



**Preventing
Homelessness**



**Transforming
Lives**



**Sustainable
Living**



**Being at
Home**



**Everyone's
Responsibility**



Welcome to Frontline Fife

Being at home is as much a state of mind as it is a place to feel safe and secure, to dwell, and to connect to. At Frontline Fife we are committed to working with people from all walks of life and with a variety of needs and experiences to help them 'be at home'. With the support of each other, communities, partners, donors and funders alike, we continue to work tirelessly for those in need of a home. This year, as with previous years, we have published this annual review as a way of opening our doors, giving you a snapshot of our services and achievements. Welcome in!

Our Mission

We aim to end homelessness across Fife by taking action to prevent homelessness and transform lives for independent and sustainable living.

Our Working Philosophy

We believe homelessness is everyone's responsibility and that lives can be transformed for independent and sustainable living by challenging social stigma and by creating opportunities for homeless people to have the 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 through offering support to those in crisis and at risk. Our work is founded on strength based approaches. We accept everyone's life experiences can and should be harnessed and developed to realise lasting change.

Our Core Values

As a team, we strive to be professional at all times and are committed to upholding regulatory standards and our core values. In everything we do, we will:

- work with efficiency
- have integrity
- be responsible
- remain positive about our business, our service and our clients



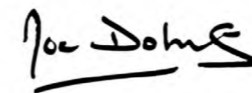
Message From the Chair

The refrain “it’s been another difficult year” has been pervasive in the annual reviews of Frontline Fife over recent years and I’m afraid that 2014-15 is little different. The pressures on the organisation from increasing demands for our services (over 4000 clients in the past year) and the current and projected squeeze on funding from Fife Council (a 1% reduction this year, 3% next and 5% in 2016-17) have placed major burdens and pressures on the organisation. It is testimony to the commitment and abilities of our staff - from our estimable CEO through our management team, coordinators, administrative staff, housing advisors, caseworkers, volunteers, and (perhaps especially) our steadfast support staff - that we have come through the year relatively unscathed and have continued to provide a valued service to those in housing need.

This year the local Council made the decision to fundamentally alter the way homeless services are delivered in Fife. Over the next three years Fife Council’s funding of individual organisations each with their own separate service agreement, will be replaced by a Public Social Partnership (PSP) in which 13 organisations work in tandem with the Council to decide on objectives, priorities and the detail of service delivery. During this first transition year, progress has been slow but steady with initial steps taken to establish the basic governance structures and administrative responsibilities.

Frontline’s Board of Management - to whom I extend my heartfelt thanks for their hard work and support over the past year - are acutely aware of the profound changes that face our organisation. We are determined to rise to the coming challenges by sustaining and indeed, where possible, enhancing the long standing and widely acknowledge central role of Frontline Fife in ‘preventing homelessness’ and ‘transforming lives’ in Fife.

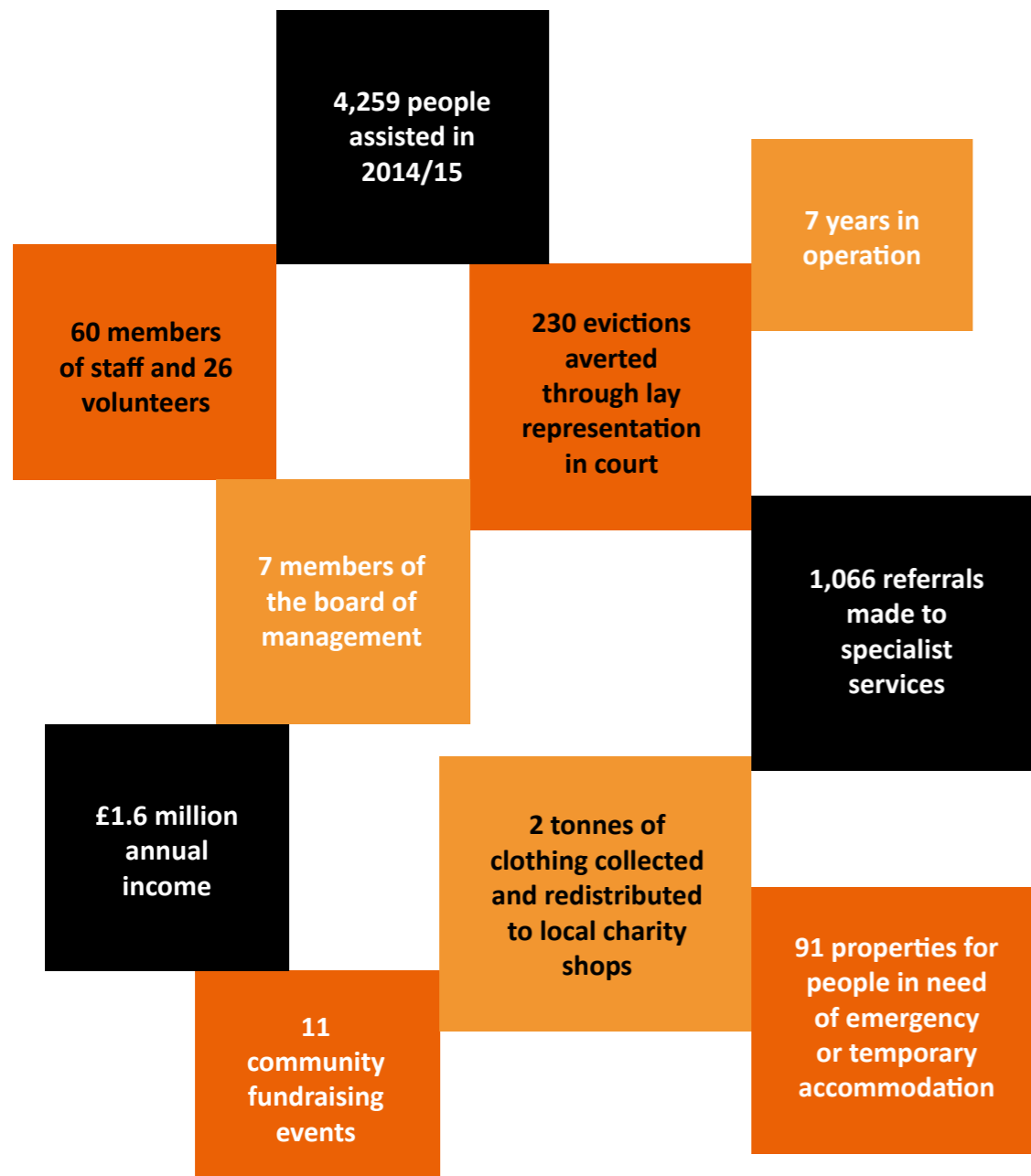
This year we saw the departure of Billy Lynch, Frontline’s GM since its inception in 2007, and of Biff McMahan, a long standing member of the Board. Thank you both for your commitment, enthusiasm and indeed good humour over the years, they have been much appreciated. This year we also saw Rev Andrew McLellan CBE step down as Patron. I would like to thank him for his long standing service. We look forward to announcing our new Patron early in the forthcoming year.



Joe Doherty, Chair



Frontline Fife Homelessness Services in Numbers for 2014/15



CEO Report

I took up post in May 2014, at a time when all charities serving homeless people across Fife were embarking on a new journey by coming together under the umbrella of the Housing Support and Homelessness Public Social Partnership (PSP). If it wasn't enough for one to get to grips with working with a new team and in the homeless sector, taking on the PSP agenda certainly pushed the boundaries of the possible. Having come through the year, to my mind, the organisation has demonstrated a quality of resilience which comes with perseverance, passion and a deep commitment to pull together, all of which has been given in equal measure by members of our board, staff team and volunteers. For this, I would like to formally express my gratitude.

Above all, a great deal of learning took place over the year which purposefully focused on making our services better for clients. Time was given over to revisiting past performance and understanding what "good" looks like when delivering Short-term Housing Support. This resulted in taking forward a review of our client journey with recommendations for improvement now being put in place. The success of this work is dependent upon individual commitment to adjust one's own practices, and managers giving dedicated support where it is needed. Monitoring our performance will be a priority for the forthcoming year.

As part of our improvement plans, a new performance appraisal system was put in place to support managers and their teams to meet planned objectives. In doing so, we have been able to pinpoint where further improvements need to be made to harmonise practice as we progress into next year.

Our team spirit remains resolute and was further strengthened this year by each team taking up our fundraising challenge. A total of eleven fundraising events were held and dedicated representatives from each team joined together to make up the organisation's fundraising committee which oversaw the adoption of the Code of Fundraising Practice.

Not alone in our mission to end homelessness and its underlying causes, we continued to embrace partnership working and successfully secured funds to further our much needed Recovery Link work and money advice projects. These, along with the work of our dedicated volunteers, are good examples of how collective leadership can have greater impact on individuals and communities.

I have only touched on a few of the many successes we collectively can and should celebrate. In the forthcoming pages you will find a summary of the breadth of our activity and achievements for 2014-15. I hope that on reading this document you are inspired to support us, the communities we serve and are partners in ending homelessness in Fife.

Caryn Nicolson, CEO





PREVENTION

Frontline Fife plays a key part in preventing homelessness, delivering 60% of the “Prevention First” service across the region. The majority of our prevention activity is commissioned by Fife Council and is undertaken in partnership with other voluntary agencies.

During 2014/15 we:

- assisted 2,555 people through Prevention First (11% presented more than once)
- completed 2,091 triage assessments, 930 enhanced housing options assessments and 966 crisis assessments
- assisted 724 people to remain either in their accommodation or move to more suitable accommodation

HOUSING ADVICE & INFORMATION

Through our housing advice and information service, members of the public can access free, confidential and independent advice and information on a range of housing issues. A critical part of our work includes providing lay representation in rent arrear court actions, challenging housing decisions and resolving disputes with both social and private landlords.

During 2014/15 we:

- assisted 879 people across 18 areas of case law, including Security of Tenure, Rent Arrears and Statutory Tenancy Rights
- represented 103 people in court on 174 occasions resulting in 92% positive outcomes
- recovered over £91,000 in Housing Benefit for 76 clients, enabling them to sustain their tenancy and/or avert eviction

“ Grateful for the help with my landlord and getting me financial assistance from Fife Council to pay rent so I could get a 1-bed property. I am very pleased and happy. ”

Client



“After an awful marital breakup, I was unsure of my next step. Frontline Fife helped me get back on my feet. After a short period in temporary accommodation, I was re-housed and now have my kids staying over and am headed for a better life.

Alex

”

SHORT-TERM HOUSING SUPPORT

Short-term housing support (STHS) assists people to sustain their tenancy and prevents them from becoming homeless. Many of the people we work with have complex needs and require help and assistance to develop their understanding and skills for independent living. A key aspect of this work is ensuring clients gain access to specialist services offered by our organisation and other agencies.

During 2014/15 we:

- provided STHS to 407 people in their own tenancy and a further 37 people in our Fife Housing Association tenancy service
- delivered over 20,000 hours of support to our clients
- successfully assisted 66% of those we worked with to sustain their tenancy
- successfully secured over £32,000 in housing benefit, welfare fund and grants

ACCOMMODATION

Our accommodation teams manage 91 tenancy spaces which are made available across Fife to those in need of either emergency or temporary accommodation.

Our emergency “crisis” accommodation service is vital to those who are in need of safe and secure shelter and is therefore offered 24 hours a day for 365 days of the year. Our temporary accommodation service supports those in need of a home who are not in crisis but need a place to stay until such times as they find a suitable or permanent tenancy.

During 2014/15 we:

- accommodated 200 people in our emergency accommodation and 196 in our temporary accommodation
- assisted 61 people to move on to more permanent accommodation
- achieved occupancy rates of 92% for both our emergency and temporary accommodation



FIFE ADVICE PARTNERSHIP

Homelessness is often the result of cumulative factors and is inextricably linked to poverty and economic hardship. We believe that tackling the underlying causes requires collective leadership and action. The Fife Advice Partnership was established through Scottish Legal Aid Board funding to drive forward collective action with key partners through the Making Justice Work, Wise2Welfare and Wise2Money projects. As the lead agency we would like to take this opportunity to thank our partners: Citizens Advice & Rights Fife, The Fife Law Centre, The Fife Migrants Forum, Fife Council, The Fife Rights Forum, and the Fife Housing Associations Alliance for their much needed contribution.

“Working in partnership with Frontline Fife ensures that service users receive the best possible advice from specialists across both organisations. With service excellence playing a more crucial role in 3rd sector advice provisions, CARF are delighted to be working with Frontline Fife and helping the communities in which we live.

Citizens Advice
& Rights Fife

”

MAKING JUSTICE WORK

This project aims to help people who are experiencing debt issues who find themselves at risk of mortgage repossession or eviction. By working in partnership, a ‘package’ of assistance is provided which includes: money advice, legal and lay court representation and debt advice.

During 2014/15, our Making Justice Work Housing Advisors:

- assisted 228 people with rent and mortgage arrears
- provided lay representation for 127 people, with a 91% positive outcome

WISE2WELFARE/WISE2MONEY

Coordinated help is provided through the Wise2Welfare and Wise2Money projects to people who have multiple benefit, debt and/or housing issues as a result of welfare reform. Both projects are supplemented by Fife Migrants Forum’s translation service which is offered to those whose first language is not English.

During 2014/15 from this work we assisted:

- assisted 124 people with debt, money and housing issues



LEAVING HOME EDUCATION

Reducing the likelihood of being at risk of homelessness is a key priority of our prevention strategy. Through working in schools and with Fife College and local employability projects we offer young people the opportunity to gain awareness of the potential problems which might be encountered when leaving home. Our programme equips young people with the essential knowledge to help them identify and overcome the early risks and potential pitfalls which often cause homelessness. Key areas of study include: understanding the underlying causes of homelessness, household budgeting and tenancy rights.



During 2014/15 we reached 3,926 young people by:

- delivering 219 sessions in 10 High Schools
- delivering 12 sessions in 3 youth projects

PRIVATE LANDLORD ADVICE

Recognising that homelessness is everyone’s responsibility we work with private landlords by giving them guidance on good practice when setting up and managing tenancies as well as advice to ensure tenancies are ended legally. This work not only benefits private landlords but also their tenants by promoting positive tenant/landlord relations.

During 2014/15 we:

- assisted 122 private landlords

“I found the Leaving Home Sessions helpful and was interested by the many different types of housing available. This has allowed me to realise that you really need to think and plan before leaving home.

Auchmuty High
School Pupil

”

RECOVERY LINK

Many people recovering from alcohol and drug addictions need some support to help them sustain their recovery. By working intensively with individual clients we assist people to stabilise, giving them a better chance to sustain their tenancy and live independently. Working closely with our partner agency Fife Intensive Rehabilitation Substance Team (FIRST), means clients can access our recovery team without delay.

During 2014/15 we:

- assisted 94 people of which 63 were referred to us this year
- supported 39 people to engage with specialist addiction services
- assisted 21 people to work towards completing their addiction programme

Creating opportunities for life

Our sustainable living programmes



VOLUNTEERING

At Frontline Fife we believe volunteering can be more than giving something back. We seek to create opportunities for mutual benefit which help individuals fulfil their personal goals and aspirations. Many of our volunteers have been previous clients who wish to develop their skills for employment. Our drop-in community lunch, and gardening and maintenance programmes are supported by volunteers to whom we are indebted. This year we undertook a review of our volunteer programme and updated our policy and practises. We would like to take this opportunity to thank Dundee Mental Health Project, Befriending Network Scotland and Fife Voluntary Action for their input to this work.

During 2014/15 we:

- assisted 9 volunteers to gain their Certificate in Food Hygiene
- assisted 7 volunteers through our outdoor activities programme

STUDENT PLACEMENTS

Frontline Fife is a recognised centre for Social Work students to gain hands on experience in social care. Students from Dundee University and Fife College undertake placements as part of their learning programme. In return, we benefit from a fresh approach to our work and the opportunity to gain up to date knowledge on new techniques and developments in social care.

During 2014/15 we:

- provided 6 students with work placements (up to 26 weeks).

“ I have just completed my placement with FLF and have had an amazing experience. I have learned a variety of skills and been faced with a lot of challenges. I will take this positive experience with me into the next stage of my career. ”

Fiona, Student

RECOVERY LINK

We continue to work with St Andrews University. This year we received much valued support from Enactus students who assisted us with our drop in community lunch. For the fourth consecutive year, in partnership with the University's Estates team and student residents, we also assisted with the promotion of environmentally friendly living through the End of Year Recycling Project. The aim of this project is to reduce material waste through the redistribution of 'no longer wanted' garments and home goods.

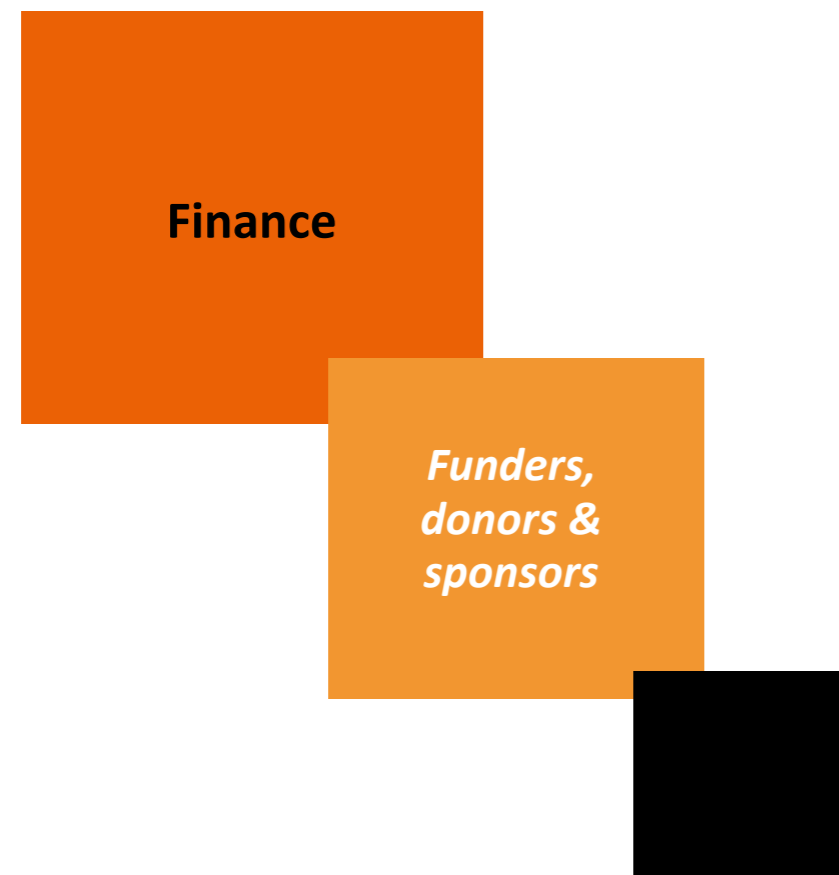
During 2014/15 we:

- redistributed an estimated 2 tonnes of clothing to community charity shops
- assisted the University's Estates Team and 11 Halls of Residence to meet their green targets



FINANCES

Income & Expenditure Summary Year Ended 31 March 2015



	Total Funds £
Incoming Resources	
Grants Received	1,565,366
Income from Tenants	375
Donations	6,843
Fundraising Income	5,128
Drop in Income	901
Investment Income	6,781
Other Income	20,456
Total Incoming Resources	1,605,850
Resources Expended	
Direct Charitable Expenditure	1,594,534
Cost of Generating Funds	736
Governance Costs	5,759
Total Resources Expended	1,601,029
Net Movement in Funds	4,821



THANK YOU

Without the support, generosity and goodwill of individuals, communities and businesses across Fife, we could not offer the level of support we provide to those in need. As an organisation, we would like to take this opportunity to formally express our gratitude to everyone who has given their time and much needed donations of food, clothing, gift aid and other goods.

FUNDERS & SPONSORS

BRAG Enterprises
Community Food Fund
Community Jobs Scotland
Fife Council
Fife Council Welfare Reform Fund

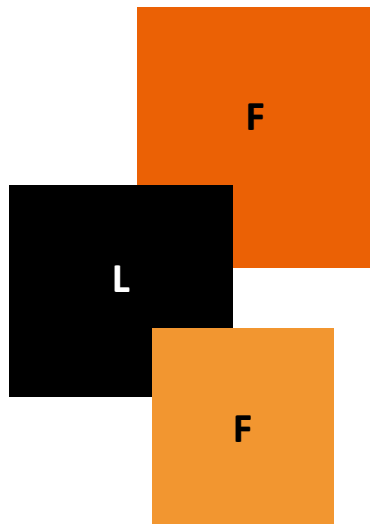
Fife Housing Association
Gillespie Church, Dunfermline
NHS Fife
Scottish Legal Aid Board
Scottish Churches Housing Action

DONORS

Adventure Golf Island
Alison Stewart Hairdressers
Alistair Kerr Photography
Ann Marshall
Asda, Kirkcaldy
Baynes Bakers, Dunfermline
Blacketyside Farm
Bosch Rexroth
Bowplex
BskyB
Buckhaven & Wemyss Parish Church, East Wemyss
Celtic FC
Cluny Clays
Clydesdale Bank, Leven
Compliment Yourself
Craigtoun Country Park
Cullen Hairdressers
Culross Primary School
Dalgety Parish Church, Dalgety Bay
Dogs Trust
Dunfermline Abbey
Dunfermline Art Club
East Fife FC
East Wemyss Primary School
Eileen & Bobby Robertson
Elaine Cruickshanks
EnVogue
Falkirk Wheel
Fife Flyers
Fiona Lumsden
FMC Technologies
Gillespie Church, Dunfermline
Gina Anderson
Greggs, Dunfermline
Grill 48
Heart & Soul

Johnstone Syer Photography
Knockhill Racing Circuit
Lady of Lourdes Church, Dunfermline
Ladybugs & Bobbins
Largo St David's Parish Church, Lower Largo
Laurel Bank Hotel
Leven Swimming Pool
Lloyds Banking Group
Lorraine Bamford
Lorraine Gibson
Manchester FC
Maureen Cross
Merchant House Bed & Breakfast
Monturpie Restaurant
Nando's
Pitreavie Primary School, Dunfermline
Pittencrieff Primary School, Dunfermline
Raith Rovers FC
Ross & Connell, Dunfermline
Royal Bank of Scotland
Ryan Kelly
St John's Episcopal Church, Elie
St Michael's Church, Elie
Stuarts Bakers, Leven
Taybridgehead Parish Church, Wormit
The Caledonian Hotel
The Kingdom Vineyard
The Scottish Deer Centre
Trefoil Guild of Kirkcaldy
Trinity Church, Cowdenbeath
Upper Largo Hotel
Wetherspoons
WH Smith
William Anderson
Windsor Hotel





Frontline Fife Homelessness Services
Registered Office: 57 - 59 Viewforth Street, Kirkcaldy, Fife, KY1 3DJ
Scottish Charity No: SC021832
www.frontlinefife.co.uk

