



Wirral Churches' Ark Project

ANNUAL REPORT 2008/2009

Supporting homeless people in Wirral

Company No: 3896833 Registered Charity No: 1079070

Wirral Churches' Ark Project

DIRECTORS

- Rev'd Robert Nelson – Chairman
- Jacky Turner
- Father John Hovington
- Ian Cubbin
- Barry McDonald

Registered Office

Mary Cole House
6, Sandford Street
Birkenhead
Wirral
CH41 1BN
0151 649 0111

Supportive Organisations

25 th Wallasey East Brownies and Guides	29 th May 1961 Charitable Trust
Albert Hunt Trust	Amicus Vauxhalls
Barnston WI	Beatrice Laing Trust
Bidston Lodge	Birkenhead High School
Blakes Benevolent Trust	Clothworkers Foundation
Col Pilkington Will Trust	Duchy of Lancaster Benevolent Fund
Eastham Golf Club	JA Shone Memorial Trust
J Cubbin and Sons	Joseph Rank Trust
Lever Faberge	Marine Cargo Experts
Marks and Spencer plc	Metropolitan Borough of Wirral
Mersey Docks and Harbour Co.Char.Fnd	Neston Ecumenical Choir
Neston Musical festival	Oxton Churches' Men's Dinner
Oxton Society	Soroptomists International Bebington
St Albans Primary School	St Johns Infant School
St Joseph's School, Upton	Wirral Churches
Wirral Grammar School for Girls	Wirral Investment Network
Wirral News	Wirral PCT
Wirral Scouts and Guides Christmas Charity Post	The Eleanor Rathbone Charitable Trust
Woodchurch WI	Lloyds TSB Foundation England/Wales
Wirral Biz	

Auditor

Guild Appleton & Co
Union House
21, Victoria Street
Liverpool L1 6BD

Main Banker

Barclays Bank plc
2 Liscard Village
Wallasey
Wirral CH45 4JS

Chairman's Report

As Chairman I am delighted to introduce this annual report of the Wirral Churches' Ark Project, because, as I hope you will see, we have made considerable progress over the year.

The major development has been in our management structure. Owing to the need to concentrate on the planning and fund raising for our MCH Extension project, Bob Jarvis has stepped down as our Chief Executive and taken on the role of Finance and Development Manager. We have appointed a new Chief Executive from outside the organisation, Anne O'Marah who joined us in the summer. Already her appointment has made a major impact on our activities, and in many ways under her the Ark is going from strength to strength. Anne came to us with considerable experience, having worked for several years with Chester Aid for the Homeless.

Our project workers, under the guidance of our principal key worker, now have an expanded role in caring, assessing and developing the ability of our residents towards being able to look after themselves when they leave us.

ArkAngel plays a vital part in this, too, and I am pleased to say that we have been able to move a steady stream of residents from Mary Cole House (MCH) into our satellite houses. Places in ArkAngel houses are also now available for referrals from other care providers in Wirral, so we need never have unoccupied beds should there be no suitable tenant from within MCH.

Bob has been very successful in raising funding for the MCH Extension.

We still need to raise a lot more, but we can now begin to build, once the transfer of land has been completed.

The Supporting People programme, our major revenue funder, continues to assess our work, and has given a very positive report on all our activities.

We have been seen as a well-managed project, and remain regarded as the key

provider in Wirral of services for the single homeless over the age of 25. We have been able to show the required strengths in delivering real and enduring benefit in the lives of those we are here to help.

Demand for our services means that the Ark is usually full, and we cannot accommodate everyone who needs a bed. We still believe the demand on the doorstep demonstrates that more provision is needed in Wirral for direct access accommodation. At present there continues to be unwillingness on the part of the local authority to providing more beds on our present site. This may be understandable from the point of view of other occupants of premises in our neighbourhood, reflected in the attitude of their representatives and council officers, but something somehow needs to be done to address the need.

The service we offer is, I believe, second to none, and our residents all benefit enormously from their time with us. The programme offered to them now includes regular outings on a canal boat owned by YMCA, and we hope to start a social enterprise business restoring dinghies. We look forward also to developing an allotment scheme in collaboration with other local agencies.

I sincerely thank all who work for and support the Ark, most all our staff for their hard and demanding service to our residents, and our volunteers, whose help in feeding and befriending our residents continues undaunted. Thus Ark's Christian ethos is maintained and strengthened.

Thank you to all who have donated money and gifts in kind, and to all who regularly pray for our work. Prayer and practical charity remain vital in supporting our service to those who are homeless.

Robert Nelson – Chairman

Chief Executives Report

By the time of the 2009 AGM I will have been with Wirral Churches' Ark Project for nearly 12 months, which has been I think, one of the fastest years of my life! I came to this already successful and well thought of project full of excitement and enthusiasm for the challenges that the post would bring, and I have not been disappointed! We have had an amazing year with the usual mixture of highs and lows, but the overriding impression has been one of achievement in all areas with our standing in the community rising still higher, an effective combination of care, compassion and determination to help our vulnerable residents, and a renewed energy for joint working with our partner agencies and stakeholders. One of the main events last year was the very successful Open Day in November. Over 120 people came through our doors, to see what we do, how we do it, and to chat with staff and residents alike. It was an amazing day enjoyed by all with a wide diversity of visitors from the High Sheriff to representatives from local churches who work so hard to support us all year round. It is something we shall certainly repeat in another 18 months or so, by which time we will have our extension finished and the education suite up and running. Preparations for this are now in the final stages with the building going to tender shortly. This will be an invaluable asset to the hostel and Arkangel with education being a key component in helping our residents back into the community. We are increasingly target driven but currently 60% of Mary Cole House residents and 90% of Arkangel tenants move on from here and the dispersed houses in a planned manner rather than being asked to leave or just vanishing. We accommodated 209 persons in the past year, all presenting with a complex range of problems and issues. For every empty bedspace we have at least four enquiries and despite fears to the contrary, the vast majority are sadly local.

There are to be changes brought in this year by our biggest funders, Supporting People, which will affect other providers more than ourselves, but none the less, will prompt changes in our staff team and the procedures we use. A "Pathway" system is to be brought in from April where residents will move up through the service providers until they ultimately have their own accommodation. Being direct access we will be the first part of the chain, residents will stay with us for approximately 12 weeks. After us will be hostels such as the YMCA and Arkangel will occupy the third tier of the system; their tenants will stay between 6 and 12 months. There will be generic paperwork and its hoped that the system will mean a seamless service for clients and a better allocation of bed spaces. This past 12 months has seen a number of initiatives to stimulate self worth and confidence among our client group. Residents now volunteer on the front desk, and this is being linked to an NVQ, a first qualification for many. A cookery session run by one of our wonderful volunteers takes place every Monday and trips are taken on the YMCA barge to take residents out of their environment and work in an entirely new way. Workshops in diverse subjects such as Sexual Health and Fire Safety are held alongside Maths, Art and the Reading Group. We aim higher and better each year to help those unfortunate enough to find themselves homeless and vulnerable. The staff work long and hard with tireless enthusiasm, supported by the small army of volunteers who make such a difference to the service we offer. Wirral Churches' Ark Project is rightly held in the highest esteem, by our partners, stakeholders, and maybe more importantly, those we seek to help on a daily basis, the homeless and vulnerable of Wirral. With thanks to all for the unstinting support for which we shall be ever grateful

Anne O'Marah – Chief
Executive

Hostel Manager's Report

Over the last 12 months we have experienced a continuing demand for the twenty five hostel beds provided at Mary Cole House. Occupancy levels remain high and the demands of providing an emergency provision remain constant

Within today's economic climate of diminishing resources, hostel staff continue to offer varied and innovative support in an attempt to equip all residents with the skills necessary to recover from the trauma of homelessness. The aim of helping a person move on towards permanent accommodation remains central to all that goes on within Mary Cole House.

Fundamental to all hostel operations is the readiness of staff to take a complete stranger off the streets, within moments of meeting them, and offer him or her a bed, a meal, and a place of safety and warmth. This practise, in spite of its inherent difficulties and risks, remains at the core of all Ark operations. This work goes on 24 hours a day, seven days a week and is often unseen. It stands as a testimony to the labour and effort of all those, both professional and volunteer, who provide support within the hostel

Kevin Hogan
Hostel Manager

Support Workers Report

This year there have been many positive changes at The Ark, a good example being that Duty Officers are now Support Workers, working in teams of two with a case load of six residents. This has resulted in us working more effectively and consistently on a one to one basis with the residents, and they have also seen the improvement.

Many residents have moved on to other hostels, housing association properties and their own flats and bed sits. Some who need that bit of extra support when they move on have gone to our dispersed housing scheme, Arkangel.

As a direct access hostel we are constantly full and beds are rarely empty long.

As a staff team we are dedicated to offering the best support possible for our clients to give them the skills to live independently. Support workers are now in the process of obtaining NVQ level 3 in Health and Social Care which the majority have now gained. Ongoing training is essential and important as it will enable the staff team to be the best if ever could which will in turn mean we can offer all the residents who come through our door the best opportunity to turn their lives around.

Kirstie McHugh – Support Worker.

Hostel Resident and ArkAngel Tenant Perspectives

This is a brief script to say roughly how I got where I am today. Aged 14 my mother abandoned me which led to me being homeless for the first time. Frightened and

alone I suffered sexual abuse and as a result of that I spent a lot of time in and out of different mental institutions and hostels. Back on the streets on and off for four years.

Do you know what it is like to be homeless? When you can't keep yourself clean your self respect goes. You can have a pocket full of cash but you still think that people know you are homeless when they look at you. Then I ended up here at The Ark where I hope to get supported housing as I can't really cope on my own. If it wasn't for The Ark and the staff who work here, many of the homeless would probably end up dead. Paul, a hostel resident

I am Brian and I am 66. I was given the opportunity to try and get my life back on track with the help of the Arkangel project. At the time I was homeless and in need of help. Since being with them I have taken up different projects and learnt how to accept people more, to listen, and to respond to other people's points of view.

The projects I have started are as follows:

- Pathway to University
- Introduction to the internet and e-mail. Introduction to Windows search facility and find a file document.
- Confidence building, making a simple assessment of strengths and weaknesses. Learning to work as part of a group and not just an individual.
- I have also been lucky enough to start a cookery course which I aim to keep up. This takes place at The Ark in Birkenhead.
- I have also started a creative writing course at Pemberton Neighbourhood Centre which I find very interesting as I have never even thought about such things and I wish to stay the course and see it through.

Brian, an Arkangel tenant

Before I came to The Ark I was on the streets as an alcoholic for months. I did my detox in hospital and then moved to The Ark I was told that it was my last chance, so I took it very seriously. I took all the help I could get from the staff, and I was able to

stay off drink and drugs for another 4 months.

I then moved to Arkangel. The staff here offered me further support. I have now started relapse prevention courses and courses in life skills, Art and computers. This has made my confidence grow and I now think of drugs and alcohol less and less. The residentials are good for socialising and meeting new residents. If I was to give my advice to anyone, it would be to take any help and support offered to you. You should be able to cope and get stronger and stronger.

Thanks for reading!

Steve, an Arkangel tenant

For the last five years I have been one messed up bloke on a mad destruction path. As a child I had a common difficult upbringing, both parents were alcoholics and my mother making do with what she called my father, if that's what you could call him as he was a monster in every sense of the word. Children's homes in a way saved my life as such.

Even before I had left school at fifteen and a half, I had already done a 3 week prison sentence; up to the age of 27 I was institutionalised. I walked out of jail on July 10th 2005 and I was so alive. Then life has a way of dragging you back through all the mess and more, much more. I had always stayed well clear of Class A drugs and heavy drinking, but when your heart is ripped out you are dragged back to the gutter. Believe me when you try suicide and you still find yourself sitting here you ask "why, why me?" and then you turn to drugs and drink, just as I did. It disturbs me just how much the body and mind can withstand, and the heart. This is just about a bloke of 35 who's been through the mill 10 times over. I don't know if I found the Ark or if the Ark found me! All I know is that I am not happy but I am not unhappy and I am trying hard thanks to the Ark. I have been shown other paths that can be walked. I have swapped destruction for destination. One day and one step at a time. Thank you for hearing me out. Rob, an Ark resident

A view from the outside – Sharon Berry – (Alcohol Associate Practitioner) Harm Reduction Team

As an alcohol worker I am always looking for new and innovative ways to engage with clients. During my work at The Ark I was asked by the hostel manager, Kevin Hogan, whether I would like to join the residents on a canal boat trip. This was a perfect opportunity to work with clients in a setting that was less intimidating and formal than usual.

During the boat trip we covered topics such as triggers, word scrambles, and catch phrases around alcohol. These are the sort of exercises that are fun but you are learning at the same time. Clients also had the opportunity to discuss other issues in a safe environment. The setting had obviously put the clients at ease enabling them to discuss these issues.

Although I am not aware of any research carried out about clients learning environments, you cannot fail to recognise the increase in clients well being and engagement with the alcohol service.

It helped break down barriers and give the opportunity for clients to discover themselves and prove they are capable of many things.

Where else are you going to have the opportunity to crew a canal barge! An analogy can be made that if you can take charge of a barge, you can take charge of your life!

Sharon Berry – Harm Reduction Team

ArkAngel Manager's Report

The last 12 months have been challenging for the Arkangel supported housing although we have had a year of steady progress. The challenges have been the ever increasing demands from the local authority Supporting People team (SP), whilst balancing the delivery of a cost effective service and providing a safe and secure home for our tenants. I believe as a team we are geared up to meet these new challenges. To help meet the expectations of SP I have started to work on the Quality Assessment Framework which is designed to promote good practise. We hope to rise from a level C to a level A. IN the last v12 months we have seen changes in our staff team with the welcome addition of Key Worker Linda Malone. She has helped bring further diversity to our team and has been in post since July 1st 2008. Ray Hellon, our long standing Key Worker, as always continues to produce great work. Due to the hard work from all the staff team and service users, the tenants participation group has been successful, helping to give voice to our service users.

Occupancy for 2008 averaged at 88.6% which I am more than pleased with. Over the last year we have established new working relationships with The Workers Education Association (W.E.A) to establish adult learning courses and help create a pathway into education for our service users. We have also established a new working partnership with another organisation, "Endurance", an organisation that works with service users in a residential setting. This is facilitated at Harlech College in Wales, where each service user who completes the course will pass 20 accredited qualifications. This is mainly funded by the WEA and offers great opportunities for personal growth. In all it has been a busy and fulfilling year and myself and the team look forward to the challenges ahead.

Dave Harrison – Arkanagel Housing Manager

Finance and Development Managers Report

The past year has been mixed. One disturbing trend that surfaced as the first half of the year progressed was that for the first time for many years, our expenses were outstripping our income.

There were three main reasons; the first was that we had incurred a number of “one off” expenses – e.g. new equipment in the hostel, creation of an additional office, and the resolution of a staffing issue. All were necessary, but nevertheless, unwelcome.

The second was the additional staff expense incurred by the splitting of the Chief Executives role into two. Recruitment expenses and the additional salary cost have had to be borne, and it has taken a while for the benefits of spending more resources on fundraising, to bear fruit. The third was cost increase generally, particularly against a static income as our Supporting People contract amount (our largest income stream) was not increased in 2008.

As the year progressed we slowed the rate of loss. In the hostel we have introduced a resident’s weekly service charge of £16, and we have undertaken a number of local initiatives to raise income. The interest of “Wirral News” in us as Christmas approached and our active website have been excellent allies in raising our profile and promoting giving.

We have learnt the lesson that we cannot be financially complacent.

The enclosed 2008 accounts show the overall loss in the year. There were no major capital purchases as there have been in the last two years. Donations have reduced when one takes account of those relating to, our extension, reflecting these recessionary times. Residents service charges and local fundraising (both started part way through the year) have helped, and will help more so in 2009. Christmas card income at £4,600

and with no printing expenses because they were sponsored, is excellent.

On the expenses side, apart from issues mentioned above, the large telephone cost was caused by the replacement of our “switchboard” with modern equipment.

Overall we have finished the financial year with £40k less in the bank than when we started.

Developmentally this has been a successful year. The planned training extension is an 80 square metre, ground floor only, extension that will extend out from the middle of the hostel towards the adjacent car park. Wirral Council have promised the land, so we will gain additional ground. We now have planning permission, so the only obstacle is money.

The cost is £340,000 when one includes the land valued at £50k. Over recent years we have saved £100,000 towards this, so that the amount to raise was £190,000. In the last year we have raised £158,000 (either held or formally promised), leaving (as I write) £32,000 to raise. Applications for this balance have been made.

We have progressed to the tender stage, and are obtaining builders estimates. If we can afford to, we will move straight away to the building phase.

The other major development is our dinghy renovation project – Wirral Ark Dinghies, where we can offer residents meaningful and rewarding occupation, and help them to become more employable. At this time, the lease of appropriate premises is going through and we are launching (no pun intended!) the scheme. Its success largely depends on funding and public interest

Bob Jarvis
Finance and Development Manager

Statement of Financial Activities
Year ended 31st December 2008

	Unrestricted Funds £	Restricted Funds £	2008 Total Funds £	2007 Total Funds £
Incoming resources				
Donations & legacies	37,575	34,368	71,943	66,009
Housing Benefit	135,115		135,115	140,581
Supporting People		207,259	207,259	202,124
Residents Service Charge	4,982	-	4,982	
Income from trading activities	4,623		4,623	2,279
Income tax refund/Gift Aid	2,494		2,494	199,457
Local fundraising	8,482		8,482	3,589
Bank interest received	8,677		8,677	8,959
Sundry Income	963		963	1,233
Total Incoming resources	202,911	241,627	444,538	424,541
Income specific to Arkangel	65,033	44,936	109,969	116,393
	267,944	286,563	554,507	540,934
Costs of generating funds				
Christmas card expenses				2,198
Water	20		20	18
Light & heat	45		45	39
Wages & salaries	7,550		7,550	4,650
Insurance	22		22	17
Subsistence & cleaning	39		39	41
Printing, postage & stationery	18		18	13
Depreciation	85		85	87
Sundry expenses	35		35	35
	7,814		7,814	7,098
Cost of charitable activities				
Water	4,545	180	4,725	5,056
Light & heat	10,410	300	10,710	2,833
Resident services	500		500	777
Wages & salaries	81,076	227,865	308,941	280,726
Employers NI MCH	29,431		29,431	25,197
Other staff related costs	6,257		6,257	
Training costs	6,879		6,879	3,746
Insurance	5,103		5,103	4,651
Catering	12,404		12,404	9,071
Telephone	4,619	118	4,737	2,696
Printing, postage and stationary	4,123		4,123	444
Subsistence and cleaning	8,954	120	9,074	10,773
Advertising	5,520		5,520	
Repairs and maintenance	5,621		5,621	9,194
Other building costs	5,245		5,245	1,453
Equipment and computer costs	12,616	120	12,736	3,768
Extension		6,235	6,235	1,820
Depreciation	2,734	15,413	18,147	18,777
Criminal Records Bureau	256		256	497
Auditors remuneration	1,809		1,809	1,645
Sundry expenses	7,269	1,000	8,269	8,949
Legal & professional	3,435		3,435	6,326
	218,806	251,351	470,157	409,283
Expenses specific to Arkangel	80,861	46,077	126,938	109,219
Total resources expended	307,481	297,428	604,909	525,600
Net incoming resources	(39,537)	(10,865)	(50,402)	15,334

Balance Sheet

Wirral Churches' Ark Project Balance Sheet as at 31st December 2008

	Unrestricted Funds £	Restricted Funds £	2008 Total Funds £	2007 Total Funds £
Tangible Fixed Assets				
Freehold Property				
Mary Cole House	13,318	649,944	663,262	678,963
Arkangel Properties	152,828	55,082	207,910	212,298
Other	<u>10,125</u>	-	<u>10,125</u>	<u>12,656</u>
	176,271	705,026	881,297	903,917
Current assets				
Cash in hand	134	-	134	189
Cash at bank	<u>209,017</u>	<u>15,357</u>	<u>224,374</u>	<u>254,955</u>
	209,151	15,357	224,508	255,144
Current liabilities				
Creditors: amounts falling due within one year	<u>31,020</u>	<u>25,198</u>	<u>56,218</u>	<u>49,683</u>
	31,020	25,198	56,218	49,683
Net Current Assets	<u>178,131</u>	(9,841)	<u>168,290</u>	<u>205,461</u>
Creditors: amount falling due after one year	<u>84,921</u>	-	<u>84,921</u>	<u>94,310</u>
	84,921		84,921	94,310
Total net assets	<u>269,481</u>	<u>695,185</u>	<u>964,666</u>	<u>1,015,068</u>
Total reserves				
Restricted funds		695,185	695,185	706,050
General funds	<u>269,481</u>	-	<u>269,481</u>	<u>309,018</u>
Total Charity Funds	<u>269,481</u>	<u>695,185</u>	<u>964,666</u>	<u>1,015,068</u>

Nurses' Report

The team are busier than ever with various minor illnesses and injuries to deal with. The health checks are attempted to be done with all new residents but sometimes it is difficult to do them when residents vanish when the nurses are due!

We look forward to the extension as the nurses room will be more accessible for residents and easier for the nurses, although the stairs do keep us fit!

We feel our communication channels are much more effective which can only

enhance the delivery of the care we offer to all residents.

Referrals into other services continue on a regular basis and access to all other services has improved.

We are always open to suggestions from both staff and residents on how we can improve our service, so please don't hesitate to contact us at The Ark.

Patsy Dodd BA (Hons) RGN Nurse Co-ordinator Ark

Key Worker Report – Val Formston

Over the past 12 months there have been structural changes to the Key Work role. We continue to receive input and guidance from Supporting People and with this we aim to deliver a more productive service.

All support staff have merged and taken on the responsibility for Key Working the residents. It was felt that this change would offer more intensive support for those trying to make positive changes. Staff work in teams of two and each team has six residents between them. We continue to focus on working towards being able to provide the best possible service for those who reside at The Ark.

Our aim is always to support our residents through the transition from hostel accommodation into independent or semi-independent living. This, at times, can be a difficult task as we deal with a multitude of difficulties and problems that sometimes need to be addressed before the housing issue. We try to meet the needs of each resident by looking at each individual case and offer support that is relevant to their unique circumstances.

Housing itself can be difficult due to limited options and availability but the support staff work hard and have been successful tenancies and making that transition happen. So far this year we

have had a number of success stories with regards to accommodation.

My role has changed in that I still work within the guide lines of Supporting People, in which I complete the Star Outcomes with the residents once they have been accommodated with us. This is a system that highlights areas of support for each individual. Information from this outcome gets passed on to their Key Workers who use it in the support sessions with the resident.

I now also offer alternative therapies to residents, staff, and volunteers, that includes Indian Head Massage, Reiki, and EFT (Emotional Freedom Therapy) To deliver this service I work alongside Kasi, who also offers Hypnotherapy as part of her treatments. In general we try to work with individuals on a holistic level and find that this combined with practical support has a beneficial effect. The changes are aimed to improve our service and we continue to try different ways in which to make positive outcomes happen.

I would like to thank the staff team and volunteers who work hard round the clock every day of the year to make The Ark a success. At times it is a difficult and demanding role that takes endless patience and understanding, and the willingness to always go that extra mile. I big, big thank you to you all.

Volunteer Coordinators Report

We now have 84 volunteers on our database, although not all of them are involved with cooking, befriending or “admin front desk” activities. We have fund raisers and people who collect food donations etc.

The Ark has been an exciting place in which to volunteer as there have been some very positive developments. Our residents have the option of making their own drinks throughout the day and a variety of classes or activities to go to during the week. The Monday afternoon cookery session cooks and freezes a meal for the weekend when we don't have any volunteers to cook.

Armchairs and settees have replaced the plastic covered chairs in the lounge which makes for a much more homely environment. All the befriending and cooking at the Ark is done by volunteers who make a magnificent contribution to “Ark life” enabling funds to be used for the very necessary work to support our residents.

We have recruited Arkangel and ex residents as volunteers, particularly on the front desk

which enables the support staff to do their very valuable job in the direct support of the residents.

The volunteers are a valuable and valued resource for the Ark and this is recognised in accrediting the hours of volunteering via the Council for Voluntary Service. We held our first social and A Presentation of Awards at Oxtou St Saviours Church Hall last year when the Mayor of Wirral attended and presented the certificates. Volunteers also went on a barge trip for the day with Ark staff which was a wonderful relaxing time enjoyed by all.

Thank you to all volunteers in whatever capacity for all your hard work and the hours of your time so generously given. It is greatly appreciated.

If anyone is interested in volunteering then please don't hesitate to contact me at The Ark

Irene Kennedy – Volunteer coordinator.

ARK STATISTICAL SUMMARY FOR THE 12 MONTHS TO 31 DEC 2008

Residents

	Male	Female	Total
Number of residents	170	39	209
Average number of residents per night	19.66	4.91	24.6
Total bedspaces occupied	7196	1796	8992
Average number of nights stayed by residents	42	46	43

Many residents were successfully moved on:-

- 18 moved in with friends
- 14 moved in with a family member or returned home
- 14 were housed by a Housing Association
- 14 have been housed in private accommodation
- 28 were housed in a supported housing scheme

<u>How Long Residents Stayed</u>					<u>Age of Residents</u>				
No. of days	Male	Female	Total	% of Total	Age	Male	Female	Tot	%
1-10	38	12	50	24	18-25	35	11	46	22
11-20	32	5	37	18	26-35	42	14	56	27
21-30	21	3	24	11	36-45	52	10	62	30
31-40	15	2	17	8	46-55	34	2	36	17
41-50	13	5	18	9	56-65	6	2	8	4
51-60	10	2	12	6	65+	1	0	1	
61-70	8	1	9	4	Totals	170	39	209	100
71-80	6	3	9	4					
81-90	6	0	6	3					
91-100	8	0	8	4					
<u>101+</u>	13	6	19	9					
Totals	170	39	209	100					

We captured 'underlying problem' data residents gave to us when registering on their first night.

Underlying problem information

	<u>Male</u>	<u>%</u>	<u>Female</u>	<u>%</u>	<u>Total</u>	<u>%</u>
No problem with drugs, alcohol or mental health	37	22	5	13	42	20
Drug only problem	24	14	6	15	30	14
Alcohol only problem	46	27	12	31	58	28
Mental health only problem	20	12	4	10	24	12
Multiple problems	43	25	12	31	55	26
Totals	170	100	39	100	209	100

Underlying problem additional information

	<u>Male</u>	<u>%</u>	Female	<u>%</u>	Total	<u>%</u>
Drug problem (with or without other problems)	57	34	13	33	70	33
Alcohol problem (with or without other problems)	76	45	23	59	99	47
Mental health (with or without other problems)	51	30	12	31	63	30

Many Arkangel tenants were successfully moved on:-

- 2 moved in with friends
- 5 were housed by a Housing Association
- 2 were housed in private accommodation
- 1 was housed in a supported housing scheme