current Government legislation in terms of Specification.
- 6.6 That any new homeless accommodation should include communal facilities to enable group and training activities to help prevent social isolation.
- 6.7 That the Council explore working in partnership with a registered social landlord to provide accommodation and / or services for homeless persons.

6.8 Give consideration that section 106 monies from the proposed Gedling Colliery housing site development are utilised for affordable housing.

6.9 That Shelter Nottinghamshire Housing advice Service are approached to undertake a regular outreach session (surgery) for homeless persons within the Gedling area subject to financial resources being made available.

7.0 Acknowledgement

7.1 The working group wishes to thank everyone who made themselves available to provide information and support this review.



Scope

Scrutiny committee: Policy Review

Working Group: Homelessness

Chair of group: Councillor M. Dunkin

Working group members: Councillors C. Pratt, S. Prew-Smith, S. Mason - Kempster, R. Goodwin, M. Shepherd, B. Miller, P. Feeney

Portfolio holder/s: Councillor C. Pepper

(1) Scope

Why this review is being undertaken...

(list the specific outcomes)

To review homeless provision within Gedling Borough and to ascertain whether Gedling Borough Council could further enhance its provision (i.e. services and accommodation to applicants) for the homeless.

To consider the growing need for homeless provision for young people and rough sleepers. (This need has arisen as Nottingham City Council has tightened their criteria for housing homeless people unless they can demonstrate a connection with Nottingham city).

To improve the quality of life for homeless people and those at risk of becoming homeless by reviewing the advice and support currently offered.

To explore the potential to reduce the use of 'Bed and Breakfast' type accommodation for homeless people / families.

To ascertain what assistance is provided by other social landlords in relation to homelessness.

To influence housing policy at Gedling Borough Council.

To identify further how people at risk of homelessness can be reached and supported.

Aims

The specific issues to consider/examine are...

What are Gedling Borough Council's aims in terms of reducing, preventing and providing support to those who are homeless.

Are these appropriate in addressing the needs of homeless people?

(2) Timetable

The review will commence in: June 2007

Milestones: N/A

The review will report in: March 2008

Committee dates: 17th July, 18th September, 13th November 2007, 29th January, and 25th March 2008.

Frequency of meetings: Every 3-4 weeks

(3) Information gathering and consultees

The working group has requested the following information:

- A working definition for 'homelessness'
- The number of homeless people who have presented in the borough in the last year and subsequent five years (to include their age and sex)
- The status of these homeless people i.e. are they single, families?
- To determine how many are in priority need?
- The reasons for their homelessness
- The costs of support for homeless people i.e. officer time and accommodation
- Usage (throughput) at the Council's Balmoral House homeless hostel
- To determine whether or not the borough needs a 24 hour staffed hostel
- National data on homelessness
- What are the minimum national guidelines for local authorities in terms of providing for the homeless?
- The amount of homeless provision in relation to the Gedling Borough Council's population compared to other authorities
- Information relating to affordable housing
- Homeless Health Check document (summary)

What are the main questions to be asked and of what parties?

- Is there sufficient provision for the homeless?
- What is provided by Gedling Borough Council
- What is provided by other agencies?

The working group will be inviting the following persons/organisations to one or more meetings to help with the review:

Shelter

Visits

The working group might need to consider a visit to:

Existing provision in Gedling borough - Balmoral House
A homeless hostel in Newark – Russell House (Framework)

(4) How the community will be consulted, informed and involved

The working group wishes to consult through: N/A

(Homeless persons views to be ascertained through the Gedling Borough Council's Housing Department's satisfaction survey information)

(5) Resources

The working group is supported by:

Tracy Lack- Scrutiny Officer
Alison Bennett- Area Housing Manager

(6) How the effectiveness of the review will be measured

After the initial review the working group will...

Report back to Cabinet with some recommendations around what the Council can do to improve the quality of life for homeless people within the Gedling Borough area.

Have the conclusions and recommendations addressed the outcomes of the scope?

To be determined- March 2008.

SERVICES SCRUTINY COMMITTEE
REVIEW OF BALMORAL HOUSE HOMELESS HOSTEL

The Working Group

Chairman: Cllr M Dunkin

Cllrs, S Lane & J Creamer

The working group intends to examine the facilities and suitability of Balmoral House.

Issues to Consider

§ **To determine who are the users of the hostel**

For the quarter between 1 October 2003 to 31 December 2003, of the 46 applicants placed in hostel accommodation, 45 were described as being from a white/British background and 1 from an Indian/Pakistani/Bangladeshi background.

With regards to number of children per room, we would generally try and keep to either 1 or 2 children. However there have been "emergency" occasions when we have had to put persons with 3 or more children into a room for a short while. We currently have one family in there with 3 children.

With regards to age groups, again it tends to be the case that most users are under 25 years old although this can vary from case to case.

There also tends to be more female users than male. This is due (probably) to women being the main caregivers of children. Of the ten rooms we currently have 6 occupied by single women with children. Two rooms occupied by couples with children and two rooms occupied by men with children [this is unusual].

§ **What service is provided by Gedling Borough Council**

Support comes via daily visits from a housing officer to the hostel.

The people in the **City Council** hostels, like Gedling's, will receive support from various agencies. The Social Services put in individual packages of support tailored for individual clients. While a person is at the hostel stage they do not receive support from the City. The City puts its support in once an offer has been made and accepted. Support can be for life skills, managing finances and accessing external agencies.

The City does not offer any courses on simple cookery on a budget. It had been tried but tenants rejected it. There is chance it could succeed if a social occasion could be made out of it.

In the event of a tenant being afraid of violence and requesting to be moved to a safe house the City will fit a new door and lock to a "safe/panic" room within current accommodation, provide a mobile phone with emergency numbers rather than move the tenant to a safe house. This is something that could not be done at Balmoral House.

§ **What support is provided by other agencies**

There are weekly visits from a health visitor, and Surestart also offer support to families with children under the age of 4 years. Surestart offer access to other services such as playgroups, family support social workers, psychologists, inclusion workers, and midwifery support. Referrals to Surestart generally come from the housing officer dealing with the homeless claim

An audit of what other agencies such as Life and Framework would be advantageous as these agencies could be used at Balmoral House.

§ **What is Gedling Borough Councils aim (service provided)**

To be competed

1. *Ashe the question of Housing as to what they believe the aim is.*
2. *ODPM – the legal requirement*
3. *Could Balmoral House be used for other purposes?*

§ **Methods of quantification of applicants**

All applicants will either have been accepted as homeless or be awaiting an outcome of their homeless claim to the council. Those who are accepted are subsequently moved into temporary accommodation. Those not accepted are given 28 days to find alternative accommodation.

Note: as at 3rd March 2004 7 rooms are occupied and there are 13 homeless appointments booked for this week.

Note: as at 3rd June 2004 10 rooms are occupied and there are 20 homeless appointments booked for this week.

The City use Experian software to check an applicant's housing history. This software is very good at checking the "genuineness" of a claim.

Gedling could buy into this software or explore the possibility of using the facilities at the City. Cost of software approx. £5000.00

§ **Minimum standards of accommodation for average stay**

All the City's housing for homeless is in the form of self contained units. There is no shared access. The City has found that shared access does not work because people have different standards.

Gedling's Balmoral House does have shared areas, bathrooms, toilets and kitchens.

Own bathroom/shower. Sink and toilet and cooking facilities would be preferable.

§ **Minimum standards of accommodation for short stay**

Own bathroom/shower. Sink and toilet and cooking facilities would be preferable.

§ **Life skills training provisions**

Credit Union for Council Tenants which could be used to provide financial advice such as general information about credit cards and interest rates.

Social events arranged within the hostel (or a more appropriate place) to help “pass on” life skills training such as basic cookery with attendees eating the food after.

Improvements

It is felt that the shared access at Balmoral House is a problem. It would probably be very expensive to adapt the property to self-contained units. An item for consideration is would the Gedling Borough Council be wise to sell it and look at some of it's under used stock, already in the form of self-contained flats. Currently the kitchens and bathrooms at Balmoral House are in need of improvement.

A council has a duty to house the homeless. This duty will be affected by stock option transfer. Does the council keep this function or transfer it. If transferred, conditions must be set out for the RSL or ALMO so that the Council can still perform this duty effectively.

Possible alternative homeless accommodation.

Where are the unpopular bedsits

Lendrum Place, Burton Joyce - Warden Aided

Where are the unpopular flats

Walton Court, Carlton – General (80%) of these go to Homeless

Other Accommodation

Westmore Court, Carlton – Warden Aided
Killisick Court, Arnold – Warden Aided
Tavillfields, Arnold – Warden Aided
Foxhill Flats, Carlton – some Warden Aided, one block mixed (not suitable for young homeless)

Loss of one kitchen at Balmoral House

No, housing are looking into the redesigning of the kitchen and has a budget to do so. Also looking at the possibility of a communal room where meals could be taken and used as a meeting room.

Outcomes

Recommendations that will result in the provision of homeless accommodation provided at Balmoral House

Requirements:

*A Balmoral House which can cope the likely number of homeless anticipated
Variety of applicants in the foreseeable future.*

*This accommodation to meet the minimum standard which will assist the client to
in the efforts to relocate to a more permanent residence. This would also need to
assist Gedling Borough Council staff that have been assigned to deal with the
individual cases.*

*A full progression In-care plan should be made with how we deal with
applications when they present themselves as homeless, through to the point of
relocation to new social or Council housing. The plan should also include a
planned limitation of duration of stay at the hostel.*

*Standards of accommodation should be self-contained possible with a
community room for social progression and a room with laundry facilities.*

*It is appreciated the facilities at Balmoral House do not meet with the
recommendations, but if there were alternative accommodation that could be
used as a "Balmoral House" and the existing building used for other purposes.*

Photographs of the current facilities at Balmoral House Netherfield



Balmoral House



Rear Garden



Bedroom



Bedroom



Shared Bathroom



Shared Kitchen

who we help

In 2006/7
Framework
opened
doors to
4,685
people.

2,737 people
used our
accommodation
and floating
support
services.

ETHNICITY	%
Asian	1
Black/Black British	1
Caribbean	5
Irish	1
White (British)	87
Other	5

GENDER	%
Male	63
Female	37

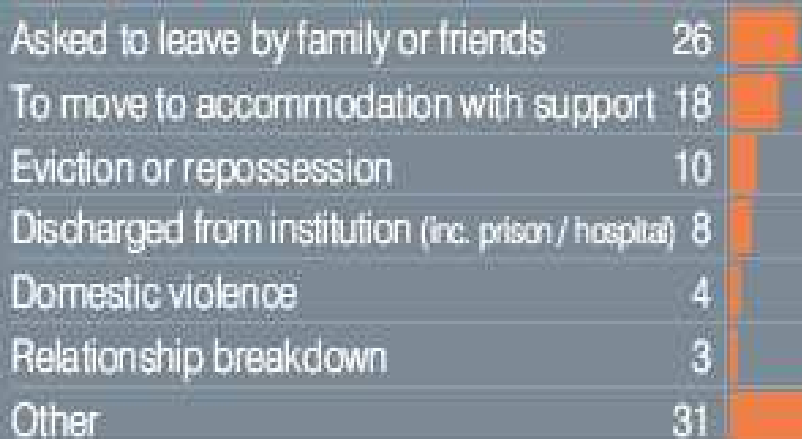
AGE	%
0 - 16	1
17 - 25	31
26 - 35	30
36 - 45	19
45 +	19

1,948 people used our 'walk in' services: Day Centres and One Stop Shops - visiting a total of 33,511 times.

At any one time Framework supports 1,450 people.

Framework has 489 units of accommodation.

REASON FOR LEAVING LAST ADDRESS* %



*Accommodation services only

SUPPORT NEEDS

71% of the people we work with have multiple support needs. Significant areas where support is required include:



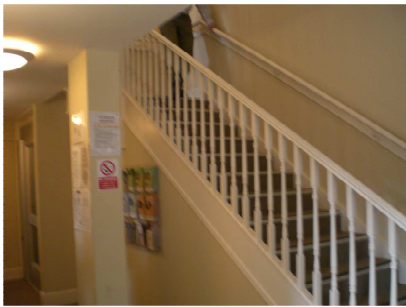
Photographs of the current facilities at Russell House Newark



Russell House



Russell House



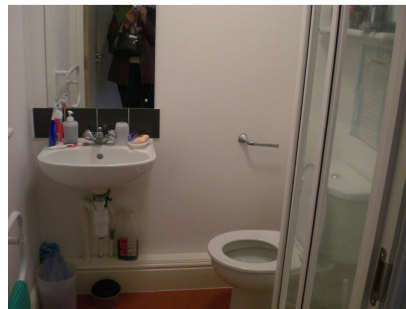
Reception Area



Bedroom



Bedroom



En-suite Bathroom