impact

IMPROVEMENT THROUGH ACTION

More than just a landlord

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Impact is an innovative go ahead organisation based in Cumbria. Our services are Charitable. We were set up in 1975 and our name reflected what we set out to do – **Imp**rovement through **Act**ion. We still work to this principle now. Our aim is still to improve the lives of local people by driving through changes. We have grown significantly, and we now provide a wide range of services throughout the County. In 2008 we had a turnover of £13m, a building programme of £8m and over 200 staff.

Housing

One of our main activities is renting good quality affordable housing. We have around 2,900 units throughout Cumbria. Most of our properties are in Carlisle, Workington, Salterbeck, Penrith and smaller urban centres. However we are equally active in rural areas. We aim to house people with greatest need. Increasingly we also provide shared equity housing or property for sale.

Housing with Support

We offer a wide range of housing with support, some of which we provide ourselves, and some in partnership with local voluntary agencies.

We provide a growing range of extra care sheltered housing and have just completed our first new-build scheme in Kendal, Jenkins Crag Court.

We offer student accommodation in the Old Brewery at Carlisle along with Conference facilities, Youth Hostel and Self Catering apartments.

We are a major provider of supported housing in Cumbria, with the aim being for people to live as independently as possible. We cater for a variety of support needs including:

- Learning disabilities
- Mental illness
- Ex-offenders
- Young people at risk
- Teenage parents
- Domestic abuse
- Substance (drug and alcohol) misuse
- Single homeless
- Frail elderly

Other Supported Services

We also provide a range of personal support services – of "Floating Support" – where experienced workers visit people in their own home to provide short term or low level support. We also run the Domestic Abuse services; our "Let Go" project is recognised nationally for its successful work in crisis intervention.

Community Based Services

Our services are designed with and for the wider community.

Eden Rural Foyer

The Penrith based Foyer is at the heart of the community. It has a cyber café with low cost internet access, serving delicious healthy, affordable food using local produce. The Foyer offers information, guidance and services all geared towards young people. The 15 self contained flats support young people who are engaged in training, education or employment. The facilities are well used by community groups and rooms are available to hire. The Foyer has achieved local and national recognition as an exciting, inspirational way to engage both young people and the wider community.

Training

We provide "Entry to Employment" e2e training throughout Cumbria for 16-18 year olds who have not done well in traditional education and this improves their employability skills. We also provide an alternative curriculum for 14-16 year olds who are not doing well at school. Other training programmes are available that help people over 19 into work or training. We have a high success rate with our training activities because they are flexible and responsive to people's individual needs.

Services for Young People

We have a number of vibrant projects working with young people to raise their aspirations, develop their knowledge and skills and have fun. These include Workington Youthtastic, Salterbeck Youth Work, go4it and Penrith Just B. We continue to expand this area of our service and we have further plans to develop countywide services for young people.

Impact Furniture Services

Our highly successful recycling business, selling furniture and white goods, has outlets in Carlisle, Ulverston, Penrith and Workington. We also assist people back into employment by offering supported work placements.

Centre 47

The site in Carlisle is a base for Impact Furniture Services (IFS) and other recycling schemes such as "livewire" an electrical refurbishment project. It also has a café called Hubbub serving high quality affordable food, along with meeting rooms and offices for rent.

Environmental Projects

We are developing a range of projects such as Cumbria's first Energy Service Company (ESCO), which will provide audits and advice for residents on, energy efficiency and renewalable energy for both individual tenants and clusters of dwellings. As part of this we are developing a biomass project with United Utilities, the National Park and local residents in Thirlmere, using local wood and contractors.

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For more information about us, please get in touch as follows:

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Industrial & Provident Society
Reg No. 21411R

Housing Corporation Reg No. L0917

Impact Operates as a Charity

We can provide information in Large Print, Braille, or other Languages. Please just ask. For Type talk users please prefix 18001 in front of the number you are calling.

INVESTOR IN PEOPLE

How we work

We work closely with our residents to develop a culture which values people from all areas of the community. We consult with our residents and service users on key issues which effect them. We support their involvement in ways which respond to the needs of the community and the overall direction of our organisation.

Through our staff and committees we have a strong commitment to making a difference through our shared ethos and objectives.