

AGM December 14th 2021

Carolyn Howell MBE - CEO review of 2020 to 21 – highlight report :

- Continued to deliver Housing Related Support and General Needs accommodation services for single people during the Covid 19 pandemic and lockdown. Our operating model was completely revised to meet Covid 19 restrictions, and the majority of staff shifted homeworking. Our revised model included new ways of providing support remotely utilizing technology as appropriate.
- Provided a Covid 19 safe working environment for all staff and a Covid safe accommodation service as result we had minimal cases of Covid19 within our accommodation schemes during 2020 to 21
- Opened two new supported accommodation projects providing 6 additional units of accommodation for rough sleepers and for women leaving prison and returning to South Norfolk & Broadland
- Continued to provide an active Lodgings Scheme in East Suffolk; but suspending the lodging schemes in Breckland Ipswich and Colchester for q1 and 2 & 3 of the financial year due to Covid 19 (furloughing relevant staff)
- Agreed a new Housing Management Agreement with The Benjamin Foundation to support the delivery of their supported accommodation The Anchorage Project in Great Yarmouth (expanding our provision of accommodation by 19 beds)
- Agreed a new Housing management Agreement with Saffron Housing Trust to support the delivery of our Women's Accommodation Service
- Received funding from the Charities Aid Foundation to enable our residents to keep warm, well and safe in winter. The funding enabled us to help 109 people with support such as access to warm clothing, heaters, blankets, access to IT/broadband & cycle repair training.
- Continued our partnership with Orwell Housing in the delivery of support services in Babergh and Mid Suffolk, updating our repairs and maintenance service level agreement and continuing exploration of a consortium approach with Orwell E2 to develop new units of accommodation.
- Commenced work via the Enterprise Development Grant programme to undertake a feasibility study and test models to provide both a social lettings agency and provide skills and employment development opportunities for single people who have experienced homelessness.
- Commenced a complete review of our existing policies and procedures including the completion of the Housing Ombudsman Complaints procedures self-assessment and preparation for the adoption of the new Housing Ombudsman Complaints procedures
- Joined the No Homelessness in Norfolk Forum and Norfolk Strategic Partnership and took the lead in one of the key working groups (Expert Feedback and consultation)
- Undertook a staff resident and board consultation activity to establish our core values for publication in our business plan and website