

COMMUNITY

C A M P U S 87

Our Work in 2020/2021



More than just a roof.....

Introduction

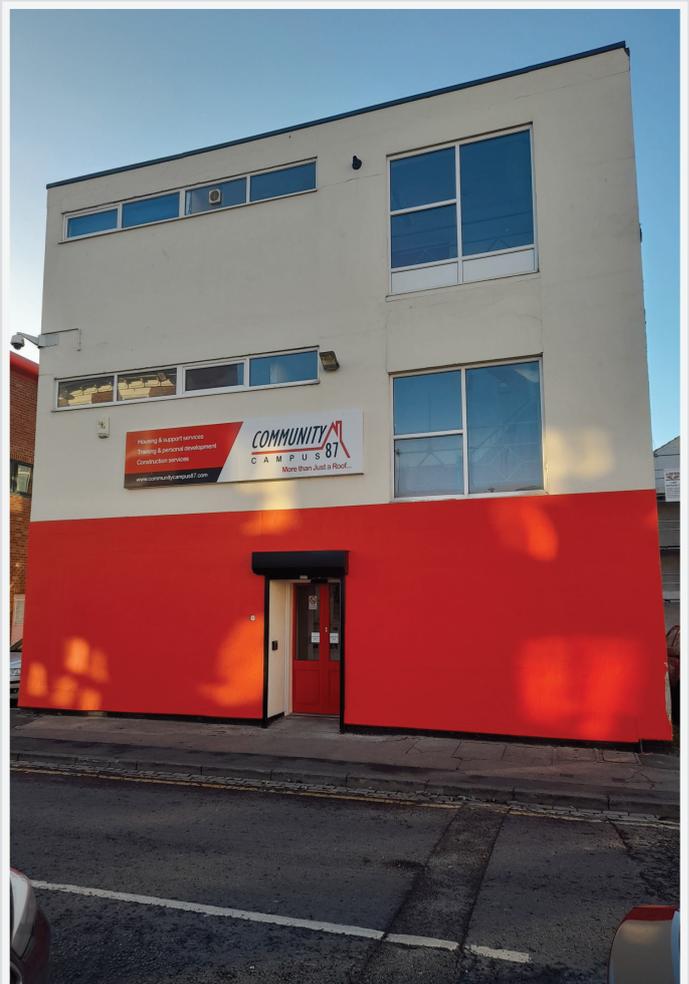


Carl Ditchburn – CEO

Welcome to this impact report covering Community Campus 87's work over the past 12 months (2020/2021). It clearly illustrates the positive difference we make to the lives of our beneficiaries and the communities that we have worked in since 1987. We always recognise the contribution of the staff and volunteers in our service delivery but this year the commitment and passion of the staff teams has been outstanding in the continued delivery of our services in the most challenging of external environments. I hope that this report brings a sense of the power of the work of the staff and volunteers to house our beneficiaries and our commitment and dedication to the development of the clients to achieve longer term change in their lives.

The pandemic has demonstrated the robustness of the organisation, we have responded well to the increasing demands of the pandemic and adapted services to reflect the new and emerging needs of our clients. We have built upon our existing partnership working and created new partnerships to support the development of Covid secure services as we move forward delivering to each of the 100 tenants we support.

Thank you to all the stakeholders who have resourced and supported our work highlighted in this report.



Our Work

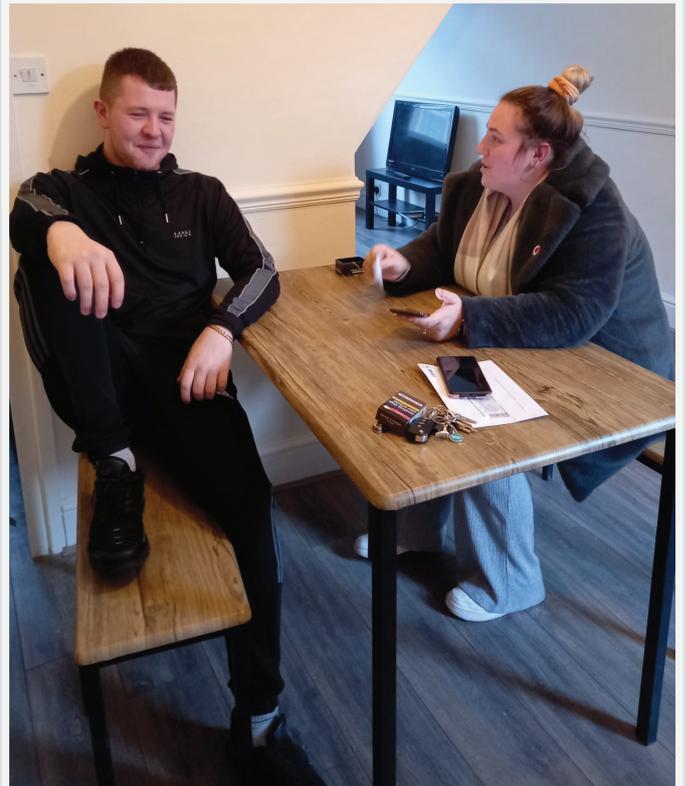
Supported Housing

Community Campus 87 provides supported housing across Middlesbrough, Stockton and Hartlepool. We have seventy-two bed-spaces made up of self-contained flats and houses and larger shared houses.

Our model of support is based upon developing a positive relationship working collaboratively with an individual building belief that change is possible and understanding that setbacks are part of the journey to independence.

Our residents in our service have experienced periods of homelessness, or unstable, unsecure housing and due to their lifestyle and housing history have limited housing options. Many of our residents have multiple support needs and we take a holistic approach which helps to identify the links between the different areas of a person's life as social challenges do not occur in isolation.

Each resident has their own key worker and their own individual tailor-made support plan which has been constructed collaboratively taking into account an individual's priorities, strengths and capabilities.



Who we Housed in 2020/2021

Ages by Area (at start of tenancy):

Hartlepool

16-17 years	2
18-25 years	5
26 and over	11
Total	18

Middlesbrough

16-17 years	21
18-25 years	45
26 and over	0
Total	66

Stockton

16-17 years	0
18-25 years	18
26 and over	39
Total	57

Over 10% of our tenants are from the BME community

In Middlesbrough over 30% of clients were under 18.

Male: 82

Female: 59

Ethnicities

White British	122
Black African	8
Other Ethnic Group Arab	3
Asian British (Indian)	2
Asian British (Pakistani)	2
Mixed of Multiple Ethnic	2
Other Ethnic Group	2
Total	141

Our Outcomes for the 69 People Who Left the Project in 2020/2021

Maximising income

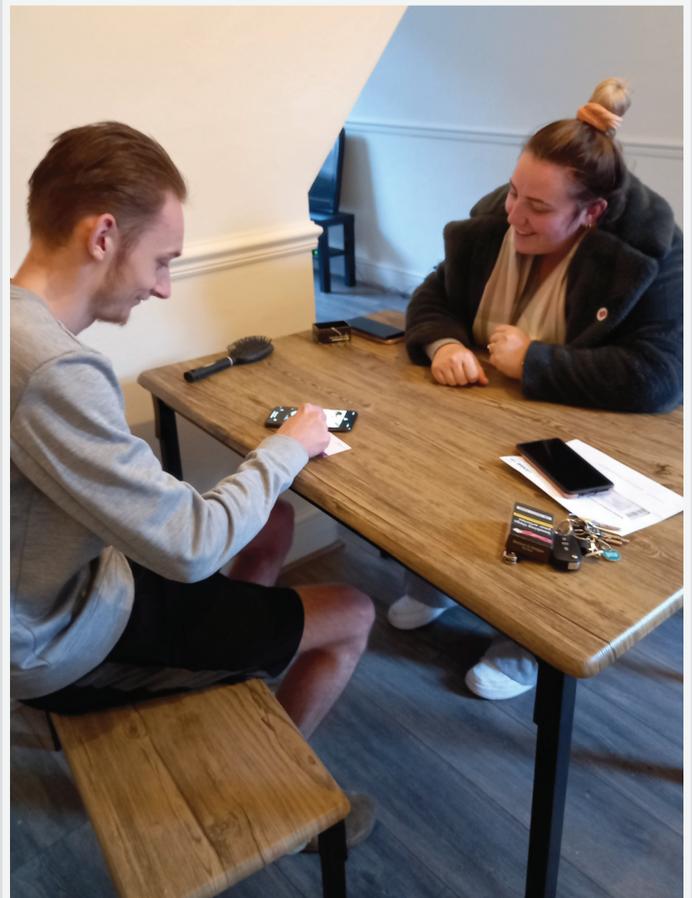
All sixty-nine tenants received help claiming housing benefit, universal credit and other welfare benefits.



75% reported that they had **improved financial management** including reducing debt and greater confidence in dealing with their own finances.

Life skills

70% of residents reported that their **self-care and life-skills** had improved and they could better manage the tasks associated with maintaining a property and personal hygiene.



Mental Health and Emotional Well-Being

60% of residents reported that they were better managing their mental health and all were registered with a GP surgery.



Housing

All **69 residents** needed support to **maintain their accommodation** and avoid eviction, **58 maintained their accommodation** successfully whilst 11 abandoned their accommodation.

Of the 69 people who left the project **49 had a positive move on** to the accommodation of their choice with **33 moving into their own independent accommodation** in the private rented sector (14) or with a housing association (19).



Welfare Support

During 2020/21 we provided **300 welfare support packages** to our tenants: food parcels, toiletries, moving-in packs, gas and electric top ups, clothes for interview and bus fares.



Repairs and Maintenance

In our early years of operation, we employed various contractors to complete repairs on our properties, as the number of properties grew we decided to create our own maintenance and repair service, ensuring we are in control of costs, quality and customer care whilst also meeting one of our aims of creating sustainable employment. The 'Care and Repair' team can now undertake any repairs within our housing stock except for roofing, gas and electrical work. We now take on work from other organisations from small scale repairs to major refurbishments. The core team is supplemented with apprentices and trainees.

Our Care and Repair Team attended to 577 repairs during 2020/21.

381

Other Repairs

106

Void Works

90 Emergency Repairs



General Needs Housing

We operate a small number (fourteen houses/flats) of general needs housing where we do not provide any support other than that of a good landlord. Whilst not a registered provider we aim to provide accommodation over and above the 'decent homes standard', make them as fuel efficient as possible with a highly responsive repairs service. We set no time limit in general needs housing ensuring tenants feel secure and able to create a home for themselves and their family. Rent levels are kept as low as possible ensuring tenants have a greater level of disposable income.



Apprentices

An important aspect of our project is providing training and development opportunities for young people who would not normally be able to access such a pathway because of educational and environmental barriers. We know from our past experience that apprenticeships have a huge impact on people's lives, not only equipping young people with the skills and experience to move onto permanent employment but also improving resilience, confidence and emotional well-being. During the course of 2020/21 seven apprenticeships came to an end with them all achieving an NVQ level 2 in their chosen trade skill, three were successful in gaining employment outside of the organisation, three have been given full-time roles within Community Campus and one has commenced a full-time course at Teesside University.

Emma who recently left the organisation
In her own words:

'CC87 gave me an opportunity as an apprentice in their finance and administration team in 2018. I had no qualifications, no experience and felt I had no worthwhile future. I leave now with qualifications, full of confidence and the world at my feet working for a local accountancy firm.'



Internet and Technology

Through funding from Land Aid and the Durham Community Foundation we have been able to provide broadband to our properties in Middlesbrough and Stockton. This proved invaluable in maintaining contact remotely with our tenants during the lockdown in 2020.

We also supplied tablets and mobile phones to our residents to enable them to continue their studies at college or with their training provider and to young people feeling isolated helping them to connect with friends and family.

Our Plans for 2022/2023

Our plans moving forward includes more property development through our training and development scheme, we have purchased two properties that have been empty for some time and require full refurbishment and in addition we will be refurbishing two properties in a collaboration with Thirteen Housing group and South Bank Community Land Trust. This will provide training and volunteering opportunities for people in the area in construction as well as providing a good quality home for those in housing need.

We have been successful in securing some funding from the Teesside Charity and plan to provide more apprenticeships for young people within the organisation.

We are entering into a partnership with Hartlepool Borough Council and New Walk CIC to provide eighteen homes for rough sleepers or those at risk of rough sleeping. We hope that this is a ground-breaking project and is successful in reducing rough sleeping in Hartlepool.

We are going to continue our management and governance oversight of Coatham House in Redcar which is going from strength to strength and is now delivering a floating support service for rough sleepers on behalf of Redcar and Cleveland Council.

All our staff teams performed magnificently during the pandemic ensuring we continued to house and support people experiencing homelessness borne out by the numbers we housed highlighted in this report. We are committed to the continued delivery of quality services to those we house, both in terms of the standard of the accommodation and the personal development of our tenants. However, we have grave concerns over the looming cost of living crises and how this will have a detrimental effect on our tenant's quality of life and their ability to meet their own basic needs. Funding is becoming harder to obtain with Charities and Foundations swamped with bids to meet the massive complexity of need that has emerged as a consequence of the pandemic and this along with rising food and fuel costs make for a very challenging environment in which to work. We have set aside an increased 'Welfare Fund' for the coming year to ensure our tenants do not have to choose between heat and eat.

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