

**Aims & Objectives (March 2025)**

**Service Name**

Frontline Fife Homelessness Services

**Address: (Head Office and Service Delivery Locations)**

* Registered/Head Office: 57–59 Viewforth Street, Kirkcaldy, Fife, KY1 3DJ
* Core & Cluster Service Location: Staff are based at 57 – 59 Viewforth Street, Kirkcaldy, Fife, KY1 3DJ
* Short-term Housing Support Service Location: Staff are based at New Volunteer House, 16 East Fergus Place, Kirkcaldy, KY1 1XT

**Organisation/ Provider Information**

Frontline Fife Homelessness Services is a Scottish Registered Charity (SC0 21832) with Limited Company (179304) status, incorporated in 2007 out of the merger of Open Door Fife and Corner Stone. Frontline Fife Homelessness Services (FLF) is registered with the Care Inspectorate (CS-2004071634) to provide housing support and temporary accommodation support services in Fife communities for adults at risk of or experiencing homelessness. FLF is directed by a voluntary Board of Trustees who are directors of the company. They delegate the day to day running to a CEO and management team of which CI registered services are under the responsibility of Jackie McDermott, the Registered Care Manager and Lead for Short-term Housing Support.

**Description of Service**

Frontline Fife (FLF) as a registered service provider (CS2004071634) is experienced in delivering support to people at risk of homelessness or experiencing homelessness. Adults over the age of 16 years who have been assessed by Fife Council as homeless or at risk of homelessness are referred to FLF for the services as described below.

1. Accommodation Support Service (Core & Cluster) - The Core & Cluster (CnC) Service provides shared emergency accommodation with support by referral to individuals assessed as homeless or in crisis and in need of a safe place to stay. All properties within this service are managed by FLF on behalf of Fife Council. Occupants agree to take up this service under an Occupancy Agreement. The service currently operates seven days per week with emergency on-call between 7.45pm and 8.15am which is covered by a duty Housing Support worker and a Security worker who are supported by an on-call duty manager. The service includes housing management of the CnC properties and accommodated person-centred short-term housing support to occupants with an aim to prevent homelessness. Those accommodated with CnC properties must accept accommodated STHS.

* Properties include: 10 properties, offering 2 single and 8 shared occupancies (18 beds in total) located in Kirkcaldy, Dysart and Methil. It is a time limited service providing no more than 3.5 hours of support to an individual per week for the duration of the stay. The outcome of this service is to support individuals into settled accommodation in the community.
* For this service, we employ on a rota system a staff team of 4 full-time support workers to support occupants on a weekly basis whilst living in temporary accommodation and they are also offered support to transition to settled living within the local community.

1. Short-term Housing Support Service - The Short-term Housing Support Service works with individuals to promote independence, and to reduce the risk to individuals of future homelessness using a person-centred approach and flexible practices. It is a time limited service providing on average 3 hours of support per week (including travel and admin – dependent on needs of client) for a maximum of 6 months. This can be extended up to 24 months upon request and dependent on needs under authorisation by FC.

**Frontline Fife’s Mission**

Our charity is made up of unique and compassionate individuals whose mission is to work as a team to end homelessness by taking preventative action and by assisting and supporting people to choose the life they aspire to.

**Frontline Fife’s Approach and Working Philosophy**

We believe homelessness is everyone’s responsibility and, when empowered, people can live independently with the right support and when we challenge social stigma, and by creating opportunities and freedom to make informed choices.

We aim to tackle the underlying causes and symptoms of homelessness and poverty through early intervention and prevention as well as by supporting those in crisis or at risk.

Our work is founded on strength-based and trauma informed approaches. Our staff continuously learn, reflect on feedback, and seek to harness knowledge gained from lived experience.

**Frontline Fife’s charitable purposes**

Frontline Fife’s purposes are to prevent or relieve poverty and other causes of homelessness and to assist those in need throughout Scotland, in particular throughout the area of Fife, by:

* providing accommodation, advice, support, representation, and other services to individuals and families experiencing or potentially experiencing homelessness;
* advancing education and raising public awareness with respect to homelessness, self-sufficient independent living and regulatory standards in the housing sector and other associated issues; and
* supporting, encouraging and promoting the development of services to alleviate homelessness, problems associated with poor and sub-standard accommodation and address other health and social care needs.

**Service Aims**

Prevention of homelessness - Frontline Fife aims to enhance people’s wellbeing by providing opportunities through support to improve and enhance their life quality, their living environment and their personal relationships.

In both our Housing Support and Accommodation with Support service, we aim to provide appropriate and dignified advice and assistance through supporting, encouraging and promoting the development of services to alleviate homelessness, problems associated with poor and sub-standard accommodation and address other health and social care needs.

Through both of our housing support services, we also aim to reduce barriers to employment and reduce the experience of social exclusion and poverty. We do this by supporting people to develop the skills required to live independently; we use a holistic and often multidisciplinary approach to support the development of relationships built on mutual respect and empower the people we support to participate fully in the wider community.

**Objectives**

Frontline Fife aims to support people by empowering them to make positive choices about their own lives through these objectives:

**Promoting personal support needs/preventing homelessness**

* Meeting their personal support needs
* Identifying and meeting people’s community support needs
* Providing and participating in appropriate care planning, reviews and assessment whilst ensuring the person is central to these processes
* Promoting a holistic and integrated approach
* Managing risk and ensuring that procedures and arrangements are in place to assess risk and review and monitor people who may be a potential risk to themselves or others

**Promoting Inclusion**

* Promoting people’s involvement in every aspect of their life to ensure they fully participate and contribute to the development (and ongoing development) of their support plans
* Promote people’s participation in their wider community and develop their social interaction.

**Supporting people to build their own quality and nurturing environment**

* Ensuring people are offered suitable housing options and appropriate levels of support to meet their individual needs when receiving housing support
* Ensuring that all people that we support are living in good quality environments
* Supporting development of their skills, confidence and self-esteem
* Offering people financial support and guidance to manage their tenancy

**Developing people to be effective contributors**

* Developing life management and independent living skills
* Supporting people to engage with their wider community despite perceived or actual challenges they face
* Supporting people to live healthily and well as far as possible
* Supporting people to achieve their educational, training or employment options where appropriate.

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