

NOAH Enterprise

2017/2018 Emergency Winter Shelter Report

1 Introduction

The 10th NOAH Winter Shelter was open for 58 nights between 12th November 2017 and 20th March 2018 where temperatures fell below 0°C or other very poor weather conditions prevailed such as extreme wind chill conditions and/or freezing rain.

Overall the shelter provided a safe place for 130 (94 last year) people from 12 different nationalities and delivered 1182 (730 last year) bed spaces.

We worked closely with our partners Luton Central Baptist Church who rented us the hall and with the Homeless Prevention team at Central Bedfordshire Council who sent 3 rough sleepers from Dunstable to stay with us over 5 nights.



The project was delivered by 8 different NOAH staff members and supported by 32 (26 last year) different volunteers who delivered 241 (103 in last year) voluntary shifts between them equating to over 1092 hours of voluntary support.

This is an exceptional commitment which has made a significant difference to ensuring that the staff and services users are welcomed, safe and cared for. We are producing a thank you gift in the form of a memento mug.

2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Unav	Unav	Unav	50	102	89	42	40	43	58

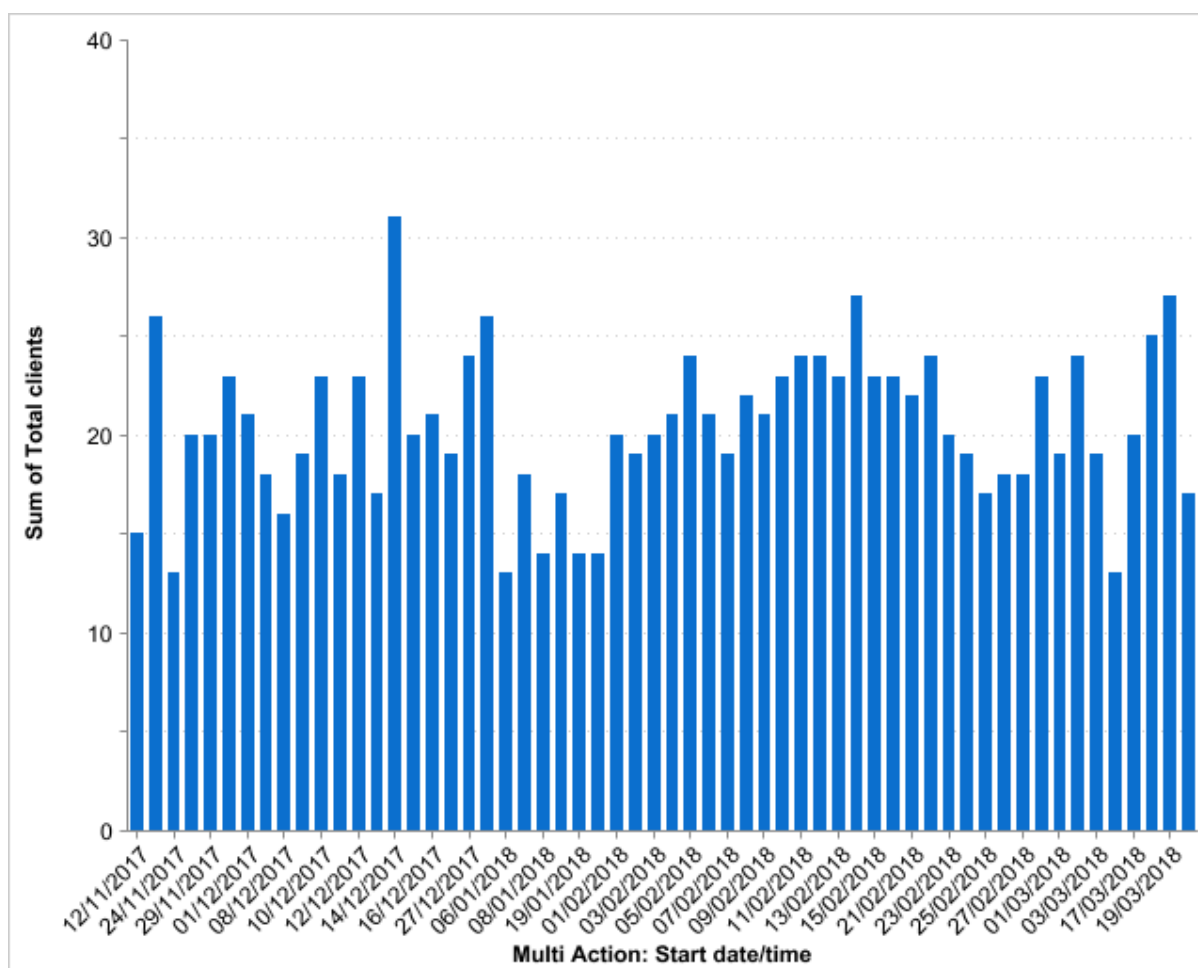
2 Operational Process

Luton Central Baptist upgraded their security to swipe card access which permits us into the building after 10.30pm. The heating has also been improved which provides a greater degree of control during the night. We were pleased to have been donated well over 200 sleeping bags and roll matts this year which meant that we didn't have to use any hotel duvets.

The average temperature over the course of the winter was -0.7 and the lowest recorded temperature was a bitter -7 on the 28th Feb.

3.1 Residents

- **20.3** was the average nightly attendance
- **119** were male and **11** were female.
- Highest single night occupancy was **31** and the lowest was **13**
- Total of **1182** bed nights (731 the previous year)



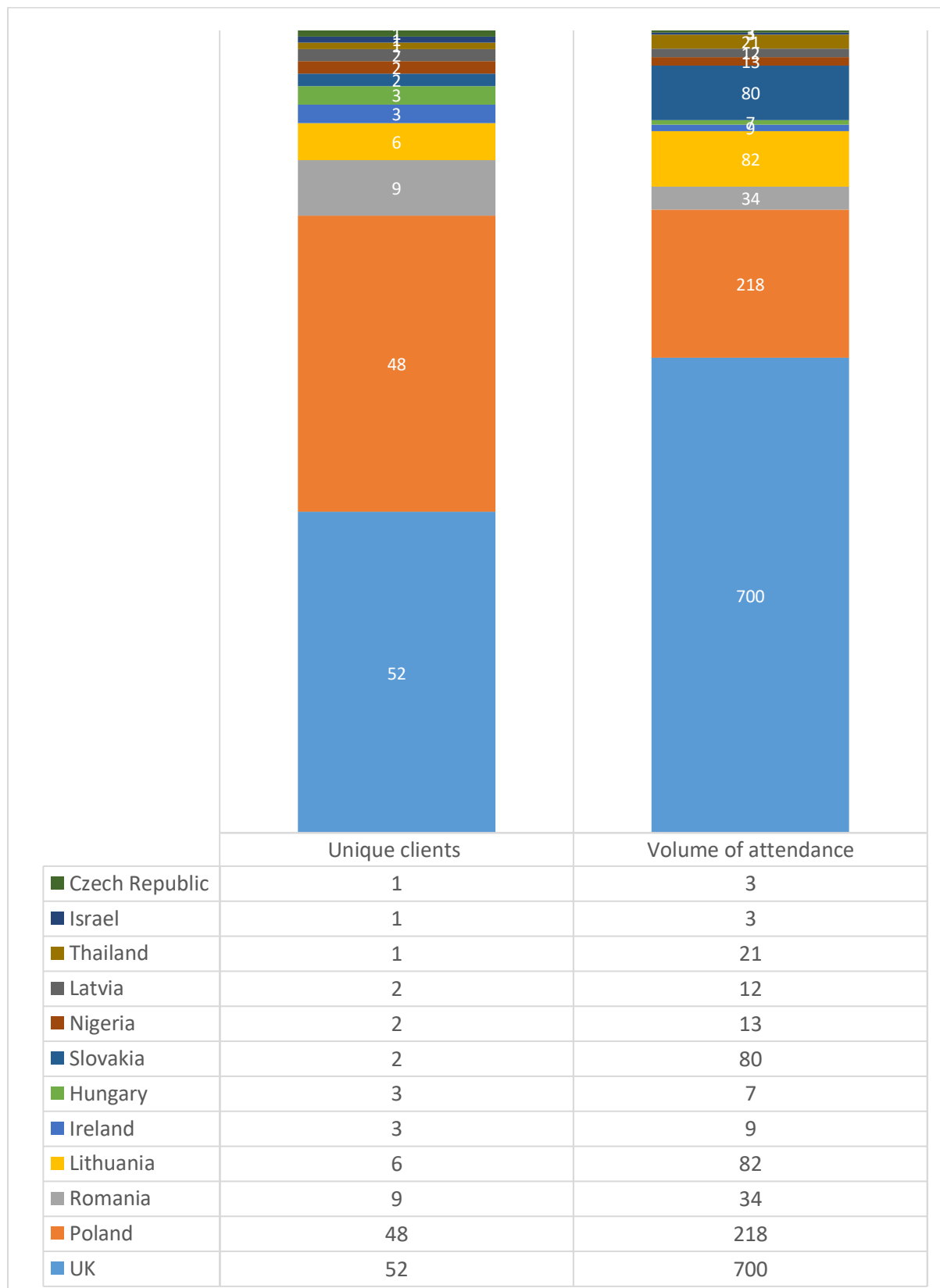
3.2 Age Range

There is a broad spread of ages – only one person under 20 which is good news, however many between 20-60 with the oldest being 70 years old.

Age	2013/14	2014/15	2015/16	2016/17	2017/18
18-19	1	-	-	0	1
20-29	24	11	9	19	25
30-39	31	22	20	23	35
40-49	11	6	14	28	38
50-59	4	1	2	17	24
60-69	1	1	1	1	7

3.3 Nationality

Of the 130 total clients, UK residents were 39% of the total last year and 40% this year. However, they used 59% of the bed spaces so actually stayed for longer than NRPF migrants despite normally having more housing options.



3.4 Gender

Gender	2013/14	2014/15	2015/16	2016/17	2017/18
Male	65	38	41	87	119
Female	7	3	5	7	11
Percentage Male	90%	92%	89%	92%	92%

4 Outcomes

The increasing costs of accessing housing in Luton has meant finding solutions for rough sleepers is much more challenging than ever before.

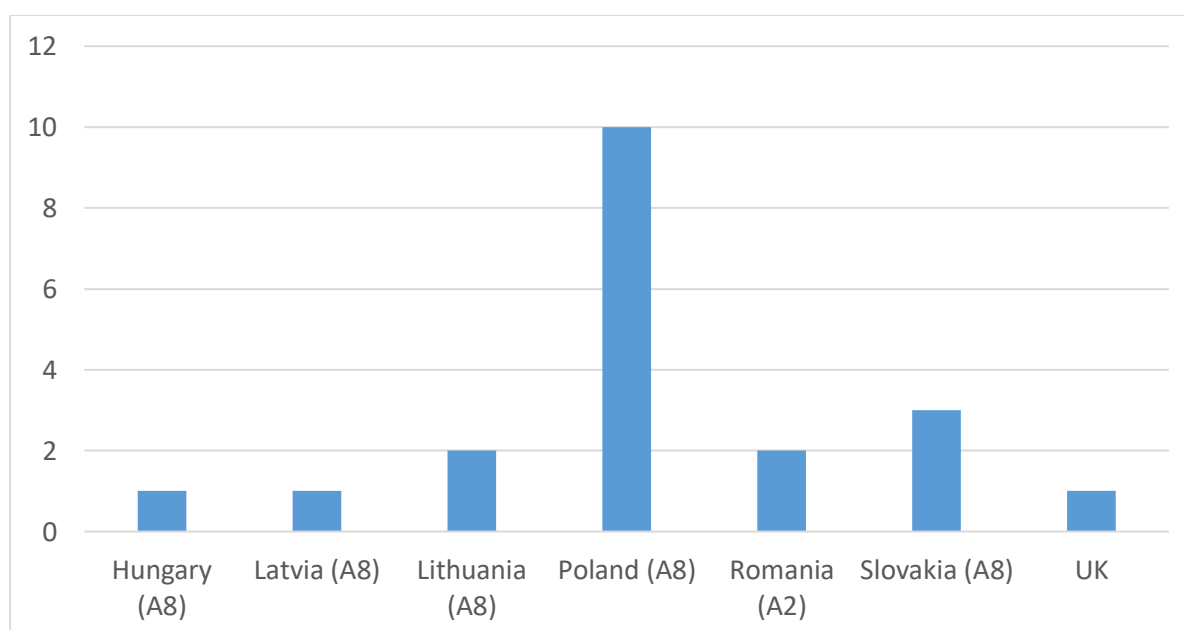
This can be seen in the way that UK nationals occupied 59% of the total 1159 bed spaces during the year despite having entitlement to housing benefit.

This is also explained by the high support needs of these 52 individuals. The majority had mental health illnesses, and many had class A drug addictions. This meant that they had often been multiply evicted from previous accommodation opportunities. Some had also shared that they did not want to move into accommodation due to the obligations that they would have to meet.

Accommodation Outcomes

Renting Privately	5
Moved into SOS shelter	2
Moved into Mary Seacole	1
Moved into LCH	3
Moved into friends house	2

Employment Outcomes



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The NOAH Migrant rough sleeper project began in April 2017 and has been effective at supporting migrants off the streets to return to their home country or to gain access to employment and independence.

This project runs through until April 2019 and will have a significant impact on helping migrants to achieve work outcomes as well as voluntary reconnections with over 20 migrants being provided with voluntary reconnections to escape from destitution during the 2017/2018 winter and 19 getting into work.

In addition, the proposal for a Housing First model will be a significant development for Luton in facilitating access to permanent accommodation for the most serially excluded and vulnerable rough sleepers who have been relying regularly on the winter shelter for support.

Paul Prosser

Head of Welfare Services