

**SOUTH TYNESIDE CHURCHES'  
KEY PROJECT**



**ANNUAL REPORT**

**April 2009 - March 2010**



**Helping  
Young  
People in  
South  
Tyneside**  
*vulnerable*

**To Live  
Independent  
and  
Successful  
Lives**



**New in 2010**

**Independent housing accommodation for 4 people  
page 6**



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### Chair's Report

KEY has had a very busy year. Plans were made to manage new work and spread it out but, as often happens, delays outside our control resulted in everything happening at more or less the same time. Our Chief Officer and the staff responded brilliantly, and with support from partner organisations KEY moved into much more spacious accommodation, competed successfully for its first contract, appointed six new members of staff and opened a training house for four young people in a very short space of time.

We now plan to consolidate our work but this may be the ideal. We will soon be faced with challenges and opportunities arising from expected cuts, including increased competition for funding and the cuts in the public sector.

**"I am confident that our hard-working Board and Staff team will be able to respond quickly to support young homeless people in South Tyneside."**

Bernadette Askins



### Financial Inclusion—Quids in

We recently held a series of financial inclusion events in collaboration with Citizen Advice Bureau and South Tyneside Credit Union.



The three separate events were based around an interactive drama production by Shontal 1705; an engaging, comic and lively performance presented by professional actors and a debt advisor who aim to prevent debt through

informative live theatre.

These events were held at different accessible venues including Mill Tavern at Hebburn, South Tyneside College and The Mile Pub in South Shields; this helped to target a range of young people aged 16-30 from varied backgrounds including clients from KEY Project, Connexions, South Tyneside College and Prince's Trust. Overall 70 young people attended the three events.

Attracted by free entrance, a finger buffet and free prize draws which not only helped to attract young people but encouraged them to participate through to the event's conclusion.

Each organisation had a range of information stands on how to get help, and further advice was available in a range of subjects from South Tyneside Homes, NECA, Connexions, Groundworks and Sexual Health Team who were also present.



## Chief Officer's Report

Following the successful bid for the Early Intervention Floating Support Service and the opening of Flavia House we have had to increase the number of staff at KEY to 12 and this year there has been a number of changes.

# ANNUAL REPORT


## April 2009 - March 2010

I would like to thank all of the members of KEY who have worked so hard to help win and deliver the new Supporting People contract and to continue to promote the work of KEY. Everyone has helped to get Flavia House up and running and we are very proud of our achievements.

**KATE MCGONNELL**  
In October 2009 we entered into a one year partnership agreement with South Tyneside Homes to run a Tenant Support Pilot Project based in the Laygate area of South Shields. Kate is an experienced tenant support worker. Working to full capacity with her clients, she has proved to be very successful with all of her clients reducing their rent arrears and successfully maintaining their tenancy.




**LAURA FLEMING**  
Laura Fleming joined the prevention of Homelessness team in January 2010. Laura previously worked with UNITE Mediation and this experience will be a great asset for KEY. Laura replaced Rachel Reay who left KEY to work in North Tyneside. She made a very valuable contribution to the work of KEY particularly in helping to establish the Peer Education Programme.



**LAURA JENKIN**  
Laura joined the Tenant Support Team in January 2010 and is working with Carol and Kevin to deliver the new contract. Laura joins us from Depaul UK and has experience of working with young people in the housing field.




**LOUISE THORELL**  
Is our new Admin Assistant and was appointed via the Future Jobs Fund, giving work experience to people who are long-term unemployed. Louise joined KEY in January 2010 and will be with us until the summer. Louise is helping with the "buddy system" ensuring the safety of our staff.



**St. Mary's Centre:**  
We share the premises at St. Mary's with Depaul UK who won the contract to work with young people with high support needs. The partnership is working well and we are delighted to welcome Paul Marriott the Chief Executive of Depaul UK as our guest speaker at this year's Annual General Meeting.

**ROSS ALLEN**  
Joined us as a Tenant Support Officer in November 2009. For the previous seven years he had undertaken a variety of differing roles within Durham County Council's busy Revenues & Benefits section. Ross's main task is to develop the 'Flavia House' project. This is a training house for up to four homeless young people who learn new skills in how to run a tenancy. The project will encourage them to undertake training or employment initiatives and to make a positive contribution to the local community.



### **Flavia House**

In addition to Ross, we have appointed two night support workers, Michelle Harvey and Sharon Foley, who provide additional support to the young people living at Flavia House.

Elsewhere in the report you can read about the excellent work that KEY is undertaking in South Tyneside.

Jean Burnside

# ANNUAL REPORT

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## Tenancy Support

Our Tenancy Support enables the vulnerable young people to develop the basic skills of independent living.

All support is individual to the needs of the Young Person and is agreed by that individual at the start of their support which can last for up to two years.

## Supporting People - Tenancy Support

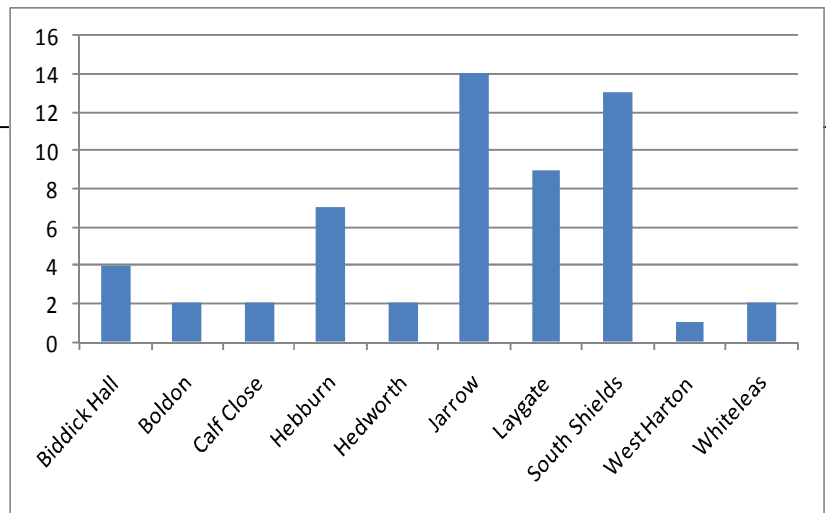
As previously stated this year we were successful in our bid for the low to medium needs Floating Support contract from BT South Tyneside. This has a number of effects including increasing the number of young people we supported from 20 to 42 this year and increasing the number of Tenant Support Officers from two to three.

This increase in numbers, together with the training house, means we can offer a more flexible approach to a lot of the activities that we offer to all of our clients.

The 'Quids In' Financial Inclusion events, see page 2, were very successful and a great help to a lot of our clients as well as many young people in South Tyneside.

We have plans for a 'healthy eating on a budget' cookery course for our clients in the near future.

Number of Clients Accessing the Project Breakdown by Ward



## Good News Stories

One client of the Tenant Support Project is looking forward to their forthcoming wedding celebrations this summer. As if that is not life changing on its own, he is also training to join the Great British Paralympics' Wheelchair Rugby Team in London 2012, having already taken part in athletics at Gateshead Stadium.

This achievement is made all the more significant given the circumstances that the client faced during the last year being a victim of anti-social behaviour which drove him from his initial tenancy to a better area.

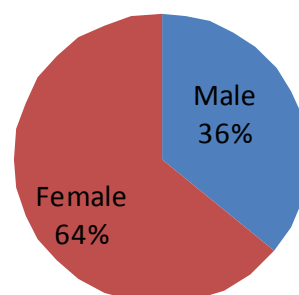
After suffering life changing bereavement it is a great undertaking to carry on then succeed. Another client did just this and achieved an established tenancy with South Tyneside Homes. He successfully achieved an apprentice place in hairdressing; however this ended due to the difficulties the employer encountered in the recession. Never one to be held back he gained employment full-time in Social Care and successfully obtained a scooter through Wheels to Work Scheme.

Both clients regularly attending events at KEY Project and we hope, although they no longer require support, that they will not become strangers.

And of course we will be cheering for the one

**4** going for gold in 2012.

Gender breakdown of clients



### Tenancy Support at Laygate

The Laygate project, funded through South Tyneside Homes, has been running as a pilot since November 2009. This project for young people has been developed to help reduce abandonment, eviction through arrears and anti-social behaviour in the Laygate area. Laygate suffers from high deprivation and instances of social isolation within the community are prevalent meaning this project is a welcome addition to KEY project.

SOUTH TYNESIDE CHURCHES'  
**KEY PROJECT**



Since November the principle role of Kate, the Tenant Support Officer within the Laygate area, has been to build strong links with residents and professionals working in the area especially those from South Tyneside Homes.

This pilot scheme initially has a capacity of six clients which was reached in March 2010 and is currently over-subscribed, operating a waiting list of nine young people. The hope for this project is that when the funding ends in November 2010 it will be mainstreamed alongside the Tenant Support Project.

### Laygate Tenant Support Group

The aim is for the young people to share experiences both positive and negative in order for them to learn from them.

The support group meets once a month at Trinity House Social Centre, Laygate.

The group aims to empower the young people and encourage them to take an active role in their local community to make it a better place to live.

The group initially started with just 2 young people and has flourished and now has 12 young people regularly attending. The group is open to any young tenant, not just those who are receiving individual support.



### Good News Story

One of South Tyneside Churches' KEY Project's clients, Kyle, from the Laygate Tenant Support Project is a Youth Trainer and Peer Mentor for the Youth Parliament.

He was recently nominated by The Youth Service as 'Role Model of the Year' for his continuous support to all the young people he works with and the outstanding voluntary work he has undertaken over the last 5 years. He reached the final three and attended the awards at the Customs House. Sadly, he did not win the award, but reaching this stage was an impressive achievement.

Kate McGonnell, the Tenant Support Officer for the KEY Project in Laygate said:

"Kyle has recently successfully completed his Youth Work apprenticeship and has gained full time employment with Connexions as a Youth Advisor. He is also making a success of his tenancy at Laygate and is an assured tenant of South Tyneside Homes."



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### Prevention of Homelessness

We advise and mediate, where appropriate, between young people aged 13 – 25 years and their parents/carers when there is a possibility of them having to leave their family home for a number of reasons. The majority are aged 16 – 19 years with

slightly more females than males.

KEY has a weekly drop-in services at the “Places for People” Emergency Bed Unit – the only emergency accommodation specifically for young people in South Tyneside – as well as at the Westoe and Hebburn sites of South Tyneside College during term times.

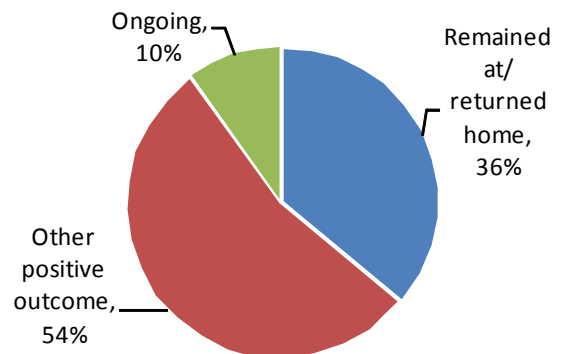
There are plans to open a public KEY drop-in for the increasing number of other support agencies who work with KEY as well as concerned parents/carers and young people themselves at St. Hilda's Church in South Shields' Market Place.

We worked with 58 young people during the year. In the majority of cases mediation was accepted while practical advice and support was provided in all cases. The adjacent chart shows the breakdown of the outcomes achieved. We are pleased that there were no unknown outcomes for the year 2009 – 2010 and that as usual no clients were left homeless or chose to live on the streets.

In addition to those taken on as clients, many others were given one-off advice sessions as to their accommodation options in South Tyneside and outside the Borough when they were not requesting any attempt at mediation or were already working with other agencies.

As part of the Prevention of Homelessness we are running a Peer Education Programme where clients, past and present, go into schools and explain about homelessness and the pitfalls involved. The current successful pilot will be rolled out across the schools in the Borough.

#### Outcomes for our Clients



### Emergency Support Packs.

We are blessed by all the giving of food and cleaning products by Churches, local schools, companies and individual people; we want to thank you all for your generosity.

We would also like to give a big thank you to all of the volunteers who have come along to help.

Also thanks to the pupils and staff from Alternative Education who helped to make up the Christmas hampers.



Support Packs in production

### Flavia House

Flavia House was identified as a suitable training house for homeless young people, and the final resident moved into the property in April 2010 giving us a full complement of four residents.

Structural work commenced in autumn 2009 and Ross Allen started to develop the project full time in November 2009, with the keys handed over in January 2010.



There was a high demand for places, and 20 people were interviewed. Many of the unsuccessful applicants are now on the waiting list. We are still receiving referrals for Flavia House highlighting the need for this type of accommodation in South Tyneside.

The project has enjoyed notable successes during the initial period including a coffee morning with the local residents. The young people baked cakes and biscuits for the event.



**SOUTH TYNESIDE CHURCHES'  
KEY PROJECT**



**Board of Directors April 2009 to March 2010**

Jane Arthurs  
Bernadette Askins (Chair)  
Rev Anne Bennett  
Alf Dummer  
Sandra Dummer  
Una Fennelly  
Rev. Canon Brian Hails  
Rev. Jenny Lancaster (Until September 2009)  
Peter Robertson  
Elizabeth Waugh  
Evelyn Winship (Treasurer)

**Staff Team**

Ross Allen Tenancy Support  
(From November 2009)  
Jean Burnside Chief Officer  
Laura Fleming Prevention of  
(From January 2010) Homelessness  
Alastair Freeburn Prevention of  
Homelessness  
Kevin Hall Tenancy Support  
Eric Hardisty Admin & Finance  
Rachel Jamieson Prevention of  
(Until November 2009) Homelessness  
Laura Jenkin Tenancy Support  
(From January 2010)  
Katie McGonnell Tenancy Support  
(From November 2009)  
Carol McHale Tenancy Support  
Louise Thorell Admin Assistant  
(From January 2010)

**Company Secretary**

Derrick Robson, Robson Palmer, Solicitors, South Shields.

**Accountant**

Garry Brown, Nicholl, Goodwill and Brown Ltd,  
112 Whitley Road, Whitley Bay. NE26 2NE

**South Tyneside Churches'  
KEY Project**

St Mary's Centre, Whitehead Street  
South Shields  
Tyne & Wear NE33 5LZ

**Tel:** 0191 4969710 **Fax:** 0191 4564387  
Web Address: [www.keyproject.org.uk](http://www.keyproject.org.uk)  
Registered Charity, Charity number 1108921  
A Company Limited By Guarantee Company No.  
5031398. Registered Office: as above

South Tyneside Churches' KEY Project is grateful to everyone who has helped to fund our work over the last year.

In addition to those mentioned in the accounts we have also received donations from various sources.

We extend our grateful thanks to:

Boldon School & West Boldon Residents Ass.  
Churches Together South Tyneside  
East Boldon URC  
Simonside Youth Centre  
South Tyneside College  
St Gregory's Church, South Shields  
St Paul's & St John's URC  
St Peter's Church, South Shields  
St Peter's Church, Jarrow  
St Peter's & St Paul's Church, South Shields  
West Harton Methodist Church  
and a number of donors who wish to remain anonymous

We would also like to thank all of those individuals, Churches and schools in South Tyneside who have donated goods for our Support Packs.

**The South Tyneside Churches'  
KEY Project seeks to be a  
practical application of loving your  
neighbour and reaching out to  
those in need.**

**Committed to the care and support  
of young people, the Project works  
in partnership with other agencies  
to motivate and guide young  
people experiencing hardship in  
South Tyneside through a process  
of positive change.**

