

COMMITTEE: NORTH WEST AREA REF NO: NWAC/17/16

DATE: 25 JANUARY 2018

**SUBJECT: EMMAUS SUFFOLK SHOWER & LAUNDRY
ROOM**

PORTFOLIO HOLDER: CLLR SOPHIE MEUDEC

HEAD OF SERVICE: TOM MINNICAN

Short description of report content and the decision requested:

This report requests that the North West Area Committee determine the allocation of funding £7,031.90 to Emmaus Suffolk to transform a disused kitchen and bathroom into a shower and laundry room for the benefit of volunteers and the wider community.

Ward(s) affected: Castle Hill, Whitehouse, Whitton

List of Appendices included in this report:

Appendix 1 – Shower usage at the IHAG-Chapman Centre Jan-Aug 2017

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This report was prepared after consultation with:

Internal consultees

External consultees

The following policies form a context to this report:

(all relevant policies must also be referred to in the body of the report)

Building a Better Ipswich 2017

The North West Area Committee Action Plan

1. Introduction

- 1.1 This report requests that the North West Area Committee determine the allocation of funding £7,031.90 to Emmaus Suffolk to transform a disused kitchen and bathroom into a shower and laundry room for the benefit of volunteers and the wider community.
- 1.2 The charity shop in Castle Hill has become a hub for the community in North West Ipswich. On the ground floor, shoppers can browse and buy affordable household goods, or enjoy a cup of tea in the friendly café, whilst downstairs; the workshop provides supported volunteering opportunities to adults affected by homelessness, unemployment and/or isolation.

2. Background

- 2.1 Emmaus Suffolk is the new name for Emmaus Ipswich. Emmaus is a charity group dedicated to the alleviation and relief of poverty, hardship and distress arising therefrom. The Emmaus Movement offers rehabilitation through meaningful activity for homeless, socially isolated, and long-term unemployed people, along with education, training and work opportunities.
- 2.2 Emmaus has a federal structure, which means that each community and group is an independent charity. Emmaus UK, the national organisation, was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.
- 2.3 Emmaus has been in existence in Ipswich for several years and in 2014 appointed Project Lead, Claire Staddon, to realise ambitions to provide a local social enterprise. The organisation was able to secure the use of the former Dales public house on Dales Hall Road. The public house closed some years before and was in poor condition. Many hours of volunteer time with financial support from the East of England Cooperative and the Crash charity enabled the Emmaus charity shop to open on 1st February 2016.
- 2.4 The charity shop provides opportunities to gain experience, training and personal empowerment to local volunteers. Volunteers can be self-referred or referred by one of the Ipswich Local Housing Partnership. There are currently 42 volunteers participating in the enterprise.
- 2.5 Volunteers participate at all levels of the social enterprise within their individual capabilities, including donation collection, sorting stock, repair and upcycling, customer service and retail. Emmaus Suffolk has employed 5 of its beneficiaries and has 7 staff in total.

- 2.6 In July 2016, the North West Area Committee approved funding of £4,997.40 to help establish, equip and resource an upcycling workshop in which retail items are produced for the charity shop. The upcycling of donated furniture allows the organisation to improve the quality and uniqueness of items for sale, divert surplus from landfill, and promote the skills and inclusion of vulnerable adults through volunteer placements.
- 2.7 The project for which Emmaus Suffolk is requesting funding on this occasion is to establish and equip a facility within the premises for people to shower and wash and dry their belongings in a spacious, clean and private environment.
- 2.8 Since opening in February 2016, Emmaus Suffolk has helped over 20 people into employment and 3 people into housing. At present, they are working with two volunteers who are living in their vehicles, and ten individuals who are vulnerably housed. The facilities will be available to all 42 volunteers currently engaged with the organisation.
- 2.9 The individuals Emmaus works with have a variety of support needs and personal hygiene is often an issue. Wash facilities in the volunteer's place of work will enable a much more harmonious working environment whilst enabling opportunities for additional support and life skills development. Improved confidence and skills will enable people who are long-term unemployed to undertake pathways into work/further education. Emmaus will also be able to provide non-volunteers 8 appointments per week from referring partnership agencies.
- 2.10 The project provides opportunities for community cohesion. The local resident community plays a role in the donation of goods and benefits from the shop as an affordable retail asset. With young people, homeless and unemployed individuals working together with residents, Emmaus envisages that the project will help to develop a stronger, more united community thereby reducing the stigma of unemployment and raising awareness of the benefits that volunteering and participation can have on personal and community wellbeing.
- 2.11 Establishing this facility requires the renovation of a disused domestic bathroom and kitchen. There is a private entrance to the building from the rear, enabling discrete access, although this also requires renovation to install a video doorbell in order to manage the appointment system. Emmaus Suffolk has secured a 10-year term on the premises and has permission from the owner of the building to make these alterations.
- 2.12 The facilities will be available to current volunteers 6 days a week. In addition, there will be an appointment service on Tuesday and Saturday afternoons (12 – 5pm) for external clients. This schedule complements the service currently provided by Ipswich Housing Action Group (IHAG) at the Chapman Centre, which is open Monday to Friday

(10am – 2pm). The service is consistently oversubscribed and they often have to turn people away.

- 2.13 The current support worker will manage the facility. They will be responsible for all aspects of the service, including: booking appointments, ensuring the safety of the clients, managing general safeguarding issues, maintaining and cleaning the site and signposting clients to other services.
- 2.14 Emmaus Suffolk works in the neighbourhoods in Ipswich that consistently figure as areas of high deprivation and poverty, to both recruit volunteers and to create a customer base for good quality, fairly priced second-hand furniture and goods.

3. Relevant Policies

- 3.1 Building a Better Ipswich 2017:
 - Priority 4: A Healthy Community
 - Priority 6: Safe Communities
- 3.2 North West Area Committee Action Plan – aims to alleviate deprivation in the following domains:
 - Health and Disability
 - Education, Skills and Training
 - Income

4. Options Considered / Under Consideration

- 4.1 **Option 1** – Approve the request to allocate funding of £7,031.90 to Emmaus Suffolk.
- 4.2 **Option 2** – Approve the allocation of an amount less than £7,031.90 to Emmaus Suffolk.
- 4.3 **Option 3** – Do not fund.

5. Consultations

- 5.1 Emmaus Suffolk has consulted with the Ipswich Local Housing Partnership and works closely with IHAG Chapman Centre. The chart in Appendix 1 shows shower usage at the Chapman Centre January to August 2017 and provides information on current demand. Showers at the Chapman Centre are provided for homeless and rough sleepers only, although 33% of volunteers would access the facilities too if made available.

6. Risk Management

6.1 Emmaus Suffolk is a registered charity (1128051). Emmaus Suffolk has its own bank account with named signatories, a constitution, a named committee and officers, annual accounts and a business plan (2017-2021). Documentation of these were submitted in advance of the meeting and are available on request.

Risk Description	Consequence of risk	Risk Controls	Probability of risk occurring taking account of controls (scale 1-6) 1 – almost impossible 6 – very high	Impact of risk, if it occurred taking account of actions (scale 1 – negligible; 4 – catastrophic)	Actions to mitigate risk
Safeguarding risk to vulnerable adults This risk is owned by Emmaus Suffolk	Emotional or physical harm, abuse or exploitation	Staff are DBS checked Staff and volunteers follow appropriate safeguarding training, policy and procedure	2	4	Evidence of safeguarding training, policy and procedure to be provided to the Council for recording purposes
Accident in the renovation of the rooms	Physical harm to builder or staff member	Training, supervision	2	3	Power tools and sharps to be kept securely when not in use Appropriate PPE and safety aids to be supplied
Accident in the use of the new facility	Physical harm to staff member, volunteer or client	Supervision, maintenance	2	3	Emmaus staff to maintain safe and clean facility

7. Environmental Impact Assessment

- 7.1 Emmaus has a commitment to recycling. Beyond reselling and upcycling items, it recycles items not fit for sale. The sanitary ware will be new but the washing machine and dryer will be refurbished (with 1 year's guarantee).
- 7.2 The noise generated by the renovation works are anticipated to be well contained within the building and within normal working hours. All quotes for the works were from small local businesses.
- 7.3 There are no significant negative environmental impacts identified.

8. Equalities and Diversity Implications

- 8.1 Emmaus has an inclusive ethos to people of all backgrounds underpinned by an Equal Opportunities Policy.
- 8.2 The activities of the project do not conflict with the fair treatment of any protected group.

9. Financial Considerations

Expenditure Description	Cost
Renovation of domestic bathroom into public access shower room	£3,000
Renovation of domestic kitchen into public access laundry room	£1,000
Single phase commercial washing machine	£1,200 (Inc. VAT)
Single phase commercial dryer	£720 (Inc. VAT)
Video doorbell access	£179
Push open fire exit door (purchase and installation)	£256.95
Installations and Access Control Kit for 2 interior doors	£675.95
Total:	£7,031.90

- 9.1 Emmaus obtained three quotes and opted to go with a local plumber who has been involved in works on the building since the beginning. This contractor was also significantly more affordable than the others.
- 9.2 Domestic appliances will not be suitable in this facility due to the workload and a warranty would not be offered, as it is not domestic usage. An industrial washing machine and dryer will enable belongings to be washed and dried within a 1-hour appointment.

- 9.3 Once installed, the major cost for ongoing delivery of the service is the salary of the support worker. Emmaus has applied to other grant schemes for contribution to this cost. In the long term, expenses such as this will be supported by the income generation of the retail social enterprises. Emmaus Suffolk will also fund any ongoing maintenance costs of the new facilities.
- 9.4 The overriding business principle of Emmaus Suffolk is to become self-supporting by the end of 2019. The business model is a commitment to Ipswich and its people. All services and equipment will be sourced from local providers. The goal is that the benefit to volunteers and individuals referred externally will underpin their progression into accommodation and work.
- 9.5 Emmaus Suffolk is clear that this is not an income generation exercise. Rather, the project is a recognition of a current lack of provision to satisfy a basic human need in that people require access to wash facilities for their physical and mental wellbeing.
- 9.6 The organisation has also applied to the Council's Community Cash Grant programme (£5,000) and CRASH (£5,000). They were successful in an application for £2,000 from the Port Authority. This grant is for the installation of single phase cabling, a panic pull in the shower room and replacement of all interior doors to solid doors for added safety and security.

10. Legal Considerations

- 10.1 The Council has the power to make grants to community projects through the Area Committees. The Area Committees have delegated Executive powers and devolved budgets.
- 10.2 Area Committees have the power to award grants in accordance with part 3, section 2 of the Council's Constitution i.e. the Area Committee terms of reference.
- 10.3 Emmaus Suffolk has the following policies and procedures in place currently (all available on request):
- Anti-Alcohol and Drug Policy
 - Data Protection Policy
 - Equal Opportunities Policy
 - Ethical Fundraising Policy
 - Health and Safety Policy
 - Professional Boundaries Policy
 - Vulnerable Adults Policy
- 10.4 Emmaus Suffolk is responsible for the safety of its staff, volunteers and visitors. Emmaus Suffolk has permission from the owner of the building to make these alterations.

11. Performance Monitoring

- 11.1 Regular feedback and evaluation conducted by Emmaus Suffolk will inform internal performance monitoring. This evaluation and documentation will provide evidence for the bi-annual monitoring report to the Area Committee.
- 11.2 Officers from the Community Engagement team and Ward Councillors will be kept informed throughout the development works and have the opportunity to visit the facility on completion.

12. Conclusions

- 12.1 The Emmaus Suffolk project in North West Ipswich provides an affordable source of household items and furniture and a valuable opportunity for a number of volunteers experiencing hardship and barriers to social inclusion. The proposed funding allocation would allow the organisation to offer shower and laundry facilities for which there is growing demand in Ipswich.

13. Recommendations

- 13.1 That the North West Area Committee considers the options set out in Section 4 and determines the merit of allocating funding to Emmaus Suffolk to establish a shower and laundry room facility.**

Reason:

- To promote and enable hygienic living for people affected by homelessness, unemployment and/or isolation.
- To reduce barriers to inclusion and employment for people affected by long-term unemployment.
- To support vulnerable adults with facilities that boost an increase in confidence, skills and self-worth.

Appendix 1

Shower usage at the IHAG-Chapman Centre Jan-Aug 2017

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
No of Service Users per month accessing the Day Advice Service	840	770	828	666	851	858	861	851
No of service users using the shower per month	24	22	45	26	73	93	99	82

- Day Advice Service runs 5 days a week Mondays to Fridays from 10 am to 2 pm. The last service user is allowed access to the shower at 1.00 pm. We only have one shower facility available.
- Showers are provided for our homeless clients and rough sleepers only.
- Each client is given a towel, shower gel/soap, shampoo, razor for both male and female clients to shave including shaving gel/foam and a toothpaste and toothbrush. We also provide sanitary products for our female clients. Clients may also ask for clean underwear and socks which are also provided. We also have hair dryers and electric razors for client usage.
- A client who is currently homeless and uses the Centre's shower facilities at least 3-4 times per week. We give him the above products and he also has a shave and uses the electric razor to shave his head.