



**Annual Review**

**2021 - 2022**

## Message from our Designer



Hello, my name is Kathleen, I am a wife and mother to 4 wonderful children. I started working with Frontline Fife in March on a work placement and now, I work full-time as a trainee clerical assistant through the Kickstart Scheme.

Years earlier I had wanted a career change and went back to college to study administration, however afterwards I chose to raise my family, and after 8 years I was ready to get back into work.

I applied for many different administrative jobs but found my lack of experience a major hinderance and was starting to become disheartened as I knew I could do the job if someone was willing to give me a chance.

I am grateful that with my employability support worker's help Frontline Fife was willing to give me that chance.

When first asked to do this, I felt nervous but determined to do this right, especially as I hadn't been here for long. I started by thinking what Frontline Fife was and what it could represent to people.

And from there I created 3 different themes; one was elaborate and based on hope; one was simple and based on the 'key to success' and one in between that was based around home.

From there I chose one and created a layout using the previous layout as a base, and though it was okay it just wasn't right. Caryn had thought that on one design I had used a paint streak and liked it, and for some reason it stuck with me.

Afterall, paint is a part of art and art is many things to many people. It's hope; it's the freedom to tell a story or simply express yourself. For some it's provokes feelings and thoughts and in others it encourages them to make their own art, to express their own feelings and stories.

Art is constantly changing as a single picture or sculpture can create a thousand different opinions and thoughts to a thousand different people.

Artwork may not constantly be in the limelight, but like us, it is always there for people.

Kathleen Kerr



## Our Board

Morag Coleman

Angus Rodger

Rebecca Hyndman

Jules Oldham

Elisabeth Cranfield

Debbie Murray

Rachel Hamilton

Catherine Watson

Briege Nugent

Christine MacDonald

## Income & Expenditure Summary - Year End March 2022

<b>Incoming Resources</b>	<b>£</b>	<b>Expenditure</b>	<b>£</b>
Donations	10,539	<b><i>Expenditure on Raising Funds</i></b>	
Charitable Activities	1,389,099	Cost of Raising Funds	418
Other Trading Activities	19,244	Expenditure on Charitable Activities	1,257,823
Other Income	5,788		
<b>TOTAL INCOME</b>	<b>1,424,670</b>	<b>TOTAL EXPENDITURE</b>	<b>1,258,241</b>
		<b>Net Income &amp; Net Movement in Funds</b>	<b>166,429</b>



## Message From Our Chair

As we close the door on this year and after what would seem like a period of too many Zoom meetings, we leave behind the burden of the pandemic with optimism and caution in equal measure. We also leave behind close ties with some partners and members of our Frontline Fife team.

The PSP (Public Social Partnership for Homelessness Services) came to an end in March and among others, our team said a fond farewell to trustee, Elisabeth Cranfield and Senior Administrator to the Board, Sam Roger. We will also be saying goodbye to our Finance and Business Manager, Natasha Johnstone shortly. Combined they have given more than thirty-five years of dedicated service towards ending homelessness in Fife. We are profoundly grateful for their commitment and dedication over the years.

Importantly, our acknowledgement and gratitude extend to the work and impact which all staff have made this year. All have continued to demonstrate competency, steadfastness, and resilience, especially during testing times. We also wish to thank those who shared their lived experience with us to help shape homelessness services for the future.

Despite the current economic climate, which is worrying to say the least, and will no doubt cast more dark shadows upon those with the least resources, in response, we open the door to next year with a real sense of purpose and optimism which is grounded in hope, renewal, and reconnection.

Opportunity for real change lies ahead. The impact we can make on people's lives will be borne from our amazing staff team which will continue to punch above its weight and work collaboratively with other agencies and public services. It is with these thoughts in mind and fond reflections of the year past that we open the door to the year ahead.

Morag Coleman, Chair

# What We Did - Our Impact in Summary

## Homeless Prevention Services

**631** individuals/families were assisted with **1,200** housing issues, helping **300** to resolve their issues and secure/sustain their home and **200** with one off assistance.

We provided information to **41** private landlords to enable them to manage tenancies responsibly.

Despite Covid19 restrictions, **1,688** young people were provided with **62** sessions to develop skills and knowledge to help them to make more informed decisions for leaving home and where to seek help.

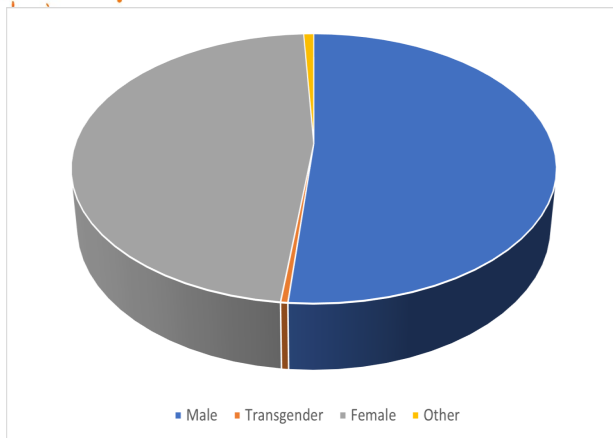
## Accommodation Services

**187** individuals were provided with a safe and secure place to stay whilst seeking housing options and support.

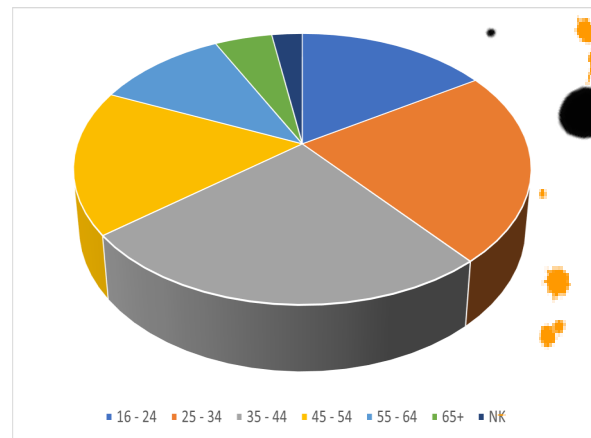
We helped **46** clients move into their own tenancy.

We supported **72** clients with income maximisation to enable them to better manage their finances.

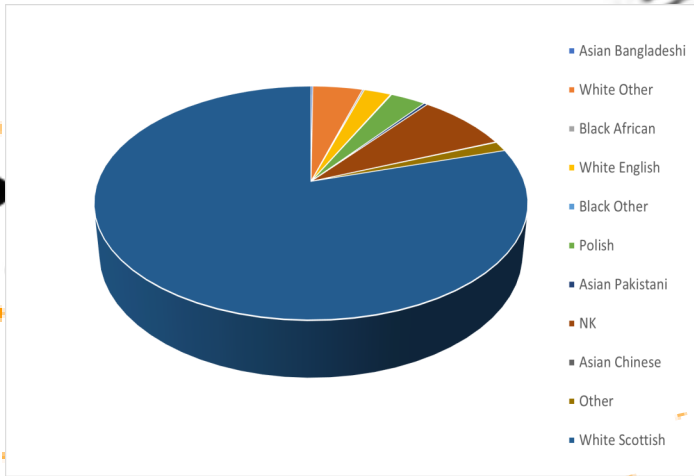
### Gender of Clients 2021/22



### Age Groups of Clients 2021/22



## Ethnicity of Clients 2021/22



## Short-term Housing Support Service

**225** clients were assisted to better manage their tenancy, build resilience, and gain skills to sustain their home, **26** of whom were supported by our Digital STHS Service and **12** through our Assertive Outreach Service.

**98** clients were assisted with income maximisation to enable them to better manage their finances.

**100** referrals were made for fuel/home energy advice.

## Recovery Link

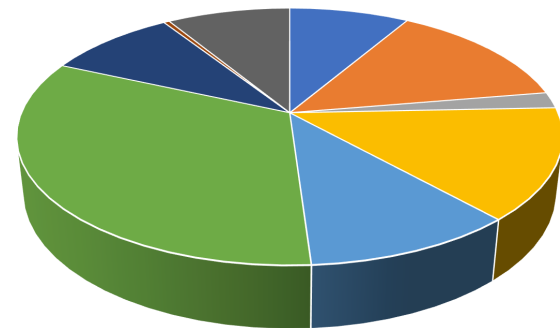
**42** individuals were supported to maintain their recovery from addiction while living independently within their community.

We launched a Naloxone distribution service for clients and family members.

## Employability Service

We supported **50** people with housing issues to engage with training, education and employment opportunities through our Employability Service.

## Area of Clients 2021/22





## What You Said

*"While I was with Frontline Fife I was well looked after. I am a thousand times better than what I was before the commencement of support from Frontline Fife."*


*"I have had a constant wo like a huge w my shoulder ho*

*"Accommodation's the best thing that's ever happened to me"*

*"I know that there are places near me to get help so if I was in this position I could go there."*

*"Very kind adviser. Lots of important information provided. I would highly recommend."*





*terrible last few days with  
worryes and stresses and felt  
weight had been lifted from  
my shoulders after speaking with the  
supporting advisor."*

*"People like us need help and  
advice. I have tried to get help  
elsewhere.... the  
Advisor spoke in words that  
we understood, he is a  
valuable member of your staff  
and I'd like to thank him for  
all he has done for myself and  
my family."*

*"A secure tenancy took  
me out of homelessness  
and gave me back that  
place called home."*

*"I am in a much  
better place now  
since I started  
receiving support  
from Frontline  
Fife."*

*"It is often the case we forget to celebrate  
when something works really well and instead  
focus on the challenges that interagency,  
working on occasion can bring. I wish to thank  
you for taking the time to highlight the  
excellent partnership working achieved and  
the positive outcome it has had for a family"*

## **Our Achievements**

**We were awarded a Certificate of Recognition & Distinction by the Fife Partnership Board as an exceptional organisation offering community support during the pandemic.**

**4 Housing Advisors gained a recognised practice accreditation.**

**The European Journal of Homelessness published our research into LGBT+ Experiences of Homelessness in Fife.**

**We increased funding to extend our Employability Service to include family support.**

**Frontline Fife received the Bronze Equality Pathfinder award by Fife Centre for Equalities.**

**We successfully completed the peer review element of the Scottish National Standards for Information and Advice Providers for Type III Housing Advice.**

**In partnership with Kingdom Support & Care and Richmond Fellowship, we established a new Assertive Outreach Programme for those with enduring complex needs.**

**As Fife's Digital Scotland Partner, we contributed to connecting 100 people experiencing homelessness to the digital world.**

**Through our Hardship Fund, we supported 210 people facing financial, food and fuel insecurity.**

## Looking Forward

As we open the door to the forthcoming year, sadly, and more than likely, the current economic crisis is likely to bring even greater hardship to our communities. No doubt, ours and others resources will need to be stretched even further if we are to make inroads to ending homelessness in Fife.

Bearing this in mind and in holding on to our collective optimism, for the year ahead we will seek to:

- Keep the wellbeing of our workforce as a priority for all,
- Continue to align and reshape our services to meet the objectives set out in Fife's Rapid Rehousing Transition plan,
- Further develop our social inclusion work by funding a dedicated leadership post, and
- Grow our capacity to innovate and seek out opportunities to meet the needs of those not yet served.

Expectantly, our Board of Trustees have agreed to continue to manage the charity's resources and risks with prudence while furthering our commitment to better serve clients and communities, ensuring everyone's voice is listened to and respected.

Caryn Nicolson, CEO

## Recognition & 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.

## In Remembrance

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



**frontlinefife**  
homelessnessservices

Registered address, 57 – 59 Viewforth Street, Kirkcaldy, Fife, KY1 3DJ

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