

**Michael Whippman Prize Winners 2006-2008 & 2008-2009 & Runners-up 2009-10
DCLG – Places of Change Recognition 2008 + Third Sector Runners up for Financial Management 2009
Charity Times 2009 winner for Best Use of Technology**



Anchor House

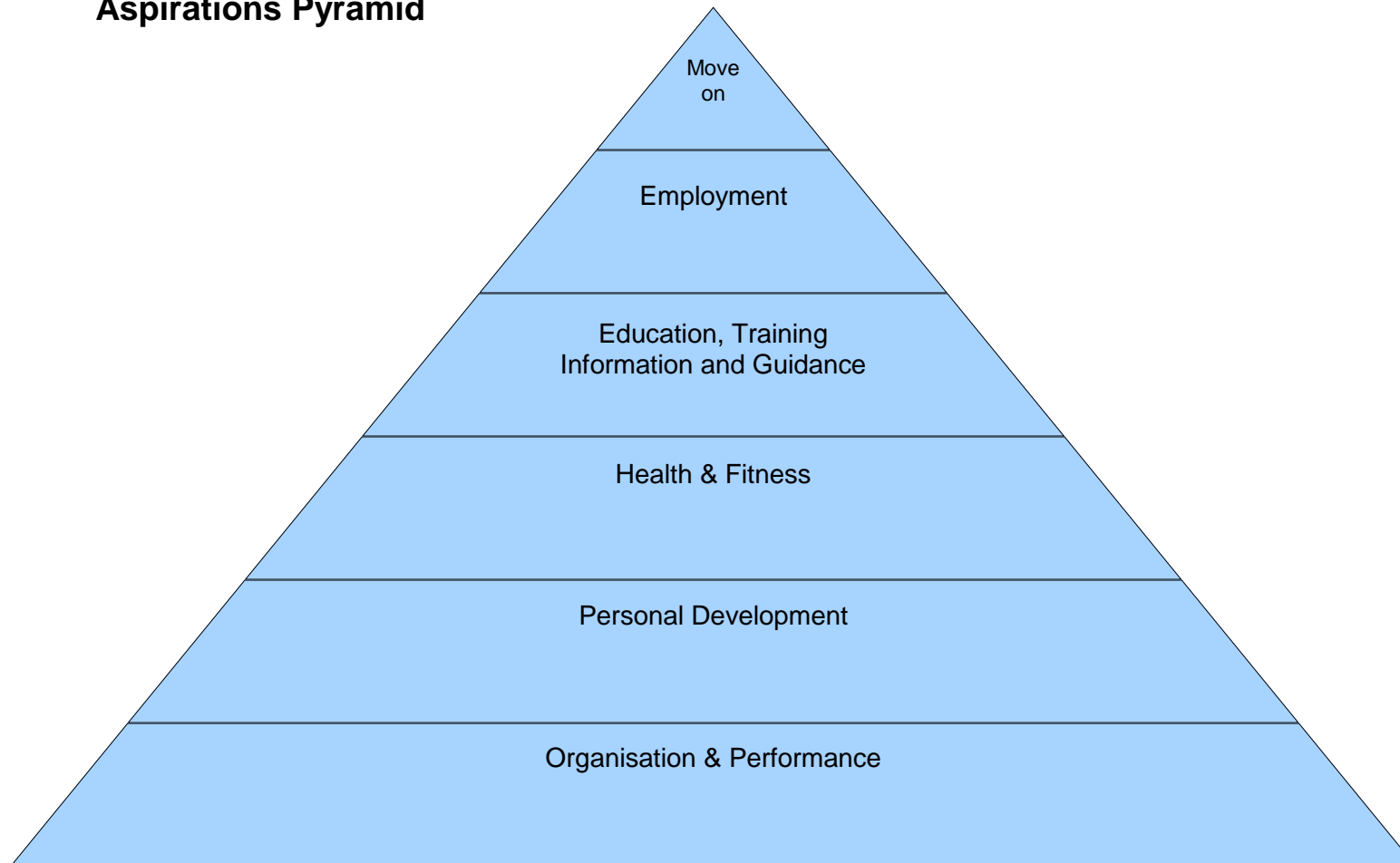
Anchor House Aspirations Programme

**Outputs July - September 2009
2nd Quarter**

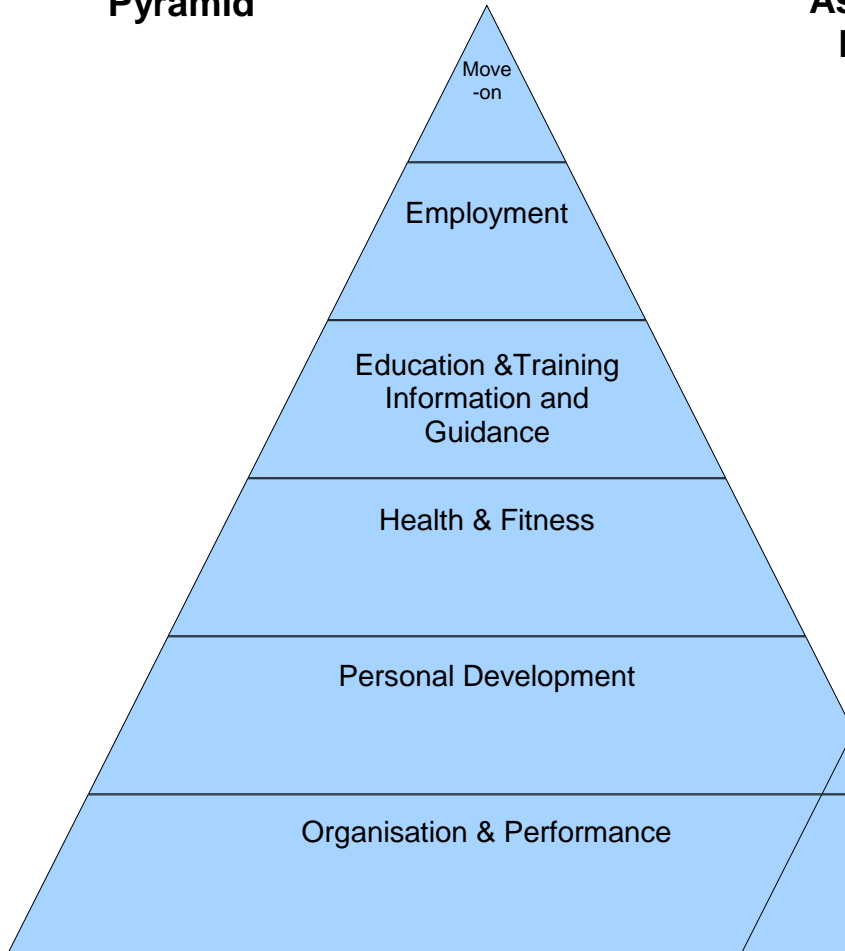
Index

- 1. Pyramids**
P3-4
- 2. Directions of Travel**
P5
- 3. Move On**
P6-7
- 4. Employment**
P8-9
- 5. Education & Training/Information Advice & Guidance**
P10-16
- 6. Health & Fitness**
P17-19
- 7. Personal Development**
P20-23
- 8. Graphical Representations of Key Areas**
P24-29
- 10. Partner Organisation**
P30-32

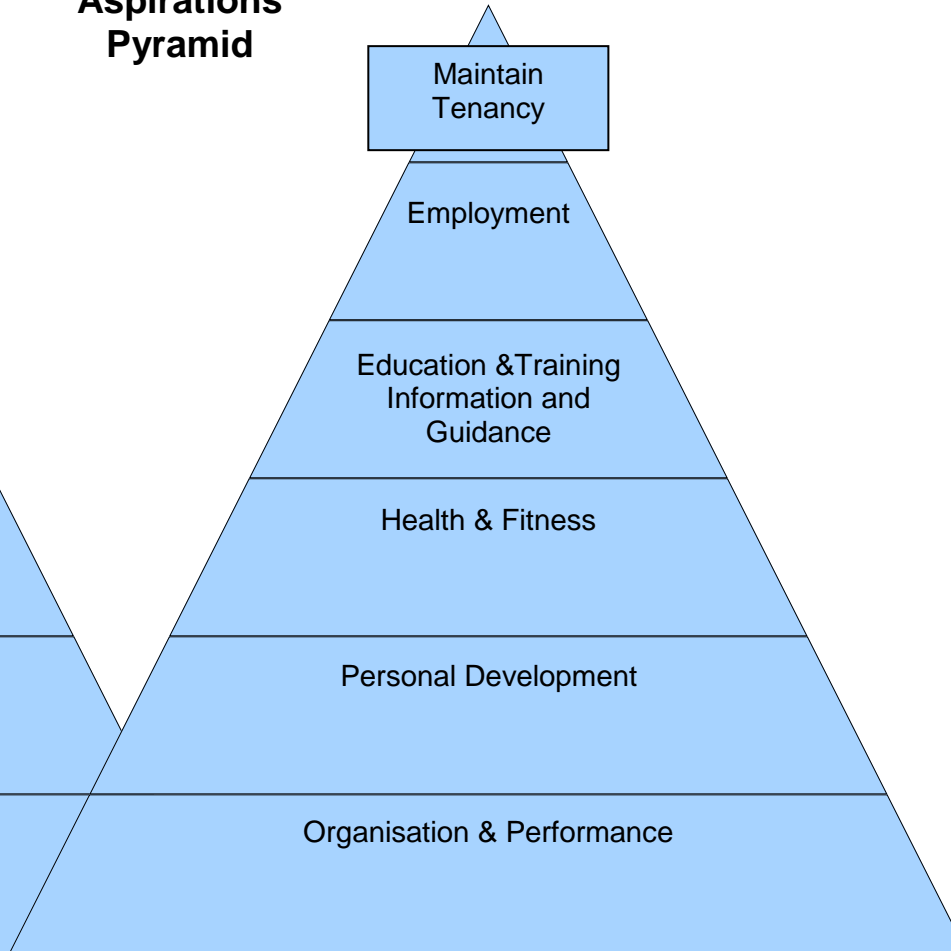
Aspirations Pyramid



Aspirations Pyramid



Aftercare Aspirations Pyramid



DIRECTION OF TRAVEL

Despite the recession we have still managed to get 14 people into work over the last quarter, we have redirected staff resources to this end.

Our overall performance is still dependant on funding and as can be seen a number of programmes have ceased. Our performance has been recognised at a national level by the Award of the 'Best Use of Technology@ in the UK Charity Sector, and we were a finalist in the 'Best Financial Management' in the UK Charity Sector, two of our residents were winners of the 'Best People into work' accolade by the Department of Work and Pensions.

These Awards validate our performance and we hope the Local Authority will equally acknowledge this by providing appropriate levels of Supporting People funding

Move-on

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>1. Local Authority move-on</p> <p>This includes ten properties allocated to Anchor House per annum in which suitable residents are nominated. Also includes any resident that secures a council property through the bidding process</p>	<p>London Borough of Newham</p>	<p>Ongoing</p>	<p>4 residents to move into their own tenancy as soon as they are deemed capable of sustaining that tenancy long-term. Subject to availability.</p>	<p>9 residents moved into LA property 4 of these residents did so through the Bidding Process</p>	<p>8 residents to move into their own tenancy as soon as they are deemed capable of sustaining that tenancy long-term. Subject to availability.</p>	<p>11 residents moved into LA property 6 of these through the Bidding Process.</p>	<p>LBN has now increased our allocation to 11 nominations.</p>
<p>2. First Stage move-on</p> <p>This is managed by Anchor House in partnership with a private landlord. Suitable residents are moved into small, shared properties. These residents are considered close to be able to sustain independent living</p>	<p>Anchor House P+S Properties</p>	<p>Ongoing</p>	<p>A maximum of ten residents to move into these properties</p>	<p>10 residents are now living in these shared properties</p>	<p>A maximum of ten residents to move into these properties</p>	<p>10 residents are now living in these shared properties</p>	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>3. Other structured forms of move-on.</p> <p>This includes: managed private landlord schemes, independent private landlords, sheltered housing and reconciliation with family/partners</p>	Varied	Ongoing	Our target is to work with all residents who wish to move on to independent living	<p>4 residents have reconciled with family/partners</p> <p>2 residents have gone into supported housing</p> <p>1 resident moved on through the Bond Sceme</p>	Our target is to work with all residents who wish to move on to independent living	<p>7 residents have reconciled with family/partners</p> <p>2 residents have gone into supported housing</p> <p>1 resident moved on through the Bond Sceme</p>	
4. Statuary reporting summary for supporting people	LBN – Supporting People	Ongoing		Total of 23 residents moved out of Anchor House, of which 15 were planned and 8 unplanned according to government definition		Total of 34 residents moved out of Anchor House, of which 23 were planned and 11 unplanned according to government definition	

Employment

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
5. Full and part-time work	Various	Ongoing	4 residents to start full-time work 1 resident to start part-time work (Targets reduced by 20% due to Decant during this coming year)	13 residents started full-time work 1 resident started part-time work	8 residents to start full-time work 2 resident to start part-time work (Targets reduced by 20% due to Decant during this coming year)	17 residents started full time work 2 residents started part-time work	
6. In-house volunteering The volunteering programme within Anchor House is varied and structured. It includes work in catering and maintenance, work on websites, and positions/roles within football and drama.	In-house	Quarterly	4 volunteer positions taken within Anchor House 8 volunteer positions to take roles of responsibilities within Anchor House	25 volunteer positions within Anchor House have been taken by our residents 9 roles of responsibilities positions have been taken	8 volunteer positions taken within Anchor House 16 volunteer positions to take roles of responsibilities within Anchor House	48 volunteer positions within Anchor House have been taken by our residents 18 roles of responsibilities positions have been taken	
7. External volunteering	Two local charities: St Marks and Community Links	Ongoing	2 residents involved in external volunteering	9 external volunteer positions have been taken up by AH residents	4 residents involved in external volunteering	55 external volunteer positions have been taken up by AH residents	This has increased so significantly due to the St Marks Project, Mayors Employment Project and the Personal Best

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>8. Pre-employment Support Session</p> <p>This is in addition, and in support of, planned pre-employment courses. It is generally individual</p>		<p>Varied and ongoing</p>	<p>Deal with 100% of all requests for help with obtaining employment where the help</p>	<p>100% of all requests dealt with</p>	<p>Deal with 100% of all requests for help with obtaining employment where the help</p>	<p>This figure is literally in the hundreds ranging from CV prep, to help with Job interview techniques to sign-posting. The impact of this can be seen in our employment figures</p>	

Education and Training, Information and Guidance

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>9. Jobcentre Plus</p> <p>This is provided by a specialised homeless team that is focused on active help from personal advisers to find work to meet individual needs</p>	Jobcentre Plus	Weekly	15 separate residents to be engaged in a minimum of one advice session	45 residents engaged with Jobcentre Plus held at Anchor House	30 separate residents to be engaged in a minimum of one advice session	45 separate residents in Q2 + 56 separate residents in Q2 engaged with Jobcentre Plus with over 300 sessions recorded in those 2 quarters	
<p>10. Newco</p> <p>Construction Awareness Provides training in Multi-Skills Construction</p>	<p>Altogether Construction</p> <p>NEWCO</p>	1-2 Days a week	Open to all	<p>A total of 28 students on course</p> <p>11 of these are from AH</p>	Open to all	<p>A total of 56 students on course</p> <p>22 of these are from AH</p>	
<p>11. Community Links/Reed Employment</p> <p>Offering employment support and training for clients with very low employability skills</p>	Community Links & Reed Employment	On Demand	<p>AH has targeted 3 residents to be put forward per 2 weeks</p> <p>(this will be reviewed shortly)</p>	<p>A total of 46 residents are currently on Reed programme and 9 on the Links programme</p>	<p>AH has targeted 3 residents to be put forward per 2 weeks</p> <p>(this will be reviewed shortly)</p>	<p>A total of 66 residents have or are participating in these programmes</p>	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>12. General advice and support</p> <p>Covers signing-on or attendance at: Jobcentres and training courses, help completing benefit forms and with benefit entitlements</p>		Weekly	<p>All residents are encouraged to sign-on. Where necessary, residents are accompanied when signing-on.</p> <p>All residents to complete intervention forms on time</p>		<p>All residents are encouraged to sign-on. Where necessary, residents are accompanied when signing-on.</p> <p>All residents to complete intervention forms on time</p>		
<p>13. SIA Programme</p> <p>Offers a full programme for to gain an SIA licence to work in security and includes work place experience</p>	Calibre Associates	3 days a week	Available on demand	This is ongoing and 12 have been on or are still currently participating in programme. A further 3 have enrolled	Available on demand	15 residents have participated on this programme and 7 have now completed the programme	This programme is now finalised
<p>14. Personal Best</p> <p>Training for those wishing to become volunteers</p>	LBN	On - Going	5 residents to get involved	14 residents still under placement	10 residents to get involved	14 residents are currently involved in this programme	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
15. ESL Beginners English as a Second Language	In-house – On demand Ran by a volunteer	One hour sessions tailored to the individual	All residents needing beginners ESL to be offered tailored package	4 residents have their own ESL programme	All residents needing beginners ESL to be offered tailored package	19 residents have or had their own ESL programme	
16. Let's Build	East Potential Building craft College	1 day induction 2 week basic training 16 weeks Multi Skills training	70 students per quarter	226 students have attended courses so far 26 students were from AH	140 students per quarter	223 students in Q1 and 226 students in Q2 have attended courses so far 25 of these students were from AH in Q1 and 26 in Q2	
17. BCC (Construct Your Career) Programme that offers awareness sessions to short/medium training up to 2 Year Apprenticeships	BCC	On Demand	Open to all	25 residents are currently involved in programme	Open to all	25 residents are still currently involved in programme since Q1	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>18. Skills Assessment</p> <p>Available for residents and the local community – a skills assessment of literacy, numeracy and IT is conducted and gaps identified.</p>	In-house and by various partner organisations	One hour sessions tailored to the individual	All new residents and local community to be offered a skills assessment to establish appropriate training needs	<p>98 training needs analyses have been performed</p> <p>40 of these were Anchor House Residents</p>	All new residents and local community to be offered a skills assessment to establish appropriate training needs	134 training needs analyses have been performed	
<p>19. Newceys</p> <p>Literacy and Maths from entry level 1 upwards</p>	Newceys	Weekly	Enrol 10 per course	<p>11 students have enrolled on course</p> <p>4 are AH residents</p>	Enrol 10 per course	<p>25 students have enrolled on course</p> <p>15 are AH residents</p>	
20. Music	Access to Music	Four hours per week	N/A	Access to music currently working on starting new project with Anchor House	N/A	3 residents are participating in programme on regular basis	AH staff member has now been drafted onto it Advisory Board

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
21. Media and Technology Programme that covers everything from scripting/planning production to videoing and editing	APE Media	Annual	Open to interested AH residents	7 residents are currently involved with project	Open to interested AH residents	18 residents were involved in programme A video for an introduction to AH for all new residents was produced This has just achieved runner up in the Micheal Whippman National ward for the use of technology	Anchor House won the Charity Times Award 2009 for best use of technology
22. Construction Awareness Training – This is now Creative Learning Solutions Students will be able to undertake Literacy and numeracy NVQ levels 1+2 whilst undertaking CSCS training in order to work in the construction industry	Now called LASS	6 days a week depending on which modules	60 students to enrol on awareness session	98 students enrolled 40 of these enrolled are Anchor House residents	60 students to enrol on awareness session	193 students enrolled in Q1, 98 in Q2 51 in Q1 and 40 in Q2 of these enrolled are Anchor House residents	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
23. Citizenship Course	In-house by accredited tutor	On demand	Initially to provide tutelage to all requests	13 residents have joined course 3 have completed programme	Initially to provide tutelage to all requests	22 residents are taking this course 7 resident and 2 non residents have completed	12 residents have achieved UK citizenship since this course came online mid 07/08
24. Mayors Employment Pilot Scheme Targets those on benefits and ready to work	Workplace	On-Going	10 Residents to participate	50 residents were still engaged with programme in Q2	10 Residents to participate	50 residents are currently involved at varying levels in this programme	
25. Welcome Host Customer Service Skills	Careers Concepts Ltd	1 day Events	Open to all residents and staff	21 Students completed training 12 residents 5 Staff 4 students from local community		43 Students completed training 25 residents 10 Staff 8 students from local community	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>26. Employability Skills</p> <p>A number of external agencies except resident referrals and offer employability skills and functioning in a work place</p>	TNG Reed Employment Community Links Work Directions	On Referral	Open to residents needing help to overcome final obstacles to employment	60 residents have so far benefitted from these partnerships	Open to residents needing help to overcome final obstacles to employment	60 residents in Q1 and 55 in Q2 have so far benefitted from these partnerships	
<p>27. Non-residents engaging in on-site educational services and training</p>	In-house & various	Varies	Allow the wider community to access services when capacity allows	<p>300 non-residents have been involved in education and training programmes</p> <p>60 non-residents attend the AA programme and cocaine anonymous</p>	Allow the wider community to access services when capacity allows	<p>378 non-residents in Q1 + 300 in Q2 have been involved in education and training programmes</p> <p>60 non-residents in Q1 + 60 in Q2 attended the AA and cocaine anonymous programmes</p>	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
<p>28. Education and Training courses</p> <p>All courses are through accredited providers and are focused on gaining employment.</p>	See all individual courses above	<p>One hour to eight weeks</p> <p>Ongoing throughout year</p>	25% of residents to be engaged in a formal education and training programme	<p>66.9% in Q2 of residents are involved in education and training</p> <p>97.3% in Q2 of residents are involved in education, training and IAG</p>	25% of residents to be engaged in a formal education and training programme	<p>72.8% in Q1 and 66.9% in Q2 of residents are involved in education and training</p> <p>98.4% in Q1 & 97.3% in Q2 of residents are involved in education, training and IAG</p>	72.8% is a record for AH

Health and Fitness

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
29. Nurses Surgery	PCT	Three hours surgery every two weeks	5 surgeries 100% residents encouraged to registered All residents not registered with a GP to use this as a pathway to register with a GP	6 surgeries held 100% residents encouraged to registered 20 appointments for the nurse in Q2	5 surgeries 100% residents encouraged to registered All residents not registered with a GP to use this as a pathway to register with a GP	10 surgeries held 100% residents encouraged to registered 47 appointments for the nurse	
30. TB Screening	PCT	Annual	N/A for Q2	N/A	N/A	N/A for Q1+Q2	
31. Homeopathy Clients to be treated by qualified and registered homeopath to bring significant change in the fundamental level of health and to nurture a more positive outcome	Volunteers	1 every week/2 weeks	Target dependant on commitments of the homeopath (Volunteer)	Suspended whilst Homeopath in Africa	Target dependant on commitments of the homeopath (Volunteer)	9 surgeries held This service was used by 21 patients 14 AH residents 7 from external patients	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
32. Fitness / Football	Power League In House Street League	Two hours training session weekly and team tournaments monthly	12 training session Formation and running of a competitive team Four volunteers	12 training sessions Team plays regularly in power league tournament	24 training session Formation and running of a competitive team Four volunteers	24 sessions held by AH On average training is attended by 12 players One team now competes in an organised league The team has competed in 5 tournaments 3 volunteers	
33. Alcoholics Anonymous This service is run on our premises for residents of the wider community but can be accessed by our residents	Alcoholics Anonymous	4 times Weekly	Open to anyone	On average 15-20 people attend each session	Open to all	Because of the nature of the organisation it is not appropriate to record numbers although it is in excess of 20 per week	Some of residents share their information with us regarding their treatment. Others chose to remain anonymous
34. Rehabilitation Club – Schizophrenia		Weekly	Weekly Sessions			25 non-residents use this service on site every week	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
35. Drugs and Alcohol	Involve Substance Misuse Team Drug and Alcohol Service for London (DASL)	Ongoing	Identify residents with alcohol or drugs problems to be referred to specialist agencies	15 residents are currently receiving treatment from external agencies and or are fully supported within Anchor House	Identify residents with alcohol or drugs problems to be referred to specialist agencies	14 residents in Q1 + 15 in Q2 have or are currently receiving treatment from external agencies and or are fully supported within Anchor House	
36. Counselling	Fully Qualified Volunteer	Ongoing	This service is about to come back on line				
37. Psychologist	PCT	Ongoing	10 meetings for staff support and supervision	9 meetings held with support staff	20 meetings for staff support and supervision	19 meetings held with support staff	The Psychologist has left the PCT – The service is now suspended

Personal development – social skills and good citizenship

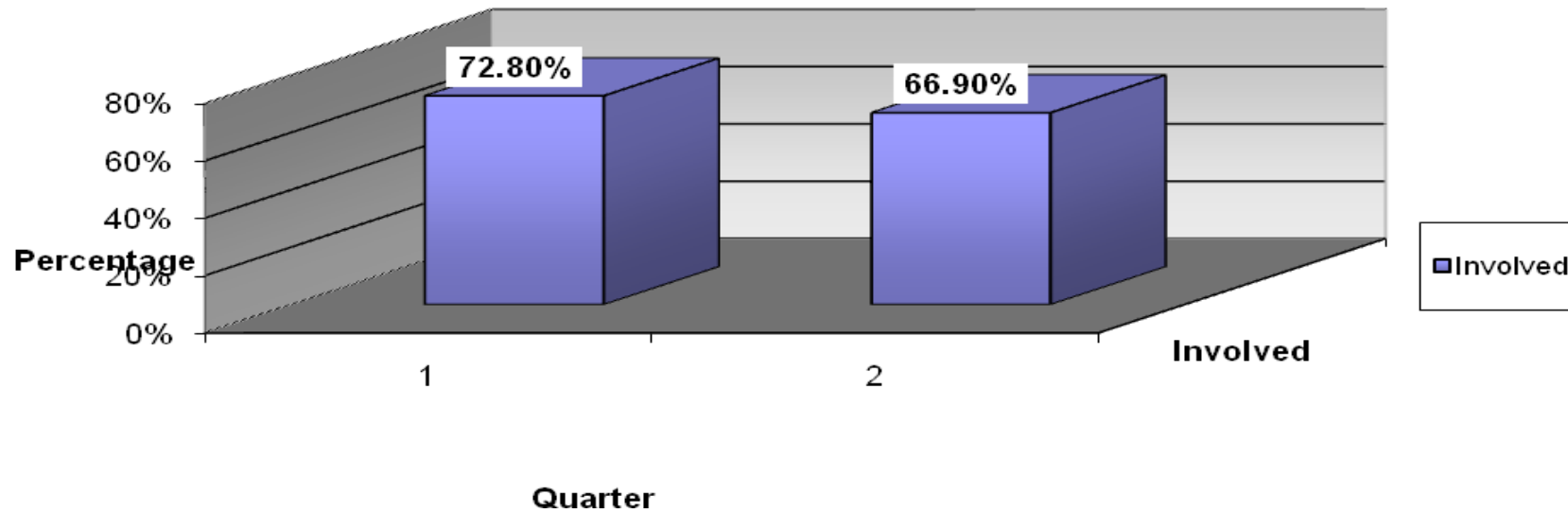
Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
38. Community Involvement	Canning Town & Custom House Community Forum	Determined by London Borough of Newham	Involve residents into community based activities/projects /forums etc	18 residents participated in social inclusion events throughout the quarter	Involve residents into community based activities/projects /forums etc	29 residents have attended various Regen Meetings/ Forums	The resident co-optee has been part of a project event team on health promotion within the community
39. Games and recreation night This is held one night a week and is designed to get residents to interact socially and build friendship groups	In-house	Weekly	To hold weekly games and recreation nights that appeal to the majority of residents	10 residents are involved on average each games night Art classes due to restart in q3	To hold weekly games and recreation nights that appeal to the majority of residents	6 Art classes Attended on average by 6 residents 10 residents on average attended games night	
40. Music Project A music studio to be constructed and ran by Anchor House Residents And produce own label music	In House	Daily	Construct Studio Operate own Music Label	Label set up in Q2 and is called E16 8 residents are involved in running the studio	Construct Studio Operate own Music Label	8 residents have now completed the construction of a music studio on site The music technology has now been purchased, installed, synched and we are now capable of producing	

Programme activity	Partners	Period / frequency	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
						music for our own record label (possibly CTLF)	
41. Personal Development Theme Nights Specialist Personal to deliver targeted IAG for our residents regarding Health & Wellbeing	8 weeks	On-going	Open to all	There have been 2 Theme nights Attended by over 40 residents each night	Open to all	3 theme nights with an average attendance of 40+	
42. Lunch Club for residents in local community	In-house	Weekly	12 lunch clubs	12 lunch clubs	24 lunch clubs	24 lunch clubs held	
43. Bowles This a leadership centre based in Kent offering residential courses covering rock climbing, raft building skiing. The programme is designed to promote healthy living, build team work and promote self awareness leading to increased confidence and motivation	Bowles	One week residential on annual Basis, (subject to funding)	Take 10 residents on weeks course	10 residents attended a weeks course 3 have gained employment since there return	Take 10 residents on weeks course	10 residents attended a weeks course 3 have gained employment since there return	
44. Police Cadet Training Anchor House is now part of the London Transport Police training programme. Cadets are placed in a formal training	Anchor House British Transport Police	One week full-time programme held several times a year	Train police cadets on social inclusion / anti-discrimination To meet at least 10 residents	Temporally suspended However we did invite the local community police to serve	Train police cadets on social inclusion / anti-discrimination To meet at least 10 residents	Police cadets trained	On each occasion, it has been noted that perceptions and stereotyping by police and residents about

Programme activity	Partner s	Period / freque	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
and education programme designed around social inclusion / anti-discrimination. This is run in-house by Anchor House staff			each session	breakfast to our residents for the week of Ramadan All thought it was very worthwhile	each session	All the cadets had a minimum of 10 sessions with individual residents	each other have been overcome.
45. Outcomes Star The initial assessments undertaken by Tribal Consulting involving 1-11\2 hour sessions with an interviewer. 6 workshops are held with residents	In-house	Ongoing	90% of residents to complete the Outcomes Star	88% of residents who stayed at Anchor House in the last quarter now have a Personal Development Plan	90% of residents to complete the Outcomes Star	88% of residents have completed Outcomes star. Work is on going because we constantly take on new residents	Further target to be developed as quarters progress
46. Prevent offending or re-offending		Ongoing	No more than 5% of residents (targets set by London Borough of Newham (LBN)	0 offences recorded	No more than 5% of residents (targets set by London Borough of Newham (LBN)	1 offence recorded = less than 5% of residents	
47. Prevent noise nuisance and other anti-social incidents		Ongoing	Maximum of one ASBO (targets set by LBN)	No ASBOs	Maximum of one ASBO (targets set by LBN)	No ASBOs	An area ASBO was served on the area around Anchor House as a result of gang warfare between two schools in which Anchor House sustained damage

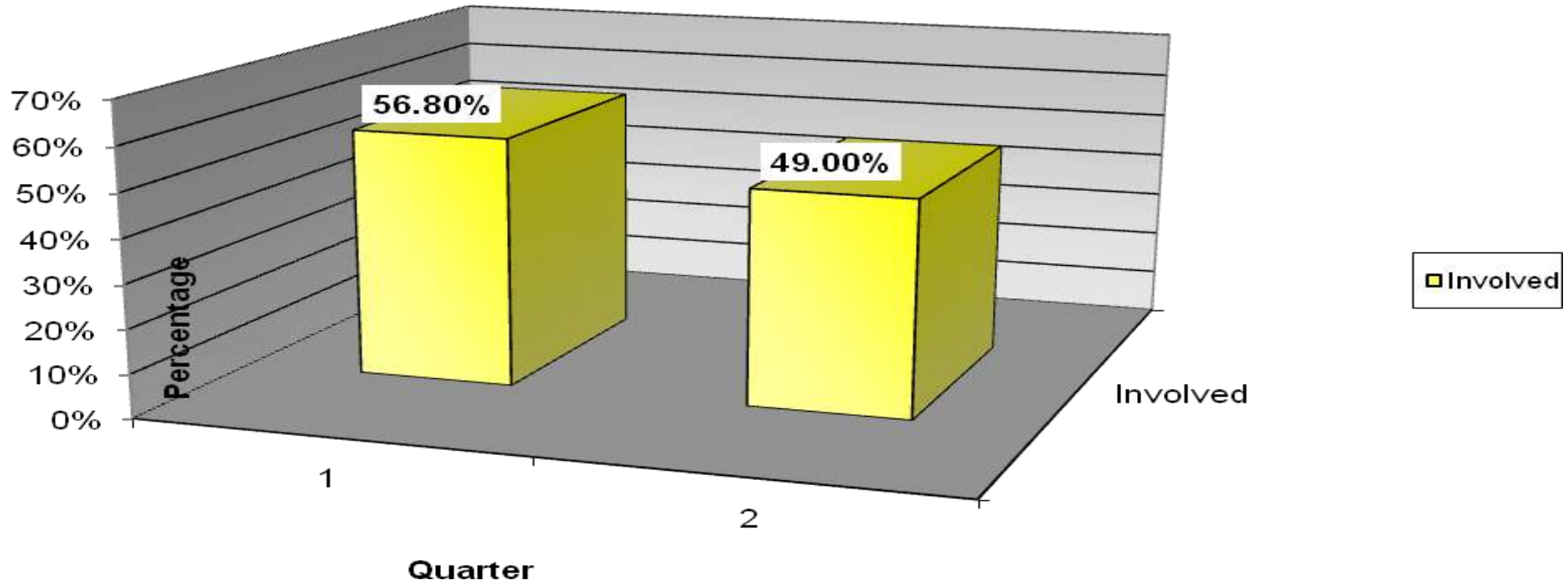
Programme activity	Partner s	Period / freque	Q2 Targets	Q2 Outputs	Q1+Q2 Targets	Q1+Q2 Outputs	Q2 Other issues
48. Prevent adult abuse and other untoward incidents		Ongoing	No more than one incident	None recorded	No more than one incident	None recorded	

Education & Training



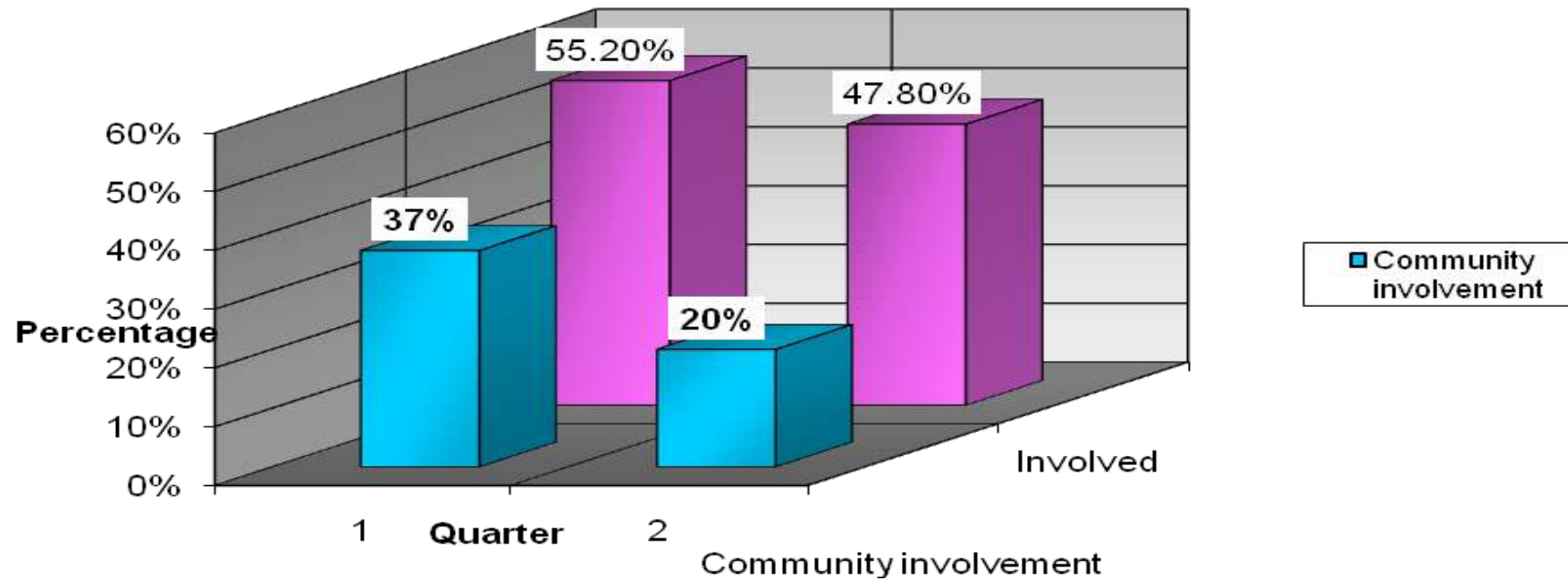
66.9 % Anchor House residents are involved in at least one or more purposeful educational & Training Programmes

Fitness & Recreation



49% of Anchor House residents elow the age of 60 are involved in at least one or more Fitness & Recreational Activities

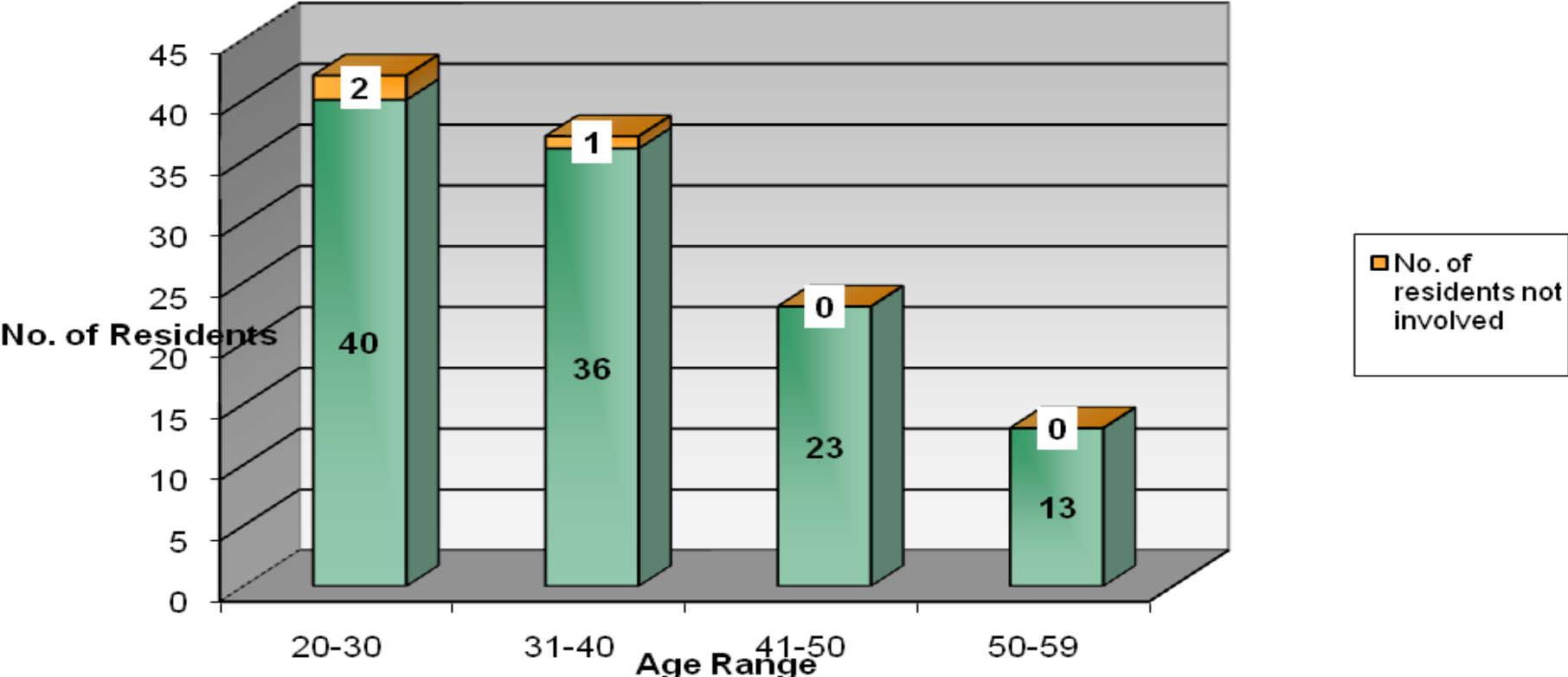
Voluntary Work



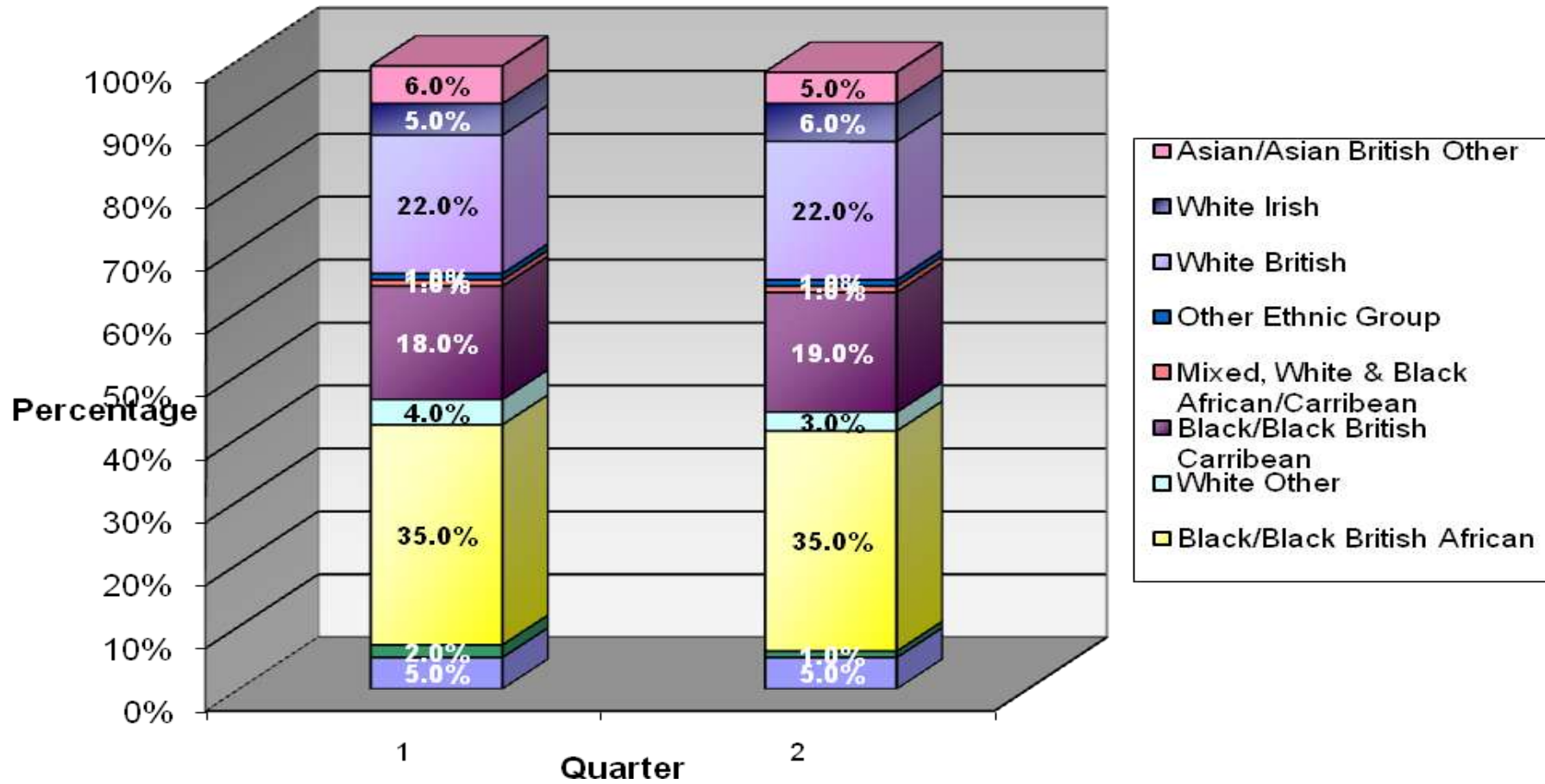
47.8% of Anchor House residents below the age of 60 are involved in Voluntary work or have taken on a role or responsibility.

20% of Anchor House residents have been involved in Voluntary work outside

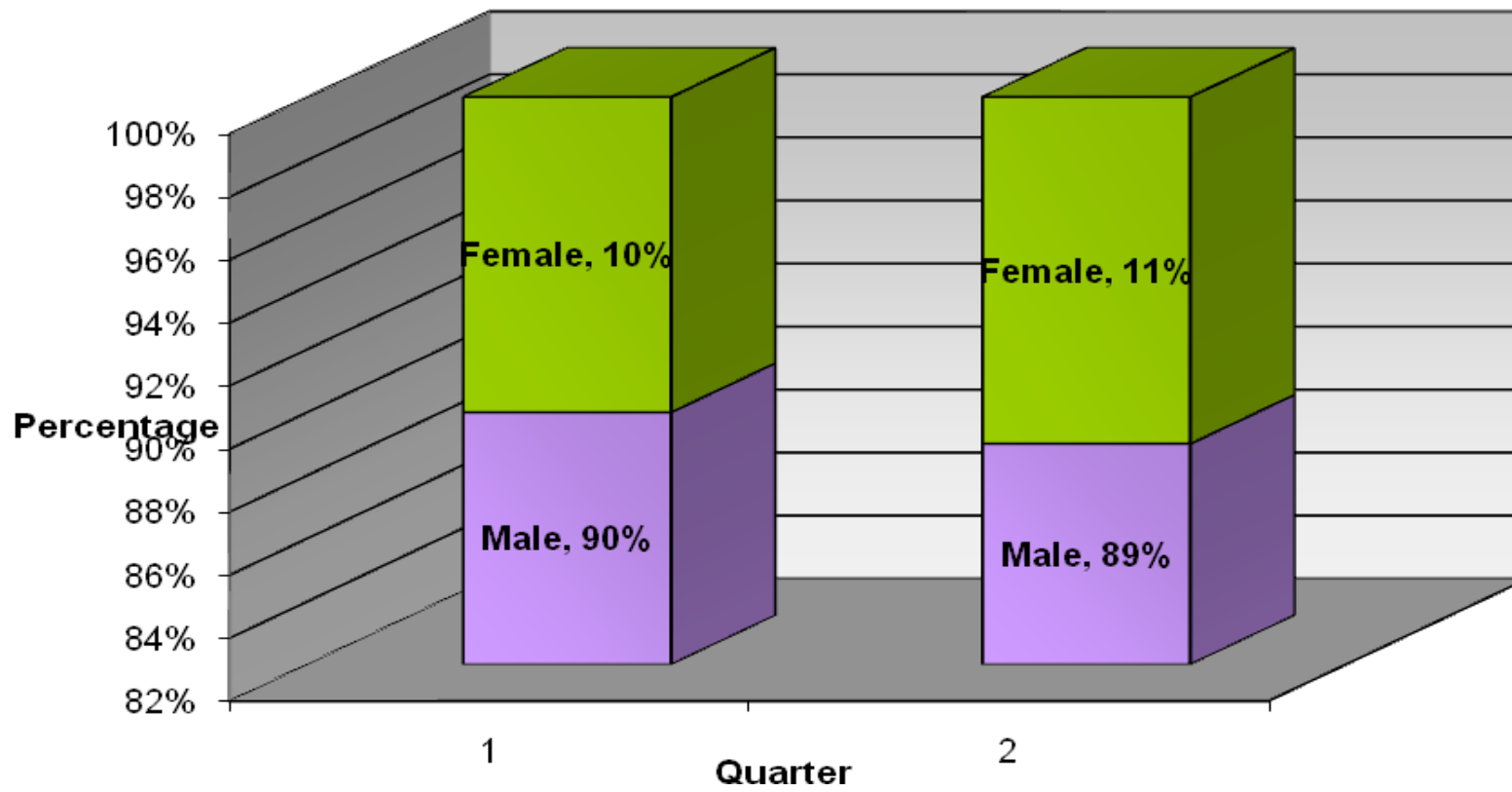
Number of residents who are getting involved



Ethnic Origin



Gender



Current partners and relationships

Primary Care Trust – provider of nurse's surgery and liaison with TB and Dental Screening

Community Links – benefits and rights advice

Cardboard Citizens – drama and Samba Classes

Street League – fitness and football training as well as Fit4Work activities

Drug and Alcohol Service for London (DASL) – drug and alcohol referrals

London Borough of Newham – Support to achieve Supporting People grade

Stratford City – construction training

Healthy Options Team – drug awareness training

Fairshare – provide free food and catering classes

Probation Service – liaison on referrals

Prison Service – liaison on referrals including vests to prisons and by prisoners

Criminal Justice Intervention Team – liaison with all agencies

Involve Substance Misuse Team - drugs awareness training

P & S Properties – referrals for older residents and those with incapacity issues

Toynbee Housing Association – lead role in our redevelopment programme that will cost £6-7m, we have raised £1.02m and initial contracts started in September 2006

Galliford Try Construction – Development Partner and Local Labour in Construction initiative

Walker Management – Development Partner

Jobcentre Plus – onsite job brokerage services

Skills Net – onsite job brokerage services

Access to Music – Music classes

Alandale Logistics Ltd – help residents find jobs in security

Quaker Social Action, Homestores - provide cheap second hand furniture to residents

Alcoholics Anonymous – weekly surgeries for residents and the wider community

Altogether Construction Training Personnel – delivers construction industry awareness sessions

Power League – Fitness and Training in a competitive environment

Cocaine Anonymous – Substance Misuse Programme

Newham Link – Members of the Leadership Board

AA – Substance Misuse Programme

Diamond Initiative – an innovative and ambitious project to break the cycle of re-offending