



Annual Review 2018 - 2019

We are a team of compassionate and unique individuals which aim to end homelessness through preventative action and by assisting and supporting people to choose the life they aspire to.

Chair's Summary Statement

As the year closes, I am mindful of my earlier statements where I noted my anticipation for the next stage in our journey. At that time, I could not have foreseen what lay ahead. We have come a long way and among many things, we have gained a deeper understanding of the impacts of change and uncertainty and the need for collective perseverance and optimism.

This year, we welcomed into the Frontline Fife team, new trustee Anne Kelly, recruited a number of new staff and implemented our graduate intern programme. All have contributed to taking us further along a road less travelled than in previous years. Notably, our commitment to better governance gave way to the amendment of the charity's Articles of Association and we affirmed our strategic position on homelessness and poverty. Our social manifesto should, in the years to come, help direct us in carrying out our mission through a values led approach.

As ever, there is much to do. Homelessness continues to be at an unacceptable level in Fife, for Scotland and the UK. Scottish Government figures for 2018-19 show a 3% increase in homeless applications for Scotland and a 10% increase for Fife when compared to the previous year. We need to find out why this is happening so we can work towards change collectively as a local partner.

More needs to be done with urgency. Focusing on early prevention, inequalities, investment in more affordable social housing and doing things differently will make a considerable impact towards our shared goal of ending homelessness in Fife.

I believe Frontline Fife is well placed to play its part and as ever, we remain steadfast to responding compassionately to the needs of the people we serve.

Recognition and Thanks

The Board of Trustees wish to express their sincere gratitude to all the staff who have worked with Frontline Fife during the year. We would also like to extend our gratitude to the Fife Public Social Partnership for Homelessness Services (PSP) and our PSP Lead Agent, Trust in Fife, as well as our principal funder, Fife Council and other funders, strategic partners and benefactors without whom our achievements and enduring commitment towards ending homelessness in Fife would not be possible.

M.E. Coleman

Morag Coleman
Chairperson

What We Do

Prevention of Homelessness team

- Housing Advice
- In Court Advocacy and Lay Representation
- Advice to Private Landlords
- Homeless Awareness and Preparing to Leave Home Education for Young People

Short-term Housing Support team

- Short-term Housing Support
- Support to Care Leavers

Accommodation Services team

- Managed Emergency Accommodation (Core and Cluster)
- Managed Temporary Accommodation (Scatter Flats & Fife Housing Group)
- Addictions Recovery Support

Current Innovations/Project work

- Digital Support Pilot
- Research into Homelessness and the Needs of LGBT+ in Rural Communities
- Influencing and Raising Awareness of Rural Homelessness

The Impact made from Core Services: 2018 - 2019

Accommodation Service

IMPACTS

We gave 232 clients a secure place to stay in temporary accommodation.

Of the 232 clients, 46% were accommodated within Core & Cluster accommodation, 41% in Scatter Flat accommodation and 13% in Fife Housing Group accommodation.

Housing Advice Service

IMPACTS

We assisted 466 clients through our housing advice service.

Of these clients, 57 were provided with advice and support to prevent illegal evictions by Private Landlords.

Our Lay Court Advocacy service closed 111 court cases. Of the 111 cases, 76% of outcomes prevented clients from losing their home.

Short-term Housing Support including ADP Service

IMPACTS

We supported 345 clients to remain in their home.

17% of these clients were supported by our Recovery Link team.

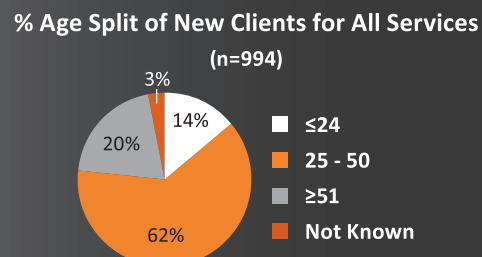
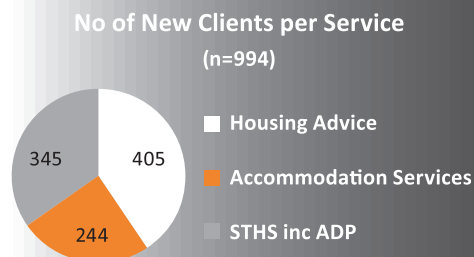
8% of clients receiving Housing Support progressed to employment, training, education or volunteering.

Leaving Home Education

IMPACTS

We provided 158 learning sessions across Fife schools and community groups.

2,333 young people benefited by developing essential knowledge and skills to equip them to make better decisions when leaving home.



Income and Expenditure Summary: Year Ended 31st March 2019

INCOMING RESOURCES	TOTAL £	EXPENDITURE	TOTAL £
Donations	8,379	<i>Expenditure on raising funds:</i>	
Charitable Activities	1,264,663	Cost of Raising Donations	516
Other Trading Activities	22,301	Expenditure on Charitable Activities	1,162,821
Other Income	7,220	TOTAL EXPENDITURE	1,163,337
TOTAL INCOME	1,302,563	Net Income and Net Movement in Funds	139,226

Feedback On Our Service

I couldn't believe how much I have been helped by Frontline Fife over the years

Client supported on and off for approx. 7 years

As a partner within Fife's PSP, FLF are always proactive in their response to the ever changing needs of a diverse client group. A committed workforce who continually support and reach positive tangible outcomes on a daily basis. Trust in Fife value our partnership working.

Trust in Fife, PSP Lead Agent

Thank you very much for your help, I have now been offered a one bedroom flat in the area I wanted

Housing Advice Client

Very grateful for the temporary accommodation and support as I was able to keep my job because of where I was placed

Client: European National accommodated in a Scatterflat

Really pleased with outcome of my fair offer appeal, I can now maintain access to my children

Housing Advice Client

I would like to thank you for everything you've helped me with and I really appreciate it, I can promise I will keep on top of payments and cooperate with the council. I was very laid back about the situation before but I understand the seriousness of it now and I will make sure all repayments are done every month.

Housing Advice Client

The work Frontline Fife does is really incredible so it makes us proud to be able to contribute to their efforts for the second year

Fundraiser Quote
(Innes Laing, Partner at Digby Brown's Kirkcaldy Office which raised £7,255.26 funds)

Looking Forward

Over the next two years we aim to:

- Review and develop our approaches to client engagement to ensure everyone's voice is listened to.
- Improve our financial position by seeking new funding sources aligned to our strategic priorities.
- Continue our direct participation in service redesign both nationally and locally and in response to the Fife Local Rapid Rehousing Transition plan.
- Further develop our leadership role to positively influence policies and practices in support of ending homelessness in Fife.
- Continue to innovate and make improvements where feasible.



How to contact us

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