

# Our services

  
**LUMINUS**  
FERRY PROJECT



*Helping the homeless with love and support towards independence*

# Contents:

## Page

2	<b>Introduction to Ferry Project</b>
3	<b>Our Core Services</b>
6	<b>Octavia View: A Community Hub</b>
8	<b>Awards</b>



## Introduction to Ferry Project

**We are a registered charity that provides emergency accommodation and longer term help for homeless people in the Fenland area. Our aim is to help homeless single adults with love and support towards independent living.**

Founded in 1998 by members of Wisbech Churches Together, we responded to a need to provide accommodation to the homeless within the Fenland area.

Due to high demand for our services, In March 2006 expanded our operations and became part of Luminus Group, a registered housing provider based in Huntingdon.

Through the operational and business assistance, Ferry Project now provides a wide variety of services to the homeless and Fenland community, and maintains and manages a variety of properties within the Wisbech area.

# Our Core Services

## What we offer

We offer short and long term accommodation for single people, from a range of backgrounds who have various support needs. These cover those who have financial problems, people recovering from family breakdown, those recovering from drug and alcohol abuse, young people leaving the care system, the sexually abused, ex-offenders and those with nowhere else to go. Their time with Ferry Project can be for as little as one night or as much as up to two years.

People come into Ferry Project via Octavia View our beautiful community hub in the centre of Wisbech. Residents can live in the hostel within Octavia View for up to six months before moving to a shared flat or bedsit. In Octavia View residents receive support 24 hours a day. They learn a variety of skills to help them more successfully in their own accommodation. During the time residents are with us we help them consider their future and the options they have available to them.

## How we operate

We manage a hostel in Wisbech called Clarkson House. When residents are ready for more independent living they may progress to first stage accommodation within Wisbech. Finally they may move into their own home either with a housing association or a private landlord. We offer assistance to help them to find a home. As well as this we work with a number of agencies to help people find work. Our wish is that everyone leaves us with a home and with employment prospects.

## Who we work with

To maximise the level of support services we can provide to our clients, we work in cooperation and in partnership with many other agencies including:

- Fenland District Council
- Cambridgeshire County Council
- Social Services
- Probation Service
- Jobcentre Plus
- Addaction
- Cambridgeshire & Peterborough Basic Skills Partnership
- The Bowthorpe Association
- Richmond Fellowship
- Local Churches

## Night Shelter

The Ferry Project Night Shelter first opened in January 2011 thanks to funding from the Migrant Impact Fund. It originally provided emergency overnight accommodation to those that have no access to public funds, namely the migrant community that were subjected to rough sleeping. In April 2012 we were able to expand the service thanks to further funding from the Homeless Transition fund, and this has enabled us to provide the service to anyone that has a connection to the Fenland area, while also providing Fenland's contribution towards the Government's 'No Second Night Out' initiative.

The Night Shelter situated on Norfolk Street, Wisbech is a twelve bed facility with an additional bed for an individual that has mobility issues or other disabilities that would require ground floor accommodation. Clients access the Night Shelter by approaching one of our referral partners which are the Police, Probation, Fenland District Council, and the Rosmini Centre. Referrals are made on a night by night basis with the support staff on shift securing a bed space for the following night if needed. There is no minimum or maximum length of stay as this is down to individual circumstances although we do aim to have clients moved on to suitable accommodation within 28 days. The conditions for a clients stay are that they are to abide by house rules and engage with the support staff working towards a positive move on.

The Night Shelter is open for clients access from 10pm - 8am, 365 days a year. Clients are provided with basic food provision in the evening and breakfast in the morning, use of shower facilities with toiletries provided, hot drinks, a clean bed and bedding, warmth, security, and support.

During a clients stay they are offered support from staff during the night to address a number of issues, including assistance with benefits, accommodation, employment, training, and education, as well as providing links to other support services for drug and alcohol issues, and reconnection to their home countries. We also employ a day time support worker that works with the client to address any issues that cannot be dealt with during the night, for example facilitating phone calls to embassies, benefits agency, employers etc.

## Counselling and education services

Ferry Project has its own counselling service which residents can access for free. We have two counsellors, one male and one female who will meet with residents on a one to one basis. Counselling sessions are confidential and are a vital support service which our residents can access.

We also provide education facilities which allow residents to develop their skills. We carry out an initial assessment on each resident and build upon their results. We signpost residents to courses both in-house, in colleges and businesses.

## Current statistics

Currently the Project provides up to 88 bed spaces in a three types of accommodation - hostel, bedsit and one bedroom flats.

The individuals we help have a range of needs. Some have financial issues, mental health problems, issues around drug and alcohol misuse, others have family problems. 98% of our clients come to us unemployed.

We help both men and women aged 18 upwards. Two thirds of our clients are men and the average client age is 33. When a new client comes to us we help them to assess their own issues and then develop a support plan. This helps them to develop their life skills and their self confidence. As these grow they move through the different types of accommodation until they leave us and move into their own home.

## Our team

Ferry Project's Director, Keith Smith, has had full responsibility for managing operations at Ferry Project since it was launched, drawing from 18 years of experience as a school Head of Department and as a qualified counsellor.

We currently employ 15 full-time staff and 8 part-time staff. We also have a number volunteers who help with the provision of some of our services.

Ferry Project is overseen by a Board of Directors who are also charity trustees. Currently the Board consists of:

- Dr Chan Abraham, Luminus Group Chief Executive
- Nigel Finney, Executive Director (Operations), Luminus Group
- Michael Forrest
- Jackie Jones



## Octavia View: A Community Hub Café

Octavia's Café is set in a beautiful Georgian room at Octavia View, complete with an original ornate plaster ceiling and fireplace dating circa 1722. It is open to the public from Wednesday to Saturday between 10am and 4pm.

The Café provides a high quality service with a friendly smile in a relaxed setting. They serve delicious freshly ground coffee and a selection of traditional homemade cakes, scones and pastries, all made on the premises in our large state-of-the-art kitchen.

The Cafe can be found opposite the Somers Road car park, through the main glass doors at Octavia View reception, and turn right entering the cafe via our ornate staircase.

We have wheelchair and pushchair access via the lift in reception, and offer baby changing facilities and have a selection of safe toys for your children to play with. We have several function rooms available for hire and offer.

### Function rooms

We are pleased to offer a selection of rooms available for hire. The rooms are suitable for a variety of events including meetings, art classes, discos or even weddings. Please see below the different rooms and the rates we offer:

Room	Size (m <sup>2</sup> )	Cost Per Hour	Day Rate
Education Room 1 or 2	30	£10	£70
Glass Cube	36	£12.50	£85
Training Room	48	£15	£100
Lawrence Room	67	£20	£130
Lawrence room + Cube	103	£25	£160

Book 4 hours and get 20% the cost for each additional hour booked.

A buffet menu is also available for those wishing to hold functions offering refreshments.

## **Other facilities available**

We can also offer Wi-Fi internet access, refreshments and buffet style lunches upon request.

## **Octavia's art gallery**

Ferry Project offer an art gallery space to local and national based artists to promote and support the art sector. This includes both well established and flourishing artists.

We provide the space free of charge to artists and take a small commission based on any sales which are made.

The exhibition space allows the artist to hold a private viewing where they can invite local dignitaries, contacts within the arts sector and local media to raise their profile.

## **Octavia's shop**

Octavia's provides its customers with a unique shopping experience selling stylish quality items for you and your home.

Octavia's is run by a social enterprise within the Luminus Group called Hope Social Enterprises. Hope are fortunate enough to have links with high street retailers and are able to sell discontinued or unwanted stock at discounted prices.

As a social enterprise Hope provide volunteering opportunities to members of the general public looking to give something back. Volunteers are able to work on pre-loved furniture and give them a new lease of life. These reconditioned items are also available to purchase from the shop.

The shop is open Monday to Saturday from 10am to 4pm. Octavia's does not open on bank holidays. If you are looking for something specific or for more information, please speak to our shop staff or contact Hope Social Enterprises on 01945 584235.

# Awards

## 2012

- Winner** **Best Companies 2012 3\* (Extraordinary) Accreditation**  
*(Luminus Group)*
- Winner** **Sunday Times 100 Best Not for Profit Companies to Work For**  
6th place *(Luminus Group)*
- Winner** **Housing Heroes Awards 2012 Inspirational Leader of the Year**  
*(Keith Smith)*
- Finalist** **UK Housing Awards Community Initiative of the Year**  
*(Ferry Project Night Shelter)*
- Finalist** **National Business Awards 2012 The Croner Employer of the Year**
- Finalist** **HCA Regeneration and Renewal Awards 2012**  
Award for skills development *(Ferry Project education programme)*
- Finalist** **HCA Regeneration and Renewal Awards 2012**  
Award for mixed-use development *(Octavia View Community Hub)*
- Finalist** **HCA Regeneration and Renewal Awards 2012**  
Award for regenerating rural communities *(Octavia View Community Hub)*
- Finalist** **Fenland Business Awards 2012**  
Employer of the Year *(Ferry Project)*

## 2010

- Winner** **Fenland Enterprise Business Awards 2010**  
- Business Person of the Year *(Keith Smith)*
- Highly Commended** **Fenland Enterprise Business Awards 2010**  
- Social Enterprise Award *(Hope Social Enterprises)*

## 2009

- Winner** **Fenland Enterprise Business Awards 2009**  
- Social Enterprise Award *(Hope Social Enterprises)*
- Finalist** **Sustainable Housing Awards 2009**  
- Waste initiative Award *(Ferry Project & Hope Social Enterprises)*
- Finalist** **Fenland Enterprise Business Awards 2009**  
- Training & Development Award *(Ferry Project & Hope Social Enterprises)*
- Highly Commended** **Enterprising Britain 2009 Awards (Ferry Project)**