



Housing and Homes O&S Committee

Scrutiny Inquiry: Tackling Rough Sleeping

Background Information

November 2016



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BIRMINGHAM

Tackling Rough Sleepers Inquiry

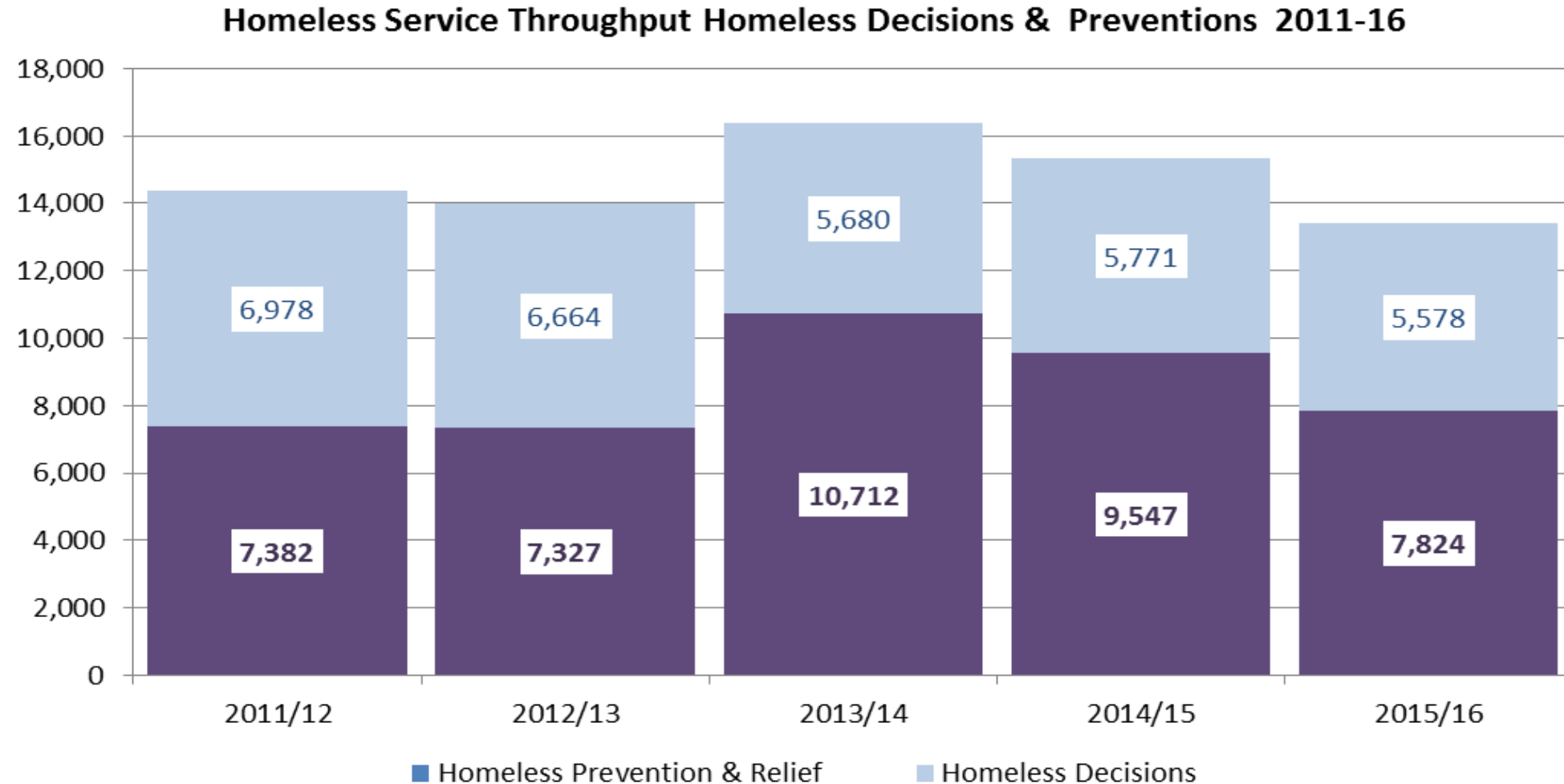
Background Information

12th October 2016

Homeless Services: Demand

- Estimated more than 20,000 households each year are either homeless, at risk of becoming homeless or transitioning out of homelessness – based on the broad definition used in the review;
- Council delivered and commissioned prevention services collectively respond to over 14,000 households per year;
- Other registered provider and third sector services also handle significant caseloads.

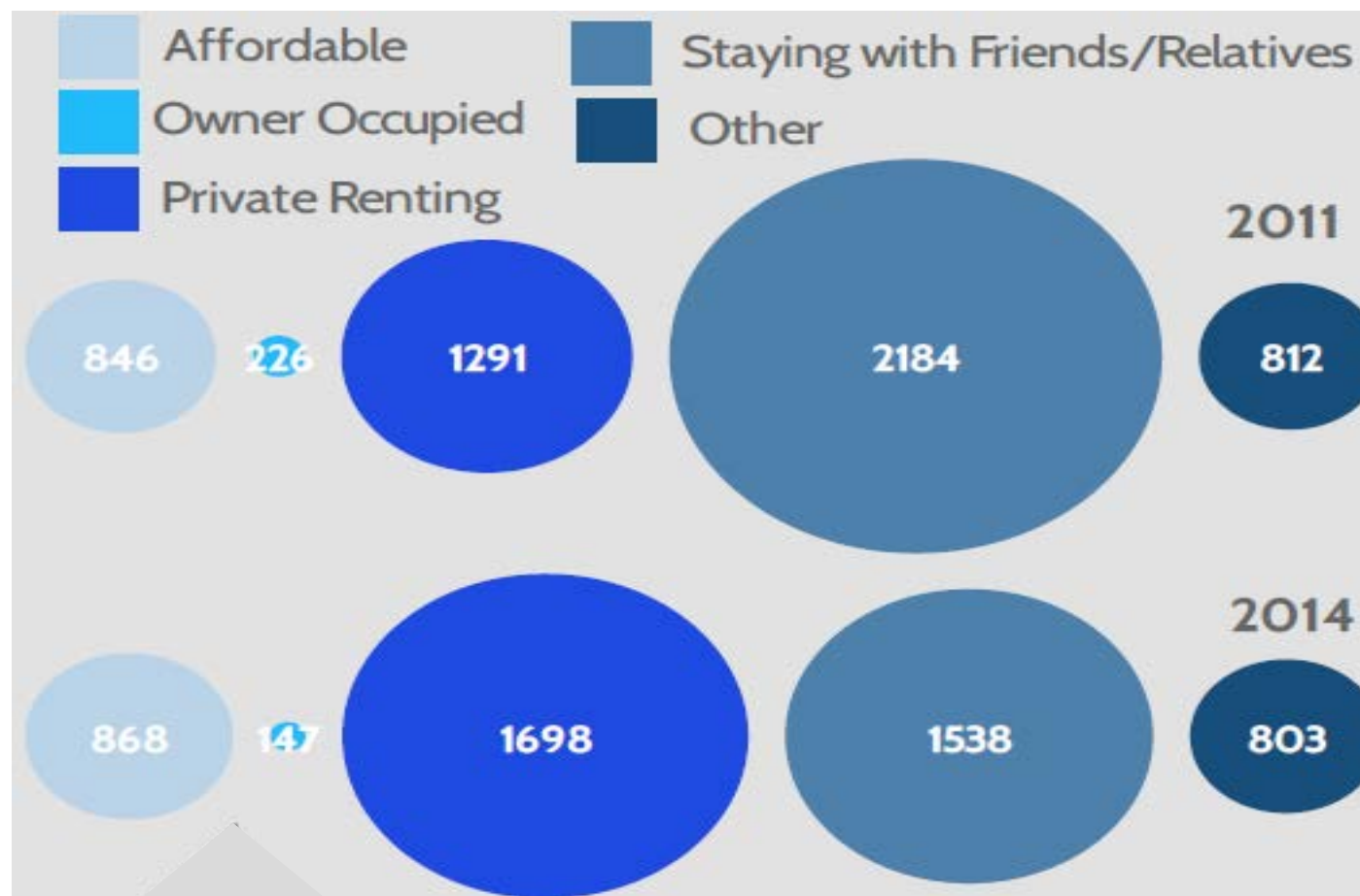
Demand: All Approaches to BCC homeless services



Homeless Applications: Profile over the last four years

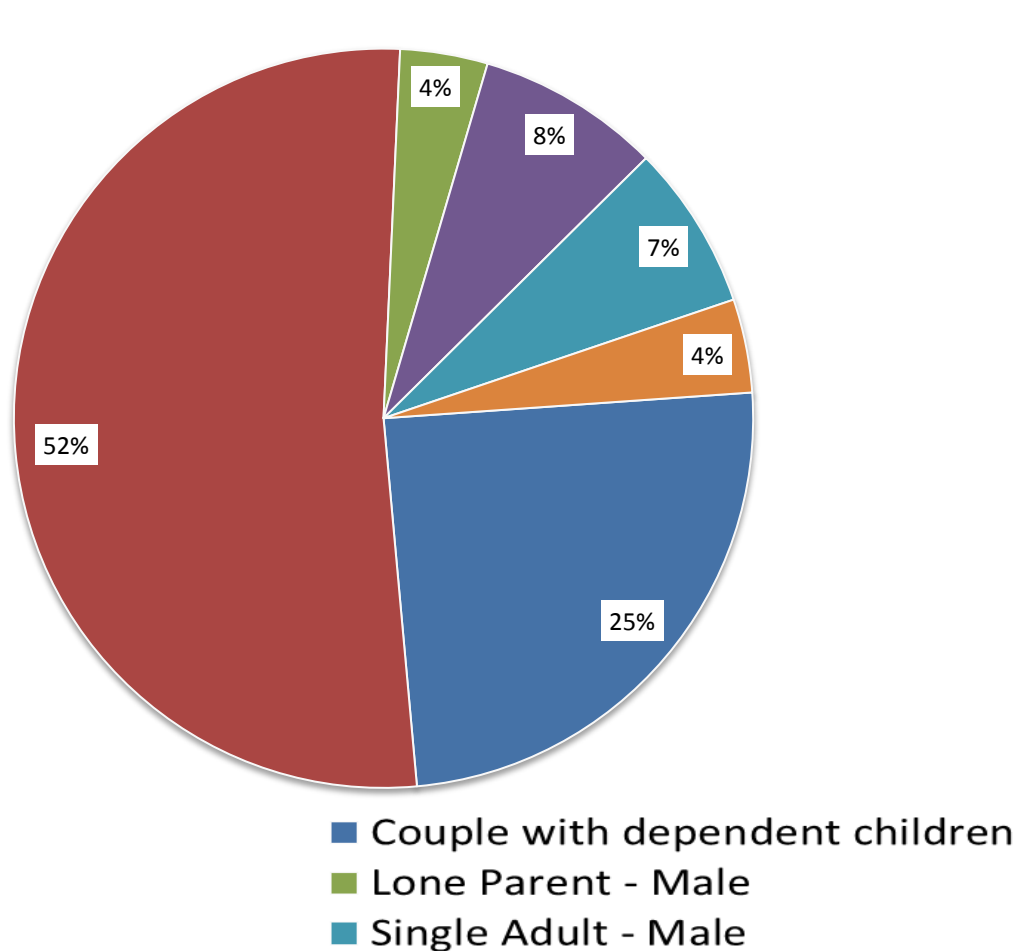
- 78% of statutory homeless applicants have dependent children;
- 90% of applicants are of working age (18-64), mostly below 35 years old;
- 15% of applications are from outside of Birmingham – approximately half of which are related to domestic abuse;
- Disproportionately higher level of applications from Black and Minority Ethnic groups.

Homeless Applications: Housing Circumstances/Tenure

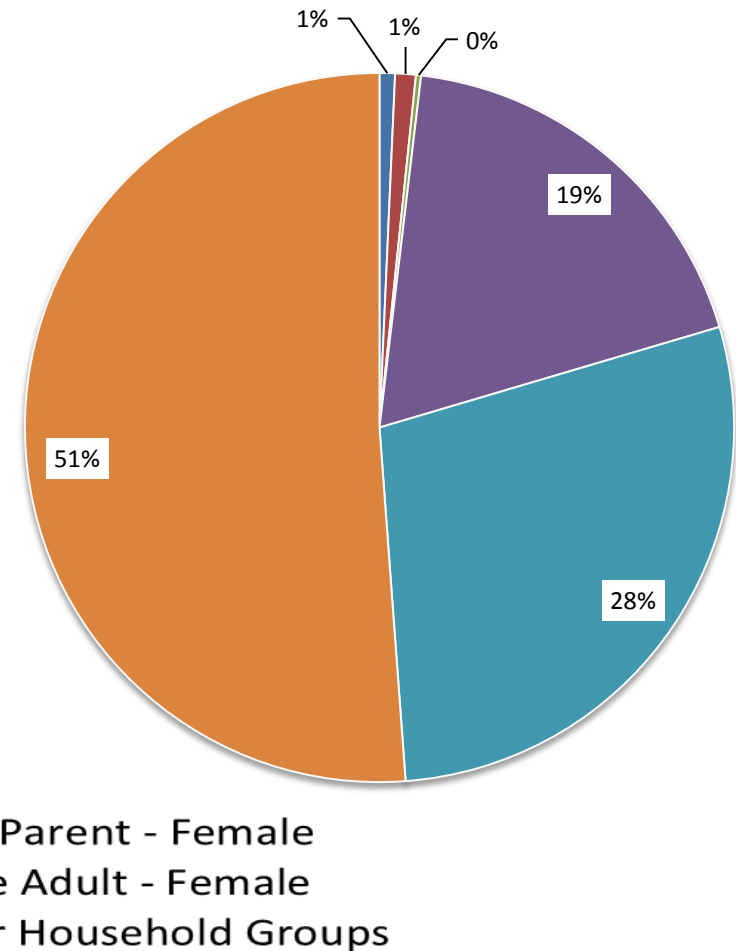


Homeless Decisions: Diversity of Household Groups Affected

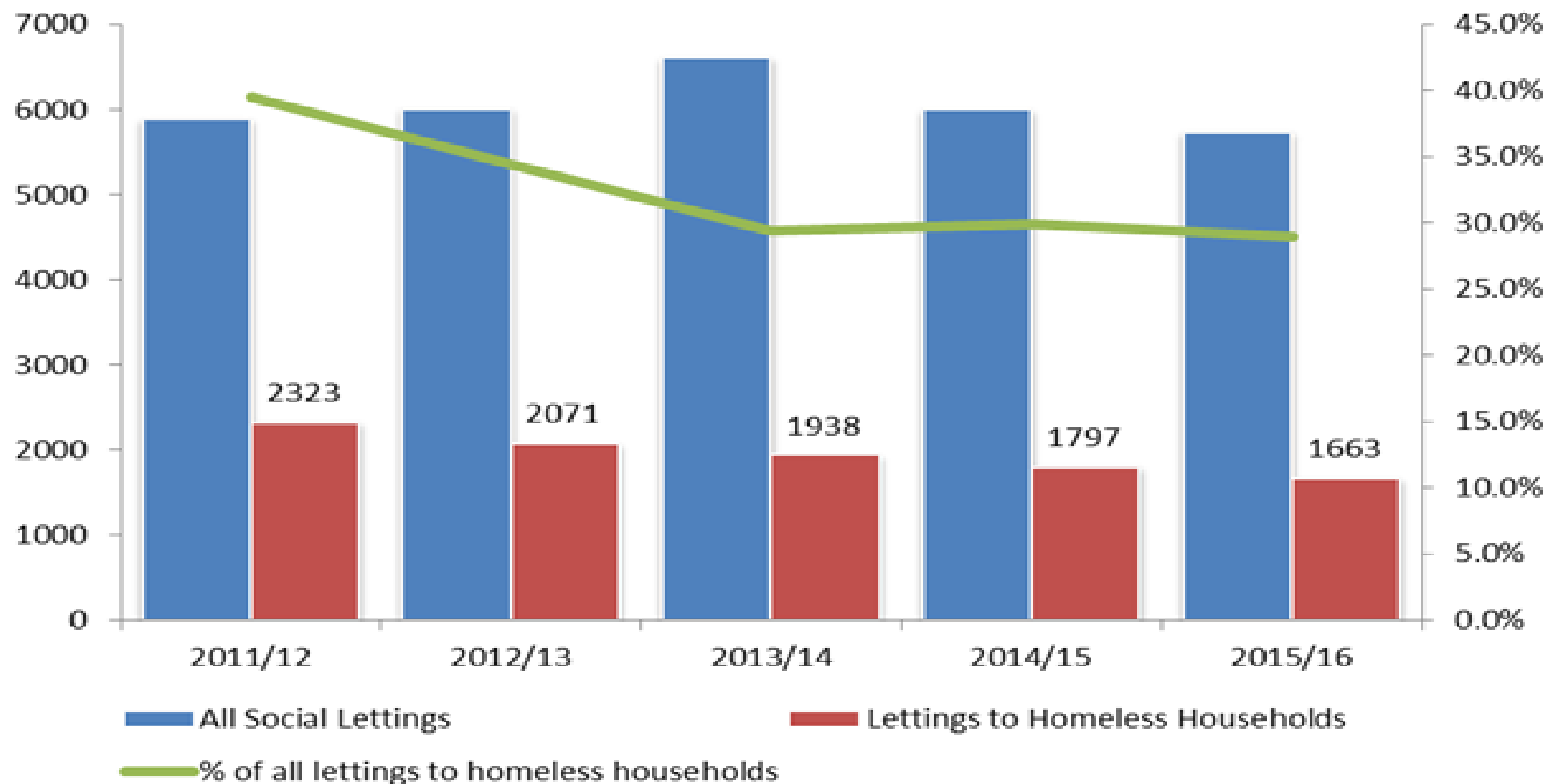
Homeless and in Priority Need 2015/16



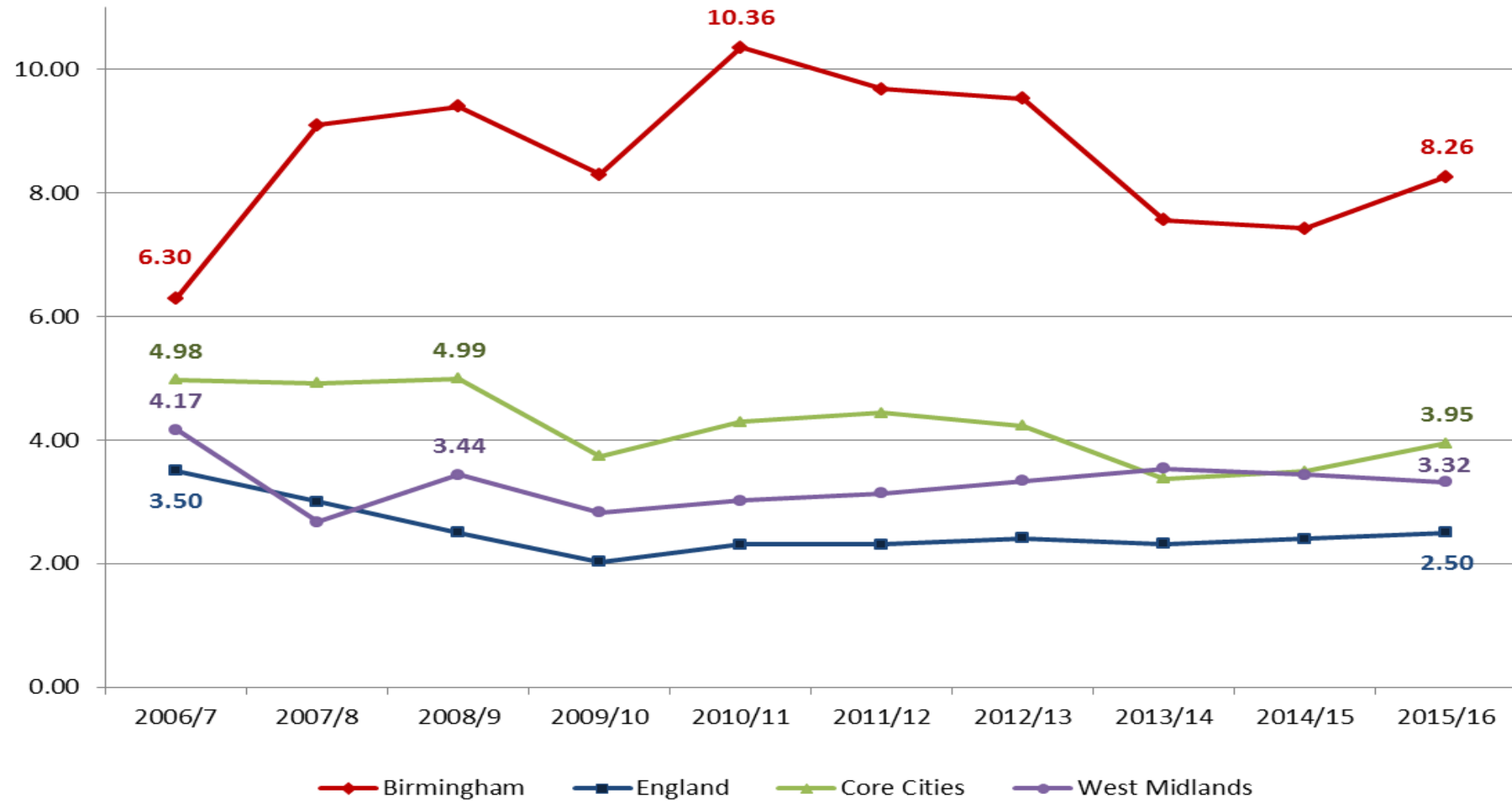
Homeless Not in Priority Need 2015/16



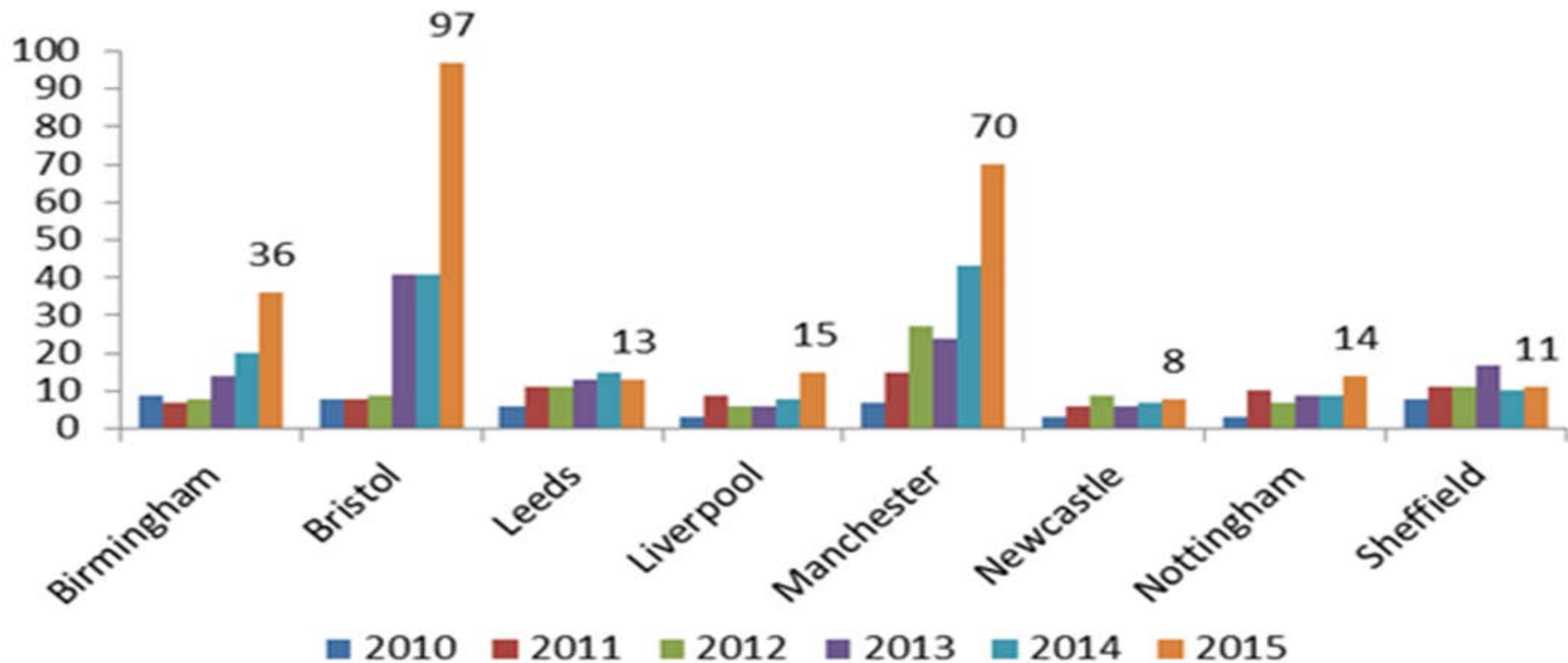
Meeting Housing Needs: Social Lettings



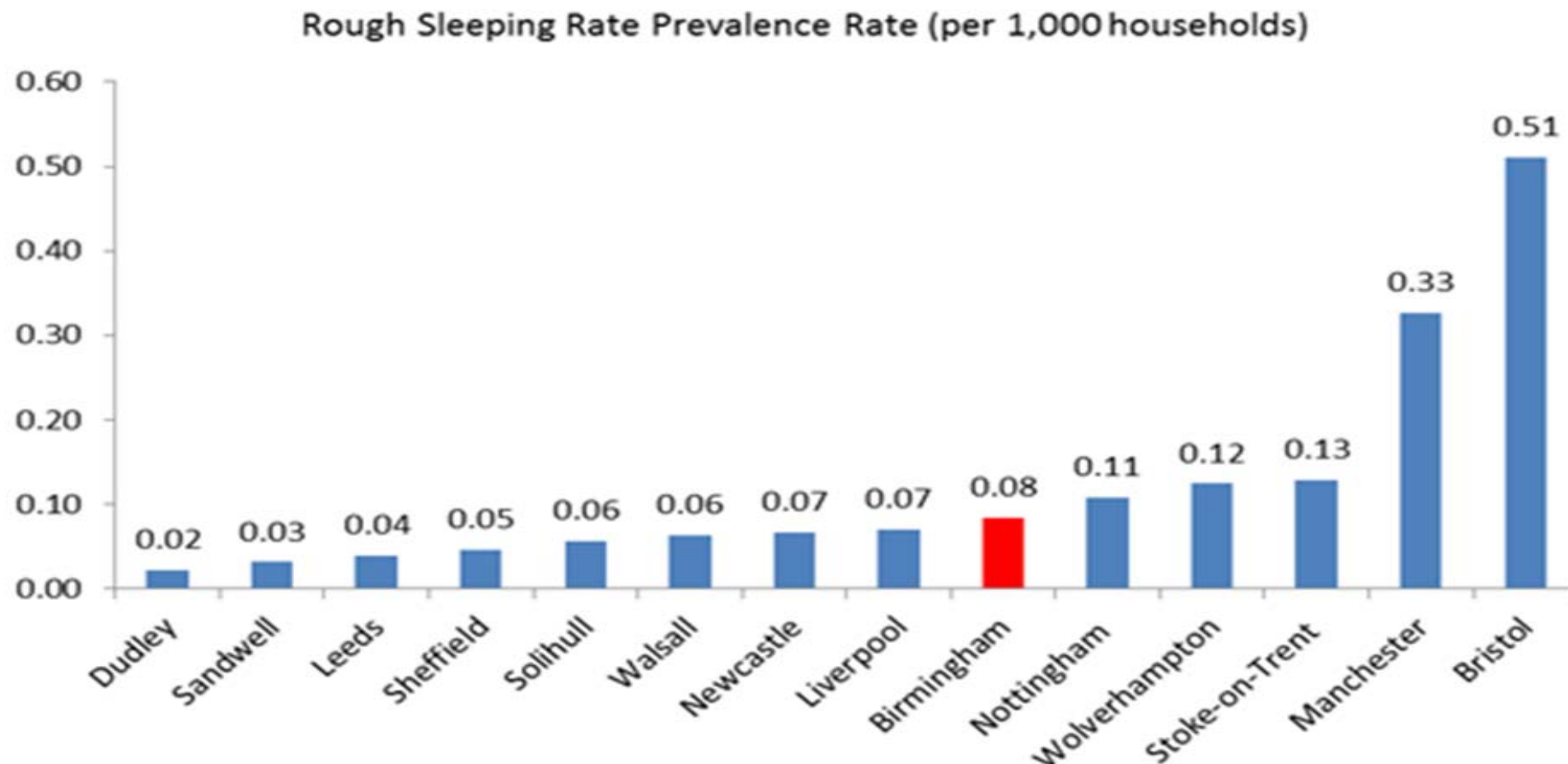
Priority Homelessness: National Trends (rate per 1,000 hhs)



Street Homelessness: How do we Compare?



Street Homelessness: Prevalence Rates in 2016



Street Homeless: January 2016, Snapshot

Which area have they come from?

Birmingham	203
Poland	5
London	4
Germany	2
Dudley	1
Wolverhampton	1
Other	1

Last Settled Accommodation?

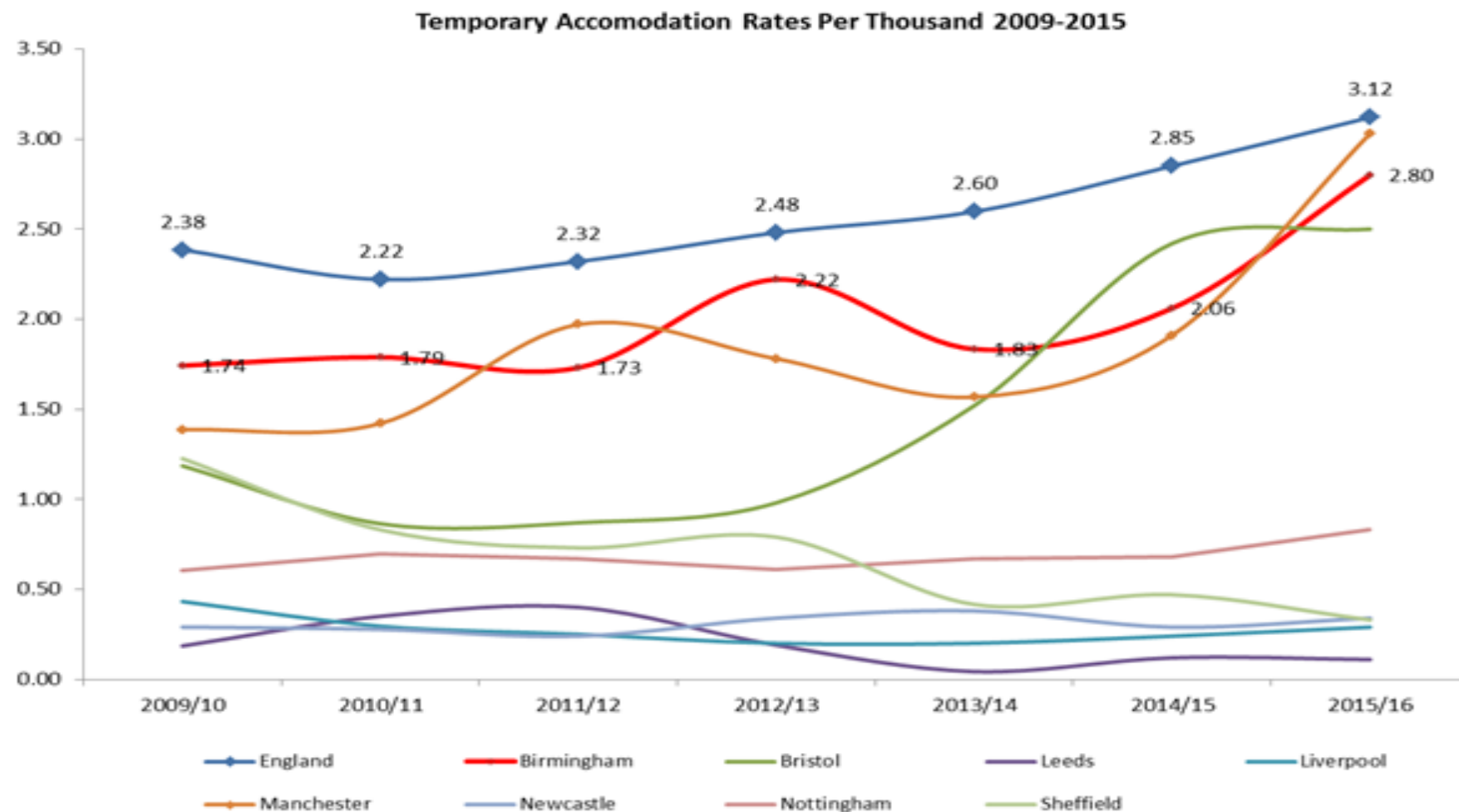
Hostel	52
Private Landlord (Bham)	18
Friends	16
Family Home	11
Supported Housing	7
Hostel (Poland)	3
BCC Tenancy	2
Other	16
Refused to Say / Unknown	92

Reason for Homelessness?

Evicted / Excluded	53
Asked to Leave Family / Friends	22
Relocated for Work	7
Abandoned property	6
Relationship Breakdown	4
Chose to Move On	4
Left Due to Other Tenants	3
Discharge Hospital / Prison	3
Travelled Abroad	1
Licence Expired	1
Refused to Say / Unknown	113

(January 2016)

Temporary Accommodation Trends



Temporary Accommodation and Long Term Housing Needs

Comparing Households in TA Vs Long Term Housing Requirements				
	1 Bed	2 Bed	3 Bed	4+ Bed
Households in TA (April 2016 snapshot)	10%	49%	19%	23%
Birmingham Long Term Housing Requirements up 2031	14.75%	30.84%	26.30%	28.12%

Our Response

Service Resources and Response

- BCC Commissioned Housing Support services

Mainly via Third Sector providers and Housing Associations

Delivery of housing related support services to key groups including homelessness

Contracts cover:

- Homelessness (£16m pa)
- Mental Health interventions (£4m pa)
- Disabilities related work (£4m pa).

- Homeless Prevention Grant - £1m per annum

- Legal Advice and Enforcement of standards within the private rented sector - £2m per annum

- Housing Options Service - £3m per annum

Homeless Strategy 2012 (1)

Alongside statutory homeless services – the Council has commissioned or set up:

- Let to Birmingham SLA to improve access to decent private rental accommodation, which has in turn contributing in the region of 200 homelessness prevention and relief interventions
- Maintained investment in a homeless outreach service which has been a service in operation for over 15 years
- Funded drop-in welfare services providing being in place for people to access food and showering facilities since April 2011.
- Re-commissioned immediate access accommodation for vulnerable single people in need of accommodation and support.
- Funded the continuation of a pilot Hospital Discharge Pathway Service for persons being discharged from hospital with no fixed abode and reduce A&E re-admissions

Homeless Strategy 2012 (2)

- Trialled a Homeless Street Triage (HOST) service in 2015 to link up and co-ordinate responses to rough sleeping between the public, police and homeless outreach teams
- Recently re-commissioned supported accommodation provision for former offenders.
- Increased refuge provision for victims of domestic abuse.
- Since 2010 continually invested in service provision for young people at risk of homelessness delivered via a Youth Hub by multi-agency service which includes Birmingham City Council's homeless and Children's services.
- Maintained provision of cold weather emergency accommodation and working in partnership with faith communities to help expand this across the city.
- Launched an Accreditation Scheme for co-ordinating and making best use of community and voluntary outreach services

Homeless Services: Prevention & Relief Interventions 2015/16

Cases assisted to remain in existing home, as a result of:		
Crisis intervention - providing emergency support	684	40.55%
Debt advice	29	1.72%
Resolving housing benefit problems	111	6.58%
Conciliation including home visits for family or friend threatened exclusions	53	3.14%
Resolving rent or service charge arrears in the social or private rented sector	8	0.47%
Assistance enabling household to remain in private or social rented sector	466	27.62%
Other	84	4.98%
Mediation using external or internal trained family mediators	101	5.99%
Negotiation or legal advocacy enabling household to remain in private rented sector	18	1.07%
Financial payments from a homeless prevention fund	61	3.62%
Sanctuary scheme measures for domestic violence	69	4.09%
Mortgage arrears interventions or mortgage rescue	30	0.18%

Homeless Services: Prevention & Relief Interventions 2015/16

Cases assisted to obtain alternative accommodation in the form of:		
Hostel or House in Multiple Occupation (HMO)	1795	28.93%
Supported accommodation	2337	37.66%
Accommodation arranged with friends or relatives	261	4.21%
Other	949	15.29%
Private rented sector accommodation with landlord incentive scheme	338	5.45%
Social housing - management move of existing LA tenant	256	4.13%
Social housing Part 6 offer of LA accommodation or nomination to PRP	151	2.43%
Private rented sector accommodation without landlord incentive scheme	100	1.61%
Social housing - negotiation with an PRP outside Part 6 nomination arrangement	17	0.27%
Low cost home ownership scheme, low cost market housing solution	1	0.02%
	6205	

Service provider views: Gaps in homeless service provision

- Scope to better track client progress between services and understand more about the impact and sustainability of current prevention interventions;
- There is a role for targeted earlier intervention and prevention e.g. schools education;
- Gap in support for vulnerable clients navigating and access services; welfare and tenancy related especially in private rented sector;
- Private Tenancy Breakdown is a major issue – should be a focus for prevention activity;
- Approach to homelessness as a result of domestic abuse needs refreshing;
- Shortages of move-on accommodation for those in transitioning out of supported housing;
- LHA shared room rate is an issue in Birmingham – Black Country BRMA is more generous than Birmingham BRMA rents set by the Valuation Office Agency;
- Could do more through partnership work on shared housing provision.

Current and Future Challenges

Challenges Ahead: Response to impact of national policy agenda

Welfare Reform and housing costs :

- U35's shared accommodation rate (lower than Black Country BMRA)
- Benefit Cap over 4000 households affected
- Restrictions on HB entitlement for 18-21 year olds
- Application of LHA rents in supported housing sector (including residential care sector potentially 6,000 units affected)

Supply of Accommodation :

- Competition from other LA's placing homeless households in B'ham
- Devolved HB budgets for management of temporary accommodation
- HCA directing investment focus on homeownership,
- Broader classification for "affordable housing" including starter homes
- -1% p/a social housing rental income

Post 2020: End of DCLG grant regime: Homeless Prevention

Homeless Service Provision 2016-2020: Local Priorities

Delivering local priorities:-

- Commitment to end youth homelessness
- EMT priorities – Children, Housing, Health, Jobs and Skills
- Housing Birmingham – joint working between RPs and BCC
- West Midland Combined Authority



Commissioning Centre of Excellence

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Strategy & Research Team

birmingham.gov.uk



Birmingham Fulfilling Lives –
Complex Needs Partnership

Birmingham Changing Futures Together
Improving Services for people with Multiple Complex Needs.

Our aim is to enable people with complex needs to achieve their aspirations and make their own vision of a 'fulfilling life' a reality.

- Vision of Birmingham Changing Futures Together

Multiple and Complex Needs

- The Big Lottery Fund definition is **HARM**.

Homelessness

Addiction or problematic substance misuse

Reoffending

Mental ill health

Systems Change

- There are in the region of 1400 - 2400 such individual who require high levels of public sector services (from *Hard Edges*).
- This is part of the work plan of the WMCA, specifically related to Public Sector Reform (PSR).
- The People's Directorate are taking a systems approach with BVSC/Birmingham Changing Futures Together, Combined Authority and a wide range of partners to re-design the offer for these individuals.
- As part of this process, citizens will be at the heart of the design, review and where possible delivery of provision including Peer Mentors.

Systems Change

- Improving a 'Troubled System'
- Joint commissioning/pooled budgets
- Breaking down silo working
- A holistic way of working
- Wrap around support
- Service flexibility
- Stop people falling through the gaps

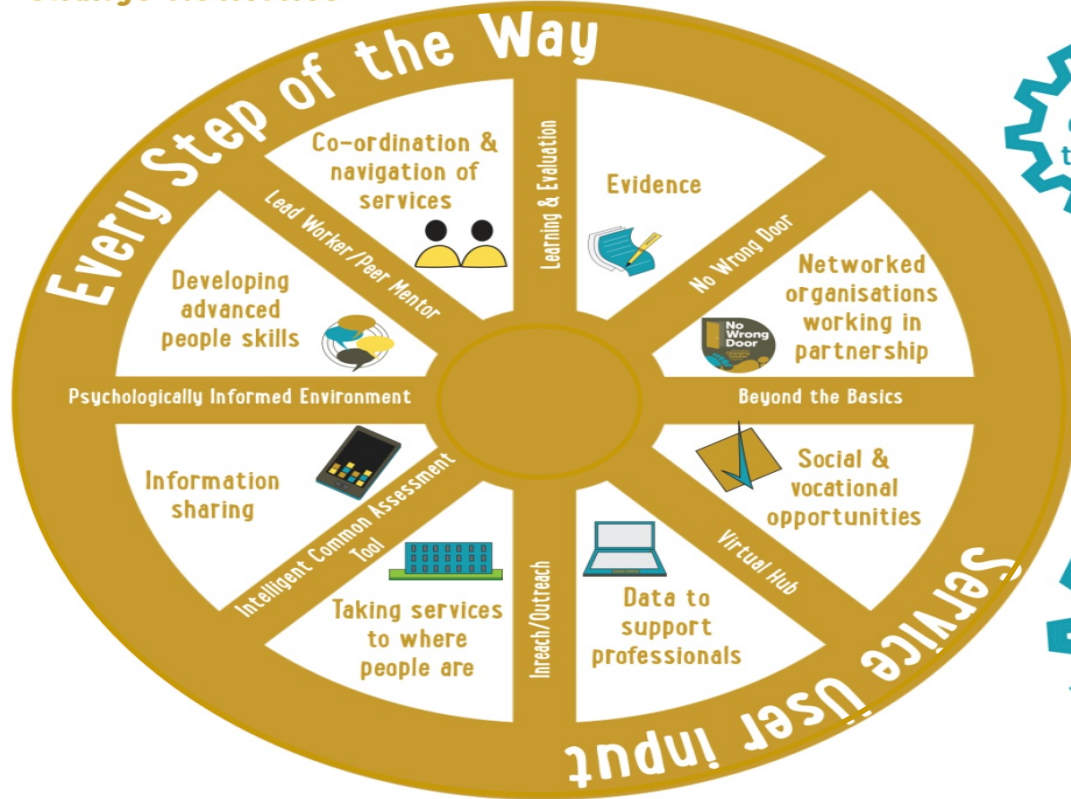
Project Overview

Amount of Funding	Number of years funded	Target number of direct beneficiaries	Target groups
£10,000,000	8	1851	Individuals with 3 out of 4 Multiple Needs.
Lead Partner		Birmingham Voluntary Service Council (BVSC)	
Core Partnership		<p>Statutory organisation partners: Birmingham City Council, Birmingham and Solihull Mental Health NHS Foundation Trust, Birmingham South Central Clinical Commissioning Group, West Midlands Police Service, Staffordshire and West Midlands Probation Trust.</p> <p>Voluntary and Community Sector (VCS) organisation partners: Shelter, St Basils, Birmingham Mind, Freshwinds, SIFA Fireside, Midland Heart, CGL.</p>	
Geographical area covered		Local authority boundaries of Birmingham city.	

The Theory of Change



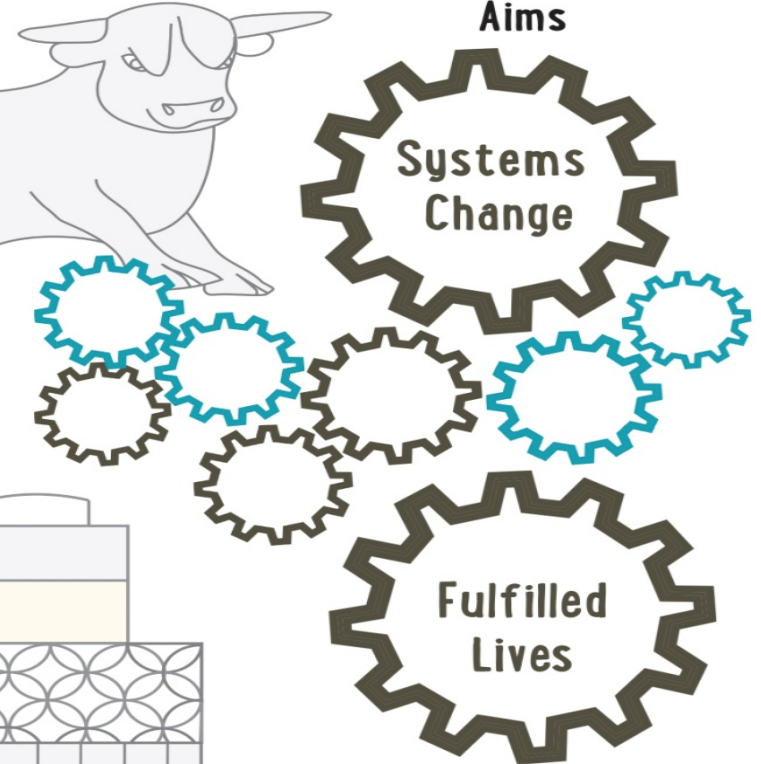
Change Activities



Outcomes



Aims



Big Lottery grant and oversight

A Core Partnership that is enthusiastic about the programme (Core Group)

The Ideas & opinions of people with lived experience

Programme management through a staff team (BVSC)

High level of unmet need

Services not currently co-ordinated outside of Birmingham Changing Futures Together

Cuts will have an impact but services will continue to be provided

Enabling Factors & Assumptions

External organisations have the ability to change

Data from Birmingham Changing Futures Together will support systems change

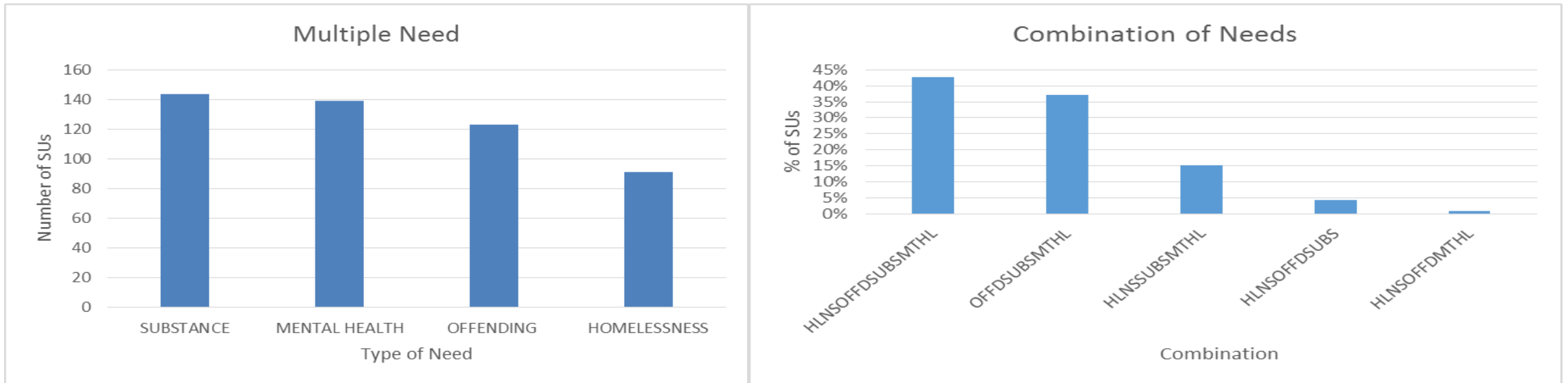
Key Project Features

Lead Workers and Peer Mentors

- Navigation and Co-ordination
- Reviewing and overseeing a multi-agency care and support package.
- Commenced delivery in December 2014
- Peer mentors are proving crucial in gaining trust and facilitating 'handover' to professional support services.
- The level of need is higher than first thought.
 - 145 individuals in less than 2 years. 148 individuals originally profiled over 5 years.

Service User Information

Multiple Need Breakdown (when SU first entered programme).



- 99% (144 of the 145) of SUs faced Substance Misuse issues.
- 96% of SUs faced Mental Health issues.
- 43% of the SUs had a combination of all four needs.
- A combination of Offending, Substance Misuse and Mental Health Issues made up the largest percentage of those with three needs – 37%.

Service User Information

Lead Workers and Peer Mentors

- 64% of Service User Outcomes Star and 52% of NDTs have improved
- 67% reduction in presentations to A&E
- 45% reduction in all incidences of crime.
- Number of face to face contacts with CMHT increased by 33% (expect this to decrease over time as clients now accessing appropriate services)
- We are still experiencing cases where individuals are struggling to access services due to:
 1. Referral
 2. Thresholds/Assessment
 3. Diagnosis

Key Project Features

Every Step of the Way

- A user empowerment programme that trains, supports and facilitates service users to become experts by experience, volunteers and peer mentors.
- Commenced delivery in March 2015
- Experts by Experience involved in all levels of service design and delivery
- Experts by Experience moving into paid employment

Key Project Features

No Wrong Door

- The 'No Wrong Door Network': A group of networked agencies committed to information-sharing and common approaches and standards in supporting people with complex needs.
- Collaboration and looking at the 'whole' person.
- Commenced delivery in November 2015 .
- 18 organisations signed up and committed to the NWD principles of working including Information Sharing Protocol.
- Agreed standard, shared referral process.

Key Project Features

Psychologically Informed Environment Training (PIE)

- PIE Training will be offered to the No Wrong Door Network members to add to the quality of their work.
- Training has commenced

Intelligent Common Assessment Tool (iCAT)

- A shared tool that supports inter-agency information sharing and improved communication ensuring “individuals only have to tell their story once.”
- Currently being configured. Go Live January 2017.

Key Project Features

Beyond the Basics

- Post services, helping clients to develop positive peer networks and relationships, access positive and stimulating leisure opportunities and to take up volunteering, training, employment and business/self-employment opportunities.
- Commenced delivery in August 2016.

Other work-streams include 'in reach' and 'outreach' activities, and a virtual hub – a local good practice and information exchange and learning and evaluation activity <https://www.bvsc.org/learning-and-evaluation>

- The project's first local evaluation will be published in November 2016.
- www.mcnevaluation.co.uk

Midland Heart Rough Sleeper Outreach

Information compiled from: <http://www.midlandheart.org.uk/> and correspondence

Rough Sleeper Outreach Team

The Rough Sleeper Outreach Team provides a street based outreach service across Birmingham in order to support individuals who are sleeping rough in accessing accommodation.

The Rough Sleeper Team can support with:

- accessing accommodation
- accessing benefits
- obtaining ID
- accessing health services

The Rough Sleeper Team works in close partnership with a substance misuse agency in order to support those affected by substance misuse.

If Members or the public are concerned about a rough sleeper they can contact the team directly on **07483981912** or via Street Link website: **www.streetlink.org.uk**

Hours of Operation:

7.00 am – 11.00 pm. Service does not currently operate at weekends.

Staffing levels of Outreach:

Two staff on Outreach at all times (split over two shifts of 7.00 am to 3.00 pm and 3.00 pm to 11.00 pm)

Office / admin cover 9.00 am to 5.00 pm

What the service does:

1. Joint Outreach with partners
2. Outreach to hot spots
3. Outreach to street link referrals
4. Daily surgery at SIFA Supporting customers with accessing accommodation, support with transport, interviews,
5. Respond and feedback to HOST phone calls
6. Monitor inbox and Street link and provide feedback on the referrals received
7. Responsive Outreach
8. Allocation of Outreach Beds and management of Ebed and Daily Vacancy List updated

9. Updating missing data to ensure accommodation services can accept the customers
10. Joint Outreach with Night Street Warden, Changing Futures
11. Risk Assessments completed with customers in order to identify suitable accommodation
12. Support with transport to the accommodation
13. Supporting ex rough sleepers to maintain current accommodation
14. Streetlink response
15. Respond and feedback to HOST phone calls

What the service does not do:

- Provide an immediate emergency response service to Outreach calls (e.g. if already working with a referral, there will be a short delay before can travel to meet with the next person referred)
- Move people on from a given location
- Deal with begging / anti-social behaviour on the street (other than by working with a person who is rough sleeping and supporting them to access services)
- Compel anyone to access services.

Home

No less will do

Improving access to private
renting for single homeless people

Hannah Gousy, February 2016

Crisis

Home. No less will do:

Improving access to private renting for single homeless people

Hannah Gousy

February 2016

1. Summary

The private rented sector is required to play an increasingly important role in helping end homelessness. The majority of single homeless people are unlikely to qualify as ‘priority need’ and therefore local authorities have no statutory duty to house them, limiting their access to social rented accommodation.¹ The private rented sector is therefore often the only viable housing option available to them.

Despite the important role the sector plays, it often remains unfit for purpose. Over the last decade the loss of an assured shorthold tenancy (AST), the default legal category of tenancy in the private rented sector, has become the leading cause of homelessness. Characterised by short term fixed contracts, the sector provides little stability for people to rebuild their lives. High demand and the impact of elements of welfare reform have made it increasingly unaffordable for people living on very low incomes.

Homeless people struggle to access the private rented sector. Barriers include landlords’ concerns towards letting to tenants in receipt of housing benefit and the difficulties of saving for extremely high deposits, rent in advance and letting agency fees. These problems are particularly pronounced in markets where demand is especially high.

The inability to access secure, long term accommodation in the private rented sector prevents people from breaking out of homelessness and has huge personal costs

to the individual. There are also significant financial cost implications, with increasing numbers of people living in more expensive temporary and hostel accommodation and sustained and repeated homelessness increasing the burden on health and social care systems, mental health services and the criminal justice system.

In order to explore these issues in more detail, and develop robust recommendations for change, Crisis commissioned the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University to conduct research into:

- the experiences of single homeless people trying to access private rented accommodation;
- the attitudes of private landlords regarding letting to homeless people and tenants in receipt of housing benefit; and
- the perception of local authorities about the potential difficulties that homeless households face accessing private rented accommodation.

1.1 Key findings

- Fifty five per cent of landlords said they were unwilling to let to tenants in receipt of housing benefit.² Even more (82%) are unwilling to rent to homeless people. Reasons included a perceived greater risk of rent arrears and requirement for more intensive management.³ Welfare reform,

¹ Between 2014 to 2015 less than half (48%) of the households that made a homelessness application in England were considered unintentionally homeless and in priority need, and of those, two-thirds (67%) qualified as such because they had children. Source: The Department for Communities and Local Government (DCLG), Live homelessness statistics.

² Reeve, K., Cole, I., Batty, E., Foden, M., Green, S., and Pattison, B. (March 2016), *Homeless peoples’ access into the private rented sector*. London: Crisis. Within the survey sample, 806 landlords stated that they did not have any property in Scotland. For the purposes of this report these respondents have been used in the analysis, so the figures presented in this report relate to landlords who do not have any stock in Scotland. The figures quoted here may, therefore, differ very slightly from those presented in the final report from this study which included landlords who had stock in England and Scotland.

³ Ibid.

in particular changes to direct payments brought in by Universal Credit and caps to Local Housing Allowance (LHA) rates, are making landlords much less willing to let to homeless people and tenants in receipt of housing benefit.⁴

- In addition to very high access costs across the sector, there is evidence to suggest that landlords are putting additional financial ‘safeguards’ in place when renting to homeless people, making it even more difficult for them to rent privately.⁵ This includes increasing the deposit required, increasing the contractual rent, increasing rent in advance as well as more extensive use of guarantors and referees. Homeless people are struggling to meet these demands. Sixty two per cent of homeless people surveyed who had been asked to provide ‘additional security’ reported being unable to do so and, as a result, most of these respondents reported being unable to find anywhere to rent at that time.⁶
- Eighty four per cent of the 58 local authorities surveyed said that it had become more difficult for single homeless people to access private rented accommodation in the past five years.⁷ Local authorities pointed to inadequate LHA rates and a shortage of accommodation available at the Shared Accommodation Rate in particular as having an impact on the ability of homeless people to rent privately.
- The evidence suggests that the majority of homeless people struggle to rent privately. Those surveyed who had attempted to do

so pointed to discrimination (42 per cent said they had experienced landlords or lettings agents refusing to let to homeless people), unaffordable rents, access costs and requirements for guarantors and referees.⁸ Nearly three quarters (72%) said the difficulties they had encountered prevented them from securing a tenancy.⁹

1.2 Crisis’ recommendations

Much more must be done to increase the number of landlords letting to homeless households to ensure that private renting is viable and suitable for those in the greatest housing need. For homeless people, it is particularly important that strong support is put in place to ensure that they are prepared for renting privately and are able to successfully manage a tenancy, since for many it will be their first experience of doing so.

- **Providing more support for private rented sector access schemes.** Private rented sector access schemes support clients who are homeless, threatened with homelessness or vulnerably housed to create and sustain tenancies. They help tenants overcome the financial, structural and personal barriers that may exist to doing this. Schemes attract landlords through the development of a suite of services to mitigate the risks that might otherwise be associated with letting to a tenant who has experience of homelessness and is in receipt of housing benefit. Given the strong evidence to support the cost effectiveness of this work and their proven success in helping create and sustain tenancies for homeless people, we urge the government to continue to make dedicated funding

4 Reeve, K., Cole, I., Batty, E., Foden, M., Green, S., and Pattison, B. (March 2016), *Homeless peoples’ access into the private rented sector*. London: Crisis.

5 Ibid.

6 Ibid. Sample sizes for this question are very small and results should be treated with caution.

7 Ibid.

8 Ibid.

9 Ibid.

available for private rented sector access schemes.

- **National government should underwrite a national rent deposit guarantee for organisations supporting homeless people to use in place of a cash deposit.**

A bond guarantee is a written commitment from a private rented sector access scheme to help secure accommodation for homeless people in place of a cash deposit. They play an important role in helping homeless people overcome the significant financial barriers to accessing private renting and help reduce financial risk for landlords should damage occur and, in some cases, rent arrears. While the claims rate for bond guarantees are relatively low, it can be costly for access schemes because the value of the guarantee fund is much higher. Crisis therefore recommends that the guarantee fund should be underwritten by national government. This will help expand the work of schemes and provide a greater number of people with access to the use of a bond guarantee, therefore helping to increase the number of properties available to let to homeless households.

- **National government should create a quality mark to ensure that organisations accessing government-underwritten bonds provide a high standard of support.** In order to ensure that bond guarantees are accompanied by robust support for tenants and landlords, private rented sector access schemes should have to demonstrate that they meet a certain standard in order to access bonds underwritten by national government. Robust support helps reduce the number of claims made against bond guarantees, therefore minimising the overall costs to government, as well as

ensuring that tenancies are sustained and homelessness is ended.

- **National government should ensure that welfare policy does not create a barrier for homeless people trying to rent privately.** Our research shows that elements of welfare reform, in particular changes to direct payments for Universal Credit claimants and caps to LHA rates have reduced the willingness of landlords to let to homeless people.¹⁰ In order to mitigate concerns and encourage landlords to let to tenants in receipt of housing benefit, government should reconsider the decision to freeze LHA rates. At the very least, government should commit to annually reviewing the effect of freezing LHA rates and ensure that Targeted Affordability Funding (TAF) is used to help people in areas where there are the greatest shortfalls between their rent and the amount of support they can receive for their housing costs. Government should also ensure that a proper system is put in place to effectively identify vulnerable people claiming Universal Credit and provide sufficient support to prevent them falling into arrears, including allowing people to choose an Alternative Payment Arrangement.
- **Local authorities must ensure that the local welfare funds (including Discretionary Housing Payments and Local Welfare Assistance) are made available to help single homeless people access the private rented sector.** This should include help with deposits and rent in advance. There are a number of funding streams that local authorities should use to provide assistance to homeless households moving into private tenancies. However, neither Discretionary

¹⁰ Reeve, K., Cole, I., Batty, E., Foden, M., Green, S., and Pattison, B. (March 2016), *Homeless peoples' access into the private rented sector*. London: Crisis.

Housing Payments (DHPs) nor Local Welfare Assistance schemes are being used effectively to resolve homelessness and private tenants often face a number of barriers accessing them. Competing pressures from other groups affected by welfare reform often means that there is very little scope to use this funding to help people who are already homeless by providing rent in advance or a tenancy deposit. We therefore recommend that local authorities consider combining DHPs and Local Welfare Assistance to provide support to assist single homeless people into the private rented sector. It is also vital that local authorities more widely publicise these funds to private tenants who are likely to have less interaction with the council than social tenants.

- **National government should reform the homelessness legislation to create a stronger prevention and relief duty for all homeless households, regardless of priority need status.** Crisis has long campaigned for a change in the law to provide single homeless people with better support to help end their homelessness. We welcome the Government's commitment to explore options, including legislation, to prevent more people from facing homelessness and look forward to working with them closely on this issue. The private rented sector plays an important role in helping to prevent and relieve homelessness and any change to the law must ensure that local authorities have an effective private rented sector access scheme within their area.



Crisis Skylight

Pathways to progression

Second interim report

Joanne Bretherton and Nicholas Pleace
January 2016

UNIVERSITY *of York*

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Crisis

Summary

- Crisis Skylight is a service for single homeless people that focuses on promoting health and well-being, housing stability, social support and employment. One-to-one support in Skylight focuses on a process of *progression*, designed to positively transform the social and economic position of single homeless people. Skylight also offers arts-based activities, basic skills education, training, volunteering, support with health and well-being, support in seeking work and assistance in finding and sustaining housing.
- This report is the second interim report of a three-year, mixed-method, evaluation of the Skylight programme by the University of York. The evaluation covers three building-based Skylight services in London, Newcastle and Oxford and three outreach-based services in Birmingham, Edinburgh and Merseyside.
- This report focuses entirely on the initial results from large-scale qualitative cohort study which is one part of the mixed-method Crisis Skylight programme evaluation. The cohort study looks at the ways in which Skylight could bring positive changes in single homeless people's lives, also exploring the barriers that some single homeless people could face. A total of 158 Skylight members had participated in interviews during 2013, 2014 and spring 2015. A fourth and final round of interviews is scheduled for the autumn 2015.
- Self-reported support needs among the cohort were high. When interviewed, 53% of cohort members reported a history of mental health problems and 31% a history of drug and alcohol problems. 37% reported a limiting illness or disability.
- Work experience was limited among the cohort members and they often had low levels of educational attainment. When interviewed, all reported they were unemployed at first contact with Skylight and 41% said that their formal education had been incomplete.
- Skylight seeks to deliver progression to a transformed life in which health, well-being, social supports and housing situation are improved and someone is either in paid work, or actively moving towards paid work. Among the cohort members, three sets of pathways to progression were identified, which can be described as *regaining progress*, *moving forward for the first time* and *punctuated progression*. Case studies are presented in chapter three of this report.
- Skylight members in the cohort who had *regained progress* were people who had lost work, or experienced disruption to further or higher education, as a result of homelessness. In these cases, Skylight had enabled people to resume their former path, returning them to paid work and or to further or higher education.
- The Skylight members in the cohort who were *moving forward for the first time* had made only limited progress in relation to education, training or securing paid work prior to their contact with Skylight. For this group of cohort members, Skylight had brought them into education, training, volunteering and paid work for the first time, in some cases after sustained or recurrent experiences of single homelessness.
- The final pathway to progression found among the cohort members was *punctuated progress*. These members reported in their interviews that they had

made progress and in some cases had reached the point of getting paid work, entering volunteering, or further and higher education. However, a problem had arisen, such as work only being short-term or the recurrence of an issue such as a mental health problem, which had meant that their progress had been stalled or partially reversed. This group had returned to Skylight seeking help to resume their former progress.

- Skylight was only rarely criticised by people in the cohort. However, progression towards social integration could encounter multiple barriers, including external factors that it was difficult for Skylight to help some homeless people overcome. Local labour market conditions, for example, could mean that Skylight members struggled to find full-time work that would enable them to afford their rent and meet living costs, without relying on welfare benefits.
- Skylight members in the cohort reported improvements in mental health and, when specialist support was provided by a Skylight, better access to treatment for mental health problems. Working with Skylight was widely reported by members of the cohort as enhancing their self-esteem and contributing to their social supports, both of which have potential benefits for mental and physical health.
- Some members reported they had been helped in finding housing and dealing with housing problems by Skylights. Support provided with housing by the Skylights was generally viewed positively by cohort members. However, there could be issues with the quality of some of the housing available in the private rented sector, which it was difficult for Skylights to always overcome.
- In interviews, a majority of cohort members reported that they had progressed towards paid work and also a better quality of life as a direct result of their contact with Skylight. Twenty-two per cent reported securing paid work as a result of working with Skylight and 13% had moved into further education, training or higher education. Overall, 88% of the cohort members reported having made at least some progress in their lives, directly resulting from working with Skylights.
- There is evidence from this research that Skylight has the potential to outperform other existing initiatives to bring single homeless people back into paid work, such as the Work Programme. In interviews, cohort members compared Skylight very positively with the other services they had used, with the skill and understanding of Skylight staff and the quality of services being frequently praised.
- Successes were achieved by both the building-based and outreach-based Skylights with members of the cohort. When interviewed, cohort members were most positive about the outreach-based services, but Skylight was generally praised.
- Skylight clearly delivers progression towards better health, social supports, self-esteem, education, training, volunteering, productive arts-based activities and to paid work for single homeless people. The cohort members often faced multiple barriers to paid work, education, training and volunteering. Almost all reported they had made progress as a direct result of engaging with Skylight.
- Skylight faces challenges. Based on the interviews with the cohort members, some people will experience punctuated forms of progression, with backwards as well as forward steps, creating a need for ongoing support on at least an intermittent

basis for some members. Equally, while Skylight can evidently help overcome the specific barriers to progression presented by homelessness and the consequences of homelessness, someone using Skylight successfully may still be in a situation of relative disadvantage in the labour market. The availability, quality, pay and security of paid work are all issues. Meeting housing and living costs while in paid work can be challenging, again potentially leading to Skylight members requiring some ongoing support.

- Skylight is clearly a success and is viewed very positively by the people who use it. It is also the case that Skylight, both as a programme and in terms of the individual services, has few weaknesses. Everything provided by the Skylights was valued and seen as having tangible benefits by almost all the people who participated in the cohort. It is important that the comprehensiveness and flexibility of Skylight as a programme, centring on recognising and adapting to individual needs using varied packages of arts-based activity, education and one-to-one support, is maintained.

Shelter Birmingham Hub

Service Guide





Birmingham Hub Services

We provide a wide range of practical advice and support to people facing homelessness.

To contact the Hub about any of these services please email birmingham@shelter.org.uk or call **0344 515 1800**.

Service directory

Birmingham Legal Advice Team

Our team of solicitors and paralegals work under a legal aid contract advising clients who qualify for legal aid which includes:

- Challenging council homelessness decisions
- Notices seeking possession
- Unlawful evictions
- Representing clients in the county court
- Possession of property proceedings
- Anti-social behaviour cases

Birmingham Advice Support and Guidance (ASG) Service

ASG provides a wide range of housing-related advice and support to people who are not eligible for legal aid.

The ASG has an on-site Information Resource Centre including an IT suite offering guided self-help on a range of housing-related topics.

Birmingham Changing Futures Together (BCFT)

This project is designed to provide intensive support to individuals with multiple complex needs who have previously disengaged from services in Birmingham. It's a BIG Lottery funded programme for which Shelter, along with SIFA Fireside and Birmingham Mind, were awarded funding by BVSC to deliver the Lead Worker and Peer Mentor Service. Clients may be affected by any of the following issues:

- Homelessness
- Mental health problems
- Substance use
- Offending behaviour

Birmingham (British Gas Energy Trust) Advice Service

The service provides advice on all debt issues except for business and tax debts, student loans and disputed benefit overpayments. We work with clients to explain the consequences of non-payment, and explore the options available to resolve their debt issues, including:

- Affordable payment plans
- Writing off the debt through insolvency
- Applying to trust funds for assistance

Birmingham Supporting People – Homeless Families

The service works with families who are homeless or at risk of homelessness. Dedicated support workers help families to find, keep and manage a home for themselves, stay on top of household finances, maximise income, access their local services, live healthily and take part in social and cultural activities in their area. A maximum of 6 months' support is available.

Supporting People – Domestic Violence & Floating Support Service

The service provides support to women and their family members at risk of or affected by domestic abuse. Our specialist Support Workers provide emotional and practical support to help families to:

- Make informed decisions on their housing options
- Make their home safe

- Access emergency accommodation and/or resettlement in and maintain alternative housing

We support families to overcome the feeling of isolation if they need to move away, and to enable them to create support networks and access local resources in their new community. A maximum of 6 months' support is available.

Birmingham Family Support Service (Nationwide)

Shelter's Family Support Service works with families whose needs put them at risk of losing their home. Our support workers provide practical, tailored support to help families manage their tenancy or home.

Homelessness Prevention Welfare Service [HPWS]

Shelter, in partnership with SIFA Fireside, helps clients who are currently homeless or roofless but who are classed as non-priority need. Clients can source accommodation, and access specialist housing advice and a range of other services such as breakfast, lunch, shower facilities, and consultations with a nurse.

WELLcome Home Service

This innovative service works to support individuals and their families to restore and maintain their connection to their home and community after a stay as an inpatient. The service is funded by the Big Lottery's Help through Crisis Scheme and is delivered in partnership with Birmingham Mind.

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

We're here so no one has to fight bad housing or homelessness on their own.

Shelter
Gateway House, High Street
Birmingham B4 7SY

Telephone:
0344 515 1800

All Shelter's work is guided by our core values:

Bold | Passionate | Focused | Together



No Wrong Door Baseline Study Final Report

December 2014

REPORT PREPARED BY



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Birmingham Changing Futures Together

No Wrong Door Baseline Study

Executive Summary

Background

No Wrong Door (NWD) is a key delivery element of a wider programme developed in Birmingham known as Birmingham Changing Futures Together (BCFT). BCFT is a £10 million, eight-year Big Lottery Fund programme in Birmingham aimed at helping people with complex needs to achieve their aspirations and make their own vision of a 'fulfilling life' a reality.

Complex needs are defined as: homelessness, addiction; risk of reoffending; and mental ill health and they are known collectively by the acronym, HARM. It is estimated that there are 60,000 adults at any one time with complex needs in England of which 1,300 are estimated to live in Birmingham. Within this group around 1,005 have the most entrenched, multiple and complex needs (MCN).

The NWD initiative aims to bring together fifteen Birmingham based agencies, who support people with HARM needs, to form a new service delivery network. It is an eighteen month pilot to establish and test the levels of joined-up and jointly provided service provision that can be offered through a multi-agency network.

This Baseline Study is intended to provide an initial analysis of the NWD Network's readiness to embark on the collaborative initiative. It also identifies monitoring criteria that can be tracked as the programme develops, which will evidence progress and enable quality improvements to be identified and actioned at periodic intervals.

The study was based on three main work elements:

- A review of local strategic plans and documentation relevant to the HARM needs.
- Group consultations with Experts By Experience (people who are experiencing or have experienced Multiple Needs within the last 5 years) and other service users.
- Telephone interviews with service provider agencies, commissioners and other stakeholders.

Findings

Desk review

- Local strategic plans published over the past five years have stressed the need to strengthen multi-agency responses to service users with complex needs.
- Strategies also recognise the close links between the different HARM elements.
- Both the over representation of African Caribbean men in the mental health and criminal justice systems and the under representation of people from BME communities, women and young people in service provision are highlighted, with recommendations that these are addressed

The Issues Facing Service Users

- Birmingham is regarded as a place where service provision is better than elsewhere in the country.
- Nothing will improve in terms of user access unless GPs and others who provide the first point of contact to people with MCN know what services are available.
- People with MCN also have little or no awareness of what support they might be able to access and often have limited capacity to self-refer.
- The delays in accessing treatment and support represent a negative spiral for people with addictions in particular. They may have a great desire to break their addiction but the window of opportunity for services to respond is small.
- The time taken to undertake assessments plus the degree of repetition required can discourage some prospective service users and presents other logistical and practical challenges, like conflicting appointment times and expensive travel requirements.
- Service users are often not informed about the content of assessments and/or information can be out of date because no-one checked out with the individual what had changed in their lives and circumstances.
- Negative histories may follow service users around and impact on their ability to access services and support.

The Commissioning Environment

- Securing improved outcomes for service users remains the key driver for commissioners, with increasing evidence of a focus on payment by results commissioning and a requirement to demonstrate clearly which interventions have supported which outcomes and how they have been achieved.
- However, recognising that it can take years to confirm positive outcomes for people with MCN, it will be important for NWD to identify clear outputs and milestones, based on research into effective interventions and what works over time.

- Whilst single providers are still favoured, there has been a move to commissioning more collaborative contracts and the commissioning of consortia headed by a lead provider. Collaborative contracts support commissioners' need to demonstrate their adherence to the Social Value Act (2012). Collaboration is an important criteria within the tender process and is weighted in tender specifications.
- Commissioners recognise the importance of the interrelated nature of risk which is directly relevant to MCN.
- Birmingham City Council must make £800m in savings over the next two years and commissioners foresee that this is likely to lead to greater emphasis on influencing rather than funding all provision, and to recognising and valuing outcomes.

Providers' Readiness to Collaborate

- The network has extensive experience of all forms of collaboration, including more formal aspects, both amongst core group members and beyond. Its understanding of, and ability to, deliver a collaborative service appears strong.
- Two areas of collaboration where current practice amongst the core group appears less developed were shared quality standards and joint training.
- A key barrier to collaboration is the sector's history of needing to be competitive in response to commissioning practice and funding constraints. Issues of trust and lack of shared values were also highlighted.
- The need for data sharing is a concern, especially in terms of how this information will be used.
- The recent commissioning of CRI as a single provider for drugs and alcohol services has affected a large number of voluntary organisations and is likely have implications for the diversity of delivery and its community based aspects.

Tracking Future Changes

An evaluation framework was developed for the NWD initiative based on the information and intelligence secured through the baseline study which, in conjunction with the national evaluation of BCFT, can be used to measure the efficacy and impact of NWD going forward.

The baseline established five high level objectives for NWD:

1. NWD membership is appropriate and inclusive in relation to HARM.
2. Referrals of service users are appropriate and timely.
3. NWD partners work together to improve overall service to HARM service users with MCN.
4. NWD principles have an impact on service design.
5. NWD performance has an impact on commissioning behaviour.

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sifa fireside

IMPACT REPORT

2014/15



A dynamic Birmingham charity for homeless and vulnerable adults – meeting immediate needs and creating lasting change

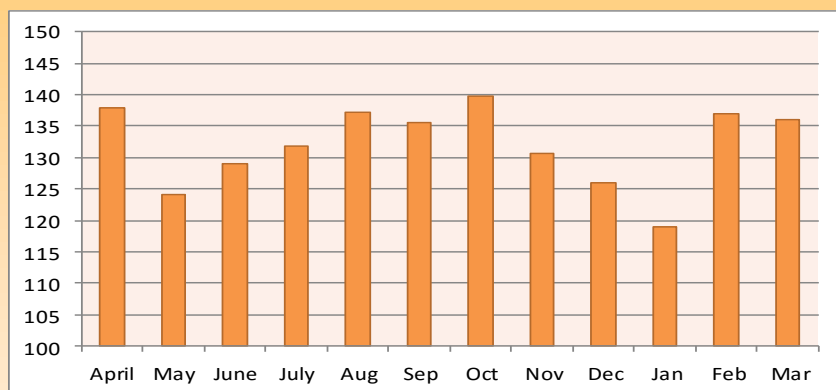
SIFA Fireside operates the main Day Centre facilities in Birmingham for homeless adults, open 7 days a week and providing immediate support such as food, showers and accommodation advice; plus long-term support to help clients sustain a tenancy and get back into work, volunteering and training.

The six key strands of our work are:

Crisis support, Housing, Health & Wellbeing, Money & Debt, Reducing Offending and Employment & Training.

2014/2015 summary

Number of daily 'Drop In' attendances



We saw an average of 133 people per weekday between April 2014 and March 2015, supporting over one thousand people over the year.

This peaked in October, with an average of 140 people per weekday.

We saw, on average, 121 male clients and 11 female clients each week day in 2014.

We saw an average of 33 Central and Eastern European (CEE) clients per week day (peaking in February at 48).



Crisis Support

Crisis support describes the work we do as soon as a client arrives in the 'Drop In' and covers the provision of meals, showers and clothing as well as emergency accommodation advice and access to healthcare.

Crisis support helps prevent A&E attendances and hospital admissions and it also increases our clients' feelings of self worth and ability to manage long term health conditions.



In 2014-15, we served an average of 55 breakfasts and 93 lunches each weekday; **a total of 8,253 breakfasts and 19,546 lunches for 2014/2015.** We gave out 712 food parcels to those in desperate need. SIFA Fireside provided 5,051 showers as well as clothes and emergency care packages.

We also work with 'Hope for Justice', a charity supporting people who have been trafficked. Where there are signs someone is a victim of trafficking, Hope for Justice will come to our 'Drop In' to meet the client and can then provide a safe place to stay for a short time and liaise with Police to help identify and prosecute the traffickers.

One such referral was of a man who had recently become homeless in his home country, Poland. He was offered transport to the UK plus work and accommodation; on arrival he was paid very little and lived in a squat in a disused factory. When he broke his arm at work the traffickers wouldn't allow him to seek medical attention; so he ran away, eventually finding SIFA Fireside and trusting us enough to seek help.



Housing Support

We also help people find and maintain the most appropriate type of housing and our Resettlement team has individual appointments with clients throughout the day and works closely with hostels, housing associations and private landlords. Our twin goals are: to prevent homelessness through offering guidance, housing options and tenancy support; and, where people are on the streets, to help them find accommodation and tackle any underlying causes such as mental health problems or addiction.

Health and Wellbeing

Health and wellbeing support is vital to SIFA Fireside's work as most of our clients experience a 'double whammy': with poor physical and mental health and low life expectancy combined with barriers to accessing health care.

As a result we provide daily access (Monday to Friday) to a range of health surgeries, mostly provided by NHS partners; there were 762 appointments with our Nurse in 2014/15, as well as 161 appointments with the Chiropodist and 103 appointments with the Opticians from Vision Care for Homeless People.

From August 2015 University Hospitals Birmingham Trust has provided a weekly Sexual Health Clinic enabling clients to access support and advice more easily.

Psychological Wellbeing

SIFA Fireside has benefited from funding from the Council to employ a part-time Psychological Wellbeing Worker to deliver sessions here and in hostels, for people who have experienced crime, trauma or abuse.

We also have a sub contract with the Birmingham Mental Health Consortium as part of the NHS Improving Access to Psychological Therapies Programme. These initiatives contribute to making SIFA Fireside a Psychologically Informed Environment, promoting positive mental health.

Our work with the Lesbian, Gay, Bisexual and Transgender community

Birmingham Pride awarded us funding to provide counselling for LGBT clients in recognition that we see above the national average of LGBT clients at SIFA Fireside; (the national average is 4%, but we see 7%). 21 LGBT clients have accessed this service. We also had an article in Zone magazine which highlighted homelessness and mental health issues within the LGBT community.



Sports Sessions

Start Again previously provided sessions at the Aston Power League but have now made football more accessible to our clients by bringing it to them! The group walk to our local park and enjoy 90 minutes of sport with workers from Active Parks who also facilitate archery and badminton, so there is something for everyone.

"It makes me feel good, I'm keeping fit and healthy, and I enjoy it".



"It's accessible and as I don't play football, I like that there's a choice of other sports such as badminton and archery to get involved with".

Money and debt

Another pillar of our work is money management, debt advice, information about loan choices (including how to avoid loan sharks) and how to budget to manage tenancies and avoid eviction.

Our Changing Lives team held budgeting workshops throughout the year and the Birmingham Tribunal Unit delivered a Welfare Rights workshop. More recently we partnered with Birmingham Community Law Centre which provides a crucial service to our clients gain their rights and entitlements; which is a key step towards recovery and resettlement.

The Citizens Advice Bureau also now provides a weekly Debt Advice surgery at SIFA Fireside which covers rent and council tax arrears.

John was illegally evicted with no notice by his landlord when he was unable to pay rent due to his benefits being stopped and he ended up on the streets. The legal adviser at SIFA Fireside was able to advocate for him with Job Centre Plus, getting his benefits reinstated and providing him with a source of income and a route out of homelessness.

Reducing Offending

Many of our clients have had an offending history and some have left prison to face homelessness, when it is easy to slip into re-offending. Our work to help people find housing and achieve stability is hugely important in reducing people's risk of re-offending.

Changing Lives Team (Big Lottery Funded)

This team has worked with 133 clients this year, focusing particularly on offenders and ex offenders through delivering sessions in prisons and hostels. They run confidence building, communication and anger management workshops (with Citizen Coaching), as well as offering classes in English as a second language and Job Club.



Employment and Training

We work with people to enhance their skills and confidence as they take steps into training, volunteering, and employment. Boredom is a major issue for people who are homeless and can lead to other problems including decreased wellbeing so we support them to set and achieve their goals,

Job Club

The Changing Lives team support clients to register on Universal Job Match, create email accounts, CV writing, job searches and provide one to one support. They have held 64 Job clubs with a total of 1018 attendances.

BITA Pathways comes in every Tuesday to support clients with mental health issues to help them find work, placements, training and education.

'Future Steps Job Club is comfortable and accessible and staff are supportive, plus we have good internet use to search for jobs.'

Creative Pathways

Creative Pathways (started February 2015) is an employment-focused project which uses creative actions to boost confidence and employability. Six clients so far have gained employment and a further 25 clients are receiving intensive job coaching and support. One of their partnerships is with the Birmingham Rep to promote drama skills and team work.



Litter Picking Club

From February 2015, thanks to funding from West Midlands Police, our clients have gone out on the streets of Digbeth twice a week to clear up rubbish. This has been very popular with our clients and our neighbours and it has also led to new friendships. The Douglas Turner Trust gave us a £3000 grant in October 2015 which will sustain the group for another year.



Employment support case study

Raitus worked in industrial roles since arriving in the UK in 2012 and lived in a rented property, until he found himself unemployed and couldn't find work or claim benefits as his ID documents had been stolen; this resulted in him being evicted. He became a very motivated SIFA Fireside client, attending **Out of the Woodwork** three times a week; he was also referred to the **Creative Pathways programme**.

Eventually, we successfully applied for funding to cover the cost of document recovery. We're grateful to local Councillors for taking his case up and to Birmingham Community Law Centre for their support and advice.

Raitus regularly attended sessions with the Creative Pathways team, learning to complete application forms correctly and practise his interview techniques. He's now in temporary employment with logistics firm DPD and is looking forward to putting his first wages towards getting back into proper accommodation.



Volunteers

We are supported on a daily basis by volunteers from a wide variety of ages and backgrounds. They help run our reception desks; organise the shower and phone call queue, prepare and serve meals and sort clothes and food donations. When clients are ready they can also apply to volunteer in the Drop In which provides a great development opportunity to give something back as well as to learn new skills.



Eamonn

After serving almost 23 years in prison, Eamonn was released in November 2014, and two weeks later came down to SIFA Fireside to apply to become a volunteer. (While in prison he had met the Changing Lives team when they delivered a session on budgeting for people about to be released.) Eamonn was accepted as a client volunteer, and initially worked one day a week in the kitchen. He quickly proved himself to be a very capable and organised worker, and has gradually increased to three days per week.

Eamonn says: ***"Volunteering at SIFA Fireside has helped me control my temper, and I now take a step back rather than become angry in difficult situations. It has made me a better person".***

Gayle - we have 60 volunteers supporting us in the Drop In across the week, and one of them (for two years now) is Gayle. Having been through her own recovery journey she moved to Birmingham and, to keep herself busy, looked for volunteering opportunities in homelessness and addiction services. Gayle is a popular member of the team and was recently chosen as one of the Reps on our Clients Forum. Gayle says,



"I think SIFA Fireside is absolutely brilliant particularly because of the communication between staff, volunteers and clients. Clients know me now and come to me with worries and questions."

As well as successfully completing training in Boundaries, Legal Highs Awareness and Food Safety, Gayle feels an additional sense of achievement; ***"When I go home at night and reflect on the day, I can always think of how I helped someone that day."***

Volunteering Awards

Sister Sabina, who helped found the Fireside Charity in 1983, was nominated for Best Volunteer Fundraiser at the 2015 National Fundraising Awards, in recognition of her raising hundreds of thousands of pounds over the past 30 years. She is cherished by all at SIFA Fireside and her powers of persuasion are legendary! Last year Sister Sabina raised £35,000 for us as well as the huge value through donations in kind. We are very proud that she was highly commended for her work.

Well done Sister Sabina! And thank you to her co-volunteer Kitty.



Maria, who supports us by volunteering in the kitchen, was nominated for a Birmingham Voluntary Service Council's Volunteer of the Year award. She was thrilled with her nomination and certificate.

(Pictured: Kitty, Sister Sabina, Maria and Cath)



Corporate Partners

We have had so much support from corporate partners; they step in and give time and skills as well as donating clothes, equipment and money. We can't name everyone but thank you to: DHL for Christmas dinners and decorations, NatWest for painting and Lloyds for climbing Snowdon. National Grid for their time and expertise, Wragge Graham Lawrence & Co.

for their pro bono legal advice and fundraising plus Deutsche Bank for their time and fundraising. KPMG for running CV workshops, donating iPads for us to auction, for displaying our art work and to Matt for running two half marathons for us! Additional thanks to National Express, Rothschild, Coleman & Co Ltd., ASDA Kings Heath and Tesco's.

Fundraising Headlines

Rich McMahon, Irish folk singer and song writer, volunteered at the 'Drop In' teaching clients guitar skills as well as encouraging a small group to form a band. He made great friendships with clients as well as staff and was often found at our fundraising events, compering and announcing raffle winners between songs



with effortless style, humour and great warmth. Tragically, Rich died in May 2015, this was a huge loss to staff, volunteers and clients. Before Rich died, he was helping us plan a fundraising event, as a proper gig for our clients' band, aka 'The Firesiders'. With the support of Rich's wife, Maggie, we went ahead with

an event in October at the Jam House in tribute to Rich, which saw 'The Firesiders' open the show and also featured Alex Vann, Whalebone, Dan Hartland, Sam McMahon and Louise Kilbride among others. Raising £1,100 for the Drop In to continue Rich's music classes.



Rich McMahon 1972-2015



Birmingham Teapot In February 2015 we reluctantly announced we could no longer provide a 7-day service as we had to make the cost-saving decision to close at weekends. On learning of this our weekend volunteers started a fundraising group, 'Birmingham Teapot', with the target of raising £13,500 to restore weekend provision, and with support from corporate

sponsors including Wragge Graham Lawrence & Co Charitable Trust, the Michael Marsh Trust, Capita and Deutsche Bank, as well as the public, they quickly exceeded their target. Our weekend service resumed in May and thanks to Birmingham Teapot's continued fundraising efforts they've nearly reached their target for 2016-17. We couldn't ask for more dedicated volunteers!

Aston University Quiz Sandra, a weekend volunteer and 'Teapot' member, organises our annual quiz at Aston University with Henrik Court from Birmingham Chamber of Commerce as Quiz Master. Now in it's 4th year the rivalries are getting serious! There was a successful raffle on the night and the £1021 raised was divided between 'Teapot' and the Drop In.

Fundraising continued

Fit for Good

Supporters put themselves to the test in a variety of ways through our 'Fit for Good' campaign. We asked people to take up a challenge and at the same time raise funds for us. This led to people jumping out of planes, running half marathons, full marathons and mud runs, competing in boxing matches, racing tuk tuks across Cambodia and walking up mountains for us! All this resulted in amazing experiences for each of our fundraisers while raising vital funds for SIFA Fireside.



Waitrose, Sainsbury's, Tesco and ASDA have all selected us as a Community Matters charity of the month! We're thrilled to be one of **John Lewis Birmingham's** charities for September-December 2015. You can support us by putting a token in the SIFA Fireside boxes.

Lord Mayor's Charity We were honoured to be selected as one of the four charities that Cllr Shafique Shah personally chose for his term as Lord Mayor of Birmingham from June 2014 till May 2015. We hosted and attended numerous events to raise money for all the charities and welcomed the Lord Mayor twice to the Drop In.

Bob Brolly Concert at Symphony Hall Radio WM Presenter Bob Brolly held his extremely popular annual concert at Symphony Hall in July. Each year he chooses a couple of charities to donate profits to but in 2015 he selected only one charity - SIFA Fireside! We will also benefit from sales of concert DVDs and CDs.



Aston Villa

Two players from Aston Villa visited us to serve puddings and play table tennis with the clients! They also hosted a CEO Sleepout at the ground as a fundraiser for homeless charities in the city.

Enterprise, Training and Awareness raising

Out of the Woodwork

We launched a new trading arm at SIFA Fireside in April 2015; 'Out of the Woodwork' aims to 'Nurture. Revive. Inspire' through providing 12 weeks part-time work experience for our clients and other vulnerable or unemployed adults, funded by Community Safety Partnership, Edward Cadbury Trust and Help the Homeless.



Our learners spend three days a week in our workshop learning furniture renovation and upcycling skills using donated items. These are then sold online at www.outofthewoodwork.org to generate income for the enterprise.

Legal Highs Awareness Training

Our Legal Highs Awareness course has been commissioned by Homeless Link to be delivered in 11 cities and towns around England and has helped to provide practical tools to tackle the challenges of Legal Highs (also known as Novel Psychoactive Substances).

Mental Health First Aid Training

In any one year, approximately 1 in 4 British adults experience a diagnosable mental health problem. Birmingham & Solihull Mental Health Foundation Trust is working in partnership with SIFA Fireside to deliver this training, with courses particularly aimed at frontline staff in local homelessness agencies.

Moseley Alternative Giving Scheme

The Moseley Alternative Giving campaign was set up by SIFA Fireside as part of the Moseley Community Alcohol Partnership. Instead of giving money to people begging the campaign encourages residents to give to a central fund which is used to help homeless people through applications from local charities and support agencies.



Partners

A wide range of partner agencies work alongside us at SIFA Fireside; some have been mentioned earlier but we also want to highlight our relationship with:

Crisis Skylight, who run many classes here at the 'Drop In' and **CRI**, who provide Drug Clinics at SIFA Fireside along with support to our 'Drop In'.

Thank you to the following charitable trusts, whose support has made a difference to so many people's lives: John Paul Getty Jnr Trust, Lloyds Bank Foundation, William A Cadbury Trust, CHK Charities Ltd, Grantham Yorke Trust, Deritend Chapel Endowment Trust, GJW Turner Trust, Lions Clubs International, Henry James Sayer Charity, King Edward's Foundation, George Henry Collins Charity, John Kendrick Charitable Trust, Persula Foundation, Albert Hunt Trust, Keith & Joan Mindelsohn Trust, Edgar E Lawley Foundation, South Birmingham Friends Institute, Rothschild, Richard Kilcuppes Charity, Robert Gooch Trust and the Joseph Hopkins Charity.

And thanks to the support from Aspire Housing, Socks n Chocs, Local Primary & Secondary schools and churches for their Harvest Festival collections and shoe boxes at Christmas; West Midlands Police, Fire and Ambulance service; Moseley Folk Festival and Chaplaincy Plus, as well as South and City College for coming in to give haircuts to our clients and for their fundraising efforts.

Changing Futures Together Lead Worker & Peer Mentor Service

Birmingham Changing Futures Together is a partnership project, led by Shelter and funded by the Big Lottery, to improve support for people with complex needs across homelessness, mental health, substance misuse and offending. SIFA Fireside is one of the partners with Birmingham Mind and employs four lead workers who provide intensive outreach support to extremely vulnerable adults in crisis, working closely with WM Police, Probation the NHS and other agencies. The wider Changing Futures team has supported 216 clients to date with excellent outcomes; making a real impact for some of Birmingham's most excluded people.

SIFA Fireside would like to say thank you to the following funders & supporters



Birmingham and Solihull **NHS**
Mental Health NHS Foundation Trust



AN ROINN GNÓTHAÍ EACHTRACHA AGUS TRÁDÁLA NA hÉIREANN
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE OF IRELAND



This is the last time I share in commending a SIFA Fireside Impact Report to colleagues, supporters and stakeholders, and I do so with pride and satisfaction. I stood down from the role of Chair of Trustees in the summer, and take my leave of the Board at the AGM. It has been a privilege to serve in this capacity for twelve years alongside wise and committed colleagues.

This fine organisation has been through a number of changes and has weathered a good few storms but always there has been a caring and professional response to people in need who are marginalised, homeless, and coping with alcohol or health issues. Uniting two originally separate charities, we have provided a welcoming community, responsive support, non-judgmental guidance and an opportunity for creative activities, and have been campaigners and advocates for our client group. We have a greatly admired facility where large numbers gather, and an enviable reputation for quality service delivery. We have reshaped ourselves when faced by waves of financial stringency, and stepped into a host of beneficial partnerships with other agencies.

Clearly the demand for this important work shows no signs of lessening but refreshed with a new intake of Trustees, high calibre staff, widespread support, excellent leadership and financial determination, SIFA Fireside is well placed to tackle future challenges. I wish it well in the continuing task!

Hayward Osborne - Chair (Resigned July 15)



Everyone who supports SIFA Fireside in delivering social justice to some of Birmingham's most needy citizens will join me in sincerely thanking Hayward Osborne for his wise stewardship, commitment and leadership over the years. Hayward has set very high standards for us all to follow.

It is a real privilege to succeed Hayward in the role of Chair. This presents a tremendous opportunity to continue the crucial task of supporting the SIFA Fireside leadership team, volunteers and sponsors to deliver exemplary service in times of economic austerity and growing societal need.

Our goal is to create a culture of organisational and financial stability, to develop the skill sets of our management and volunteer colleagues, develop effective sector partnerships in order to adapt and respond to our clients changing needs. None of this is possible without the magnificent input from our many well-wishers.

Ewen Kinnear – Chair (Appointed July 15)



It's a bit of a cliché to say it's been a challenging year, but given the recommissioning of city-wide Drugs & Alcohol Services and the subsequent reallocation of Council funding there isn't really another way to describe it. In spite of this, everyone here, staff, Managers, volunteers and the Board, has worked extremely hard to cope with our necessary restructuring and to continue to provide stability and consistency for our clients.

We've also been open to taking on new projects which enhance what we offer, and, in particular, I'm very pleased that SIFA Fireside's doing much more in relation to training and employment through our Changing Lives team and, more recently, Creative Pathways and Out of the Woodwork.

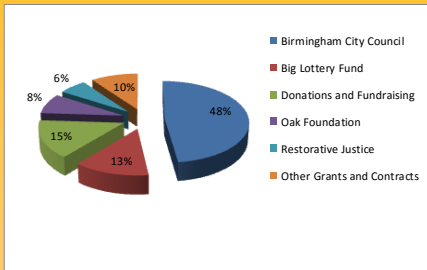
A big thank you is due to everyone who's responded to the increased demand in our 'Drop In', including our Weekend Workers and volunteers and all the staff, Managers and partner agencies who've provided direct or indirect support to our 'Drop In' team. I'd also like to thank Birmingham City Council; although our working relationship has had some ups and downs over the last year support from Officers and Councillors has been essential to our survival as a service, plus thanks to Birmingham and Solihull Mental Health Foundation Trust for unflagging help throughout the year.

Cath Gilliver - Chief Executive

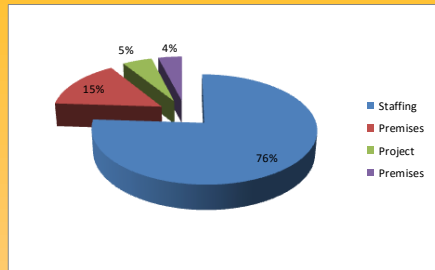


SIFA Fireside staff

Income



Expenditure



The pie charts reflect the sources of income and areas of expenditure for the day to day operations of the charity.

Registered Office:

SIFA Fireside, 48-52 Allcock Street, Digbeth, Birmingham, B9 4DY

Trustees:

Ven. H J Osborne - Chair

Mr E S Kinnear

Sister J Bogie

Mr R Browning

Mr S Coghlan

Mrs M Kaye (Appointed 2nd September 2014)

Mr D Ollier

Mr I H Jarratt

Mr D Seabridge (Resigned 13th November 2014)

Miss A Poulton (Resigned 8th December 2014)

Company Secretary: Mr Martin Chidgey

Chief Executive: Ms C Gilliver

Auditors: Clement Keys, Chartered Accountants, 39/40 Calthorpe Road, Edgbaston, B15 1TS

Bankers: CAF Bank Ltd, PO Box 289, Kings Hill, West Mailing, Kent, ME19 4TA

Solicitors: Coley & Tilley, Neville House, Waterloo Street, Birmingham, B2 5UF

Patrons: Bob Brolly (BBC Radio Presenter), Rev Neil Johnson (Methodist Central Mission), Archbishop Bernard Longley, Rt Hon Clare Short, Bishop of Birmingham Rt. Rev David Urquhart.

sifa fireside

tackling homelessness, alcohol misuse & social exclusion



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