



Annual Report 2020-2021

Norton Housing and Support is a registered provider of social housing number 4676, registered charity 701800, company number 01870880

1. Our Services

Norton Housing and Support (NH&S) offers a range of services, including:

- Shared, supported housing for up to 38 adults with a mental health need or learning disability. Support is provided daily, Monday-Friday and is, subject to individual eligibility, funded by Leicester City Council.
- 14 warden supported flats.
- Personal Assistant support. This service is open to either those living in their own home, or to those living in one of our supported schemes who require additional input. The hours of support offered vary and are based on individual need and are paid for either via a personal budget, or by the individual themselves. 16 people were supported during 2020-2021.
- A 7 place scheme for women at risk of homelessness, and their children. Intensive housing management is provided to help residents maintain their licence agreement and secure safe and appropriate long term housing.

Residents in our shared, supported housing or those using personal assistant services have their own support plan which describes what they would like to achieve and how NH&S can support them to do this. Those in our women's scheme have a move on plan.

A landlord in its own right, NH&S is also proud to work in partnership with Paragon Asra (PA) Housing - <https://pahousing.co.uk/>.



2. Chair's Introduction



Whilst she has recently stood down from the Board, Heather Dipple was the Chair of Trustees during the 2020-2021 period. In her role, she was tasked with ensuring the board's effectiveness and leading on the setting and implementing of the organisation's direction and strategy. A former Consultant Psychiatrist and Clinical Director who worked predominantly with people with severe and enduring mental health issues, she has a strong interest in training and professional development, and worked closely with our Training Specialist Aleena in the development of NH&S's training service.

Once again as I write a few words for this annual report, I feel privileged to be part of an organisation so committed to meeting the needs of residents. I can report that Norton Housing and Support (NH&S) has remained true to its founders' objectives of providing a high standard of accommodation and support to the people who live in our houses and flats, which has contributed to increasing social stability and improved mental health and wellbeing.

This has been achieved in spite of the challenges of the covid pandemic over the past year which has affected all of us. NH&S had shown its ability to be flexible and adapt to changing circumstances to ensure residents continued to receive support.

The challenges have not stopped us looking to the future. We have made significant progress in developing plans for a supported flats scheme and a second homeless women's scheme. In addition, a trainer was appointed with the aim of developing a training function to raise our profile, attract new partners/sponsors and generate new income sources. Our social media profile has been enhanced and our marketing strategy developed.

Over the past year NH&S has importantly focussed on equality, diversity and inclusion issues and will continue this focus going forward in a number of ways including via the planned recruitment of new Trustees.

As I stand down as chair this year, I feel that Norton Housing and Support is in very safe hands. I am confident that the organisation will continue to develop and thrive and that it is ready and able to face whatever challenges lie ahead.

*Heather Dipple,
Chair of Trustees*

3. Our Trustees

You may hear them referred to as 'the Trustees', 'the Board' or 'the Management Committee', but this group are the people who share ultimate responsibility for governing NH&S and directing how it is managed and run. They are led by the Chair, who you read about in Section 1, and meet together regularly throughout the year. You can hear more about the rest of the Trustees below:



Wal Holynski – Treasurer

During his career, Wal worked as a team manager and service manager for adult and older persons' mental health services, and on secondment to the NHS, as a mental health commissioning manager. He is now retired. As NH&S's Treasurer, Wal works closely with other members of the Board to safeguard the organisation's finances.



Sarah Johnson

A qualified Occupational Therapist who has worked in the field of general and forensic mental health for over 35 years. Sarah hopes to be the Trustee representative on the planned equality, diversity and inclusion working group.



Pete Frost

Managing Director and Founder of one of the fastest growing digital marketing agencies in Leicestershire. Over the past year, Pete has been involved in developing NH&S's marketing strategy.

Steve Fallow

A retired Consultant Psychiatrist who formerly worked within the Leicestershire Partnership Trust Treatment and Recovery Service treating those with chronic mental health conditions, including in General Psychiatry, the Forensic Service and the Assertive Outreach Service.



Jan Moore

Jan is a qualified Social Worker, who worked extensively in the field of mental health for over 20 years before retiring. As part of her role, Jan also had a special remit for working with asylum seekers and now works with the Red Cross. Jan has particular expertise in the areas of safeguarding and professional boundaries.



Anne Frost

Joining the Board in early 2021, Anne has over 25 years' experience in central government including 6 years in housing focussed roles. She is experienced in governance and has held board positions in other organisations (one as chair) at both local and national levels.

4. Voice and Influence



4.1 The Together With Tenants Charter

In November 2020, NH&S became an official adopter of the National Housing Federation's Together with Tenants Charter. This means the organisation is committed to:



Treating residents with respect, and being open, honest and transparent with them.



Giving residents clear, accessible and timely information on the issues that matter to them.



Seeking and valuing residents' views and using this information to inform decisions.



Working in partnership with residents, so that residents can hold the organisation to account.



Supplying good quality, well maintained, safe and well managed homes.



Giving residents simple, accessible routes for raising issues, making complaints and seeking redress.

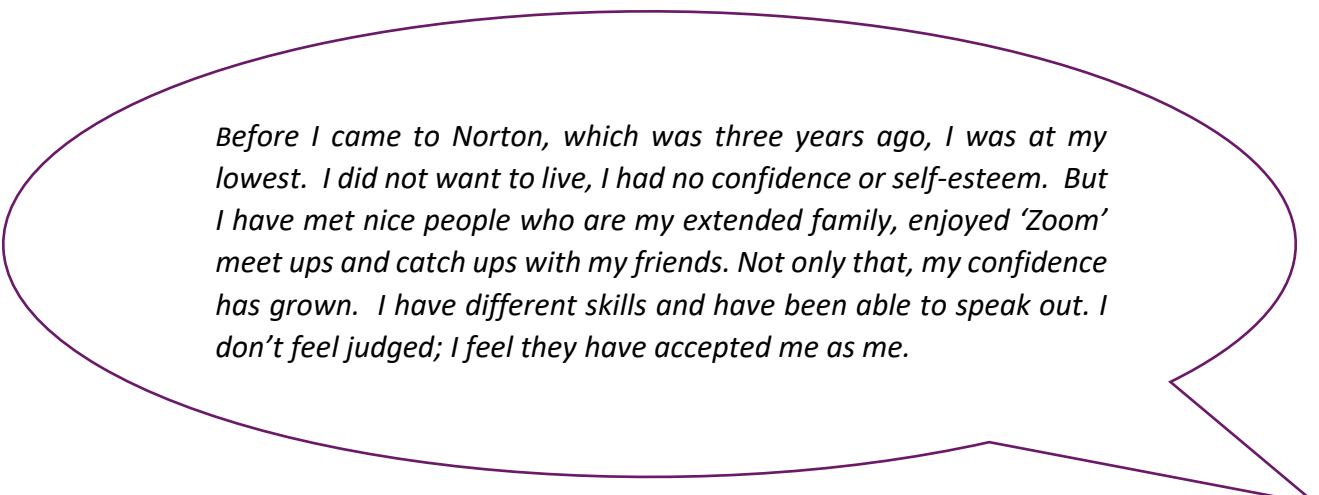
To find out more about Together with Tenants, visit www.housing.org.uk/tenants

4.2 In This Together

In line with the Together With Tenants Charter, NH&S aims to foster a culture of openness, participation and support, with residents as the focus of the organisation. Despite the challenges that covid has created for us all during 2020-2021, a number of residents have been regularly attending our refreshed involvement group, *In This Together*.

The group, facilitated by Claire De Francesco (Supported Housing Officer) meets approximately every six weeks– usually online via ‘Zoom’, to discuss issues that matter to them. They also have the opportunity to give NH&S feedback on its performance and get involved in plans for the future. The group aims to offer a supportive forum where participants can build their confidence and skills. Any interested resident can join.

A member of *In This Together*, shared her experiences as follows:



Before I came to Norton, which was three years ago, I was at my lowest. I did not want to live, I had no confidence or self-esteem. But I have met nice people who are my extended family, enjoyed ‘Zoom’ meet ups and catch ups with my friends. Not only that, my confidence has grown. I have different skills and have been able to speak out. I don’t feel judged; I feel they have accepted me as me.

Whilst the *In This Together* Group will form a key part of NH&S’s involvement strategy going forward, we understand that not everyone has the time or inclination to join. That’s why we offer residents other ways to let us know their thoughts via our house and tenant meetings, as well as through our annual survey.

4.3 House and Tenant Meetings

We aim to make sure every resident in a group home is offered the opportunity to attend a house meeting at least every three months, and tenants in our supported flat offered the same opportunity every six months. In 2020-2021, we didn’t quite manage to do this. Some meetings were delayed due to covid, and others due to staff changes. We hope to rectify this in 2021-2022.

However, we have tried to listen to the suggestions and ideas you gave at house meetings and record how we put them into practice – we call this ‘you said, we did’. For example:

- changing the type of washing powder provided at Lutterworth House
- fixing the TV aerial at Ethel Villa and putting up a new smoke shelter
- providing a security light in the back garden at Fosse Road
- installing an internet booster at Parkside women’s scheme.

4.4 The Annual Survey

Our annual survey is a real opportunity for us to get detailed feedback on how our residents feel about a range of issues, including the standard of accommodation and support we provide.

The 2021 survey was distributed to 52 residents living in supported accommodation or in a warden supported flat. 49 surveys were returned, giving a response rate of 94% - an increase from the previous year when 80% of surveys were returned. We would like to thank everyone who took the time to complete it.

As part of the survey, we asked some questions about involvement, the results were as follows:

83%

of those who answered, agreed that NH&S listens to their views and acts upon them.

89.5%

of those who answered, agreed that NH&S gives them opportunity to make their views known.

89%

of those who answered, agreed that they are given opportunities to get involved the organisation’s decision making process.

More of the survey results are contained throughout this report, and an Action Plan has been put together to address key issues raised.

Also as part of our survey, we asked residents what three words they would use to describe NH&S – some of the most popular responses were:

Helpful, Excellent, Supportive, Good, Caring

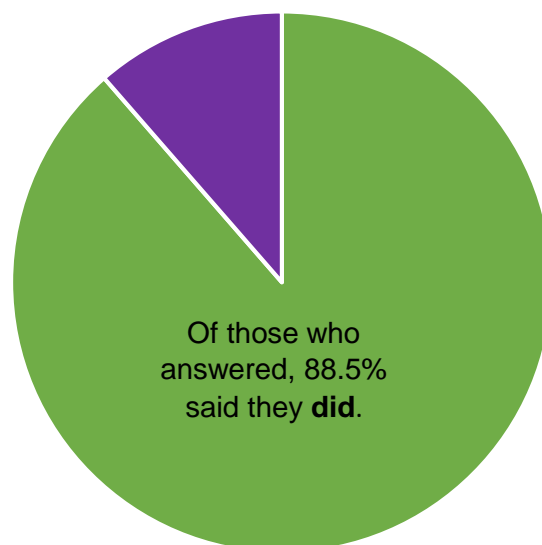
4.5 Complaints

We encourage residents, as well as relatives, carers, representatives, referrers and other involved health and social care professionals to give us feedback on how we can improve, and let us know if our services have fallen short of expectations, so we can make things better. To facilitate this, we have a complaints process. If you would like to see this, please speak to a member of staff or look on our website. <https://nortonhousingandsupport.org.uk/complaints/>

The Complaints Process was revised during 2020 in line with the Housing Ombudsman's new Complaint Handling Code. Some of the changes were:

- A clearer explanation of what a complaint about the service is, as opposed to an issue about the behaviour of another resident (both are taken seriously and are investigated, but issues about other residents are dealt with under the Bullying, Harassment and Anti-Social Behaviour Policy)
- A wider range of methods given to raise a complaint – including verbally (by telling someone either face to face or over the telephone), and in writing either handwritten or via email.
- The complaints process was reduced from 3 stages to 2 stages, to make it easier to understand.
- New, shorter, target timescales for resolving a complaint were put in place (we now aim to supply a written response to a Stage 1 complaint within 10 working days).
- A fuller explanation of how residents can get help from elsewhere if they are not happy with the way their complaint is dealt with, including via the Housing Ombudsman.

We want to ensure our residents know they can make a complaint.
That's why in our survey, we asked if residents knew we had a formal complaints procedure



In the year 2020-2021, NH&S received two formal complaints. When compared to other supported housing providers via the Acuity benchmarking club, the rate of complaints is less than average

Complaints as a % of tenancies (NH&S)	3.39
Complaints as a % of tenancies - average of other supported housing providers via Acuity	5.6

The average time taken to deal with complaints by NH&S was 28 days. When this is compared to other supported housing providers, it is higher than the average of 23.5 days. In 2021-2022, we aim to reduce the time it takes to deal with complaints, whilst continuing to investigate them thoroughly.

5. Home

5.1 Decent Homes Standard

Providers of social housing like NH&S, are expected to provide homes that at least meet the 'Decent Home' standard. This means they must:

- meet the current statutory minimum standards for housing and be free from any hazard that poses a serious threat to residents' health and safety
- have reasonably modern facilities and services
- be in a reasonable state of repair
- have sufficient heating and insulation

We are pleased to say that in 2020-2021, all NH&S owned schemes met this basic standard.

5.2 Resident Feedback

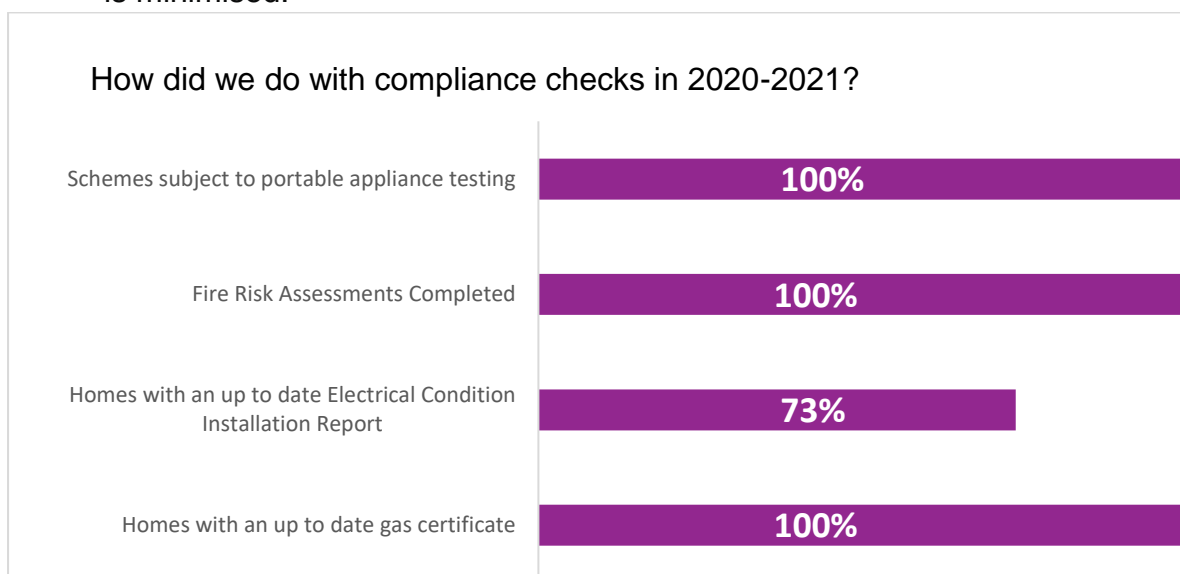
In our survey, we asked residents some questions about their home. Of those who answered, just over 86% were satisfied with overall quality. We are hoping that by addressing any issues, we can raise the satisfaction rate to at least 90% at the next survey.

5.3 Health and Safety

We take the safety of residents very seriously, and a range of compliance checks are carried out to ensure our properties are as safe as possible, including:

- Weekly fire alarm checks by staff, as well as regular fire drills and maintenance checks by contractors.
- Annual gas checks on appliances connected to gas.

- A check of the building’s electrics every 5 years (called an Electrical Installation Condition Report)
- Portable appliance testing of electrical appliances, such as kettles.
- Regular flushing of taps that are not used, to reduce the risk of legionella.
- Fire risk assessments to help ensure the risk of residents being harmed by fire is minimised.

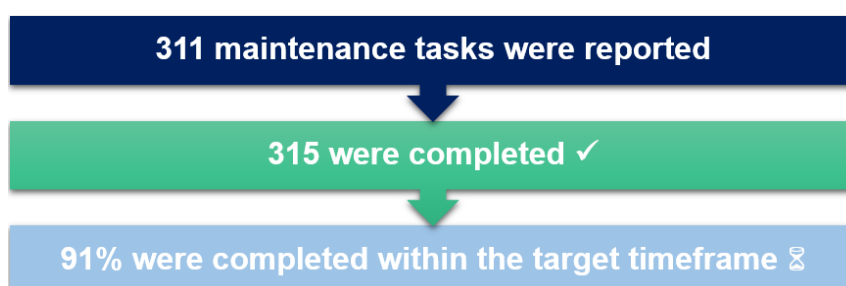


At the end of March 2020, not all our properties had an electrical installation condition report completed within the past five years. However, since this time Sheldon House has been checked, meaning all NH&S owned schemes have been completed. We are working with Paragon Asra Housing to ensure all of their schemes receive their checks, too.

As part of our annual survey, we asked our residents whether they felt they had enough information about health and safety, and understood their responsibilities. Of those who answered, 86% agreed that **they did**.

5.4 Repairs and Maintenance

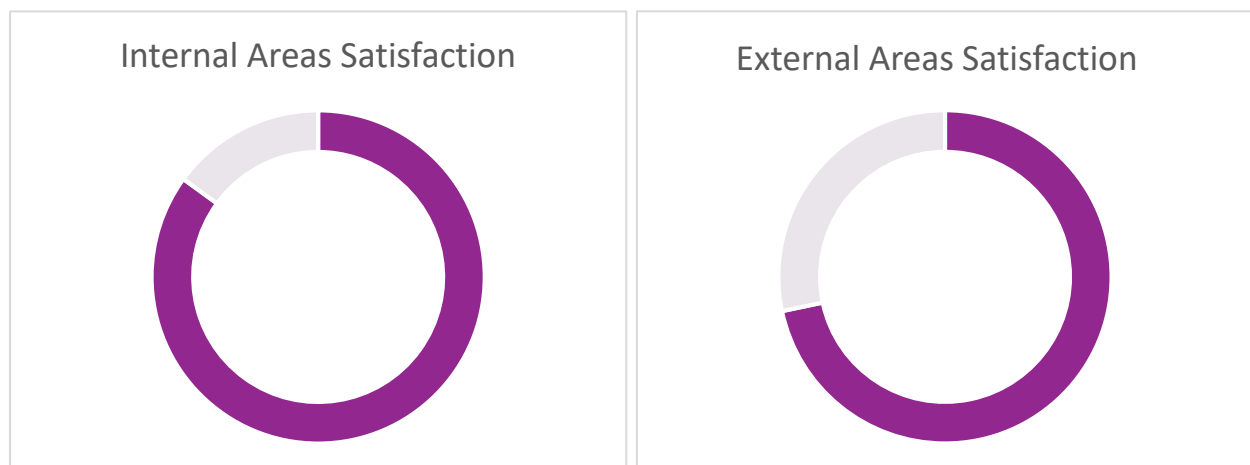
Some of our homes are owned by Paragon ASRA Housing, meaning some repairs will be addressed by them, and some by NH&S. When NH&S is dealing with a repair, it is given a target timeframe for completion, based on how urgent the issue is. The most urgent tasks we aim to resolve within 2 days, and most other tasks will be addressed within 2 weeks. Some low urgency or mainly decorative tasks will be completed within 2 months. We aim to complete 90% of all jobs within the target set. In 2020-2021



NB more repairs were completed than requested, as some requests came in during the previous year.

Whilst this is a great result, our survey shows we can still improve in this area. For example, 85% of residents who answered were satisfied with our maintenance of internal areas, compared to only 71.7% who were happy with external areas. Availability of contractors was part of the issue, which we believe was impacted by covid.

Going forward, we plan to improve satisfaction by increasing the frequency of garden maintenance visits and ensuring that we have sufficient contractors to address maintenance issues promptly.



In 2020-2021, NH&S spent £38,438 on maintenance and compliance. This is an increase of £4,944 on the previous financial year. This covers the costs of the health and safety checks described above, visits from the handyperson, as well as larger projects. During 2020-2021 some of the investments made included:



- Re-gravelling the drive and improving fire doors at our St James Road flats (see left). The driveway work was requested by residents.
- Refurbishing the staff office at Regent Road.
- Renewing the garden at Fosse Road North.
- Providing vibrating pillow pads to help those who struggle to hear the fire alarm.
- Creating an artificial grass area at our Women's scheme, which residents requested so they could make better use of the outside space.

We are proud of the standard of décor in our homes and aim to provide a relaxed, welcoming environment. Despite the challenges of covid, we continued with our annual decorating programme.

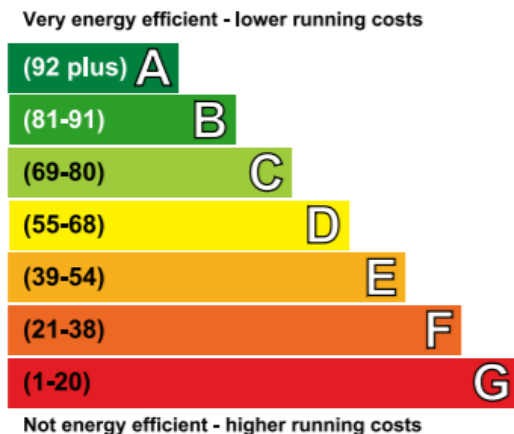
5.5 The Environment

NH&S intends, wherever possible, to make continual, measurable progress in its environmental performance and to reduce its environmental impact, whilst maintaining residents' quality of life and the organisation's economic viability. As part of this commitment, NH&S encourages residents to take simple measures such as turning lights off, drying washing outside and using the heating thoughtfully. During covid, our staff and residents have got out and about where possible in the parks and green spaces of Leicester.

In our survey, 86% of those who answered agreed we help them to be environmentally aware.



The Government is currently setting targets to reduce the amount of carbon the country emits into the atmosphere, which in turn causes climate change. As part of this, the Government is working towards making homes more energy efficient, including homes owned by Housing Associations.



Homes in the UK are given Energy Performance Certificates (or EPCs) that rate energy efficiency of buildings from 'A' (best) to 'G' (worst). New-build homes tend to have high EPC ratings, while older homes often have lower ratings of around D or E. Like many other social housing providers, NH&S is aiming to improve the properties it owns so that they all have a rating of 'C' or above by 2030. At the moment, 50% of NH&S's owned properties are at this level.

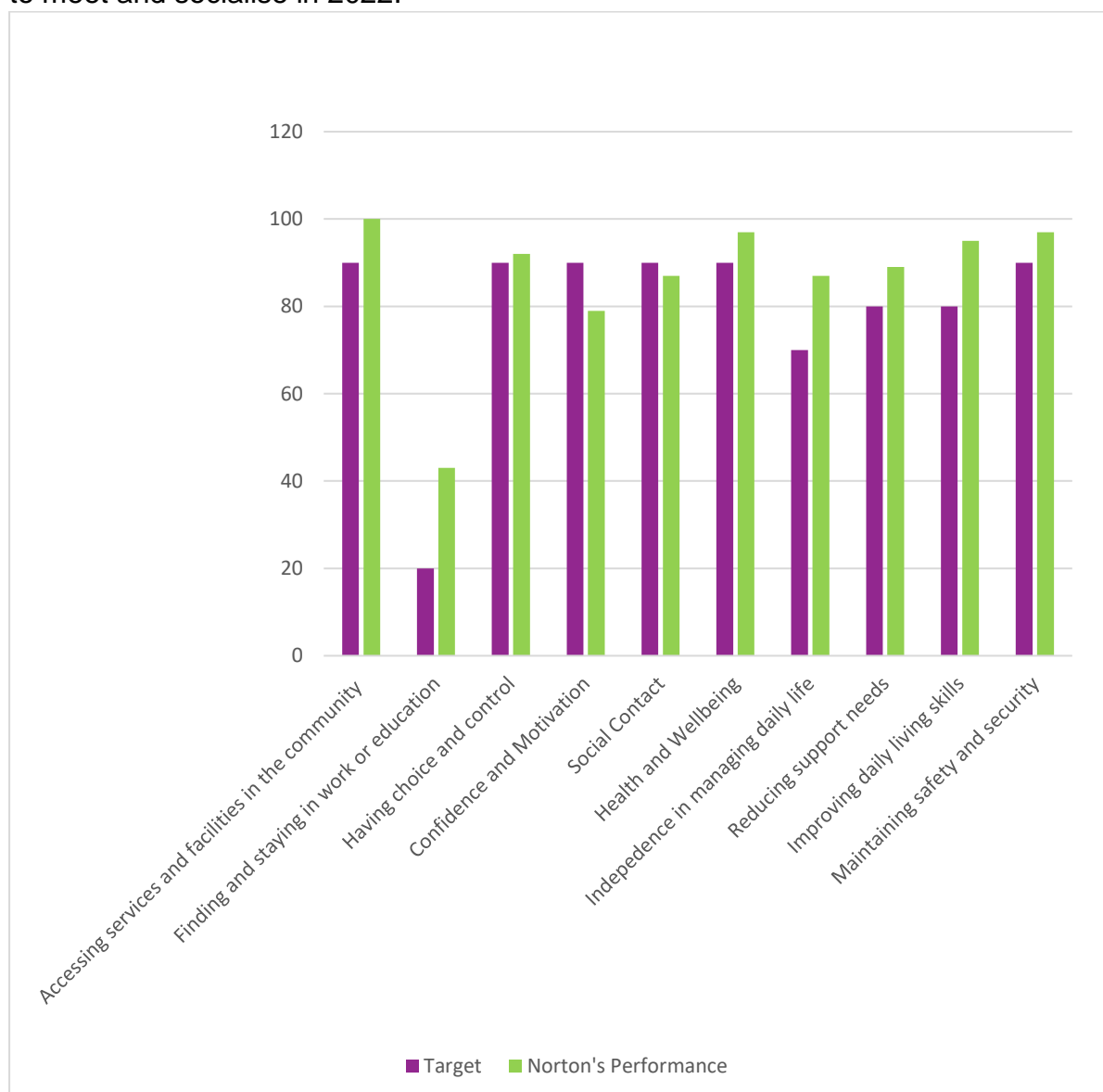
We know that we have some work to do and will be thinking carefully over the coming months to consider how we can make our homes more energy efficient in the future. This will not only help us achieve our targets and contribute to reducing climate change, but will help residents in our flats to spend less on their energy costs.

6. Support

6.1 Outcomes

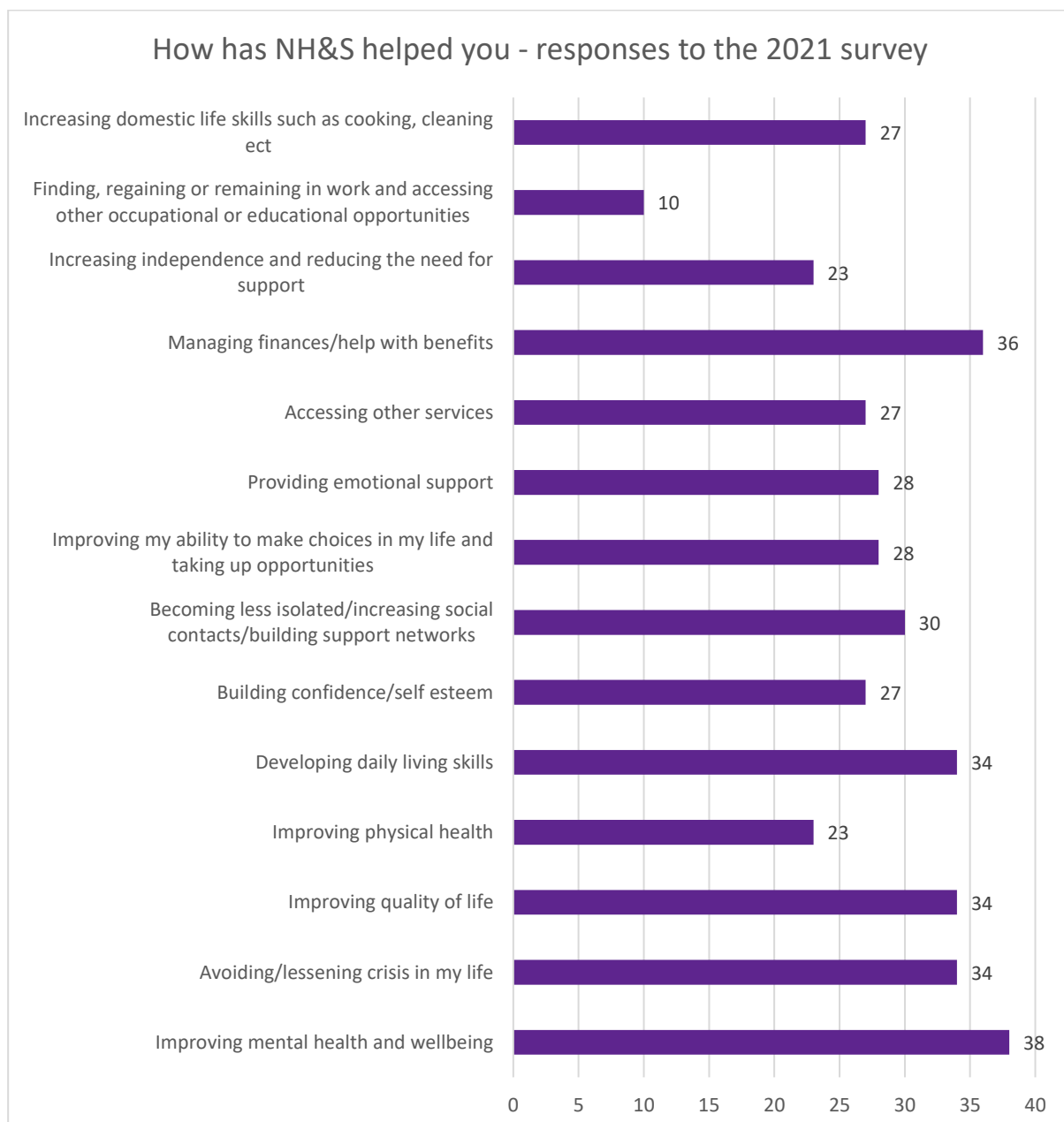
As part of our contract with Leicester City Council, we are set targets to monitor how well we are supporting residents in our mental health and learning disability group homes. The chart below shows how our performance compared to the target set to March 2021

Whilst we were able to exceed the target in many areas, we fell short in the areas of improving our residents' confidence, motivation and their social contact. This is understandable in the context of covid, with daily routines disrupted and many community based services closed. Support Workers continue to work hard to offer individuals the support they need to achieve their outcomes in these areas and, subject to covid safety, we hope to begin offering more opportunities for our residents to meet and socialise in 2022.



As part of our 2021 survey, we asked residents how they felt NH&S had helped them. The top three answers were:

1. Improving mental health and well-being
2. Managing finances and help with benefits
3. Developing daily living skills / improving quality of life / avoiding or lessening crisis.



6.2 Healthy Body, Healthy Mind, Healthy You!

People with a serious mental illness such as bipolar disorder or psychosis are at particularly high risk of physical ill health as a result of medication side effects and/or lifestyle-related risk factors, and are less likely to receive many other forms of preventive care, such as routine cancer screening. Smoking rates among people with a mental health condition are much higher than among the general UK population. Despite this, people with these kinds of conditions are less likely to receive health promotion interventions such as smoking cessation support.

To help address these inequities, in early 2020 we successfully bid for funding to relaunch our healthy living services as the *Healthy Body, Healthy Mind, Healthy You!* Project, enabling our Service Users to once again access additional support from a Healthy Living Co-Ordinator.

It was hoped Claire would be able to offer face to face group and one to one advice, but her role got off to a difficult start when covid hit. Despite this, Claire was able to support residents by distributing key information and tips on topics such as lowering cholesterol, losing weight, improving sleep and keeping active. She was also able to lead workshops via Zoom.



In our survey, we asked residents how the *Healthy Body, Healthy Mind, Healthy You!* service had helped them, and some of the responses

included:



- I had group conversations online with advice for living healthier
- It helped me eat a bit healthier
- To make healthy meals and take exercise
- It has helped me with weight loss
- It made me aware of what I eat

In 2021-2022, we hope that it will be possible for Claire to support more residents face to face and re-establish the popular walking group.

7. Equality, Diversity and Inclusion

In 2021, plans were made to create an equality, diversity and inclusion working group. We plan that this group will:

- Consider and share good practice from elsewhere.
- Identify equality, diversity and inclusion challenges facing NH&S.
- Develop a draft work plan for consideration by the Board of Trustees.
- Raise the profile of equality, diversity and inclusion within NH&S, positively driving forward the agenda.

Membership will include a representative from the Board of Trustees, as well as a range of staff. We also plan to link in with the *In This Together* residents' group.

8. Staffing



**INVESTORS
IN PEOPLE**®

#makeworkbetter

In 2021, NH&S was delighted to again obtain Investors in People accreditation. We have held this important accreditation since 2012 and it demonstrates how much NH&S values and supports staff, enabling them to provide an excellent service to residents. It also means NH&S is a learning organisation which is always looking at ways to improve.

Feeding back from her visit, the Investors in People Assessor noted the organisation’s “ambition to be a great, fair and engaging place to work where personal and professional support, flexibility and training are extended to everyone”.

Paul Devoy, CEO of Investors in People, said: *“We’d like to congratulate Norton Housing and Support. Being accredited with “We invest in people” is a remarkable effort for any organisation, and places Norton Housing and Support in fine company with a host of organisations that understand the value of people.”*

As well as undergoing the Investors in People re-accreditation, NH&S also carried out its annual staff survey, which asked staff for feedback on topics including the organisation, training, meetings, managers and job satisfaction. The survey is anonymous to encourage staff to be honest about their thoughts.

Some of the results were as follows:

	Target	Performance
Percentage of staff who feel NH&S is a good place to work	100%	100%
Percentage of staff who feel NH&S in an open & inclusive organisation	100%	95%
Percentage of staff who feel their line manager is supportive and encouraging	100%	100%
Percentage of staff who enjoy their work	100%	100%

During the year, NH&S lost an average of 3.52 days to sickness per (full time) staff member. This was better than our target and compares well with other providers. This suggests that NH&S has a committed workforce and supports staff to keep sickness levels low.

Our staff turnover was 4.5%, which again was better than our target of less than 10%. This shows that NH&S is doing well in retaining staff.

9. Referrals and Voids

9.1 Referrals to our Supported Housing (group homes)

During 2020/21, 13 referrals were received – much less than in the previous year when a total of 36 referrals were received. Reasons for this are believed to include covid and the lack of vacancies within homes. Of the people referred:

- More than half were under 30 years old.
- An increasing number (42%) referred themselves, with a lower proportion of referrals than previously coming from community mental health teams or local adult social care services.
- 50% identified as female – an increase on the previous year when only 31% identified as female.
- Over a third had a multiple or complex diagnosis.

9.2 Referrals to our Women's Scheme

Between the 1st of April 2020 and the 31st March 2021, we received 19 referrals to our women's scheme. The most common source of referrals was from women themselves, with 8 (42%) self-referring. There were also a significant number of referrals directly from the City Council's homelessness team. The remaining referrals were from health visitors, social workers and the voluntary and community sector (other charities or not for profit groups). The average age of a woman referred to the service was 21 years old. The youngest referral was 17 and the oldest 29.

9.3 Voids

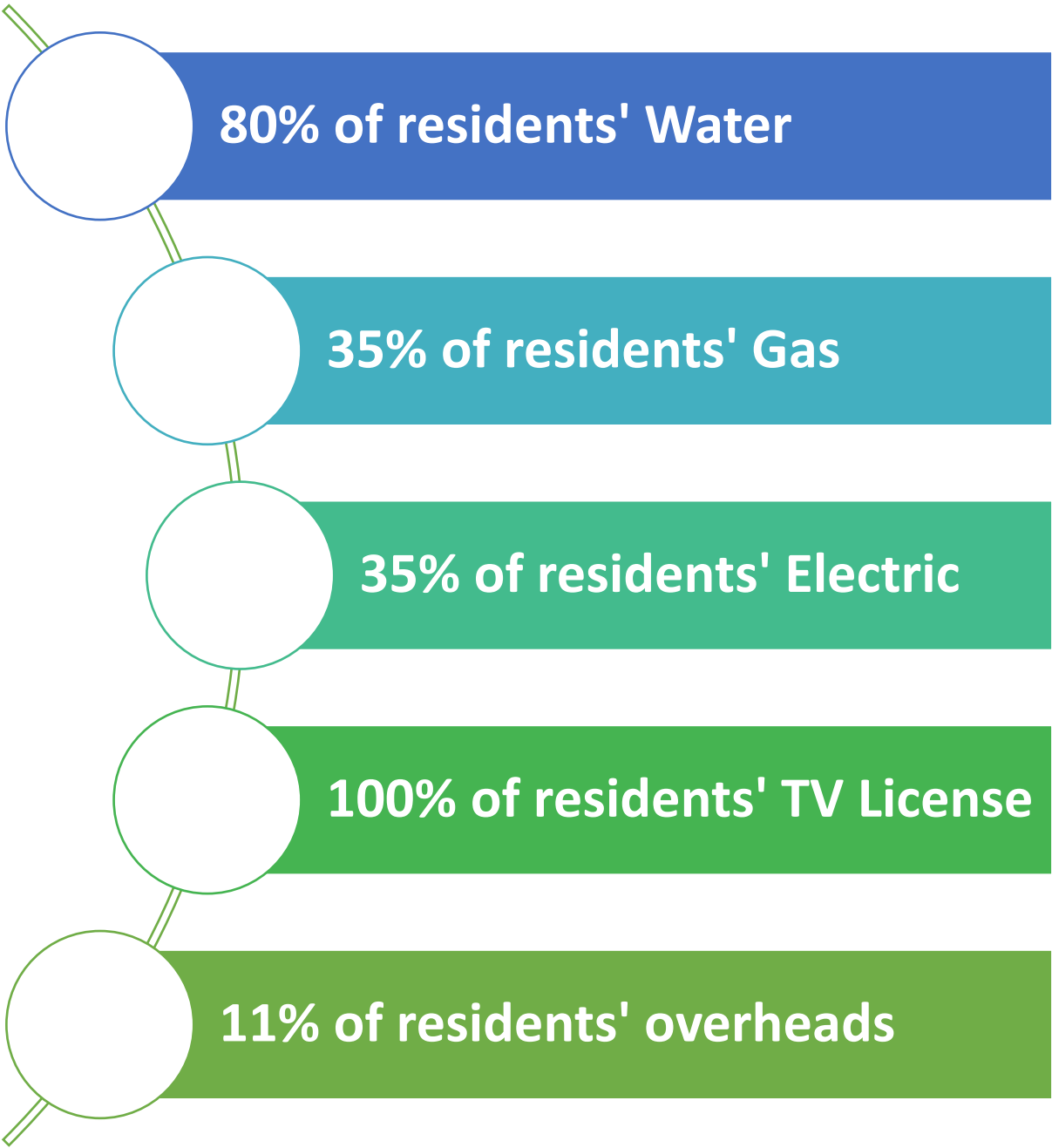
During 2020-2021 we had few vacancies and at the end of March 2021, all our homes were full.

We are always keen to ensure that any vacant rooms are offered to someone in need as quickly as possible. However, we also know that moving can be a stressful and anxious time. For this reason, those moving into our supported housing are offered a phased move so that they can get to know their new Support Worker and fellow residents. This contributes to the time it takes us to fill a space across our services, which in 2020-21 was an average of 41 days. This is higher than other supported housing providers, whose average re-let time was just over 33 days.

10. Rent

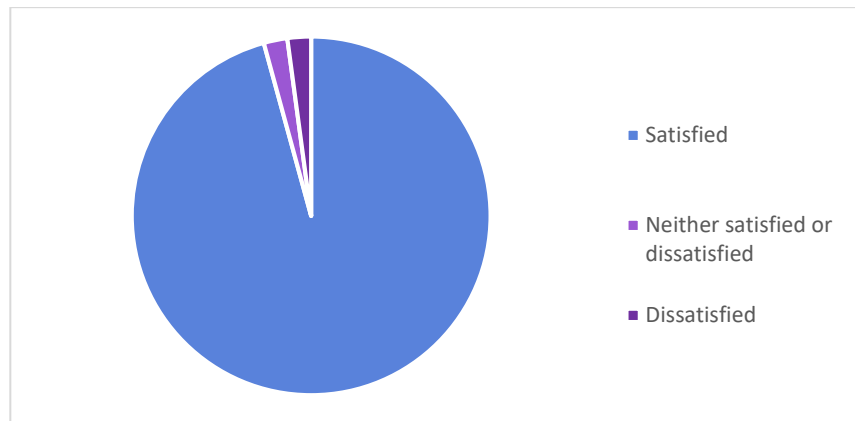
10.1 Our Charges

The majority of our residents are eligible for Housing Benefit, which covers most of their housing costs, including core rent and service charges. However, a monthly charge is made to residents in group homes for housing costs not covered by housing benefit including:



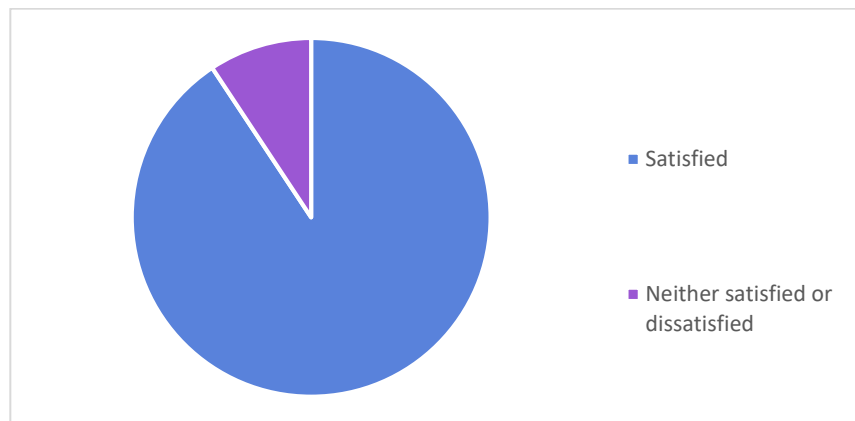
As part of our service, we offer residents support to claim the benefits they are entitled to, manage their bills and budget effectively. In our 2021 survey, we asked our residents if they were satisfied with the support they received to:

Claim universal credit, housing benefit and other welfare benefits such as PIP



95.7% of those who answered were satisfied

Manage their finances, and pay rent and service charges



90.7% of those who answered were satisfied

10.2 Arrears

We are pleased to say that the vast majority of our residents pay their monthly charges on time. At the end of March 2021, ineligible arrears stood at £834.98 which represents 2.04% of the charges payable. This figure, as well as those given overlead, do not include charges which are normally covered by housing benefit. This is because these arrears can vary, dependent on the payment cycle.

Arrears at the end of March 2021, as percentage of charges payable	Arrears at the end of March 2020, as percentage of charges payable	Median across other providers 2021 (benchmark)
2.04%	1.98%	1.79%

Arrears at the end of the year were a little higher than in the previous year, and were also higher than other supported housing providers who provided benchmarking data. We will continue to support our residents to help them address any financial issues they may have and maintain a clear account.

10.3 Value for Money

As a provider of social housing, NH&S is required to comply with a number of regulatory standards, including the Value for Money Standard.

Value for Money is often described using the '3 Es' -

- **Economy** –the cost of providing a service that reflects not just price, but its sustainability. For example, the salary cost of employees, material costs of a repair, payments made to contractors and consultants.
- **Efficiency** – How much you get out, in relation to how much you put in. Efficiency involves carrying out activities in a timely manner, and with minimum waste.
- **Effectiveness** – looks at the impact achieved and whether desired outcomes are met.

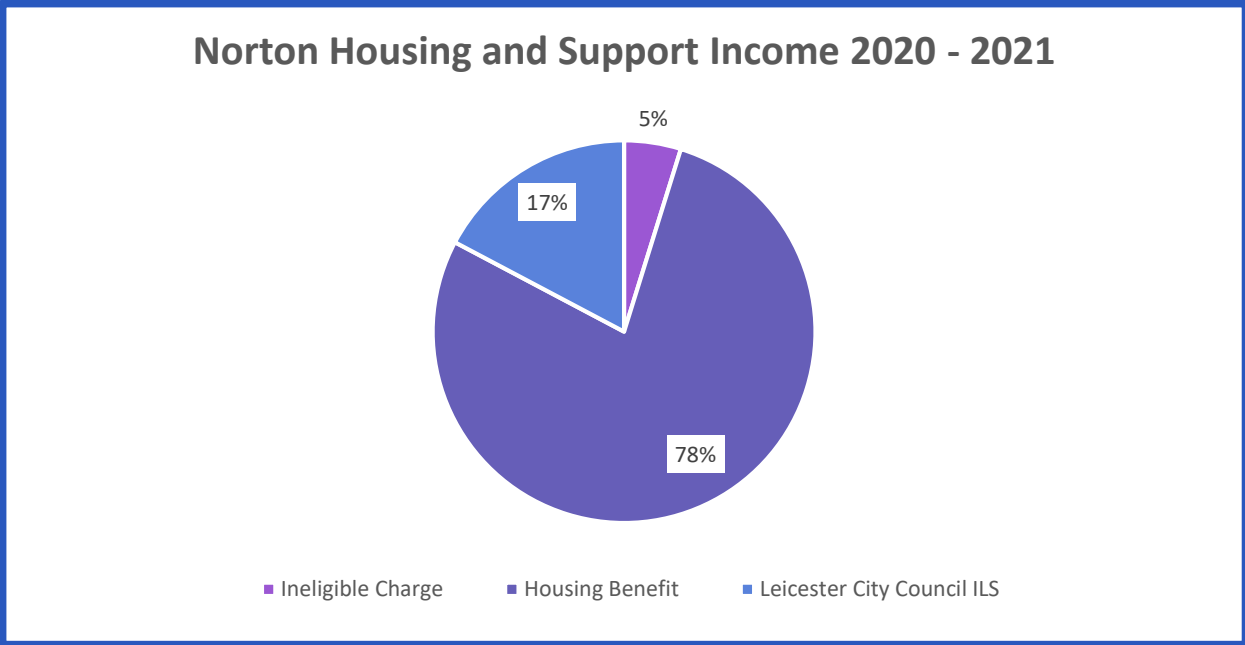
As part of a commitment to delivering value for money, NH&S has been developing a Value for Money Strategy to outline its approach. This will cover seven key ways in which value for money is delivered across the organisation, as follows:

- 1) **Governance** – developing a Board-led Value for Money culture, and ensuring that it is entrenched in the organisation's Strategic Objectives.
- 2) **Embedded approach** – making sure staff understand Value for Money, why it is important and how they contribute to delivering it.
- 3) **Customer Focus** – ensuring that the services provided are shaped around the needs of residents, that residents understand our aims and how we deliver Value for Money.
- 4) **Monitoring Performance** – Ensuring an effective system is in place to monitor our performance and benchmark this against other similar organisations.
- 5) **Financial Stewardship** – setting budgets, understanding costs and sources of income and regularly reviewing returns.
- 6) **Procurement** – buying goods and services at the optimum price, whilst protecting safety and maintaining quality to an agreed acceptable standard.
- 7) **Investing in Staff** – Ensuring staff receive the tools and support they need to do their job to the best of their ability. Retaining skills and experience within the Organisation.

11. Income, Fundraising and Donations and Training Services

11.1 Income Streams

The majority of NH&S’s income comes from the charges it makes for its services. This includes rent and service charges for its properties (both of which are normally covered by Housing Benefit), as well as charges paid directly by residents (called ineligible charges). The support provided in group homes is paid for separately, through a contract with Leicester City Council to deliver Independent Living Support (ILS). The chart below shows how these three major income streams are split.



11.2 Fundraising and Donations

In addition to income from charges, in 2020-2021 NH&S received the following cash donations:

- £500 from Leicestershire Fire and Rescue Rudolph.
- £1000 from Ecclesiastical Movement for Good Awards
- £500 Tesco Community grant which was used to provide residents with a Christmas dinner.
- £1716 from the Edward Gosling Foundation, which paid for 4 ipads used across the service.
- £250 from David Wilson Homes
- £1500 from Barratt Homes
- £400 from Neighbourly to provide food for children living at our women’s scheme.
- £594.60 donations via Paypal, £100 of which was specifically for our women’s scheme.
- £16.62 from Amazon Smile - a website operated by Amazon. The Amazon Smile Foundation donates 0.5% of the cost of all eligible products to the customer’s chosen Charity.

Regular food donations were received from local supermarkets via the Neighbourly Food Donation scheme and a host of useful products and toys were donated for those at our women's scheme. We would like to thank any organisations or individuals who donated to us in 2020-2021.



11.3 Training Services

A new Trainer post was introduced at NH&S in late 2019 with the ambition being to provide high quality, accessible and affordable training to local communities and organisations in order to raise our profile, attract new partners/sponsors and generate new income sources.

To this end, in September 2020, our Training Specialist Aleena undertook a programme with Mental Health First Aid England and became a qualified instructor for Mental Health First Aid (MHFA).

Delivering training, including MHFA proved extremely challenging during the year due to covid. However, work to develop contacts with local businesses and raise the profile of the organisation continued and the majority of NH&S staff are now qualified Mental Health First Aiders. Aleena was also able to post lots of fantastic advice on mental wellbeing via our Facebook page.



12. Looking to the Future

Going forward, NH&S aims to expand to provide further good quality accommodation and support for more people with mental health issues, learning disabilities or from other disadvantaged groups. We hope to do this by:

- Providing more Warden supported flats within the Leicester/shire area;
- Expanding our women's service by opening a second scheme

For updates on our progress why not check out our social media -



@NortonHousingandSupport



@nortonhousing



Norton Housing and Support



@NortonHousing

