

The Hub

Statistics for January 2008-02-06

Total number of visits made by service users to the Hub in January = 170 (35 up on last month). Same as for November and daily average of 8.

Actual number of people this represents = 34 (males = 29, females = 5).

Number of people new to the Hub in Jan = 8. Of these, 1 was under age and referred on. 2 came for just the morning and did not complete the initial contact form. 1 went to a SAFFA hostel in Salisbury (via Pilsdon). 2 moved on after a couple of weeks. 1 (local man) is still coming. 1 who has stayed in Weym'th in the past, has been resettled in private sector.

Of the 34 people visiting in Jan:

9 are in flats or rooms

9 are with friends

8 are sleeping out (these are usually wayfarers, passing through).

2 in tent

1 in Dry house

1 on travellers' site

1 in B&B

1 in gaol

1 don't know.

The grid below offers an outline of some of the partnership work we have been doing.

Benefits Agency	1 x liaison. 2 x fresh claims. 2 x ID letters.
CAB	1 x liaison
CADAS / Genesis	3 x referrals. 2 x escorts to Genesis
DIP	1 x liaison
Dentist	1 x referral. 1 x emergency dentist
HAC	2 x referrals
Resettlement	5 were referred to private sector. 1 declined an offer of a flat. 1 moved into a (shared room) but has since moved out. 1 accepted a flat and moved in. The other 2 were not offered anything.

	1 moved from site to an RSL in Dorchester (at the behest of his teenage daughter). 1 was referred to Melcombe House but seems to have moved on. 1 was referred to Pilsdon for 2 nights emergency accommodation prior to going to SAFFA hostel.
Routes	1 referral
SFT (Floating Support)	2 x liaison. 1 x assessment at the Hub (homelessness prevention).
SA Shop	10
SA Shop Resettlement Project	1

Food Project

Discussions have been ongoing with both service users and volunteers.

No service users have been against the idea in principle and many have said that a £1 would be reasonable and some thought they could pay £10 in advance when they receive their fortnightly benefit payment. **I think, without further ado, we should begin charging for food.** The amount, I feel, should be realistic. The idea is to get people to take some responsibility for their own welfare not for us to improve our financial situation. I therefore suggest we charge 20p only for the meal, with tea and coffee and everything else remaining free.

Service User Feedback

We have made a simple form for monitoring the service users which we adapted (mainly) from a shelter document. We have also made a complaints and compliments book available in the drop-in. So far no negative comments have been recorded and the main wish from service users is that we stay open for longer.

Funding.

We receive some money from the Council. This has not been increased for at least 3 years. Councils have been promised an extra £1.5 million for homelessness prevention work, which is what we do.

We do not currently receive any Supporting People money but may be eligible in the future. At present SP money is only for “housing related support.”