



frontlinefife
homelessnessservices

Frontline Fife Homelessness Services 2019-20 In Review

As a team of compassionate and unique individuals, we aim to end homelessness through taking preventative action and by assisting and supporting people to choose the life they aspire to.

Scottish Charity No: SC021832

Company No: 179304

From Our Chair

As Chair and on behalf of our Trustees, I am proud to present this summary slideshow in celebration of Frontline Fife's 2019-20 achievements.

People remain at the heart of what we do. I'd therefore like to thank our trustees for their support and, in equal measure, formally thank our funders, partners, and community members and organisations who have supported our charity so generously and especially in response to the pandemic. Without you, we could not continue to make a difference across Fife.

Our continued ambition to be dynamic and inclusive has this year given way to improvements and new projects. Some of which are highlighted in this slideshow.

We are extremely grateful for the direction given by Caryn Nicolson (CEO) and the leadership team's commitment to quality and performance and our staff team's continued efforts and ability to meet the needs of clients with the dignity and respect they have come to expect of us.

Morag Coleman

Why We Are Here

In Scotland, the number assessed as homeless has continued to rise since 2016 (28,774) to 2019 (31,333). Due to the pandemic, there are concerns of this continuing.

- This year, Scottish Government reported 31,333 households assessed as homeless. Of this, approximately, 7% (2,104), were registered in Fife; by population.
- The reported rates associated with homelessness and rough sleeping do not capture unreported/hidden homelessness - a particular concern with rural and remote areas.
- The root causes of homelessness are, for many, linked to poverty, worklessness, in-work poverty and poor health. Based on the Fife Economy Partnership monthly report: February 2020:
 - The unemployment rate for October 2018 - September 2019 was estimated at 4% in Scotland and 4.4% in Fife.
 - The claimant rate for Universal Credit and Job Seekers Allowance for February 2020 was estimated as 3.3% in Scotland and 3.8% in Fife.
- Homelessness can be prevented or, at the very least, reduced to a brief one-time event. Whole system review & design, tackling inequalities and poverty, early interventions, and empowering people to make informed life choices are key.

Making a Difference: Impact Matters



Our Team's Impact - PSP Funded Work



Our Collective Impact



We continue to work with FC and PSP partners to deliver service improvements. Rapid Rehousing projects include assertive outreach, skills academy, and resilience support for private rented tenants at risk of homelessness



With Fife Advice partners, we assisted 270 people with eviction, repossession, housing and money issues



As a partnership project with FIRST, our Recovery Link workers directly supported 53 individuals to maintain their recovery journey



FETC: As a new partner, we supported 10 individuals at risk of homelessness to secure employment and supported 48 individuals to become work ready

Stories Worth Telling

Ann's story: Ann contacted FLF's Housing Advice Service as she needed help with her housing options and to better understand FC's allocation policy. Her situation was much more complex, including homelessness, domestic abuse, health issues and poor mental health. She was referred to FLF's Short-term Housing Support Service who worked alongside the Housing Advisor to help Ann resolve her issues and secure permanent accommodation. Ann is now studying at college and coping well.

Jenny's Story: Jenny was made redundant due to Covid-19. She was struggling to find employment as she had limited IT skills and had not looked for work for over 15 years. She was struggling financially, and the situation was having a negative impact on her mental health. Jenny was supported through our Employability project to draft a CV and apply for jobs, given IT and interview skills training, and has now successfully secured a new job with the NHS.

Susan's Story: Susan is a young care leaver and has experienced homelessness in the past. She sought help from Recovery Link to address her addiction issues. She also had rent arrears and was struggling to sustain her tenancy. She was then referred to Housing Advice and Short-term Housing Support. They worked with her to help her maintain her tenancy and she was supported to address her addiction. Susan is now in recovery, has cleared her rent arrears and is sustaining her tenancy.

James' story: James was the first graduate to join FLF's new Intern Programme. James led FLF's GDPR Compliance project and is now fully employed as a Housing Advisor.

For full case studies please visit our website: [Our Services: Stories Worth Telling.](#)

Sparks for Positive Change

Reducing Inequalities: An Investigation into LGBT+ Experiences of Homelessness in Fife

Supporting the integration of Housing and Health through active participation and sharing of knowledge and ideas from the Health and Homeless National Working Group

Winter Rapid Response Campaign: Instigating third sector multi agency crisis responses to mitigate rough sleeping, street begging and hidden homelessness

Keeping compassion and kindness at the forefront: By working with those who kindly donate goods, raise funds and, volunteer their time in support of ending homelessness and more recently, in support of combating the impact of the pandemic

Financial Summary

Income & Expenditure Summary: Year Ended 31st March 2020

| Incoming Resources | £ |
|--------------------------------------|------------------|
| Donations | 5,478 |
| Charitable Activities | 1,271,410 |
| Other Trading Activities | 17,028 |
| Investment Income | 8,028 |
| TOTAL INCOME | 1,301,944 |
| Expenditure | £ |
| Costs of Raising Donations | 382 |
| Expenditure on Charitable Activities | 1,274,476 |
| Other Expenditure | 172 |
| TOTAL EXPENDITURE | 1,275,030 |
| NET MOVEMENT IN FUNDS | 26,914 |

Your Feedback Matters

From your feedback we learned about.....

Things we did that you appreciated

- Giving a timely response on how FLF is keeping staff and families safe during the crisis
- Taking the time to listen to my story
- Supporting me through a difficult time/being there

➤ Things we can do better for you

- Keeping you updated on FLF developments and changes
- More help/information to explain how things work (processes and systems)
- Improved accommodation standards



If you are worried about becoming or have been made homeless, contact Fife Council's Contact Centre at:

- Daytime: 03451 55 00 33
- After 5pm/weekends: 0800 028 6231

Alternatively, contact Frontline Fife at:

- 01592 800430
- info@frontlinefife.co.uk

Find out more about FLF:

www.frontlinefife.co.uk



Help us to do more:



Registered Office: 57 – 59 Viewforth Street, Kirkcaldy, KY1 3DJ