



Elmore  
Community  
Services

Elmore

# Annual Report

April 2006 – March 2007

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# Our year

**As ever the past year has been a busy and constructive one for Elmore.**

A particular highlight has been the development of our user involvement work which has led to the establishment of the user group who have been very active in informing policy regarding case closures, participating in board meetings as well as fun activities including a memorable canoeing trip. We are increasingly keen to ensure this work becomes central to the ethos and practice of the service. A further key example was the survey of 50 entrenched rough sleepers which we undertook for Shelter with users trained up to carry out the survey.

We have secured funding for a new prison post to work with prisoners with multiple needs and for new anti-social behaviour work which we are about to establish.

Internally we have strengthened our practice through the introduction of the team approach rather than an individual case management system. We believe this gives a better service to our clients as well as being safer and ensuring a more consistent approach.

None of this would have been possible without the continued energy and hard work of Elmore's talented and committed staff team. I would also like to thank the Board, partner agencies and supporters for their valuable input and dedication over this past year.

*Tan Lea*

Tan Lea  
Board member

**“ Internally we have strengthened our practice through the introduction of the team approach... we believe this gives a better service to our clients as well as being safer and ensuring a more consistent approach. ”**



# Facts and figures

**154**

clients

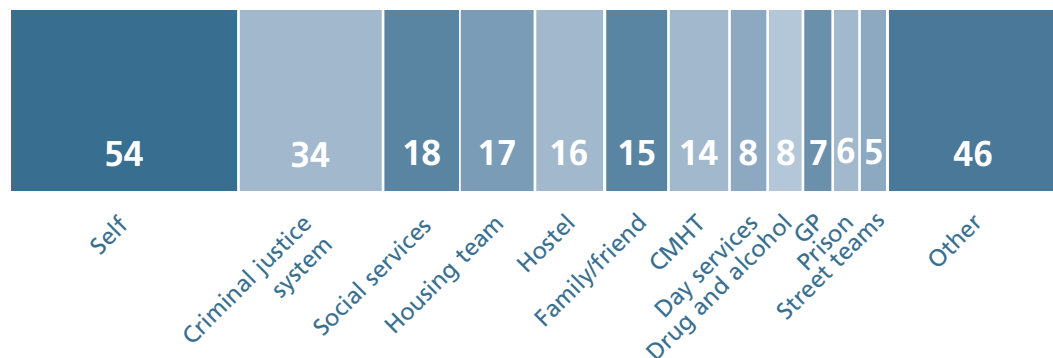
(185 in 2005/2006)

**248**

referrals

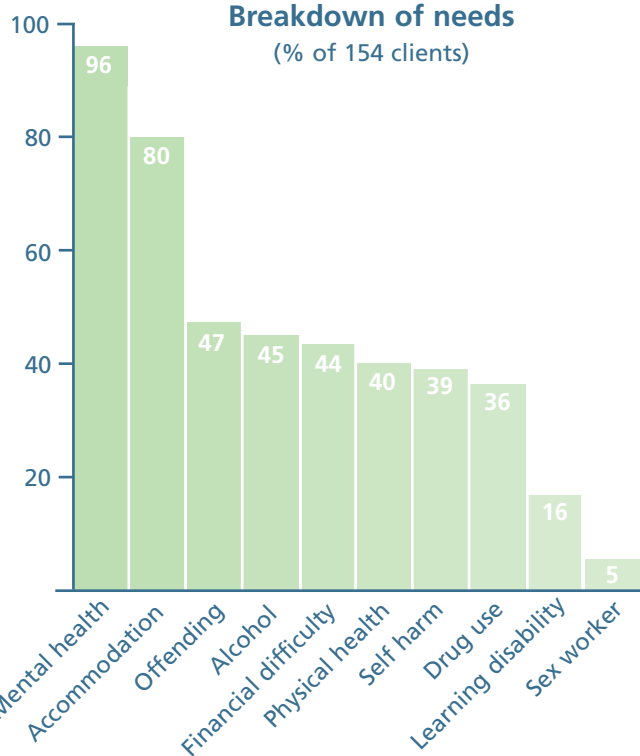
(278 in 2005/2006)

Source of referral (of 248 referrals)

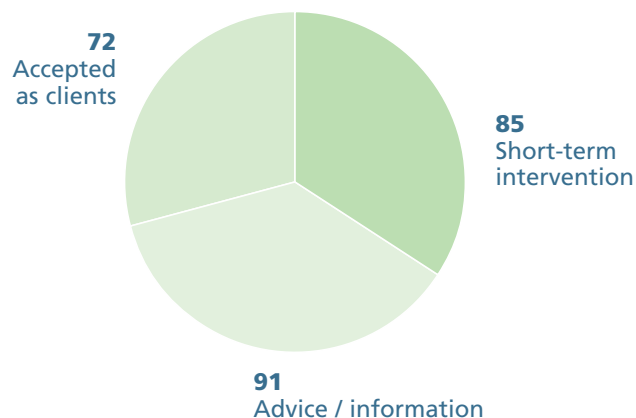


Breakdown of needs

(% of 154 clients)



Outcome of referrals (of 248 referrals)



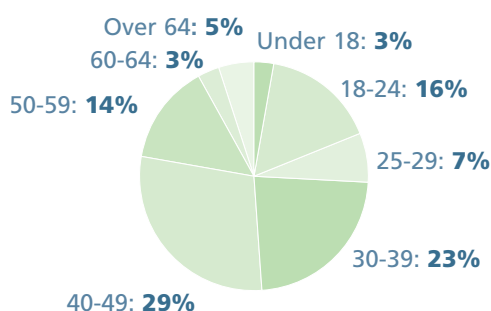
Ethnicity of clients

(of 154 clients)

White British	110
Other White	7
Caribbean	4
Indian	5
Irish	4
Other Asian	2
Traveller of Irish heritage	2
Other ethnic background	2
African	1
Pakistani	1
Unknown	16

Age range of clients

Age % (of 154 clients)



Gender of clients

(of 154 clients)

