

**IN THIS
TOGETHER
HOMELESSNESS
EMERGENCY FUND**



Together
we will end
homelessness

In This Together

Funding Report

June 2020

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The biggest crisis of our time has brought the injustice of homelessness into sharper focus than ever before. Having a stable home quickly proved itself to be the determining factor in our ability to protect ourselves from coronavirus, and adapt to the pressures of our new way of life.

People experiencing homelessness, and particularly those sleeping rough or in overcrowded shelters and hostels, are among the most exposed to the dangers of the pandemic: they are also three times more likely to experience a persistent and severe health problem, such as a respiratory illness. With at least 170,000 people estimated to have been experiencing serious forms of homelessness in early 2020, Crisis and our colleagues in the homelessness sector feared that coronavirus was set to leave a trail of devastation larger than any of us could have imagined.

You, and thousands of others, refused to let this happen. Your commitment to protecting everyone in society enabled Crisis to provide support to homeless people when they needed it most. Out of suffering and uncertainty, a new sense of community quickly emerged, with thousands of people across Great Britain pledging their support for the people who are most exposed to the dangers of coronavirus.

Thanks to you, the **In This Together emergency campaign** enabled Crisis to continue delivering our support services for homeless people during and beyond the pandemic, and support other organisations to do the same through our emergency grants scheme. With thousands of voices backing our commitment to end homelessness once and for all, we have also been able to work side by side with government to change policy, push for funding and equip all local councils with the resources they need to protect homeless people during coronavirus.

In This Together

Campaign Overview

The outbreak alerted us to the need to work together as a nationwide homelessness sector and with local and national governments, to provide immediate protection for people experiencing homelessness.

- **Adapting our services**
Frontline staff worked to get everyone indoors and deliver our Skylight support services remotely.
- **Working together with our supporters**
Fundraisers and volunteers alike rallied to support people experiencing homelessness, from their homes, workplaces or in the emergency hotels.
- **Supporting our partners**
Staff in our Best Practice team developed an emergency grant fund to support grassroots organisations and homelessness charities to adapt their services to meet the urgent need to provide safety for homeless people in their area.
- **Working with Government**
Our Policy and Campaigns teams set out the national policy changes needed to protect all homeless people in Britain from exposure to the virus.

Adapting our services



Streetlink 0300500014

Weeks	Timeline	Timeline	Timeline
1st	Extended Hours Community Health Open Hours - 10am - 5pm	Healthy Step to Open Hours - 10am - 5pm	Member Club Open Hours - 10am - 5pm
2nd	Progression Step to Open Hours - 10am - 5pm	Property Search Open Hours - 10am - 5pm	Open to All Open Hours - 10am - 5pm
3rd	Community Health Open Hours - 10am - 5pm	Healthy Step to Open Hours - 10am - 5pm	Member Club Open Hours - 10am - 5pm

Adapting our services

From the beginning of the outbreak, staff across our 11 Skylight locations in Great Britain quickly **adapted our frontline services to provide ongoing support** for our members (the 8,000 people accessing our support services, who are currently experiencing or are at risk of homelessness) in the most challenging of circumstances.

Upon lockdown, all staff remained committed to providing ongoing one-on-one and coaching support to members remotely, working closely with local councils to support people into the emergency hotel accommodation and where possible, settled housing.

Crisis coaches provided members with smart phones and tablets to help them stay connected to friends, family and support services and, where they were self-isolating or social distancing, support their mental health.

Staff carried out individual assessments of each and every person in touch with Crisis services to make sure they had what they needed to stay safe and healthy.

Coaches also adapted their own schedules to make evening and weekend welfare calls to members after recognising that these were some of the most difficult and isolating moments for them under lockdown.

Crisis members have also been able to take part in new digital learning activities, such as virtual poetry and song-writing classes hosted by Crisis tutors.

Teams from our Skylight centres across England, Scotland and Wales have also been putting together **essential hygiene, food and wellbeing packages for members**.

Items contained in the packages include:

- Soap, tissues and hand sanitiser
- Food vouchers, tinned food, rice, pasta and fresh fruit and vegetables
- Paper, pens, crayons and mindfulness colouring books

Whilst supporting members to protect their mental and physical health has taken priority under lockdown, **all members are still being supported to leave homelessness behind for good** through remote coaching over telephone, text, email and Skype.

Coaches continue to work side by side with community mental health teams, employment and training partners, housing associations and private landlords to help our members improve their mental health, secure an income and access stable accommodation.

When centres reopen, Crisis will continue to adapt our Skylight services to meet the **urgent housing needs of people leaving emergency hotels and those people made newly homeless** as a result of coronavirus by shifting to a housing-led frontline service.

Safety will underpin all activity, with Crisis coaches and the people using our services observing social distancing and hygiene for as long as required. Group learning will be delivered virtually and where necessary, coaching and supported viewings of properties will take place remotely.

We also know that we need to provide the right support for staff. To keep in touch whilst working from home, directors of all 11 Skylight centres have put in place additional morning briefings, afternoon de-briefs, reflective practice sessions and informal team catch-ups to ensure that staff have everything they need to end the homelessness of our members and keep themselves well.



Working with our supporters

Crisis would not have been able to provide essential support for our members without the support of our donors and corporate partners. Philanthropists and corporate supporters alike gave their time by volunteering at Christmas to provide emergency support for over 4,000 guests to start their journey out of homelessness.

Many signed up to volunteer to support homeless people during the pandemic and **supported us by helping to spread the message over different social media platforms**, and championing the campaign to others in their personal and professional networks.

Recognising the urgent need for technology to enable coaches and members to keep in touch during lockdown, Crisis launched a donations drive for phones, smart phones and laptops and we were overwhelmed by the response.

Ellie Goulding and TaP Music joined forces with Crisis by sourcing 400 phones from EE to help our members stay connected to their coaches. The phones were preloaded with £20 data and were distributed to members who were self-isolating in emergency hotels or social distancing without access to technology to enable them to maintain their work to leave homelessness behind with ongoing support from their coach.

Computacenter have donated 50 refurbished laptops for our most isolated members to use to continue their journey out of homelessness, and Travel Phone Shop sent 150 handsets to members of Skylights London, Edinburgh and Newcastle.

Additionally, the start of lockdown presented the **urgent need to help homeless people move into self-contained accommodation to enable them to protect themselves**. The Crisis team in Merseyside worked together with our corporate partner StayCity Aparthotels and local council staff to help over 50 people move from crowded night shelters into emergency accommodation where they could self-isolate during the outbreak.

Running for an end to homelessness

The lengths our supporters will go to in order to protect homeless people from coronavirus, and achieve an end to homelessness for good, continue to amaze and inspire us.

Finley, a 10-year old from Oxfordshire and Nanuk, his husky, ran 5km every day for 50 days to complete Crisis' Step Forward to End Homelessness challenge during lockdown, raising an incredible £2,000 in the process.

"I want to raise as much money as I can to help people affected by homelessness who I am sure will be finding these times with coronavirus very hard.

They will need shelter, food, clothes, medicine and as much support as possible and Nanuk and I want to do what we can to help.

We are asking people to give generously and help us reach the 250km running goal to raise awareness and funds for people who are homeless."

- Finley, Crisis fundraiser



Supporting our partners

The funds raised through In This Together have enabled homelessness charities and social care organisations across Great Britain to come together as a community, adapt their services and **provide the best possible support for homeless people in the toughest of times.**

Due to many homelessness charities suffering significant losses in income due to the pandemic, our Best Practice team decided to create an emergency grants fund of £1 million to support our colleagues in the sector to continue their essential services.

The In This Together grant fund received over 350 applications for funding from organisations across England, Scotland, Northern Ireland and Wales, for essential work such as:

- online interpretation services
- deep cleaning of hotels
- transport for outreach workers
- food packages for homeless and/or vulnerable people.

Over 200 organisations across England, Scotland, Northern Ireland and Wales received funding of either small grants of up to £5,000, or larger grants of up to £50,000.

The latter helped organisations implement longer-term changes to the ways in which they deliver their support services, such as moving to a focus on quickly providing stable homes for homeless people, rather than relieving their homelessness temporarily.

Through the grant fund, **Crisis was able to develop collaborative and mutually beneficial relationships with charities across Britain** at an unprecedented scale, and provide urgent support in areas where we do not have our own services and are unable to reach homeless people.

These partnerships will continue over the following months and years as we work to build a movement for ending homelessness once and for all, and will emphasise best practice sharing in order to achieve national change.



Rowan Alba, Edinburgh

Rowan Alba is an Edinburgh-based charity providing support to men over the age of 50 with problematic alcohol use who live in permanent tenancies.

Most tenants have a history of rough sleeping and not using support, and have often been labelled 'unhouseable' by other services.

Crisis has provided just under £5,000 so Rowan Alba can recruit additional short-term support staff to meet the increased needs of tenants at this time in a safe way, without which they risk slipping back into homelessness or severe illness.

"Crisis' grant has bolstered Rowan Alba's supported accommodation service by increasing staff capability to provide more robust support during the current crisis, through our Managed Alcohol Programme.

It's helping to ensure our vulnerable residents are safe, secure and shielded from danger."

- Helen, Rowan Alba

NOMAD, Sheffield

NOMAD is a small charity which supports single people in the Sheffield area to find and access settled housing.

Over half of NOMAD applicants are refugees who have just received indefinite leave to remain in the UK and have been given just four week's notice to vacate Home Office accommodation.

NOMAD works to provide clients with support and quick access to housing.

It normally uses face-to-face volunteers to offer interpreting services but during the pandemic have been unable to make use of volunteers due to social distancing.

They received a grant of £5,000 for telephone interpreting services, so that they can continue to support non-English speakers to avoid homelessness.

"Thanks to Crisis we can now afford to use a telephone translator to ensure we can act promptly to get people off the streets and into a home during the pandemic."

- Fran, NOMAD

Working with governments

Through In This Together, Crisis and our colleagues in the homelessness sector have voiced our support for the unprecedented actions taken by the government to protect people experiencing homelessness from coronavirus.

The 'Everyone In' initiative ordered by national government in March, and spearheaded by former homelessness tsar Dame Louise Casey, resulted in an estimated 6,000 homeless people moving from shelters, hostels and the streets into self-contained emergency accommodation provided by their local council, which largely consisted of single rooms in hotels and B&Bs.

This initiative enabled homeless people to protect themselves from coronavirus and undoubtedly saved lives: if this is possible once, it must be possible always.

Crisis has been working closely with the governments of England, Scotland and Wales to ensure **robust support is in place for homeless people** during this time, and we have already begun to see some positive action.

- The Westminster government invested £3.2 billion in supporting local councils to help homeless people during the early stages of the pandemic.
- The Welsh government committed £30 million in funding for local councils to respond to the emergency, £10 million of which is a dedicated funding stream for temporary accommodation. **As of 28 May, a new fund of £20 million has been ringfenced to support Welsh councils to end the homelessness of those people leaving emergency accommodation.**
- In Scotland, a programme for government commitment has been brought forward in response to the coronavirus outbreak. The Unsuitable Accommodation Order (UAO), which currently prevents local councils from placing pregnant women or families with children into B&Bs or hotels for more than seven days, will now be extended to all people experiencing homelessness.



Policy and campaigns

We have...

The In This Together campaign has created a groundswell of support for Crisis campaigns, enabling us to transform policy at a national level.

Actions have also been taken by government to prevent homelessness from happening in the first place. Benefit sanctions and evictions have been temporarily suspended to prevent people from being pushed into homelessness during the pandemic. In line with the policy recommendation set out in the Crisis Cover The Cost campaign, the government has raised housing benefit to cover the bottom third of market rates.

We worked together with Refuge, Hestia, Shelter, St Mungo's and the All-Party Parliamentary Group on Ending Homelessness to campaign for A Safe Home to be provided for all fleeing domestic abuse.

On 03 May the Domestic Abuse Bill was amended to give survivors of domestic abuse, who are homeless, automatic 'priority need' status for rehousing in England, as a direct result of the campaigning efforts of Crisis and our partner organisations. Survivors of domestic abuse are now guaranteed safe accommodation by their local council to prevent them from facing the impossible situation of either returning to an abusive household, or being pushed into homelessness.

These results show that when we come together, we can achieve incredible things.



Ellen's Story: Sofa-surfing during a pandemic

While there has been significant provision established for those rough sleeping in Great Britain, many more remain in forms of unsuitable temporary accommodation, unable to self-isolate or socially distance. It is estimated that upwards of 70,000 people are currently sofa surfing. Many of those have been asked to leave their accommodation because of concerns around coronavirus, leading to a significant influx of people rough sleeping and councils struggling to house this unanticipated number.

For those able to remain, there is still the constant concern of their physical and mental health and those they are staying with, as Ellen's story illustrates:

"My host is in vulnerable health...so catching the virus could be lethal for her. I asked her if she wanted me to leave a few weeks ago so I wasn't potentially putting her at risk, but thankfully, she thought it better to have me around in terms of her mental health.

"The whole situation is making me feel very worried, so I don't go out at all now. I have limited internet and no television which makes it hard to stay connected to the outside world. If I have to leave here, I don't know where I would go. I'm scared I would become street homeless.

"It makes me very uneasy having to stay in the house most of the time. It's somebody else's space, so I am trying to be mindful not to get in the way, and to do things how she likes them to be done, but I don't even have a room to myself where I can relax. At least when you can go out you can get some space, but even that is not possible now.

"I have a poetry mentor through Crisis, and she gives me an assignment each week. That really helps me focus and takes my mind of the present situation. I always found Crisis very calming and therapeutic and would go about twice a week. Some of the people are so loving. Encouraging other people in that environment makes a big difference. I'm really missing it right now. My progression coach calls once a week to check in. It feels good to have that connection.

"I am grateful to be well. I am fortunate to have friends who can help me. I have enough food. Not everybody has these things, but I am really worried about my host catching coronavirus. Neither of us has any symptoms, but we don't know how long this situation is going to go on for and that is making me feel very anxious.

"Rough sleepers are being put in hotels and helped, but not everyone. It makes you think, if they can find accommodation for people experiencing homelessness now, why can't they do it all the time?"



Policy and campaigns

We must...

The actions taken by national governments herald a critical moment in the history of our society.

Policy changes to support the most exposed people are happening in quick succession: however, thousands of homeless people remain without support or protection following the pandemic.

Crisis' Policy and External affairs team is working tirelessly to ensure that the governments of England, Scotland and Wales implement permanent rather than temporary solutions to homelessness in Britain.

No matter who they are or what their circumstances are, Crisis needs to see that all homeless people will get the help they need to shelter from the pandemic and survive the economic uncertainty of the months and years to come.

We must work together to make coronavirus the catalyst for an end to homelessness for good, and for all.

Looking Ahead: Home for All

In This Together may be over, but our resolve to end homelessness for good continues. Coronavirus is only the beginning of the end of homelessness. **As we look ahead, it is clear we cannot go back to how things were before, especially with such an uncertain economic forecast.**

As a nation, we cannot let people who have been temporarily housed in hotels return to sleeping rough, nor can we let thousands more people be forced into homelessness due to the severely impacted job market and housing sector.

At Crisis, we are creating a campaign named 'Home for All' to ensure that when lockdown is lifted, the world is a different place for people experiencing homelessness, and that the progress we've made to end homelessness is not reversed.

To do this, we will be launching Home for All to follow on from In This Together. The Home for All campaign will support us with our priorities to:

- work side by side with the UK Government to ensure that those who have been temporarily housed are not made homeless again, and to end the homelessness of those who are still sleeping rough or sofa-surfing.
- adapt our own services moving forward to make sure we are there to support people in the right place and at the right time.
- refocus our grants programme to support organisations to adopt housing-led approaches and create long-term change for homeless people.

These are uncertain times for all of us, but we can be certain that the right thing to do is ensure we all have what we need to be well. Amidst all the uncertainties, these unprecedented events present an opportunity for us to build back our society for the better.



OUR FUNDRAISING

Total raised through In This Together campaign	£5 million
Number of individuals who donated to the campaign	30,000
Number of individuals who were first time donors	8,000
Total raised through individual giving	£1.4 million
Total raised through philanthropic giving	£1.9 million
Total raised through corporate giving	£500,000
Total raised through trusts and statutory giving	£1.1 million
Total raised through national and regional giving	£100,000

VOLUNTEERING

Number of St Mungo's emergency hotels	7
Number of homeless people accommodated in hotels	935
Crisis volunteers who registered interest in volunteering	800
Crisis volunteers who signed up to volunteer	98
Crisis volunteers who volunteered for at least one shift	71
Total hotel shifts covered by Crisis volunteers	650
Total volunteering hours (Crisis volunteers)	3,930
Crisis volunteer befrienders	14

OUR SERVICES

Total number of people who received support from a Crisis member of staff during lockdown	3,065
Total number of coaching sessions delivered remotely during lockdown	4,956
Total number of wellbeing packs sent by Crisis staff during lockdown	Over 700
Total number of laptops provided to Crisis staff	80
Total number of laptops provided to Crisis members	50
Total number of phones provided to Crisis members	1,000
Total number of rucksacks provided to Crisis members	100
Total number of hand sanitiser units donated	300
Total number of shaving razors donated	10,000

OUR GRANT FUND

Total grant applications received	361
Total grant application decisions made	354
Total grant applications approved	212
Total grant applications declined	134
Total grant applications withdrawn	8
Total applications valued at up to £5,000	177 (84%)
Total applications valued at between £5 – 50,000	35 (16%)
Total value of approved grants	1,810,286
Total if all pending applications are approved	1,844,915
Total grant available	£1,950,000

On behalf of everyone at Crisis, thank you for your support so far. We hope to see you on the journey to end homelessness once and for all.



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