

Edward Street Hostel Ltd
Annual Review
2005/2006



Edward Street Hostel Ltd. N.I. 14979. Company Ltd by Guarantee.
Accepted as a Charity by the Inland Revenue under reference XR41151

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Introduction

In the 1970s a local general practitioner, Dr. Robert Hadden, initiated the idea of providing a hostel in Portadown for alcoholics and others in need of overnight shelter. Though he did not live to see the opening of a hostel a sum of money was provided from his estate towards the initial costs of providing such accommodation.

A voluntary Management Committee was formed to look for suitable premises. After a number of disappointments, the Open Door Housing Association offered to buy premises for the project at No.21 Edward Street, Portadown and to enter into a Joint Management Agreement with the Management Committee to run the Project.

A company limited by guarantee, 'Edward Street Hostel Ltd' was then formed, however, there were lengthy delays in the release of government funding for the renovation of the premises and eventually the Management Committee decided in frustration to use the ground floor of No.21 as a night shelter before renovation and to employ ACE workers as overnight staff.

Edward Street Hostel finally opened in October 1981 as a night shelter with 5 bed spaces.

In 1982 it was decided that the needs of the residents would be met more fully by providing a service 24 hours a day and with the assistance of a grant from the Southern Health and Social Services Board two full time project workers were appointed.

Since October 1982, Edward Street Hostel has been open 24 hours a day, 365 days a year.

When funding was finally acquired for the renovation of No.21 the residents moved to No.32 Edward Street, which had also been acquired by Open Door Housing Association to be used as a semi independent Resettlement House.

The renovation of No.21 to provide accommodation for up to 15 single homeless persons, both male and female, was completed in August 1985 and with the continuing financial assistance of the Southern Health and Social Services Board the number of full-time project workers was increased to three.

Today Edward Street Hostel Ltd employs 32 staff and has a wide range of support services for single homeless and other socially excluded groups. We have three residential projects in Portadown, ranging from a direct access hostel to semi-independent flats and two residential projects in Armagh called Linen Court.

We have a Floating Support scheme, which provides support for 16 to 25 year olds enabling them to acquire and maintain accommodation with the community.

Through Key 2 Resource Centre, training in a wide range of essential life skills is provided for all our service users and other agencies.

Edward Street Hostel Ltd has three Joint Management Partners in Open Door Housing Association, Ulidia Housing Association and Habinteg Housing Association. It is funded by Supporting People, The Northern Ireland Housing Executive, Probation Board (NI) and Health and Social Service Trusts.

We have been in existence for Twenty-Five years and look forward to meeting the challenges of the next Twenty Five.

Vision

Edward Street Hostel Ltd's vision of the future is one where all people have the right to safe, affordable housing and are equipped with the knowledge and skills to fully participate as active citizens in an inclusive society.

Mission

Edward Street Hostel Ltd sees its role in creating that society as:

'Working towards a better quality of life for service users'

Core Values

This statement of values expresses the culture of Edward Street Hostel Ltd and underpins 6 important values that the organisation will actively apply to all areas of its work.

- To be innovative/proactive
- To be accountable
- To respect the confidentiality of all
- To be committed to the principles of empowerment
- To strive towards excellence
- To provide an impartial service to all

Using a balanced score card approach we have translated our mission goals and strategic into specific measures:

- Internal processes
- Service User expectation
- Finance
- Innovation & Employee

Performance Objectives and key actions for 2006/2009 were agreed in January 2006, these are to be reviewed in January 2007 for the second of these three years (2007/2008) other objectives have been set as a provisional basis and will be reviewed and revised if necessary prior to the end of Year 2 of the plan.

Objectives – Scorecard model (4 areas)

INTERNAL PROCESSES

To have a minimum of 8 members on the Management Committee.

To meet 90% occupancy level for Supporting People.

Adequate recording systems of good quality service provision.

SERVICE USER EXPECTATION

To achieve level 'C' Supporting People Quality Framework (3years).

Increase Health & Social Services admissions.

Maintain PBNI Service Level at current level (8 beds).

Provide Floating Support for 16-25 year olds

To provide training, activities and life skills, learning programmes and services to meet user needs.

Optimise access to services.

FINANCE

Effectively manage the financial resources of the organisation.

Introduce BAC's by end of financial year 2006/07

Secure funding to enable services to be developed.

Ensure financial security over next 3 years.

Financial risk management provision (3 months running costs).

Introduce stricter budgeting controls.

INNOVATION & EMPLOYEE

Improve job analysis and selection.

Develop a more effective 6-month induction process programme.

Carryout training needs analysis; introduce appraisal system to consider specialised training, work performance and responsibility.

Annual organisation Policy & Procedure Review training.

Review salary, pension with the view to provide security and good performance incentives.

Ensure staff have the necessary skills and knowledge to provide a high quality service.

To develop working relationships with other agencies and service providers.

MANAGEMENT COMMITTEE 2006

CHAIR: Mr. Brendan Hagan

SECRETARY: Mr. Tom Hadden

DIRECTORS: Mr. Tom Hadden
Mr. Peadar White
Mr. Brendan Hagan

MEMBERS: Mr. George Thompson

Mr. Edwin Graham

AUDITOR: Mr. Barry Thompson & Co.
76 –78 Church Street.
Portadown

BANK: Bank of Ireland
43 High Street
Portadown

SOLICITORS: J.P. Hagan
17 Church Street
Portadown

CONTACT: Edward Street Hostel Ltd
41 Edward Street
Portadown
BT62 3NE

Tel: 028 38 393574
www.edwardstreethostel.com
esh@edwardstreethostel.com

Chairman Introduction

As detailed in the introduction, from small beginnings, Edward Street Hostel Ltd has been providing support for single homeless and other socially excluded groups for 25 years, approximately 3000 people will have used its services, this is a remarkable achievement and a tribute to all those who have been involved with its development through the years. During this period the organisation has not remained static but has grown and changed to meet the challenges facing its services users, as long as we are still needed, we look forward to continuing to strive to make a difference and bring hope.

I wish to thank my colleagues and the Management Committee for their contribution to the work of Edward Street Hostel Ltd during the past year, I welcome Mr George Thompson and Mr Edwin Graham as new committee members. I would also like to thank the project staff for all their work and commitment to the organisation.

Mr. B. Hagan
Chairman

Chief Executive Review

During the past year Edward Street Hostel Ltd provided accommodation and support to 170 residents, while our Key 2 project continued to provide a wide range of support services, life skills training and activities for all our service users. We have also introduced a Floating Support service for young people 16 to 25 living in the community who are vulnerable and in need of support to maintain their home.

In August 2005 we took part in a Supporting People Review of No.49 Thomas St, and await the report to see if we have met the standards required to continue to be an accredited provider of accommodation support. In 2006 it is expected that Linen Court and Edward St Hostel will receive accreditation visits therefore we continue to review and implement new policies and procedures on all aspects of our work.

Edward Street Hostel Ltd continues to work closely with other organisations and have representatives on their boards, for example The Council for the Homeless, Craigavon District Citizen Advice Bureau, Community Network Craigavon and the Young People Leaving Care/Homeless Young People Working Group.

Finally, in 1981 Edward Street Hostel was a night shelter with 5 bed spaces run by volunteers, 25 year later it has 32 employees and provides a wide range of support services for some of the most vulnerable in our society. Having been with the organisation for 20 of those years I have seen many changes implemented in all areas of our work and governance, these changes have resulted in a professional organisation that is committed to providing and promoting the high standards that our stakeholders and service users expect.

Adrian McParland
Chief Executive

Staff Members

Adrian McParland
Geoff Knox
Maura Fagan
Mick McCool
Alan Tate
Marcel Mackle
Caoimhe McCann

Chief Executive
Project Manager – Edward Street Hostel
Project Manager – Key 2 Resource Centre
Project Manager – Linen Court
Project Manager – Floating Support
Finance Officer
Administrator

Support Workers

Gillian Blair	Catering Supervisor & Facilitator
Jonny Cummings	Support Worker – Key 2 Resource Centre
Sarah McNeill	Support Worker – Key 2 Resource Centre
Paul King	Art Facilitator/Support Worker
Helena Kearns	Senior Support Worker – Edward Street Hostel
Anita Connolly	Support Worker – Edward Street Hostel
Robert Colhoun	Support Worker – Edward Street Hostel
Kate Thompson	Support Worker – Edward Street Hostel
Eric Cummings	Support Worker – Edward Street Hostel
Eric Colhoun	Support Worker – Edward Street Hostel
Catherine Skidmore	Catering Assistant – Edward Street Hostel
Paul Bratton	Senior Support Worker – Linen Court
Davinia Robinson	Senior Support Worker – Linen Court
Eileen Dynes	Catering Assistant – Linen Court
Paula Curran	Support Worker – Linen Court
Paula Grimley	Support Worker – Linen Court
Keith Kelly	Support Worker – Linen Court
Caroline Smyth	Support Worker – Linen Court
John Toal	Support Worker – Linen Court
Mary Maginn	Floating Support Worker
Frances Knipe	Floating Support Worker

PARTNERSHIPS AND WORKING RELATIONSHIPS

ACCEPT

ACOVO

Armagh and Dungannon H&SS Trust

Armagh Volunteer Bureau

Arts Council for Northern Ireland

Council for the Homeless (NI)

Community Network Craigavon

Craigavon District Citizens Advice Bureau

Craigavon and Banbridge Community H&SS Trust

Craigavon and Banbridge Volunteer Bureau

Department Education and Learning

Education Guidance Service for Adults

Floating Support Steering Group

Groundswell, England

Habinteg Housing Association

Haven Training & Employment Agency

Housing Rights Service

Lurgan Foyer

Northern Ireland Housing Executive

Open Door Housing Association

Play Resource Warehouse

Portadown 2000

Portadown Rotary Club

Probation Board NI

Police Service (NI)

PBNI Hostel Managers Forum

Southern Health and Social Services Board

Ulidia Housing Association

Upper Bann Institute

Volunteer Development Agency

WADE Training

Young People Leaving Care/Homeless Young People Working Group

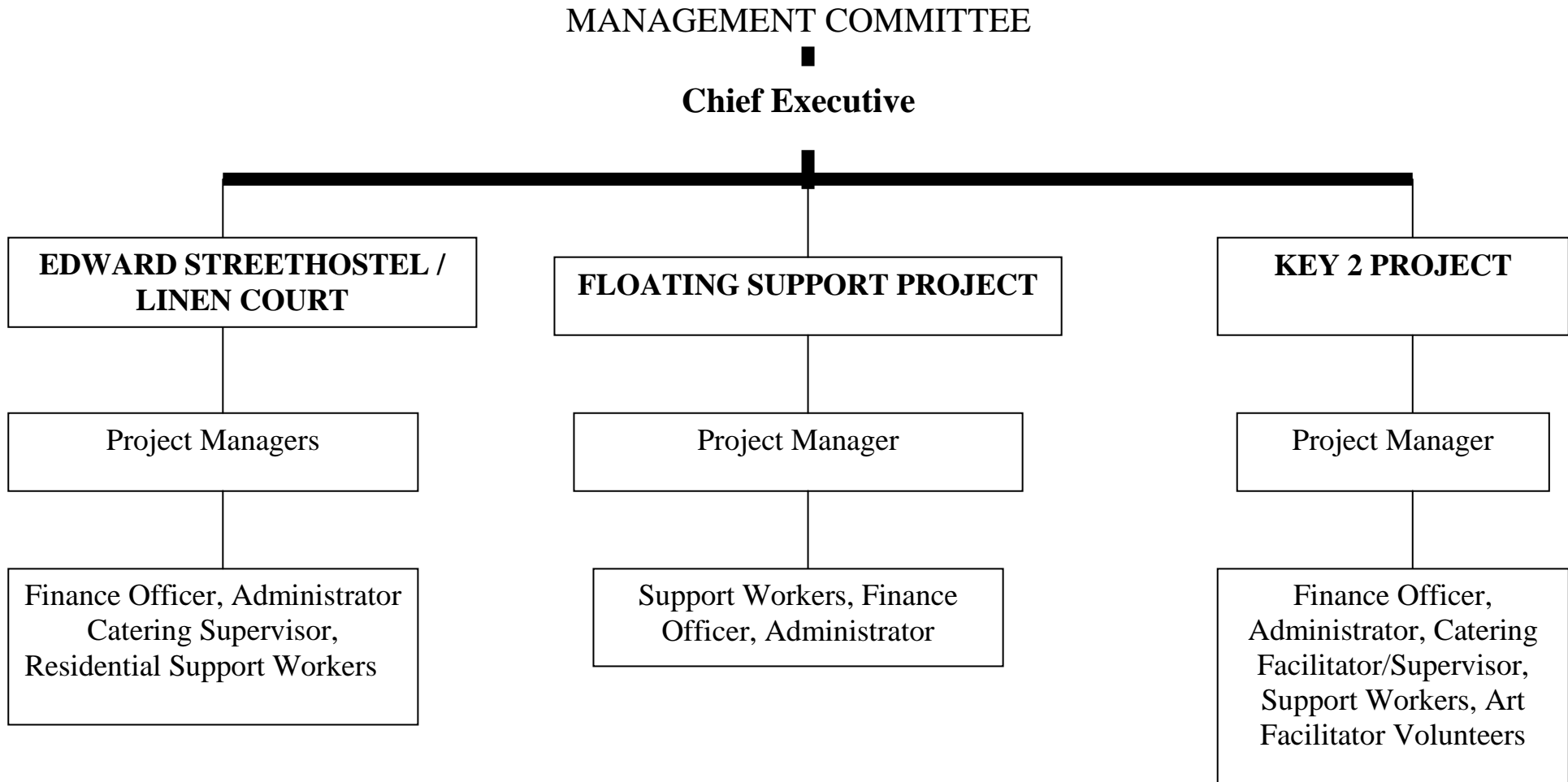
Young People's Project

YMCA

Zero-8-Teen

EDWARD STREET HOSTEL LTD

Organisational Structure



Portadown Residential Projects

April 2005 – March 2006

Residents

A total of 226 people presented as homeless to Portadown Residential Projects, of these 84 were accommodated, 12 were given emergency accommodation and the remaining 72 engaged in a Support Plan which is client focused and takes into account the needs of the individual.

A total of 12 females presented as homeless, 2 were given 1 night emergency accommodation and the rest were referred to more appropriate single room accommodation at Linen Court, Armagh. A total of 3 young people under the age of 18 years presented as homeless they in turn were referred to Linen Court.

There is an increased demand for accommodation from citizens from the European Union and Accession countries. We accommodated 9 Portuguese, 4 Polish, 1 Czech and 1 Algerian, some of these people had no access to funds or public resources.

In the Supported Housing Projects at No's 21 & 32 Edward Street, Portadown; the occupied beds as a % of available beds stood at 90%. In the flats complex at No.49 Thomas Street, Portadown the occupied bed as a % of beds available stood at 89%.

As well as engaging with their support worker residents are referred to Key 2 for essential & life skills training.

Of the 72 residents who actively engaged in a support plan, 24 have re-established themselves in the community, 11 have returned to family, 5 were referred to other agencies, 9 moved on and 23 are still involved in the support programme.

From April 2005 to March 2006 we had 28 residents meetings. These meetings give the service users the opportunity to participate directly in the service and support which is being offered by the organisation and keeps them informed of any changes in legislation policy and procedures which affect them.

On the 22nd March 2006, 4 residents attended a Supporting People Service Users Conference in the Seagoe Hotel, Portadown. At least one resident attended from each of the residential projects.

Contact with other Agencies & Stake Holders

Our major stakeholders i.e. those that fund us, take an interest in the quality of service we provide and/or refer their clients to us are:

- Key 2
- Supporting People
- Probation Board NI
- Social Services
- Social Security Agency
- NI Housing Executive
- Open Door Housing Association – Joint Management Partner
- Ulidia Housing Association – Joint Management Partner
- Craigavon Area Hospital
- Craigavon & Banbridge Health & Social Service Trust
- Council for the Homeless NI

Supporting People

In line with Supporting People we aim to provide accommodation and support to some of the most vulnerable people in our society.

In addition to being single and homeless many of our residents have multiple and complex needs and require a high level of support. Our client group consists mainly of the following.

- Frail elderly people in need of support
- People with physical disability
- People with learning difficulties
- People with mental health issues
- People with alcohol and drug issues
- Vulnerable young people at risk
- Offenders at risk of re-offending
- Ethnic minorities in need of accommodation and support

In terms of the Quality Assessment Framework, our service users must have support plans based upon up to date assessments of need. Processes must place service users views at the centre of support plans which are managed by skilled staff and involve other professionals and services.

Supporting People Validation Visit

On the 1st August 2005 as part of Supporting Peoples Strategic Review the Supporting People Team visited the Supported Housing Project at No49 Thomas Street, Portadown. The purpose of which was to confirm the strategic relevance of services, assess the outcomes for service users and verify the quality of standard.

We received positive verbal feedback for the team and we more than meet Supporting People standards over the 4 core objectives and await their report.

Probation Board Northern Ireland

We accepted 23 Probation Board Northern Ireland referrals, 20 were accommodated and 3 failed to take up their offer of accommodation.

Probation referrals are centralised through a Probation Intake meeting held each Tuesday morning, in attendance are the Managers of the 6 Probation approved hostels throughout Northern Ireland. At these meetings referrals are discussed, prioritised and allocated depending on the bed spaces available.

Hostel Management Forum Meetings are held regularly. At these meetings Probation staff and Hostel Managers discuss; Criminal Justice, accommodation, health & safety, performance standards and other relevant issues which impact on our organisation and PBNI clients.

The Projects Manager attends case review meetings on PBNI clients. This is a multi disciplinary approach to reviewing the clients progress in participating in the management of risk, using their time constructively, training, employment etc, their motivation and skills in finding move on accommodation and what services can be utilised to help them to stay connected in the community.

Members of staff have regular monthly tripartite meetings at which they meet with the resident and their supervising probation officer. They discuss how the residents stay is progressing within the hostel and how they are meeting targets regarding exit strategies.

Health & Social Services

We had 33 referrals, 25 were accommodated, 4 failed to show, females and under 18 year olds were referred to other accommodation projects.

More elderly residents who have mental and physical health needs are referred to the Care of the Elderly Team who find them accommodation that is more suitable to their health and care needs.

As a pilot we took a referral from the Young Persons Project for a 17 year old, this person was accommodated directly into a self-contained flat at No.49 Thomas Street, Portadown. This placement was largely successful, however, the young person needed higher support and housing management services than we could provide and subsequently had to be moved on. We have not ruled out providing similar accommodation for other young people based on their individual needs..

Staffing

Staff received induction and training in the following areas:

- Staff Code of Conduct, which takes into account, professional ethics, professional boundaries, equal opportunity practice, harassment policy and anti-discrimination policy and residents rights.
- Lone worker/vulnerable person's protection policy.
- Health & Safety policy and procedures,
- Residents assessment of risk and review procedures,
- Residents assessment of need and review procedures
- Support Planning, most appropriate ways of achieving objects
- Working Skills.

Through observation and staff supervision the Projects Manager identifies individual areas of training needs. Project staff have also completed short external courses in:

- First Aid
- Working with High risk offenders
- Needs & Risk Assessment, Support Resettlement Planning and review
- Mental Health, Suicide & Self Harm
- Professional Boundaries

There were 24 Residential Team meetings this year. It is essential that staff feel that they are part of the collective decision-making process and that they are effectively involved in service provision and delivery.

I would like to acknowledge the work done by the pool of relief workers who sometimes at very short notice provide emergency cover at times of sickness, maternity leave and holidays.

Health & Safety

Health & Safety issues are at the top of our agenda and are one of the core objectives that have to be met for Supporting People. At the start of each year the health & safety officer conducts a health & safety risk assessment. Potential hazards are identified within the work place, reported to our Joint Management Partners and dealt with promptly in terms of their severity.

Throughout each day there are regular Health and Safety, House Occupancy checks in all our residential projects. There is a start and end of day procedure. At the end of day, front and back door alarms are set and staff know the exact number of people in the building.

In each of our residential projects there are 6 fire drills (because of the high turnover of our client group), 2 of which are scheduled for times when residents are in bed.

All Health & Safety equipment is inspected regularly by the appropriate qualified contractors.

Health & Safety is an ongoing process and safety action records are being constantly kept up to date.

Housing Management

At the commencement of each year the Projects Manager carries out the annual household inspection and recommended improvements are made as part of our cyclical renewal redecoration and refurbishment programme. A number of repairs and improvements were made in all the accommodation projects throughout the year.

In order to keep the residential projects in a good standard of repair the Projects Manager has established a network of local tradesmen and suppliers.

Liaison with other Agencies

The management has regular meetings with our stakeholders, core funders and other interested agencies.

The Supporting People Review Team were sent a desk top, self assessment of how we think we would perform over the Quality Framework in Projects No.21 & 32 Edward Street. It is hoped we can maintain the high standard met in the project No.49 Thomas Street.

The Probation Board NI awarded us a one off grant of £4150. This was spent on refurbishment, equipment and recreational activities for residents.

As Projects Manager I attend regular Liaison meetings at the Social Security office in Portadown. This provides the opportunity to network with representatives of various statutory and voluntary agencies and update the organisation on any changes to the benefit system that may affect our client group.

Quarterly meetings occur between ourselves and Ulidia Housing Association, our joint management partner, the purpose of these meetings are to discuss housing management issues in relation to the flats at No.49 Thomas Street.

Mr. Adrian McParland, Chief Executive and Mr. Geoff Knox, Projects Manager were interviewed by a representative from the Department of Social Development. We both expressed our satisfaction with Ulidia Housing Association our Joint Management Partner for No.49 Thomas Street.

Liaison within Edward Street Hostel Ltd

The Management Team, met regularly to review draft and update policies and procedures in line with Supporting People and other statutory requirements and also to discuss issues that affect all areas of work within the organisation.

I would like to thank all my Residential Staff, Administration Staff, the Management Team and the Management Committee for their commitment, dedication and support throughout the year.

Geoff Knox
Projects Manager

Linen Court

April 2005 – March 2006

Residents

During this year there were a total of 247 referrals

Female referrals total = 59

Male referrals total = 188.

Of the 59 female referrals 16 were accommodated

Of the 188 male referrals 70 were accommodated

Total accommodated = 86 residents

There was a total of 112 residents during this year, 20 female & 92 male. Of the 20 female residents 13 were successfully resettled in the community. Of the 92 male residents 29 were resettled.

4 residents with disabilities, mobility problems were accommodated in the projects ground floor bedroom, which is specially adapted for this client group.

5 resident moved through the main project and into one of Linen Courts semi-independent flats. Key 2 continued to work with residents on a one to one basis developing essential life skills.

5 non-national female referrals were accepted during this year due to them having lost both their accommodation and employment, 1 of which remained in the project until her baby was due and with the help from the Armagh section of St Vincent De Paul, staff got her and her new born baby private accommodation in Armagh.

3 younger residents were helped by ESH Floating Support Team to achieve a more sustainable existence in the community.

Residents have enjoyed activities delivered by Key 2 through out the year including art exhibitions and fishing trips.

This year brought the long awaited “Language Line” interpreting and translation service which some hostels can use to help them converse with residents from different countries. It has made it possible to get help quickly 24hours a day and to date has been a great success with staff and residents at Linen Court.

Contact with other Agencies & Stake Holders

- Key 2
- Supporting People
- S.T.E.P. Dungannon – Interpreting and Translation
- Council for the Homeless NI
- Northern Ireland Housing Executive
- Armagh and Dungannon Health & Social Services Trust
- Newry and Mourne Health & Social Services Trust
- Craigavon and Banbridge Health & Social Services Trust
- Police Service for Northern Ireland – Community Involvement Team
- Social Security Armagh – benefits & advice
- Habinteg Housing Association – Ulster Ltd.
- St Vincent De Paul - Armagh
- St Lukes Hospital - Armagh
- Community Mental Health Team – Armagh
- Armagh Unemployed Group
- Sisters of Charity – Armagh
- Armagh City and District Council

Staffing

All staff worked well throughout the year and there were no major issues. During the year there were 25 residential staff meetings, 12 of which were household meeting and 13 support meetings. Back-up cover was provided during the year from a pool of part-time project workers who cover between Edward Street Hostel and Linen Court when required due to holidays or illness.

All staff are continually assessed through supervision, during these meetings any training needs can be identified and where appropriate training provided.

During this year each staff member had 6 – 8 planned supervision meetings.

Staff during this year have undertaken courses delivered by Key 2, P.B.N.I. – Housing Rights N.I. and the Council for the Homeless.

Topics included

- Young People Leaving Care
- Professional Boundaries
- Anti Social Behaviour
- Migrant Workers
- Health & Safety at Work
- Standard and Guidance for Support Work

Staff are also trained in new Policies and Procedures delivered by management during residential staff meetings and or staff supervision.

Health & Safety

There were 6 scheduled Fire Drills during this year when all staff and residents followed the fire drill procedure, there were also 23 evacuations of which 12 were recorded as system faults and 11 recorded as actions {steam from showers, burnt toast, smoking etc}.

All residents are inducted in Fire Evacuation as part of admission procedure.

Inspections and tests have been carried out by contractor on Fire Detection systems – 6 monthly Extinguishing systems – annually.

2 risk/hazard assessments were carried out during this year and a report made to Habinteg Housing Assoc. any problems found were rectified.

On 7 occasions this year staff requested the assistance of the N.I. Ambulance Service.

On 4 occasions a G.P. was requested to visit the project.

On 9 occasions when it had been assessed by staff that a resident could be a danger to himself or others the P.S.N.I. were called.

Housing Management

Habinteg painted all external doors and facia during this year and replaced any broken window latches and handles.

Habinteg have also replaced the projects main front door, which had been requested by management due to the old door being split at three of its joints.

Staff with the help from the residents who live in the flats painted the internal of all 6 project flats. An agreement with a local window cleaner was made to clean the external and internal of all the projects windows, this has been made a lot easier as the company uses the new brush and hose system which enables the operator to clean each floor from the ground.

A list of renewals/ equipment was made so purchases could be in place by the end of March 2006 financial year.

Liaison within Edward Street Hostel Ltd

The Management Team, met regularly to review draft and update policies and procedures in line with Supporting People and other statutory requirements and also to discuss issues that affect all areas of work within the organisation.

I would like to thank all my Residential Staff, Administration Staff, the Management Team and the Management Committee for their commitment, dedication and support throughout the year.

Mick McCool
Project Manager

Floating Support Services

April 2005 – March 2006

Introduction

Floating Support is a service for young people aged 16-25 years old who are in need of support to move into and maintain their own home.

Edward Street Hostel Ltd established a Floating Support Service after seeking funding from Supporting People during 2004/05.

A Manager Mr. Alan Tate was appointed in August 2005 and two Support Workers Mary Maginn and Frances Knipe joined in September 2005.

The team bonded quickly and a good working relationship was developed with other agencies allowing the project to establish itself and accept referrals from October 2005.

Referrals were initially received from the Young Persons Project in Craigavon but gradually after a promotional and advertising campaign the referral base widened to include NIHE, Leaving and Aftercare Team, Upper Bann Institute and other voluntary organisations.

Services Offered

As stated support is offered to 16-25 year olds who are preparing to leave home, care and temporary accommodation and young people who already live in their own accommodation. We find that many young people have complex needs and often require a high level of support.

Supporting People have suggested three arrears of need.

- Practical
- Self Development
- Linking with the community

Each young person completes a 'needs assessment' after referral to the Floating Support Service and the identified needs are either addressed directly by a support worker, or as in the case of education or employment, the young person is introduced to other service providers.

Where do the young people come from?

The young people come from a wide range of backgrounds and referrals are received from all parts of Northern Ireland. However, at present the service is provided to young people living in the Craigavon and Banbridge Trust Area. As changes to are health boards take effect this service will widen out accordingly.

Steering Group

Prior to the Floating Support Service being offered a steering group was set up. This steering group consists of representatives from Edward Street Hostel, Craigavon & Banbridge Trust and Northern Ireland Housing Executive and now provides a forum in which to address issues or concerns relating to the running and development of the service. Shared experiences and advice has always been freely

available and valuable. It is also envisaged that this group will look at future areas of need that can be met by the Floating Support Team and relevant to Children Services planning and housing strategies.

Life skills Group

In order to address the deficit of life skills among our service users, funding was obtained through Craigavon Youth Bank to allow a group to be set up in which the young people could address issues such as budgeting and other life skills.

This group was started in partnership with staff of Floating Support and resourced by Key 2. Whilst attendance has been varied it is concluded that the group will be user led and continue to identify issues relevant to the young people and their needs. I would like to thank all the young people who took part in the group.

Statistics

Case loads will vary dependant on level of individual support needs, at present we have twenty six clients. Young peoples needs vary greatly and so involvement with a support worker can be consistent or sporadic. Building relationships is a fundamental part of the support worker role. Frances and Mary have proved themselves committed to this role, providing the patience and tolerance required.

The Future

Looking at the referral rate during the first six months, we realise it will not be long before the support workers will have full case loads and a waiting list will have to be formed. This will require careful management to ensure quality and continuity of service and may involve an extension of the service and subsequent employment of more staff.

Areas of development will be to research the support needs of young people with mental health and learning disabilities. Also the support needs of young migrant workers.

Consideration is now being given to the continuation of the life skills group and what form it will take.

Exploration has begun to ascertain what would be involved in providing a rent guarantee scheme. This would assist young people to gain accommodation in the private sector while developing links and a liaison role on behalf of the young people with private landlords.

After initial contacts and a positive response it is anticipated that Floating Support Workers will be able to provide assistance to young patients referred through local G.P's.

Conclusion

On reflection whilst the service took some time to get off the ground it has been a successful start both in terms of numbers of referrals and quality of service.

I would like to thank the Floating Support Team, Edward Street Hostel Staff the Steering Group for their support throughout the year.

Alan Tate
Manager

STATISTICS

April 2005 – March 2006

	Linen Court	Edward Street Hostel
TOTAL REFERRALS	247	226
TOTAL ACCEPTED	95	132
TOTAL ACCOMMODATED	86	84
NO SHOWS	9	48

	Linen Court	Edward Street Hostel
MALE REFERRALS	188	214
TOTAL ACCEPTED		130
TOTAL ACCOMMODATED	70	82
NO SHOWS		48

	Linen Court	Edward Street Hostel
FEMALE REFERRALS	59	12
TOTAL ACCEPTED		2
TOTAL ACCOMMODATED	16	2
NO SHOWS		0

Financial Statements

Review of Business

Over the past financial year Edward Street Hostel Limited has continually confirmed its role as a cross community provider of accommodation, essential skills training and support for single homeless and other socially excluded groups. Our records show that between April 2005 and March 2006 we received 473 referrals, of which 227 were accepted and 170 accommodated. All those accommodated benefited from direct support services within the residential projects and Key 2 our essential skills training project. This year we introduced a Floating Support service for 16 to 25 year olds living within the community, this project helps vulnerable young people to maintain tenancies and prevent them becoming homeless.

To maintain this level of work and commitment to support homeless people and those threatened with homelessness, Edward Street Hostel Limited received financial assistance from Supporting People, the Probation Board Northern Ireland, Craigavon and Banbridge Community HSS Trust.

The accounts show a deficit for the year of £3036, which is after a transfer of £12530 to designated funds.

SUMMARISED BALANCE SHEET AT 31 MARCH 2006

	2006 £	2005 £
Fixed assets	90,640	91,585
Current assets	155,884	181,589
Current liabilities	(6,819)	(17,903)
Net current assets	149,065	163,686
Net assets	239,705	255,271
 <i>CAPITAL AND RESERVES</i>		
Designated fund	200,708	213,238
Accumulated fund reserves	38,997	42,033
	239,705	255,271

SUMMARISED PROFIT AND LOSS ACCOUNT

YEAR ENDED 31 MARCH 2006

	2006 £	2005 £
INCOME		
Grants received:		
Probation Board NI		
- Room Hire	100	-
- Capital Grant	6,076	5,300
Craigavon & Banbridge CH&SS Trust	13,325	13,325
Supporting People		
- Edward Street	221,082	215,693
- No 49	93,598	91,317
- Linen Court	250,990	244,867
Floating Support – Set-up	58,189	8,500
NI Assembly	1,028	584
EGSA	29,643	25,104
	674,031	604,690
Hostel Fees	176,007	173,984
Bank Interest received	2,716	2,775
	178,723	176,759
	674,031	604,690
EXPENSES		
Wages, NIC and pension	634,285	576,015
Premises	129,611	130,398
Travel, training and activities	13,810	9,189
Food and household	41,851	42,820
Financial	11,716	4,596
Other administration	29,545	28,784
Depreciation	7,512	11,437
	868,320	803,239
	868,320	803,239
Deficit surplus for the year before transfer	(15,556)	(21,790)
Transfer from (to) designated funds	(12,530)	(24,390)
	(3,036)	(46,180)
DEFICIT FOR YEAR	(3,036)	(46,180)

CONTACTS

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Linen Court

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Key 2

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