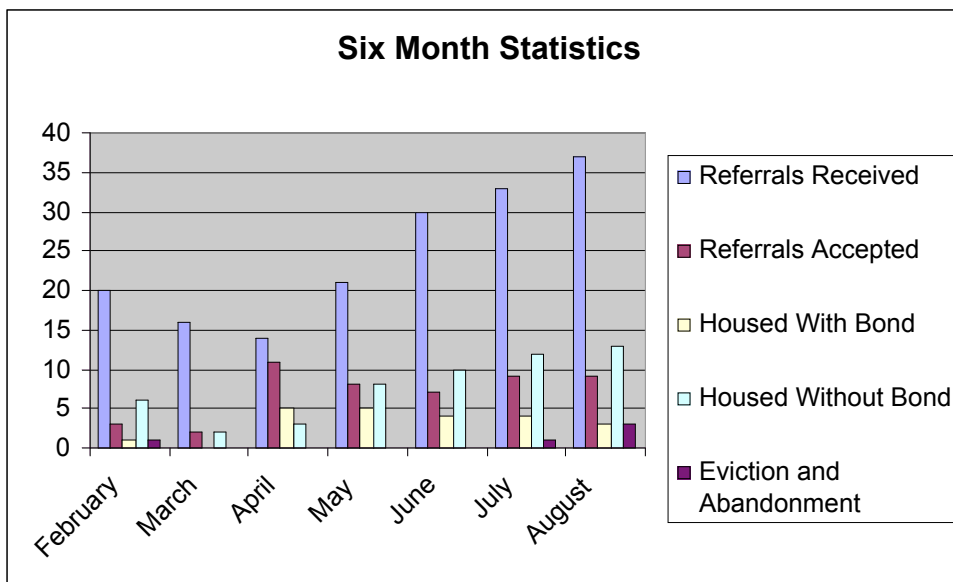


Newsletter



EHAG has had an exceptionally busy 6 months with all 4 of our projects exceeding their performance targets and the previous year's outcomes. In line with national and regional strategies we have taken on a more preventative role in enabling people to stay in existing accommodation. A prevention centred approach has meant EHAG taking on a pro-active role rather than a reactive role with increased emphasis on networking and creativity. The direction of work has been to provide outreach working to engage with a wider range of people at an earlier stage, before problems escalate and become untenable. Partnership working is crucial to delivering a holistic service that can address the multiple needs of clients.

SMARTMOVE



Smartmove has had an exceptionally busy summer with a record 16 people being accommodated in July and a further 16 in August making a total of 66 people in just 6 months. The key to their success is down to the thorough housing assessment of the clients and the level of support given to Landlords to enable them to accommodate vulnerable, low income clients.

Smartmove is currently researching the need for a Landlord & Tenant support service for all private sector landlords. Surveys have been sent to 1,000 landlords to ascertain the type of service required. We see this service as playing a key role in maintaining tenancies, preventing the build up of rent arrears and minimising the need for eviction.

NIGHTSTOP

Tina Grumbo the Nightstop Co-Ordinator left us in July to take up a position with Nightstop UK as their Development and Support Officer. We wish her well in her new position. We welcome Kevin Hunter who joins us as the Nightstop Development Officer who will be responsible for the implementation and development of the service.

APRIL;	Referrals	13 (6 from under 18's)
	No. of young people	10
	No. of Bed nights	10
MAY	Referrals	22 (3 from under 18's)
	No. of young people	7
	No. of Bed nights	13
JUNE	Referrals	31 (5 from under 18's)
	No. of young people	14
	No. of Bed nights	13
JULY	Referrals	22 (4 from under 18's)
	No. of young people	12
	No. of Bed nights	9
AUGUST	Referrals	24 (5 from under 18's)
	No. of young people	10
	No. of Bed nights	16

Nightstop has an out of hours service 6-9pm Monday to Thursday. Any calls to Nightstop are automatically diverted to the On-Call Person who is able set up the placement for that night. Young people need to present themselves to either the YMCA, Esther or any of the 100 clubs in Exeter.

The schools homeless prevention programme is very busy this term with St James, Southbrook, St Peters and Exeter College running the programme in Exeter, and King's School and Clyst Vale running it in East Devon.

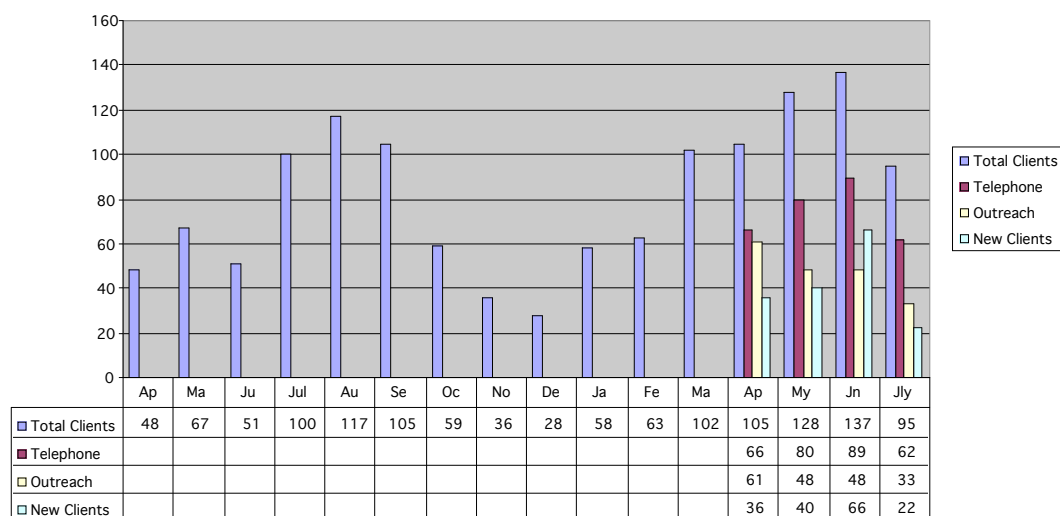
The target of reaching over 2000 young people in 3 years is going to be easily surpassed with interest from schools in North Devon and the South Hams.

EXETER COMMUNITY ADVICE SERVICE

The Community Advice Service was launched in April. It delivers advice on housing, welfare benefits and offers a debt advice service in conjunction with the CAB. The service operates 4 outreach surgeries including an out of hours on Monday evenings. Appointments can be made at EHAG to see an advisor at one of these sessions. In addition people can access telephone advice Monday-Thursdays 9.30 - 4 pm

There continues to be a need for independent and impartial advice that is quick to access and able to offer a holistic approach to people's problems. The service receives an average of 100 enquiries each month and these have been handled admirably by one full-time Advisor - Naomi Merryman. Sadly Naomi is leaving to do her MSc and train as an Offender Manager. We wish her the very best. Rachel Nicholson has recently joined us as the new Housing and Welfare benefit Advisor.

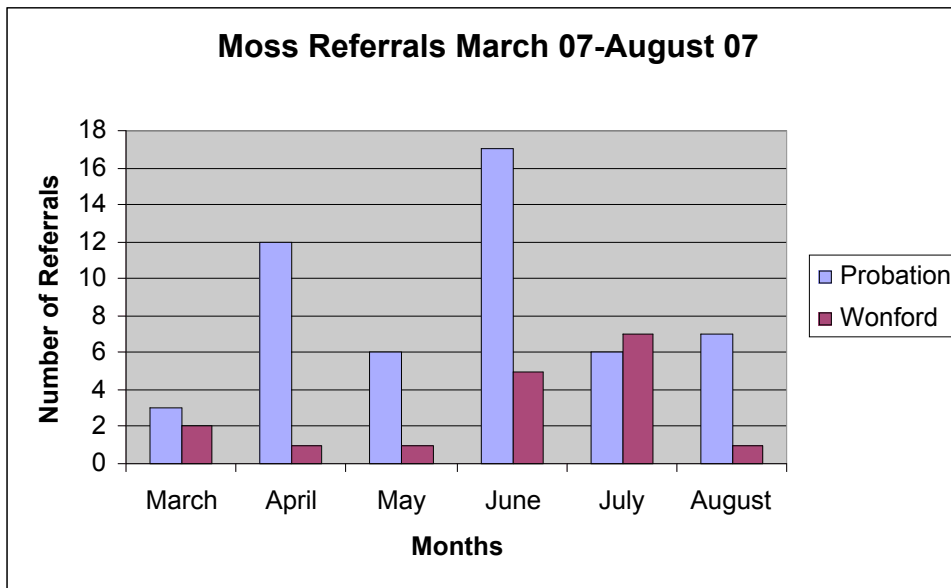
Housing Advice Calls



The service is able to offer a language interpretation service which can be booked in advance. Increasingly we are seeing demand for advice services from EU migrant workers coming to Devon.

MOVE ON SUPPORT SERVICE

This accommodation advice surgeries held at Barnfield Road every Thursday have been very busy highlighting a need for specialist housing support for the probation service. Kate has been very successful in accommodating many of the offenders and ex-offenders in the private rented sector and in supported housing.



This is currently a part-time service delivering 22 hours of resettlement per week. In addition to providing a service to Offender Managers, Kate also spends one day a week at Wonford Hospital dealing with accommodation issues of patients. Kate is available to offer advice and support to any staff working in the mental health field who have clients with housing or benefit issues.

Lastly, many thanks to all the staff at EHAG for their hard work in achieving such good outcome for our clients.

Jacqui Gale
Director