



Annual general meeting of Solo Housing East Anglia Tuesday 8th December 2020

Agenda item 7 Annual review of 2019 to 2020 – Carolyn Howell MBE (CEO)

The CEO highlighted the following achievements for the financial year and thanked all staff and committee members for their support during the year.

Key achievements in 2019 to 2020:

- Commenced work on a feasibility study which incorporates both the development options for our Old Post Office site in Diss and to also understand how services could evolve to both diversify income and provide opportunities for residents to gain skills and improve their employability.
- Completed a Lift Trial funded project enabling us to employ a former supported accommodation resident as a Housing Management Trainee. Our Housing Management Trainee was confirmed as a permanent employee in October 2019 with a new title of Housing Management Assistant
- Launched a new website and resident handbook, having co-produced both resources in conjunction with Solo residents
- Extended the Housing Management contract with East Suffolk district for 3 years to enable us to continue to provide the management services for a 6-bed HMO in Lowestoft.
- Launched new Lodgings schemes in Ipswich and Breckland in October 2019
- We were successful in obtaining MHCLG grant funding for the Cold Weather period of December 2019 to March 2020. The funding allowed us to enhance our work with rough sleepers in South Norfolk and Breckland. As a result, we worked with 36 single people across both districts and from the numbers worked with helped 25 who were rough sleeping to access accommodation. The project also allowed us to receive training on Psychologically Informed Environments to help us improve our service delivery to vulnerable and traumatized individuals
- Working in partnership with Breckland District Council we were awarded grant funding to develop an innovative new Off the Street project to help rough sleepers to settle into accommodation and find housing solutions. The project launches in 2020.
- Commenced the purchase of a one bed house in Diss to add to our portfolio of accommodation owned by the organisation. The conveyancing completed in April 2020
- Improved our pathway into accommodation by recruiting a dedicated Housing Access Officer to complete our triage and assessments
- Completed a comprehensive review of our mortgage liabilities taking into consideration our assets and the value for money achieved from our existing borrowing
- Took part in the Parliamentary Review 2019. The review allowed us the opportunity to showcase our work to a wide audience, raising our profile locally and nationally

Carolyn then went on to provide some feedback recently from Solo residents as follows:

'Paul' said - he was grateful for the help he had received from Solo and the continued support he receives is a great help.

'Justine' is continually grateful for the support she receives and doesn't know what situation she would be in without our help, but she knows it wouldn't be good.

'Karen' has recently been given a property via Breckland council housing register, and is very grateful for the time, support and accommodation that Solo have provided.

'Cedric' said - I would just like to make known my thanks and gratitude to my support worker for her astonishing commitment to helping me through this, what is challenging for all period. I feel very fortunate and blessed to have Anna who has really gone out of her way in showing her and Solos commitment to my mental health and general wellbeing. Thanks in a good part to Solo Housing I am now entering my 10th month sober and free of chronic alcohol addiction.

'Steven' said - I'm currently in supported housing in Sudbury Suffolk. I cannot say how amazing my support worker has been in the time I've been with Solo, she is professional kind hearted and if I need her, she's always at the end of the phone. I guess this is the opposite of a complaint it's a true compliment....I just want management to know how lucky they are to have someone like that working for them.