

Frontline Fife A Snapshot of 2023/24



From Our Chair

In last year's report, we highlighted our commitment to adapting and aligning services towards preventing homelessness in a way that gave more people the opportunity to access local advice and support without delay or the necessity for assessment or referral. We are proud to report that our Brief Intervention (BI) support has had a substantial impact. By the end of the year, 1,580 households made contact through the BI telephone helpline. With our help, many were able to act on the one-off advice given and others were supported to either navigate the housing and social care system or were assisted to engage with the appropriate community service to stop the 'revolving door'. The Board wish to acknowledge the commitment and dedication staff have given to this service while remaining dedicated to delivering casework.

With this and other successes, so too came a number of challenges this year. Like many charities, our biggest challenge was with recruiting and retaining staff in a very competitive jobs market. Time, money and attention to recruitment, including increasing salaries for frontline staff, has put us in a much stronger position in the job market. Ensuring staff salaries are comparative with other third sector homelessness charities is not only responsible and fair but also an important demonstration of the value we place on our staff team.

On behalf of Trustees, I want to formally recognise those that continue to support our charity and thank our amazing staff team for their commitment and dedication. Without them and partner agencies, lives would not be improved, and the stubbornness of homelessness would continue to go unchecked.

Morag Coleman (Chair)

Our Board: Angus Rodger, Briega Nugent, Catherine Watson, Debbie Murray, Jules Oldham, Paolo Caserta, Rebecca Hyndman

Our Headline Achievements & Developments



4 staff gained new qualifications, including SVQ Level 4 Health & Social Care, SCQF Level 7 Housing Case Law, Certified Disability Management Professional (NIDMAR), PDA in Health & Social Care Supervision.



100% of our service contracts were secured for a further year.



We realigned our Accommodation Service with Housing First principles to better help people to transition from temporary accommodation to a permanent home.



Our new Brief Intervention telephone support line helped 1,580 households.



As part of Fife ETC's Square Start Project, we piloted a new service to assist families to address barriers and challenges to prevent housing insecurity.



We refocused our front of house delivery to enhance the Customer Experience.



We further invested in staff wellbeing by commissioning Reflect Training & Consultancy to undertake a cultural survey to help us determine the next steps for making FLF a great place to work.



A cohort of staff were trained in Critical Time Intervention delivery to improve people's transition from homeless to settled living.

Our Work & Impact

Homeless Prevention

Our Housing Advice Team provided specialist housing advice and support to **601** households to avert housing crisis. The impact of our work includes;

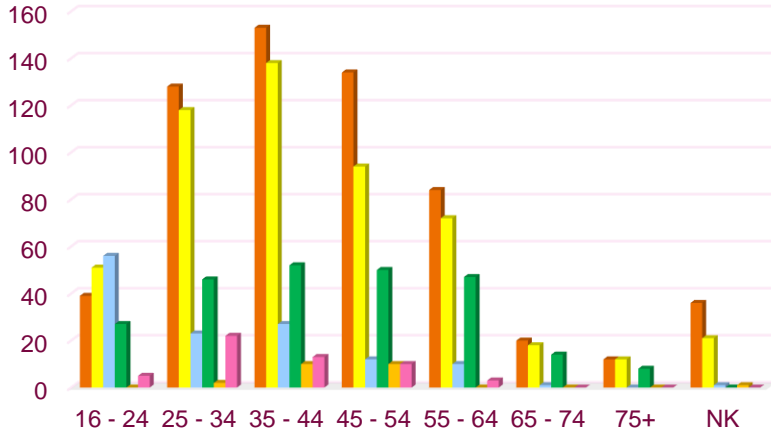
- **76%** were assisted to find/sustain a suitable home by providing Housing Options Advice.
- **30%** were prevented from becoming homeless by providing rent arrears advice and eviction representation.
- **41%** were supported to live in good quality housing through the provision of advice and support on Disrepair.
- **73** sessions in **12** schools and community groups were delivered to empower **1,378** young people across Fife to make better housing decisions in preparation for independent living.

Photo: Esplanade, Kirkcaldy



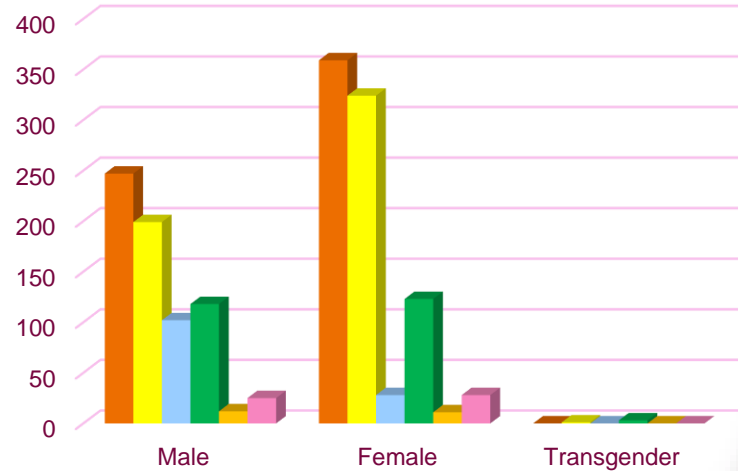
Who We Supported in 2023/24

Age



■ Homeless Prevention
 ■ Brief Intervention
 ■ Accommodation
■ STHS
 ■ ADP
 ■ Employability

Gender



■ Homeless Prevention
 ■ Brief Intervention
 ■ Accommodation
■ STHS
 ■ ADP
 ■ Employability

Our Work & Impact

Short-term Housing Support

Our Short-term Housing Support Team delivered **16,692** contracted hours to support people this year. The impact of our work includes;

- **244** people were able to sustain their home through gaining life skills and building resilience.
- **50%** were better able to manage their finances through income maximisation and access to specialist money and benefits advice.
- **47%** were given home energy advice to overcome fuel poverty and to learn practical ways to increase energy efficiency.

Photo: High Street, Cowdenbeath

Our Work & Impact

Recovery Link

Our Recovery Team of 2.5 staff gave intensive recovery support to **23** people. Over and above our casework, our Recovery Team also undertook harm reduction interventions. The impact of this includes;

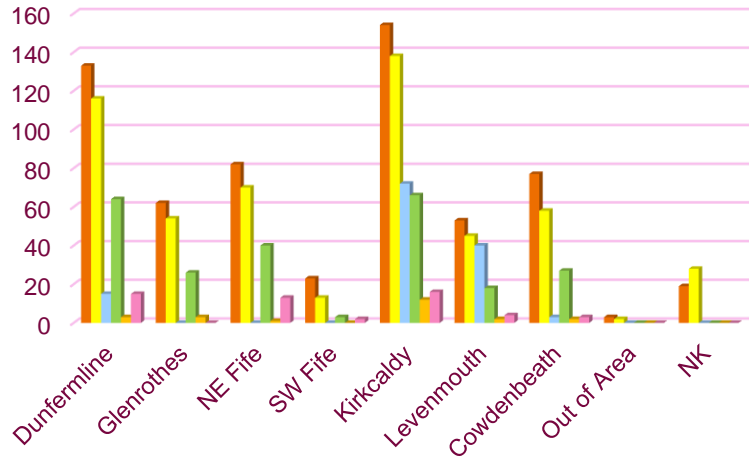
- **22%** of clients were given a Dry Blood Spot Test to help mitigate the rise of HepC and other infections.
- **72%** of those exiting the service reported making progress in abstaining or reducing their intake of drugs/alcohol.
- Through issuing over **20** Naloxone kits with Harm Reduction advice, we equipped staff and families of those in recovery to help reduce drug deaths.

Employability

Our 2 Employability Workers helped **41** individuals with training, education and employment. We also assisted **12** families as a partner of the Square Start Project.

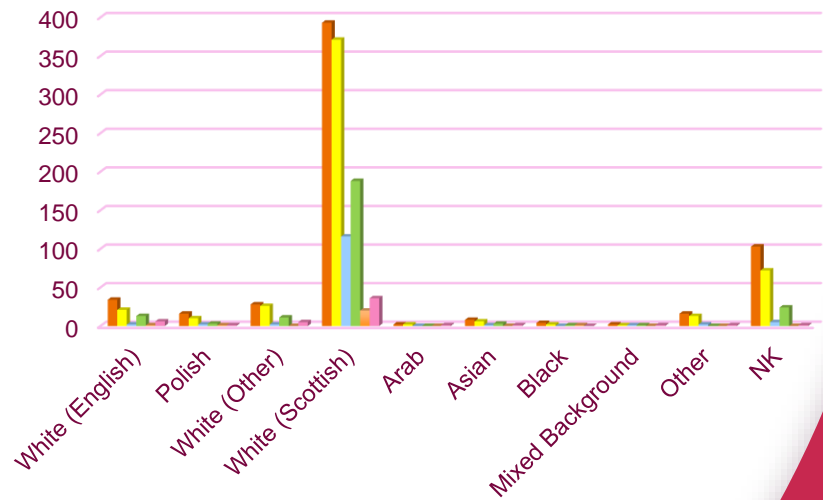
Who We Supported in 2023/24

Locality



■ Homeless Prevention ■ Brief Intervention ■ Accommodation
■ STHS ■ ADP ■ Employability

Ethnicity



■ Homeless Prevention ■ Brief Intervention ■ Accommodation
■ STHS ■ ADP ■ Employability

Our Work & Impact

Accommodation

Each year, we provide **42** spaces in temporary accommodation to ensure those identified as homeless have a safe and secure place to stay. The impact of our work includes;

- **135** people were provided with temporary accommodation whilst seeking housing options and support.
- **55%** of those exiting the service were assisted to secure a suitable permanent home.
- **31%** were better able to manage their finances through income maximisation and access to specialist money and benefits advice.

Photo: Letham Glen, Leven



What Our Clients Say

"I appreciated all the help you gave me, would have been totally lost without it. I was given a new property a week before I needed to be out of the old one."

"My worker was very flexible with the dates and times when I had to go to appointments."

"During a session at school I learned "that there are many people who can help if you end up homeless, and it isn't as shameful as it seems."

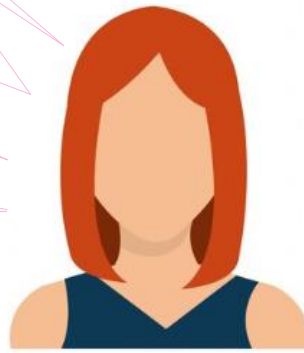
"I feel heard, understood and valued!"

"Thanks to the conversation with you, I understood a lot of things. We have a chance to set up a payment plan, without your instructions, I wouldn't even know what to do."

"The advice was so very helpful and very kindly done too."

"Has helped a lot. Looked for groups for me to join and made referrals."

"The support I'm receiving is absolutely incredible and is really helping me to help myself after a long time struggling to cope with things that were holding me back."



Looking Forward

The demand for homelessness services and the local housing shortage are likely to continue to place undue pressure on service delivery in the forthcoming year.

FLF will continue to focus its efforts on staff recruitment and retention and review its delivery to ensure performance/quality standards and, above all, public confidence in the work that we do.

It remains a firm commitment of our leadership and staff team to make a difference to people's lives by ensuring services continue to be relevant, adaptable and responsive. We will continue to work with other agencies and communities to end homelessness across Fife.

Caryn Nicolson, CEO

Photo: Giant Hands, Glenrothes



In Remembrance

Each year we lose members of our community to homelessness. In remembrance of those we lost this year, we wish to acknowledge them here as a mark of respect.

Audited Accounts 2023/24

For a copy of our Audited Accounts please go to Companies House Website: <https://find-and-update.company-information.service.gov.uk/company/SC079304>



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