

A provider of housing, care & support to people in need and the diverse communities of Walsall for over.....

50
YEARS

Directly employs **205** Walsall people, with a greater number working and spending in Walsall

205



Engagement between Walsall Council and Accord

- Effective working relationships a range of officer levels across:
 - Homelessness & Housing Advice
 - Housing Benefits
 - Clean & Green team
 - Supportive to local Ward Councillors



How Accord is serving Walsall residents

- Landlord providing quality accommodation
- Stock holding of **4,750 homes** with **80 new homes** in last 12 months in Beechdale.
- Pipeline development of new accommodation : Favourite House, Darlaston (18), Floyds Lane, Rushall (63), Sister Dora, Central Walsall (5)
- Health & Social care provider delivering services to a range of client groups including Older persons, Learning Disabilities, Mental Health and Dementia.
- Brighter Futures project – helping families manage Domestic Abuse
- Domestic Abuse hostel provider

4750 HOMES
MORE THAN JUST A LANDLORD

Impact on benefit cuts and current government policy



- Supporting residents through a range of **Welfare Reform Changes** including Universal Credit applications on-line.
- Budgeting support through our **Make it Count**; reducing stress and anxiety by improving their financial confidence
- Partnership working with the Benefits teams to make the best use of Discretionary Housing Payments
- Housing Options interviews to residents who are under-occupying their home, opportunities to transfer accommodation throughout the Borough with partner providers, making best use of stock
- Supporting the six Foodbanks through donations
- Experienced Home Finance Advisor

Homelessness

- Successful bid in November 2017 to deliver Housing First Pilot
- Phase 1 - £75k contract funding 3 posts to assist 10 complex cases. To date 5 individuals have been assisted.
- Phase 2 £60k funding 2 further posts to assist a further 10 complex cases



Future plans for Accord

- Continued roll out of Accord Works – direct labour team delivering maintenance services
- Apprenticeship opportunities leading to permanent employment
- Walsall based (Ward St hub) with greater mobile / agile working across Walsall area
- Development of Customer Offer across 4 domains - financial capacity, employment & skills, digital inclusion, health & wellbeing
- Refreshed approach to resident involvement and community development via Customer Panels