

Tackling Homelessness

Helping to reduce homelessness and increase the standard of accommodation available



Success Stories
Places of Change
Hostel Accommodation



Welcome to Durkan – Tackling Homelessness

Durkan recognises that London has the highest population of homelessness in the UK, anyone could be affected by homelessness and those who are, often have complex needs that require specialist services.

The solution to street homelessness is not simply about building more hostels, but providing opportunities to improve lives, allowing users to release their potential and move on, and breaking the cycle of social exclusion. Durkan's extensive experience in the specialist housing market is increasingly diverse. As well as significantly refurbishing Arlington House, Europe's largest hostel, Durkan also constructs high-quality, smaller scale developments for homeless care providers including day centres to help positively change lives.







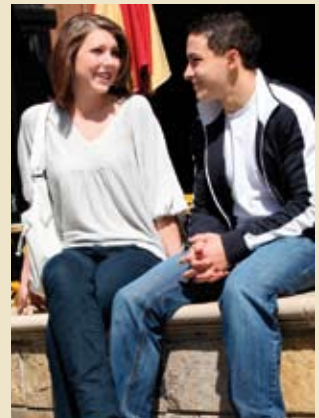
As well as promoting independent living, Places of Change incorporates services to improve users lives for the better. Whether they need help coming off drugs and alcohol or are looking to be reunited with families, enhanced on-site support services provide for their needs.

FULLY RESOURCED LEARNING FACILITIES

As well as providing bright spacious shelter for homeless service users, Durkan's developments incorporate essential room for training and educational facilities, enabling homeless care providers to maximise their services to users. With enhanced training in general life and basic education skills, as well as support in finding entry into work or educational training, service users are given an effective route out of exclusion into an independent, sustainable and self-financing life.

PLACES OF CHANGE

Durkan has been instrumental in the development of hostels that are involved in the Government's Places of Change programme. Launched in January 2005 the key outcome of the programme is to increase the number of people who move on positively from a hostel. Through innovative design features such as providing single room accommodation and welcoming reception areas, Durkan's developments are modern and non-institutionalised. Inspiring architects' designs can raise peoples aspirations, helping them to tackle the challenges facing them.



Success Stories



CRICKLEWOOD HOMELESS CONCERN

Durkan has close working relationships with many community-based partners, in particularly the Cricklewood Homeless Concern, a voluntary agency based in North London. Working in collaboration with clients and training providers, Durkan is regularly able to offer unemployed, homeless men from the agency the opportunity to train at college and work on Durkan sites.

Justin McGowan, currently working on Durkan's Woodvale site in Enfield, commented: "Cricklewood Homeless Concern put me in touch with a number of organisations and Durkan is a good company to work for. Everyone on site is really friendly, I get hands-on experience as a painter and decorator at Durkan and go to college one day a week to study for my NVQ Level 1, I am aiming to continue to Level 3."

SELF-BUILD SCHEME

In Harlow, Durkan trained 14 homeless and unemployed local residents in construction skills, enabling them to help Durkan construct 14 homes. On completion the self-builders were able to move into the homes they helped build and many have continued a career in the industry.

Resident Claire Lomax commented:

"Before I was involved in the self-build project, my son and I were living in emergency housing in an area notorious for high crime and drug taking. In just eighteen months I have achieved more than I ever imagined possible, with the help of Durkan I now have affordable housing in a community that I love, where my son is safe and has lots of people looking out for him."





CENTREPOINT

Durkan worked with Centrepont to improve its hostel in central Soho and offered employment to one user as a labourer on the project.

Bereket Mesfin, who has since moved into permanent affordable accommodation, commented:

"I lived in various hostel accommodations for over 6 months but since working for Durkan my life has improved and I have been living in affordable housing. Durkan is a nice company and the people are friendly and helpful, I'm looking to further my career in the construction industry and am hoping to go to college part time."

Berwick Street Hostel

Client: Centrepont

Architect: Open Architecture

Working with leading homeless charity Centrepont, who provide a range of short stay hostels for young homeless people such as care leavers, ex-offenders and young single parents, Durkan internally refurbished their 4-storey Victorian hostel in Berwick Street, central Soho, to create 17 new bed-sit apartments with en-suite bathroom facilities.

The aim of the hostel refurbishment, which is part of the Places of Change programme, was to provide an independent living environment with a kitchen on each storey of the building and a common area on the ground floor. The existing canteen on the ground floor was transformed to create additional offices and a learning resource area. Before the refurbishment, the hostel did not have any space for learning, health support or IT facilities. Now staff from Foundations for Life (a partnership between LandAid and Centrepont) visit on a regular basis and provide learning activities such as IT workshops, life skills and one-to-one support.



Riverside House

Client: Salvation Army

Architect: Swanke Hayden Connell

At the Riverside House development, situated in London Docklands, Durkan constructed a new 40-bedroom LifeHouse, which included a state-of-the-art detox unit for recovering drug addicts. The term LifeHouse refers to the Salvation Army's hostels that provide more than just a bed for people, they get peoples lives back. The rooms are divided into eight clusters of 5 en-suite bedrooms with each cluster having its own kitchen and dining area. Riverside House also contains a series of ancillary offices and counselling facilities, offering practical and emotional support for residents. In addition to the LifeHouse, Durkan completed the construction of 20 self-contained resettlement flats in Matthew House providing an ideal location for residents to regain their independence as part of their rehabilitation into the wider community. When complete, HRH Princess Anne officially opened the development.

Paul, a resident at Riverside House has trained in computer and writing skills as well as rebuilding relationships with his family since being at the LifeHouse. He has regular meetings

with drug and alcohol workers. Paul commented: "Everything's worked out really well, everyone at Riverside is friendly and understanding, if you need someone to talk to any time of day, you can."

Jeff Saltman, Salvation Army, comments:

"Overall the scheme ran very well and the completed building is functioning very well."



Redbridge Welcome Centre and Night Shelter

Client: London Borough of Redbridge

Architect: Peter Barber Architects

As part of the Government's Places of Change Programme to help improve accommodation, training and employment opportunities for local homeless people, Durkan is constructing a new Welcome Centre in Ilford, as well as refurbishing and extending the existing Night Shelter.

At the Night Shelter, Durkan is providing overnight accommodation for up to 18 service users and a workshop facility. The new centre will offer a focal point for people who use the service, helping them to develop new skills and move forward in their lives.

The new contemporary 4-storey Welcome Centre will comprise of a day centre on the lower floors offering a range of services



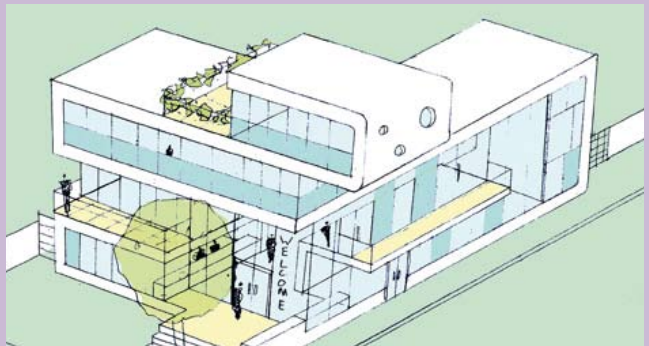
including drug and alcohol support, counselling, vocational and life-skills training. Situated around a central courtyard the centre will also provide 10 bedrooms with en-suite bathrooms. In partnership with Centrepoin these rooms will be offered to homeless people in the local community.

Both developments will achieve Code for Sustainable Homes Level 3. To achieve this, Durkan will provide ground source heat pumps and Photovoltaic panels

which will provide energy for heating.

Before the projects commenced on site Durkan was involved in a range of local job fairs and as a result a number of centre users are directly employed with Durkan, helping to construct the new developments.

Peter Bradbeer, London Borough of Redbridge, commented: "Both the London Borough of Redbridge and our partners in the Redbridge Places of Change Partnership are very pleased with the progress being made by Durkan. The Durkan team is working collaboratively with us to ensure the final development best meets our needs and requirements."



Arlington House

Client: One Housing Association

Architect: Levitt Bernstein

Arlington House in Camden is the largest hostel in Europe and one of the most significant social housing resources in the UK for over 100 years.

As part of the Government's Places of Change programme, Durkan has extensively refurbished the hostel so it now has the capacity to house up to 95 people in a mix of supported and self-contained accommodation as well as 35 for affordable rent. Durkan de-institutionalised the hostel, transforming the out-of-date dormitory accommodation into homes that encourage independence and offer much needed ongoing support to users, who are largely vulnerable people with dependency, mental health and other complex needs.

The ground floor of Arlington House includes a training and conference centre, cultural and arts-based rooms, multi-function community rooms and retail space, all which can be accessed by the wider community. Job and training opportunities are available to service users through a number of social enterprises occupying the ground floor. These include City Dining, who is not only catering for residents and staff at Arlington, but training users with the aim of offering permanent positions.



Arts charity SPACE is running the art studio for users, whilst providing creative and media training and Broadway is providing training programmes and conferencing facilities to the voluntary, private and statutory sectors.

These facilities will provide users of Arlington with the resources they need to help get their lives back on track, encouraging them to develop ideas and learn new skills. In June 2010 Boris Johnson, Mayor of London, opened the newly refurbished hostel, he commented "Frankly if this is London's answer to a doss house in 2010, then I think that is a great credit to London."



Stockwell Road

Client: Family Mosaic/SLYMCA

Architect: GMA



At the South London YMCA flagship centre in Stockwell Road, Durkan converted and extended four large Grade II listed Georgian houses into a mix of 18 studio and 1 bed apartments. Each is semi-furnished and includes kitchen and bathroom facilities. The hostel is used as a half way house for single homeless young people between the ages of 16-25 who are either ex offenders or on the second stage of moving into permanent housing. Users are offered essential support to gain lifestyle skills, access training and jobs to eventually make the transition to independence and a more positive future.

Durkan also constructed a new block of 8 flats at the centre to temporarily home young parents and their babies through the Teenage Parents' Service. Durkan created an office and communal area on the ground floor, offering a comfortable area to meet, train and support the whole family unit. Each flat includes furniture, a washing machine and microwave to provide teenage parents with necessary assistance to help get their lives back on track.

Michaela, a user of the hostel, commented:

"When you walk through the door, you smile because it feels like home."

Graham House

Client: Places for People

Architect: Quattro Design

At Graham House in Vauxhall, Southwest London, Durkan extended and converted a 3-storey office building into a hostel for men and women above 30 years old, who have a long history of homelessness.

Durkan constructed 2 additional storeys and converted the building to provide 69 individual bedrooms each with its own en suite bathroom and disabled access. Not only have the new premises led to a large reduction in the number of reported cases of theft and harassment, but it has increased the level of privacy, security and personal dignity afforded to each of the residents, benefiting their self-esteem and enabling them to become self-sufficient and independent.



Willesden Lane

Client: Octavia Housing & Care

Architect: ARP

Durkan's project in Willesden Lane near Kilburn included the construction and refurbishment of an existing hostel for young single homeless people aged 16-25 who have medium support needs.

The redevelopment of the Willesden Lane hostel was completed in two phases. Phase 1 comprised the construction of a new 3-storey block of 6 self-contained flats and 4 terraced family houses, one of which was designed for wheelchair users. It also included the demolition of the hostel's west wing annexe and garage. Phase 2 consisted of the refurbishment of the existing 3-storey hostel to provide 14 bedrooms with shared facilities and the construction of a new single-storey extension to provide an additional 3 single bedrooms.



The new facilities allow for an extended level of service and support on offer to homeless and disadvantaged young people. In addition to the provision of a dedicated education and employment training service, Brent Linx, each resident is assigned a key worker. The key worker works with the user to identify the reasons for their homelessness and equip them with the life skills needed to achieve their goals and live independently.

David Woods, Development Director of Octavia, commented:

"Durkan employs a high level of co-operation. It would be hard to fault their ability and level of service."



The Passage Day Centre

Client: The Trustees of St Vincent's Centre & The Peabody Trust

Architect: Lee Evans de Moubray

Durkan converted a 6 storey office building to form Passage House, a 48 bed hostel for the homeless, situated close to Victoria Station. The Passage, is a leading homeless charity which now runs London's largest voluntary sector day centre for homeless and vulnerable people: each day they help more than 200 men and women. A comprehensive range of services is offered to users including cooked food, showers, medical care and on-site support to those suffering from mental health or substance abuse problems. Housing advice and resettlement support is also provided at the hostel as well as basic education and help finding entry into work.

About Durkan

Durkan is recognised as one of the leading major contractors and providers of affordable housing in the South East of England and has an enviable track record in the community, education and healthcare sectors. We have been committed to providing clients with sustainable and creative solutions for over 45 years, benefiting not only local residents but also the wider community.

Durkan has a growing reputation in the provision of construction solutions to homeless care providers. Our projects constructing and refurbishing hostels provide not just safe, bright environments but room to access training, education and job opportunities. These on-site facilities such as IT suites engage and inspire users to realise their potential and move on, breaking the cycle of social exclusion.

Durkan recognises that construction within these environments requires the input of dedicated professionals who can co-operate with service providers to reduce the effects on staff and users. The Durkan team both guides and assists our clients through all stages of the process. Our construction and refurbishment techniques are flexible, innovative and sustainable.

Durkan is also one of the leaders in the construction industry when it comes to social responsibility. We collaborate with private, public and community based partners to create unique opportunities to local residents and provide life-changing initiatives through knowledge, training and funding.

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