



A Year in Review

2020-21

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.

Charity No. SC021832

From Our Chair



From the year past, we have come to accept the pandemic's harsh affects. Sadly, those with the least resources are affected the most and, I am sure, many will agree that it will take some time before families and communities fully recover. Our unified courage and the way we will adapt and collaborate to address the effects of the pandemic and underlying causes of inequality will be tested over the years to come.

In this year's annual review, you will find some highlights of the impacts we made throughout the year as a charity and with partners and service commissioners. In real terms a great deal more has been achieved.

Going forward there is much to do and while uncertainty and disruption is likely to be with us for some time to come, we should all take strength from the achievements made this year and confidence in the collective wealth we have as a staff team.

With gratitude, I would like to formally thank all staff for their unwavering commitment and formidable dedication. I would also like to thank all trustees.

As a charity, in equal measure, we want to thank funders, partners and those we collaborate with as well as the individuals and community organisations who have given so generously over the year. Without your support the differences made each day to people's lives would not be possible.

In Recognition & Remembrance



We wish to acknowledge all our staff for making a difference each day to the lives of the people we serve. In special recognition we wish to thank the following staff members for their years of committed service;

5 Years

Caryn Nicolson (7 yrs)
Jennifer O'Neill (8 yrs)

20 Years

Karen Allan (24 yrs)
Shona Glover (24 yrs)
Raymond Brocklehurst (22 yrs)
Ruth Young (20 yrs)

10 Years

Pam England (19 yrs)
Natasha Johnstone (18 yrs)
Morag Weir (18 yrs)
Denise Forrest (18 yrs)
Gail Clunie (16 yrs)
Ann McManus (13 yrs)
Teresa Carmichael (13 yrs)
Brenda Nicolson (13 yrs)
Robert Ward (12 yrs)
Jackie Ford (10 yrs)

Each year we lose members of our community to homelessness. In remembrance of the 3 clients lost this year known to Frontline Fife and for others lost across our communities, we wish to acknowledge their lives here as a mark of respect.

A Thoughtful Legacy: Jim Hunter retired this year having given 12 years of frontline service. Jim, as thoughtful as ever, transformed the outside space at our head office into a Carers Garden. We wish to formally thank Jim for leaving such a wonderful legacy and safe space to enjoy each other's company.

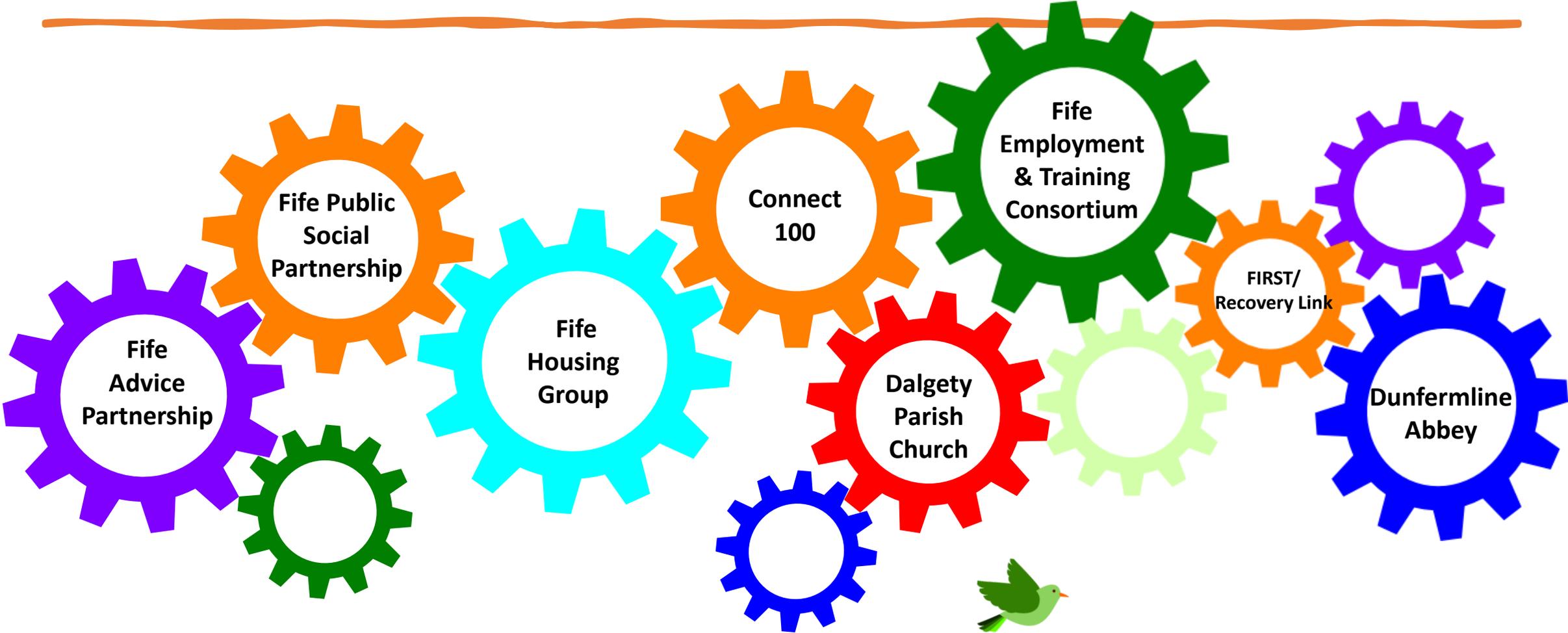
Keeping Clients Safe and Well During the Pandemic



During the year we undertook 2 Client Wellbeing Surveys, 142 clients participated.



Partnerships & Collaborations



Highlights: Our Achievements & Service Impacts



As a Team

Equalities Pathfinder Organisation: Bronze Award (Fife Centre for Equalities)

Recognition of our Covid-19 Staff Wellbeing and Protection Programme from Fife Healthy Working Lives

Secured Funding from Corra Challenge Fund to develop digital Housing Advice for young people

2 Interns moved on to higher posts

3 staff achieved an SQA Professional Group Award Level 7 in Housing Law Advice

James' Story:

I gained a wide range of experience during my two and a half years at FLF which has enabled me to progress in my career.

I was fortunate to be involved in numerous areas of the FLF's functioning including GDPR compliance, policy work and client facing work as a housing advisor. From this, I gained an excellent footing in policy writing and GDPR compliance which has set me up perfectly for my duties in my new role. My client facing experience has also been invaluable. Part of my new role includes setting up processes and policies for my client facing colleagues and my experience has given me a unique insight and is of huge benefit to me when instigating expansion and change. Without the experience gained at Frontline Fife, I would have been far less prepared for this career move and would unlikely have been selected to fill the post. It has given me an excellent base of knowledge and experience to benefit me in a more senior role and I use the lessons learned at Frontline Fife on a daily basis in my new role"

Client's Story:

A young 17-year old couple with a 6-week old baby living in temporary accommodation approached Frontline Fife for assistance. They had been living with their parents but had been asked to leave when they discovered they were expecting a child.

They had received an offer of housing but due to the breakdown in family relations the location of the property was not appropriate. They were struggling financially and the situation was causing stress, anxiety and impacting on their confidence in parenting.

The clients had appealed the offer but this was not upheld.

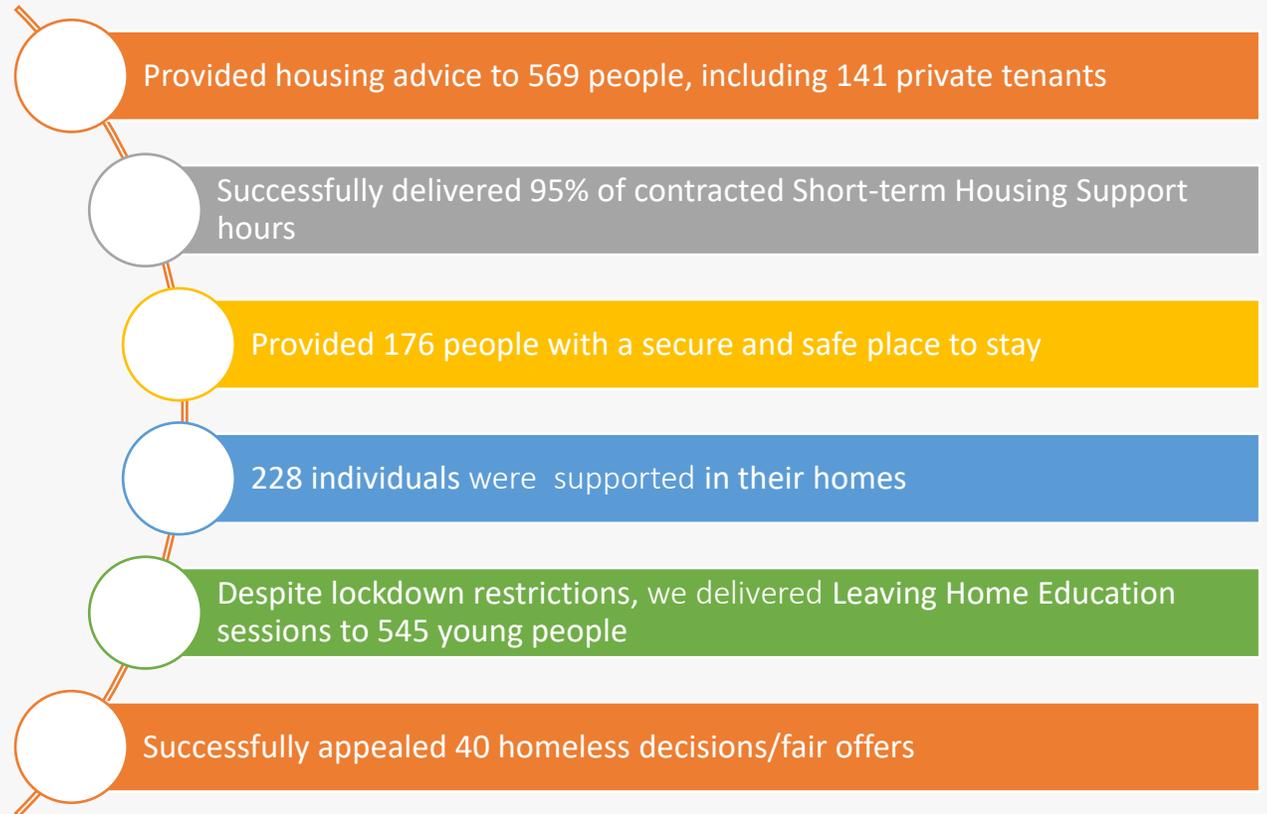
FLF worked with the client to ensure they were engaged with specialist money advice, had sufficient food and fuel and that they were aware of their rights. A 2nd appeal was submitted on their behalf and staff advocated with a variety of external agencies including Fife NHS and Fife Council to ensure the best possible outcome was achieved.

The 2nd appeal was upheld and the client received another offer of housing. They are now settled in their new accommodation and thriving.



Highlights: Our Achievements & Service Impacts

As a PSP Delivery Partner



Highlights: Our Achievements & Service Impacts

With Local & National Partners



What You Told Us



Things we did that you appreciated.....

"Helping me to win my appeal so I can have another chance for a housing and making sure I have food for me and the baby "

"Without the support I would have felt more isolated."

"It's been amazing having both Housing Support and Employability work together to achieve my goals"

"During Covid, the digital support was really helpful, I could still communicate with staff members at all times"

"I liked that they encouraged me to do things for myself and not just do it all for me like other organisations"

"Happy I am being listened to"

"I was so happy when my dog could visit, I cried. That really helped my mental health"

Things we can do better for you.....

"I would have liked to have been able to access a mental health support worker"

"It would have been better if I had more in writing so I could take my time to understand the information"

"It would have been good to meet more outside"

"I wished it was more "hands on" as I needed help with cleaning and meal prep, the OT who referred me told that you would be able to help with cleaning my flat and cooking"

"I didn't know about the Covid-19 restrictions"

Funders

Fife Council
NHS Alcohol & Drug Partnership
Scottish Legal Aid Board
Scottish Government
Fife Employment & Training Consortium
Voluntary Sector Development Fund
Asda Foundation

Financial Summary



Income & Expenditure Summary Year Ended 31st March 2021

Incoming Resources	£
Donations	10,447
Charitable Activities	1,283,922
Other Trading Activities	13,682
Investment Income	8,357
TOTAL INCOME	1,316,408

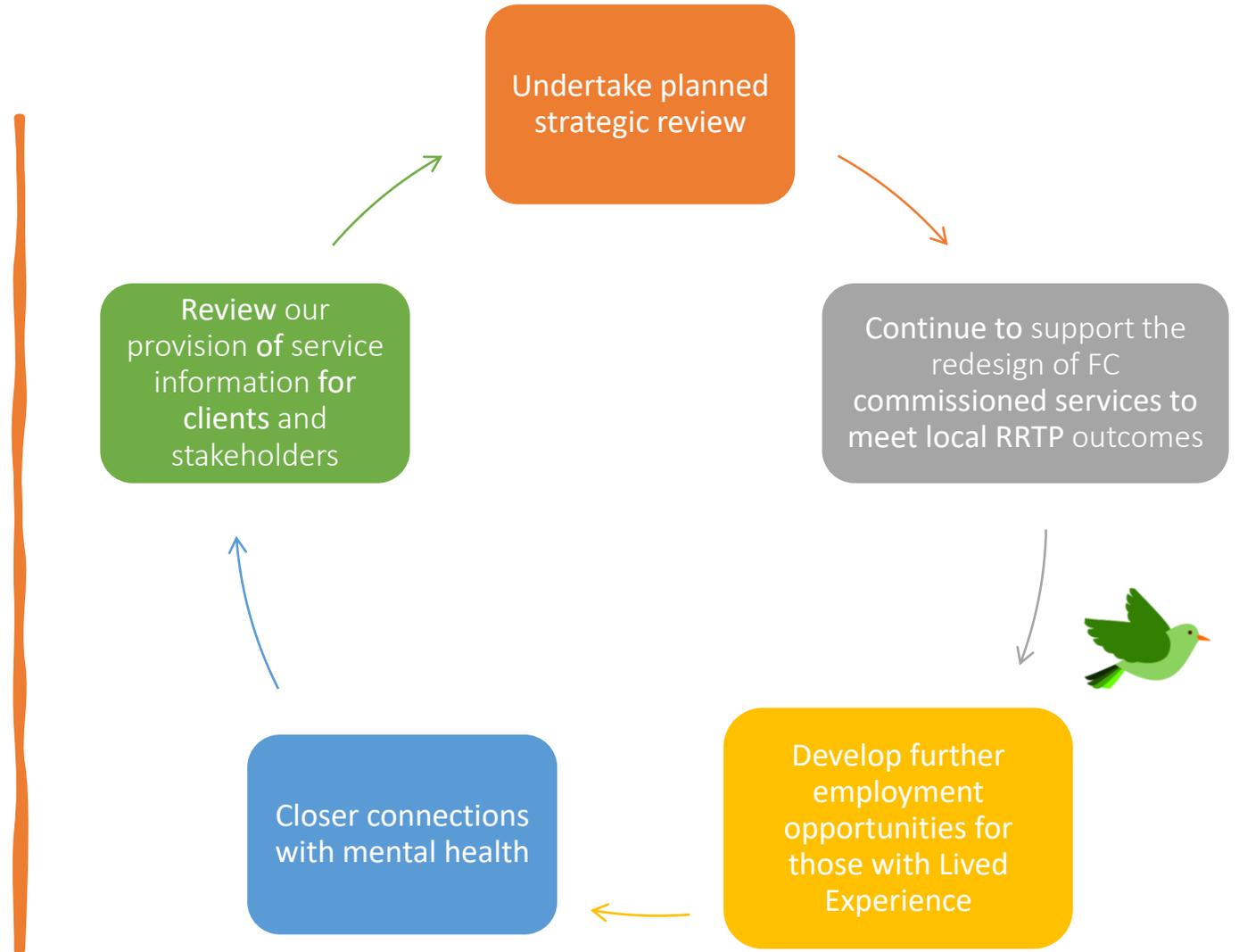
Expenditure	£
Costs of Raising Donations	514
Expenditure on Charitable Activities	1,269,997
TOTAL EXPENDITURE	1,270,511

NET MOVEMENT IN FUNDS

45,897
frontlinefife
homelessnessservices

Looking Ahead

Key Priorities for the Coming Year





We are Here to Help

If you or someone you know is homeless/worried about becoming homeless then contact;

Fife Council: 0800 0286231

Frontline Fife: 01592 800430/
info@frontlinefife.co.uk

Charity No. SC021832

