
Frontline

Help homeless people this winter

February 2015

Youth
special



St Mungo's
Broadway
Rebuilding lives, day by day

Welcome



At least 24% of the young people we support have slept rough.

In this issue of Frontline, we are showcasing our work to tackle youth homelessness. We are learning all the time about the best ways to **help young people with their recovery and to achieve their potential.**

As a supporter of our charity, I hope you know that our priority is about being a real **catalyst for change in people's lives.** It is so important to us that young people do not fall back into a cycle of rough sleeping once they have found St Mungo's Broadway.

A key part of our approach is to help give young people a voice and show them respect for their experiences and opinions. I am particularly proud of and moved by the letter that eighteen year old Yasi has written for this edition (page five).

Health is one theme that Yasi touches upon in her article. We know that health is a significant problem for our clients and that local authorities have the **power to improve homeless health.** We still need more people to add their voices to the campaign, so I'd be delighted if you could take the time to read our Homeless Health Matters update and see if there is a role you can play (page six).

Finally, I wanted to take a moment to thank all of you that have helped to improve the lives of homeless people over the past year. We couldn't have done it without your support.

Thank you.

Howard Sinclair
Chief Executive

News on the frontline

When the winter weather bites



When the weather is predicted to drop below freezing for three consecutive nights, cities across the UK activate SWEP, the Severe Weather Emergency Protocols.

Once SWEP is triggered by a council, local hostels can take in additional people within their communal areas, so they have a safe and warm place to go.

With freezing temperatures in some areas of the country, SWEP has already been activated in Bath, Bristol and London. Extra beds are being laid out in hostels and our outreach workers are bringing in more rough sleepers off the street.

“ It's about keeping people alive and keeping people warm. ” Petra Salva, Director of Street Homeless and Outreach Services

We're doing our bit and you can help too. If you're concerned about someone sleeping rough, you can help. Please get in touch with StreetLink as soon as possible on **0300 500 0914** or go online at **www.streetlink.org.uk**. We can connect them with the local support services they need, which might just save their life.

Boris sleeps rough

To raise awareness of rough sleepers across London, Mayor Boris Johnson and Evgeny Lebedev, owner of the Independent and Evening Standard newspapers spent a night on the streets.



Photo courtesy of Nigel Howard

They were discovered out near St Paul's by two of our outreach workers who had taken a call reporting two men sleeping on benches nearby.

Boris says **“70 to 80% of people now spend only one night out on the streets...It's wonderful to see the work being done helping those out in the cold, and we can't give them our thanks enough.”**

Young people address Parliament

In December, five St Mungo's Broadway clients represented us at the Youth Homeless Parliament (YHP) where, along with 95 other young people, they presented recommendations from the YHP manifesto directly to Government ministers.

The YHP provides a way for Ministers to directly consult with young people in housing and homelessness services. Housing Minister Kris Hopkins MP was there and fed back that he would be discussing their recommendations with his colleagues to see if any could be included in the Conservative Party election manifesto.

Set up in 2012, the YHP is a government funded group. It provides a chance to challenge some of the stereotypes of 'homeless young people', as well as help



young people to develop debating skills and boost confidence. It also increases their understanding of the workings of government and encourages young people to make decisions about their own lives. Our clients want to be part of the solution, not part of the problem, and we are proud that they are involved in this innovative process.

“ It felt so good to be a part of the YHP event. To me, it showed how MPs do care and have some understanding of the background of youth homelessness. ” Shenae Medford (Youth Homeless Parliament member)



Hats off to you

We can reveal that the fifth annual Woolly Hat Day has been a roaring success!

We are overwhelmed by the amount of support that we received and are incredibly grateful to all our donors, clients and staff who got involved.

With donations still coming in, we would like to take this opportunity to thank everyone for their efforts including The John Warner School, The Royal Opera House, Reach Local, Sainsbury's Castle Court in Bristol, Loughborough University RAG society, our hostel in Hackney and

many, many more! We hope you enjoyed the day as much as we did.

We also want to mention our wonderful celebrities who donated their hats to our online hat auction including Hugh Jackman, Brian May and Vivienne Westwood, as well as all those around the world who created the bidding frenzy we'd hoped for.

Please keep your donations, photos and stories coming in and we look forward to sharing the final total with you in the next edition of Frontline.

Thank you.



Our work with children and young people

St Mungo's Broadway has been running services specifically for children and young people since 2010. Our expanding range of projects now includes housing, advice and move-on support.

But there is more to do. In the past financial year, St Mungo's Broadway worked with 1,310 people aged 16-25 and we are in the process of developing our first Young Person's Strategy that will be rolled out across the charity.

Some of our key successes include:

- ✓ Employment of a Children and Family Support Advisor to develop our knowledge around supporting clients on issues with their children
- ✓ Development of a specific training programme for working with young people

Our experience tells us that young people need support with:



Helping young people stay in education – ‘Real Confidence’ project

Last November, St Mungo's Broadway was awarded a grant from the Big Lottery Fund, aimed at helping people and communities most in need.

This grant was to fund our **Real Confidence project** in Merton, South London, which reaches out to young people aged between 16 and 25 whose housing is in jeopardy due to a relationship breakdown.

“ For our young people, relationship breakdown is the most common cause of homelessness ”

We recently interviewed our Young Persons Specialist Advice Project Leader, Paul Barr:

What is the Real Confidence project?

Real Confidence is a preventative

project, which aims to support young people when things start to go wrong, but before they reach crisis point. It is part of our Young Persons Specialist Advice Service in Merton.

Could you tell us a little more about the service?

It is vitally important that young people do not give up their studies because of any housing or relationship issues they are facing. My college outreach sessions at South Thames College allow me to provide advice directly to students who are at risk of homelessness. This helps them to maintain their studies, concentrate when at college and be proactive about their next steps.

Why do we run the service?

I realise that the number of young people needing housing and relationship advice is greater than the number of people I



could help directly, so by developing the skills of the other professionals in the borough, I can ensure that more young people who are at risk of homelessness can get access to the help they need.

You also provide ‘college outreach’. What is that?

We also provide expert advice and guidance to service providers who work with young people. I answer any queries they have about how best to support a young person with housing or family problems. My aim is to improve the knowledge and ability of all Merton service providers to support young people.

‘A letter to my younger self’

At the age of 17, after coming out of a six month stay in hospital **Yasi** moved in to our North London young people's project. Since moving in, a lot has changed in her life for the better. Now, after just over 12 months, she is getting ready to move on into her own accommodation. In this edition, we invited Yasi to reflect back to her younger self...



Dear the thirteen year old me,

This is not going to be easy for me to write, but I'm going to try my best, because you deserve to hear a few things.

I know life's a bit scary and confusing for you right now and you're faced with questions you can't even imagine being able to answer, but please know that everything is going to be okay.

First things first: school. I know you're feeling the pressure. You're that girl who everyone thinks is fine with all this weight on her shoulders, because you let them believe it. But it's okay to slip up sometimes; it doesn't make you a bad person if you can't always live up to other people's expectations. You're human. And no human is perfect.

I know people are pressing you to make decisions about your future, but you don't need to know all the answers just yet.

Now, this is going to be hard for you to believe, but hear me out. At the moment you think in order to be happier, you must be prettier, skinner, taller, better in some way. But that's so far from the truth. You don't need to change yourself. That will not help you to love and accept who you are.

Once you decide you need to improve in all these aesthetic ways, it'll never be 'enough'. You'll spend too many hours in tears in front of a mirror that will never reflect your worth. It will never be able to show you all the little things that make you, YOU.

Health is what will bring you happiness and strength is what will carry you. So, please don't waste so many precious years at war with yourself.

Last but by no means least; you don't need to worry.

You'll go through hard times, have experiences which make you doubt yourself, but you will get through it. You may even be grateful you struggled, because it will make you a much stronger and resilient person. The things that knock you down will be the things that give you the ability to get back up again.

Just promise me one thing: never give up, no matter what. Never give anything the power to defeat you. Grab any opportunities with both hands because one day you'll look back and realise the best decision you ever made, was to keep going.

Good luck. I'll be there when you need me.

Yasi x



Haringey's Councillor, Peter Morton (centre left), signs the St Mungo's Broadway Homeless Health Charter with clients and staff

Homeless Health Matters

Launched last October, Homeless Health Matters is our campaign to raise awareness of the health needs of homeless people. It has achieved a great response so far – but there's still more to do. Frontline talks to our Campaigns team for an update to find out how you can still get involved.

Why health?

Homelessness has a huge impact on individual health. It can also make it difficult to get help for health problems, leading to poorer health in the longer term. This has a knock on effect on the NHS, as failure to improve health at an early stage can result in avoidable emergency admissions, hospital treatment and reliance on long term care.

So why does homeless health matter?

Homelessness hurts. **73% of people who are homeless have a physical health problem, and 80% report a mental health issue.** So it's vital that people who are homeless can get the healthcare they need, when they need it.

People who are homeless have worse health than most, and they often find it harder to get help. Changes to how healthcare is provided across the country could make a huge difference, which is why we're putting pressure on local health leaders to improve the health

“ When I first became homeless...I struggled to register with a GP because I had no fixed address and I had lots of different health problems.

Karen, St Mungo's Broadway client

of homeless people in their area and to show their commitment by signing our *Charter for Homeless Health*.

Who are we trying to reach?

There are 152 Health and Wellbeing Boards throughout England.

They are responsible for mapping local health needs and reducing health inequality in their area.

By signing our Charter, Health and Wellbeing Boards will commit to:

- Including the health needs of people who are homeless in local health plans
- Providing leadership on addressing homeless health
- Ensuring that local health services are appropriate and accessible for homeless people

We have successfully signed up 11 boards already, and we are starting to see the success of this campaign. Here, two boards explain why they took action:

Councillor Keith Cunliffe, the Chair of Wigan Health and Wellbeing Board, said *“Homelessness can be the result of many different things and any of us could find ourselves in this position. We must ensure access to appropriate healthcare for everyone.”*

Councillor Jason Kitcat, Leader of the Council for Brighton and Hove City, said: *“We recognise how vulnerable homeless people are. We are committed to using our Health and Wellbeing powers to improve outcomes for the homeless.”*

How can I support the campaign?

The response so far has been good and shows that we can all help to influence change in our society. But there are still 141 Health and Wellbeing Boards we want to reach.

Please take a minute to support the campaign. Simply go to: www.mungosbroadway.org.uk/homeleshealth and add your name to the campaign today.

Alternatively, call our Campaigns team on **020 8762 5619** to request an Action Card.

By signing up to support our campaign today, you will help to ensure a better future for homeless people.

The truth in numbers

11
The number of Health and Wellbeing Boards already signed up

£85 million
The annual cost of hospital treatment for homeless people

R.I.P. 43
The average age of death for a homeless woman

1,150
Supporters who have taken action so far

The next stage

Housing Campaign

Homeless Health Matters will be running until April. As we look ahead, we will be launching the next phase of our **A Future. Now.** campaign, focussing on housing support that enables people to recover from homelessness. We will keep you up to date as we launch the new campaign, so watch this space.





Bristol Cathedral on College Green
Photo courtesy of Mathew Roberts www.matroberts.co.uk

Our new mental health service

In April this year, our newest project, the Bristol **Sanctuary** will be opening its doors for the first time to provide much needed mental health services.

Commissioned by the city council and run by St Mungo's Broadway, the Sanctuary will be a place where people can go if they are experiencing severe emotional distress.

“ **The idea came from service users and carers during our consultation on improving local mental health services – and shows the influence that the public and patients can have on local health services.** Jill Shepherd, Chief Officer of Bristol Clinical Commissioning Group (BCCG) ”

Through research and a thorough consultation with the local people in Bristol, the Clinical Commissioning Group (CCG) found that people in distress were regularly using out-of-hours emergency services such as the police and A&E, because there was a lack of walk-in mental health support.

After significant planning, the CCG approved a proposal for a new service – the Bristol Sanctuary – and local providers were invited to bid to run the service.

Paul Hudson, our clinical expert, felt the project was the perfect fit for St Mungo's Broadway because of our long term experience of providing health and mental health programmes for vulnerable people.

Following an extensive application process, we were delighted to be awarded the four year contract.

Through the Sanctuary, we will ensure:

- People have improved mental health
- Those suffering from poor mental health and/or dementia
 - Experience fewer crises
 - Are safe and protected
 - Receive the highest standard of care
- Family, friends and carers are also safe and protected
- Our service is continually improved and fit for purpose
- We work in partnership with other services.

Paul explains, *“It will be great to be able to provide an alternative to using emergency services so that people can receive the specific care they need to either get well or make their condition manageable on a daily basis.”*

“One of the challenges of running mental health services is being able to track the improvements a person feels once they start receiving support.

To help this, we will be asking our clients to score how they are feeling, before, throughout and after their time at the Sanctuary, so they see their progress over time and to help them be self-aware of how they are coping, compared to when they first arrived. We will also use this scoring system to shape our work and demonstrate our impact.

“We are not a charity that likes to stand still and improving the service over time will be essential. Our clients will also be asked to complete feedback cards at the end of their visits, to help drive our continual improvement and provide feedback on our staff. We need to make sure we are meeting the needs of the people we were set up to serve. All of the information we gather over the next four years will be agreed with the Bristol CCG to ensure we achieve the original aims of the service.

“ **The aim of the Sanctuary is to provide a service which would be an alternative that is more specific to the needs of those who require mental health services.** ”

Paul Hudson



“There’s a terrible stigma attached to mental health, particularly among young people, and 16 – 25 year olds are one of our target groups. It is important we are sensitive when talking to young people about their mental health, to ensure they are confident to seek our help. We will be providing specialist staff training as part of the setup of the project.”



Jill Shepherd, from the BCC group stated:

“ **The Bristol Sanctuary will be a welcome addition to the new innovative services that have been co-designed by service users, carers and clinicians.** ”

St Mungo's Broadway is looking forward to opening The Sanctuary in the spring and we will keep you up to date with its progress.

How your gifts have an impact

An interview with a fundraiser

We have had an in-house street fundraising team at St Mungo's Broadway for more than six years and it has proved to be one of the best ways we can introduce our charity to members of the public.

The supporters we gain through street fundraising provide financial stability, so we can help the homeless people that will need us now and in the future.

Regular giving is very efficient for us, but it also shows that members of the public care deeply for the people we help and trust that we will use their gifts where they are most needed. We now have more than 15,000 supporters who make a regular gift.

We'd like to introduce you to the Coordinator of our street team, Steve Stilwell, who has been fundraising for St Mungo's Broadway since 2011.



When did you start fundraising?

"I started street fundraising in 2007 and joined the St Mungo's Broadway team four years ago. I love it and have been here ever since."

Why did you want to be a fundraiser?

"I didn't set out to be a fundraiser; I tried it out and found it clicked for me. I was enjoying it and building on my people skills. It's not like a job; it was fun because I like to talk to people and that's what I get to do every day."

Why St Mungo's Broadway?

"It's an amazing charity and that's why I've stayed. Tackling homelessness on a large scale is a long and difficult commitment and there are no short solutions. Our charity's personal approach particularly appeals to me."

Any interesting encounters?

"I once spoke to a man with his daughter. He told me he used to be a client of ours and now runs his own business. He wanted to show how

grateful he was for our support.

Then he put his hands over his daughter's ears and said 'If it wasn't for your charity, I wouldn't be where I am now'. Then he looked at his daughter and signed up for a regular gift."

Street fundraising isn't for everyone. What do you think?

"I'm aware some people feel that way, but I don't think they always realise the

amount of training and regulation that's involved. Not everyone will be interested in having a conversation about the cause, but we work each day to find those who are. I'm in a great position to help our charity make a difference and I trust my team.

We're working rain or shine to tell people about our great work. I know that the people we sign up are happy that we met."

If you would like to find out more about why we use street fundraising to generate income and where our fundraisers will be, you can visit us online at www.mungosbroadway.org.uk/facetoface

Why I make a regular gift

"For us with regular giving, not only are we supporting the hard but essential work of a passionate and committed local charity (especially in the current climate), but we're also giving St Mungo's Broadway the certainty of our support, which allows them to plan better and have an even greater effect. And all without us having to do anything at all each month!"



Andrew and Helen Magowan, regular donors since 2011

Give the gift of a new career

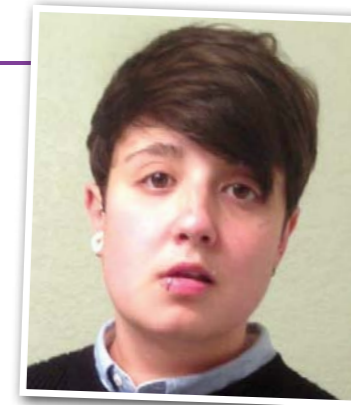
How gifts in Wills help to fund our Apprenticeship Scheme

The St Mungo's Broadway Apprenticeship Scheme offers a 12 month training programme – to people who have previously experienced homelessness – enabling them to gain the skills and experience needed in order to become a project worker.

The training elements of the scheme are funded in part through our fundraising income and by people who leave us gifts in their Wills. Gifts in Wills help us to provide training and personalised support – to both apprentices and clients – helping us to be there for as long as we are needed.

Current apprentice Sonita, 27, who started on the scheme in October last year, explains why she was so thrilled when she found out she had a place.

"When I was younger, I never knew what I wanted to do – but because I'd lived in a hostel from the age of 19 until 22 – I knew what a difference having a good key worker makes."



"I knew that I wanted to build a career in something worthwhile, and I had heard good things about the scheme, so I applied. Since I've started, I have learned so much!"

The award-winning programme, which began in 2008, recognises that people who have experienced homelessness are well equipped to understand the issues that clients face – and that they themselves may have faced barriers to finding work. It offers many people the opportunity to take the first steps on a rewarding career journey.

As for Sonita, she is looking forward to continuing to learn new skills – and thanks to voluntary donations, including gifts in Wills, she will be able to do just that.

For more information about leaving a gift in your Will, please contact Matilda on **020 8762 5677**.

Getting young people involved

Grow for Change is our educational project for schools, which gives young people an opportunity to raise money as they learn about the benefits of healthy eating, healthy environments, and the link this has to homelessness.

The 5th Eastcote Scout Group in Hillingdon took part in our Grow for Change project, raising more than £85 in the process.



"It's a really well put together project and we all enjoyed taking part. I hope it raises St Mungo's Broadway's profile and makes people more aware of homelessness."
5th Eastcote Beaver Scout Leader

After receiving a mailing in the post, the Scout Leader got in touch with our team to register interest in holding a Grow for Change class with the Scout Group. Shortly after, she received the resource pack and began planning a class.

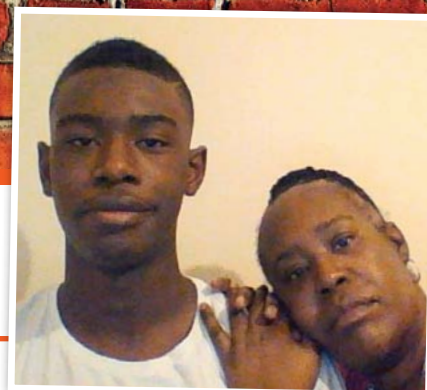
"The boys really enjoyed it. Both they and the parents

commented on how good the cress gardens looked and what a great idea it was. The suggestions for related activities were good too, and I feel the boys gained a greater understanding of homelessness."

If you'd like to find out more about our Grow for Change project pack you can get in touch with our Community and Events team on **020 8762 5582**, email community@mungosbroadway.org.uk or visit www.mungosbroadway.org.uk/how_you_can_help/grow_change



Sharon's story



“ Getting evicted when we did caused a lot of tension in my family, because it meant I missed my niece's wedding; but it all worked out for us in the end. ”

There were times when Sharon could do little more than usher her young son out of her home, sit on his dimly lit single bed and cry.

Life in her rented west London property had deteriorated into a constant battle against mould and disrepair. Despite being a proud mother, she was being forced to raise her youngest child to know nothing better. She knew something had to change.

Sadly in October 2013 the family was evicted. Sharon admits that when the decision came, all she could do was cry.

“When we were evicted the council found us a bed and breakfast. The problem was that my son, Sinn-Kaye was in the final year of his GCSEs and my priority was to get him through that. Thankfully, that's when Real Lettings came in to help.”

Set up in 2005 by St Mungo's Broadway, Real Lettings is a social lettings agency which aims to secure quality and affordable homes for homeless and vulnerably housed families across London.

“A home was soon found for us. But it was nearly 30 miles away from Sinn-Kaye's school on the other side of London. I didn't want my son's education to be disrupted any more. So I turned it down.”

However, within an hour, Sharon changed her mind. *“I met Gail from Real Lettings and she showed me around.”*

“Sinn-Kaye was going to have a double bed and his own bathroom for the first time. There was so much more space for the two of us and it was clean – there were no mice and there was no mould.”

“ I couldn't believe it, my son started to smile and I knew there and then that this was to be my home. ”

When they moved, Sinn-Kaye had to get up at 5.30am and travel across London to study. He made it to class every day.

Last summer, he received the news that **he passed all of his GCSE exams** which confirmed his place

on a Football Club scholarship scheme this September. The scheme provides young footballers with excellent sporting and academic opportunities.

Real Lettings supports single people and families who are currently homeless, to move in to a home of their own and get their lives back on track. If you have a property in London and the South East that could be used to help us support homeless families, please visit www.reallettings.com or give us a call on **020 7710 0660** to find out more.

Frontline is produced by staff and clients at St Mungo's Broadway. The aim is to keep you up to date on the issues affecting homeless people and to show you how your support is making a difference.

If you have any comments or feedback, please contact Rory at Rory.Warwick@mungosbroadway.org.uk
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 give with confidence