



**Frontline Fife Homelessness Services
Annual Review
2015/16**

***“The ache for home
lives in all of us,
the safe place
where we can go
as we are
and not be questioned.”***

Maya Angelou

WELCOME TO FRONTLINE FIFE

OUR MISSION

We aim to end homelessness across Fife by taking preventative action and by assisting people to transform their lives to live independently.

OUR WORKING PHILOSOPHY

We believe homelessness is everyone's responsibility and that lives can be transformed for independent 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. We also support those in crisis and at risk. Our work is founded on strength based practices and we believe 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:

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

* HOMELESS
NEED FOOD
OR SPARE CHANGE
GOD BLESS *

**A Message
From Our Chair
and Chief Executive**

A MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE

As with many third sector organisations Frontline Fife has come to accept change as a 'constant with uncertainty'. In 2015 the shadows of uncertainty were truly cast upon Scotland when the UK election returned a conservative majority government (albeit slim) and quickly on its heels, the outcome of the Smith Commission brought more powers to Scotland.

At a more local level, Fife Council unveiled its new Local Housing Strategy 2015-20 which recognises the scale of change required to improve housing in order to redress inequalities while providing streamlined and efficient services.

The year also gave way to significant change for Frontline Fife. In the spring of 2015 we formally became a member of the Fife 'Public Social Partnership for Short-term Housing Support and Homeless Services' (PSP). We are hopeful that this 'partnership' way of working will eventually yield major benefits for the changing homeless population of Fife. More immediately, however, Frontline Fife along with other PSP members, has had to endure and accommodate a 3% budget cut, with a further 5.5% reduction scheduled for 2016-17. Yet amidst the anxieties and difficulties caused by these resource reductions we were given a significant uplift with the award by the Care Commission of our highest ever 'Very Good' rating. Additionally – and adding to the good news – at the end of the financial year we were awarded 'Investors In Young People' (IYYP) accreditation, another first for our charity.

These achievements reflect our continuing commitment to inequalities and national health and homelessness agendas while refocusing the work of our staff on the delivery of services to realise meaningful and lasting improvements in the wellbeing of clients. With this in mind, Frontline Fife Trustees, recognising the benefits which could be levered through deeper and more meaningful engagement, committed to the adoption by our organisation of a holistic approach to 'strength based practices' which recognise the strengths and potential for self-determination among clients. Complementing these developments we have launched a new website which articulates the importance of 'being at home' and in this annual report not only will you be able to review our achievements and performance for 2015-16, you will also be able to gain an early glimpse of what 'being at home' means to our clients, funders, partners and staff team.

"Being at home means a place we can truly relax away from the pressures of the world, in our own private space."

Lawrie West
(Board Member)

On reflection we have to acknowledge that 2015-16 has not been an easy year, but we believe that the journey taken thus far with the commitment of board members, volunteers and staff is one which will pay dividends in the year to come and beyond.

As Chair of the Board and Chief Executive of Frontline Fife we would like to take this opportunity to formally thank everyone for their support and commitment.

Sadly this year we also experienced the tragic loss of our work colleague, Val Williamson. The loss of a colleague or anyone significant in our lives is a cold reminder of life's fragility with the need for community, positive relationships and security being ever-present. We extend our sympathies to Val's family while acknowledging and celebrating the significant contribution Val made to Frontline over 4 years of dedicated service.



Joe Doherty
Chair



Caryn Nicolson
Chief Executive

*"Being at home is where
I am with my family,
regardless of country or
town."*

Andrew McDaniel
(Fife Housing
Association Alliance)

WHERE WE ARE

Housing Advice: Home4Good Cupar, Leven & Dunfermline, Kirkcaldy & Dunfermline HUBs

Private Landlord Advice: Fife-wide (telephone service)

Housing Advice Outreach: Kirkcaldy, Glenrothes, Inverkeithing

Leaving Home Education: Fife-wide

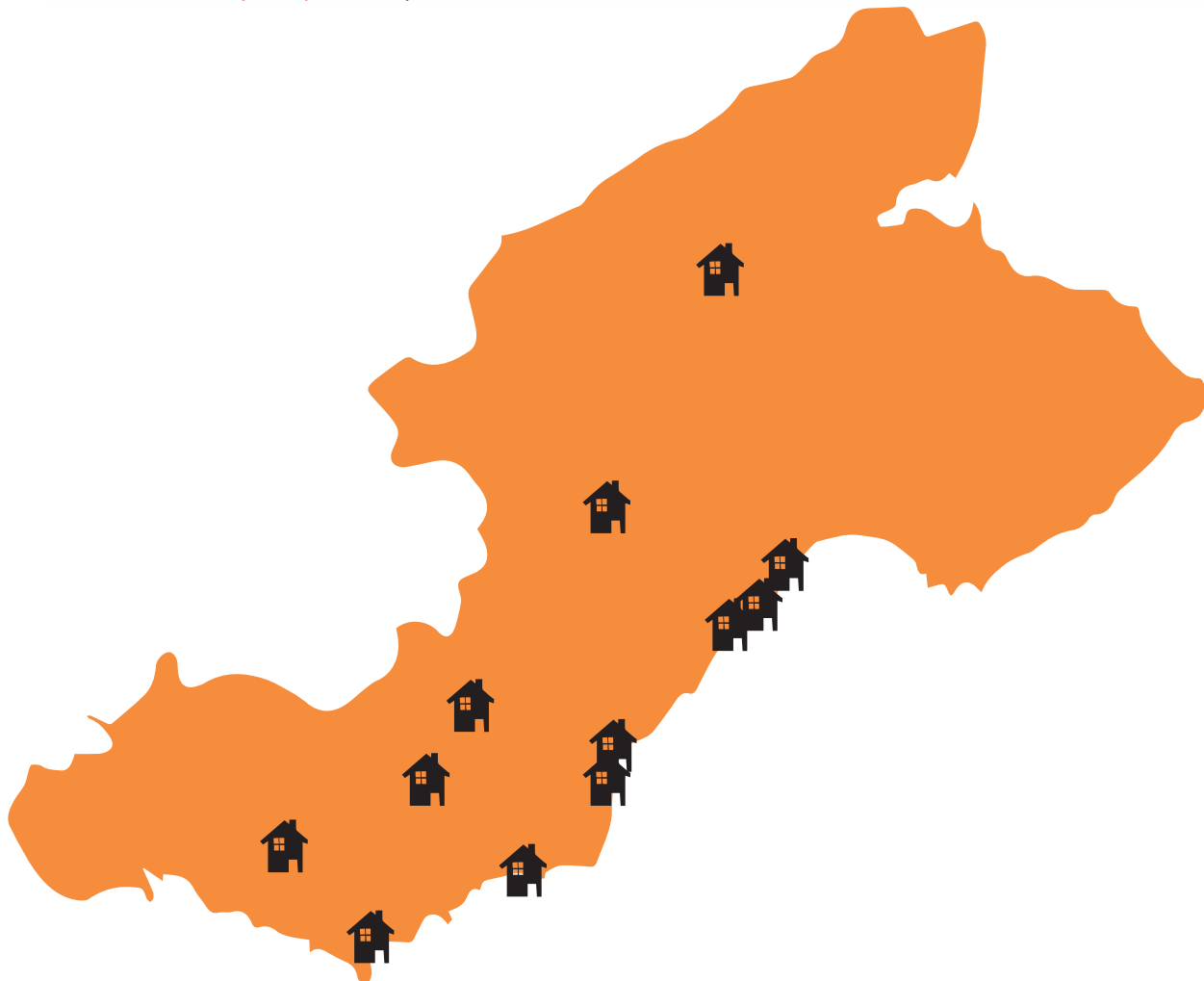
Prevention First: Cupar, Leven, Kirkcaldy, Cowdenbeath, Dunfermline

Short Term Housing Support: Fife-wide

Accommodation: Methil, Buckhaven, Burntisland, Dysart, Kirkcaldy, Lochgelly, Dunfermline, Leven

Recovery Link: Fife-wide

SMART Recovery Group: Kirkcaldy



SIGNIFICANT PERFORMANCE IMPROVEMENTS AND DEVELOPMENTS FOR 2015/16

Client and Public Access to Services:

- SMART Recovery Group support is introduced
- dedicated Caseworkers are assigned to support young people leaving care
- our outreach Housing Advice service is extended to include the Dunfermline Information HUB
- case Management approaches are put in place to support client referrals
- our new Website with easy site navigation is launched

Service Quality:

- Frontline Fife receives its highest Care Inspection rating - 5 (very good)
- Frontline Fife is accredited with IIYP (Investors in Young People)
- 88% of staff completed the SVQ Level 2 certificate in Equality and Diversity
- The Institute of Fundraising's Code of Practice is adopted
- zero based budgeting for resource management is implemented
- case Management training is implemented
- a workforce planning review is undertaken to harmonise practice and identify safe working levels
- a Health and Safety audit is completed with recommendations taken forward

Other:

- Frontline Fife is nominated as Local Charity of the Year for 2016-17 by St Andrews University Charities Campaign

"Being at home is relaxing with a book by one of my favourite authors or spending time with my grandson."

John Jenks
(PSP Co-ordinator)



**The Heart of
What We Do**

“Being at home means having my own secure tenancy and knowing that I will not have to move again in the foreseeable future. Home means security and peace of mind.”

**David
(Client)**

PREVENTION

Frontline Fife plays a key role in preventing homelessness. It currently delivers 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 2015/16 we:

- assisted 2,515 people through the prevention first process
- completed 1,953 triage assessments, 800 enhanced housing options assessments and 852 crisis assessments

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 2015/16 we:

- assisted 754 people across 18 areas of case law, including Statutory Tenancy Rights, Security of Tenure, Rent Arrears and Housing Options
- represented 96 people in court on 211 occasions, resulting in 95% positive outcomes
- recovered over £36,500 in Housing Benefit for 81 clients, enabling them to sustain their tenancy and/or avert eviction

ADVICE FOR PRIVATE LANDLORDS

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 tenants by promoting positive tenant/landlord relations.

During 2015/16 we:

- assisted 105 private landlords

SHORT TERM HOUSING SUPPORT

Our 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 2015/16 we:

- provided STHS to 329 people in their own tenancy
- provided STHS to 94 people in our supported accommodation properties
- delivered 19,500 hours of support to our clients
- assisted 67 young people leaving care into their first tenancy

ACCOMMODATION

Frontline Fife's 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 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 home.

During 2015/16 we:

- accommodated 156 people in our emergency accommodation and 221 people in our temporary accommodation
- achieved a combined occupancy rate of 88% across all types of accommodation

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 2015/16 we:

- assisted 177 people
- supported 25 people to engage with our SMART recovery group

"There's an old saying 'home is where the heart is'. My heart is with my family and friends, so for me, being at home is being with them."

Kieran Drugan
(Housing Advisor)

*“Being at home means
an awful lot. A roof over
my head, somewhere to
sleep and look after myself.
A place of safety, never
getting any bother.”*

**James
(Client)**

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 formally 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 Association Alliance for their much needed contribution.

Making Justice Work

This project aims to assist people 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 2015/16 we:

- assisted 204 people with rent and mortgage arrears
- provided 299 lay representations for 140 people, achieving a 98% positive outcome

Wise2Money/Welfare

Co-ordinated help is provided through the Wise2Welfare project to people who have multiple benefit, debt and/or housing issues as a direct result of welfare reform. The project is supplemented by the Wise2Money’s translation service which is offered to those whose first language is not English.

During 2015/16 we:

- assisted 75 people with debt, money and housing issues

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 practical knowledge, new techniques and other developments in social care.

During 2015/16 we:

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

LEAVING HOME EDUCATION

Reducing the likelihood of being at risk of homelessness is a key priority of our prevention strategy. Through working in schools, 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 2015/16 we reached 3,918 young people by:

- delivering 229 sessions in 11 High Schools
- delivering 9 sessions in 2 youth projects

WORK WITH COMMUNITIES AND VOLUNTEERS

We believe everyone should have an opportunity to actively participate in volunteering and that volunteers should gain a sense of personal benefit through participation.

Supported by Befriending Scotland, last year we evaluated our client volunteer programme with a view to enhancing the benefits gained by volunteers through participating in our community drop-in lunch service. With the support of Gillespie Church and St Andrews University Enactus club this year the Drop-in embarked on changing its approach towards becoming a self-funded, asset based service.

While continuing to offer a hot meal for £1 to those in need across Dunfermline, the Drop-in now offers the opportunity for volunteers to gain skills and qualifications for future employment within the hospitality sector.

Frontline Fife is indebted to those who have volunteered their time and skills to support the Drop-in over the years and to those local businesses who have donated food and other resources.

“Being at home means being safe, warm and secure - three things we work on with our tenants to ensure a house is a home.”

Louise Sutherland
(Services Manger,
Fife Council)



**Governance &
Finance**

INCOME AND EXPENDITURE SUMMARY YEAR ENDED 31 MARCH 2016

| | Total Funds |
|---------------------------------|--------------------|
| | £ |
| Incoming Resources | |
| Grants Received | 1,540,194 |
| Income from Tenants | 2,142 |
| Donations | 6,992 |
| Fundraising Income | 686 |
| Cafe Income | 770 |
| Investment Income | 5,971 |
| Other Income | 23,848 |
| Total Incoming Resources | 1,580,603 |
| Resources Expended | |
| Direct Charitable Expenditure | 1,521,875 |
| Cost of Generating Funds | 337 |
| Governance Costs | 5,537 |
| Total Resources Expended | 1,527,749 |
| Net Movement in Funds | 52,854 |

BOARD OF MANAGEMENT

| | |
|-------------------|---------------------|
| Chair | Joe Doherty |
| Vice Chair | Lawrie West |
| Treasurer | John Anderson |
| Director | Elisabeth Cranfield |
| Director | Susan Anderson |

“Being at home means knowing what I want out of life and a home is an important place to have in order to move forward.”

Walter
(Client)

THANK YOU

We rely on the generosity and goodwill of communities and businesses across Fife who donate food, clothing, money and other goods. We wish to take this opportunity to formally thank those individuals and organisations who have supported us over the past year.

FUNDERS AND SPONSORS

Fife Council
Scottish Legal Aid Board
Fife Alcohol & Drugs Partnership
Fife Housing Association
Community Jobs Scotland

DONORS

Thanks to:

Abbey Church, Dunfermline
Alistair Kerr Photography
Bank of Scotland
Bank of Scotland Foundation
BiFab Ltd
Bookers Cash & Carry
Culross Primary School
Dalgety Parish Church, Dalgety Bay
Exxon Mobil Chemical Ltd
Holistic Centre
Merchant House Bed & Breakfast
Messy Church, Kirkcaldy
North Church, Cowdenbeath
Our Lady of Lourdes, Dunfermline
Pitreavie Primary School, Dunfermline
Soroptimist International, Dunfermline
St Columba's RC High School, Dunfermline
St David's Parish Church, Lower Largo
St Michael's Church, Fife
St Ninian's Church, Dunfermline
University of St Andrews ENACTUS Club

We would also like to thank those who donate anonymously.

"Being at home is a new start, stability, getting my life back on track and making progress with my children."

**Barry
(Client)**

ODE TAE A HOOSE

*My colours are terracotta & black
all framed in white*

*I'm oblong, rough and substantial
but afraid of visitors in the night
I can be warm & happy
but sometimes I feel too big
I started off underground but now I'm very tall
I would love to be a palace but I'm too small*

*Love to be lived in
prefer to be tidier
don't like fire*

*I have a large garden & good decoration
in the middle of nowhere is my favourite situation*

Barry (Client)

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Company No: 179304

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