



Annual Report 2019-2020



Mission, Vision and Values

A society in which every young adult has a safe place to call home and is positively engaged within their local community.

OUR MISSION

- We pro-actively address needs to prevent homelessness in young adults aged 16 to 35
- We provide hosted accommodation at point of crisis and longer term.
- We work together with young adults, their families, and agencies to prevent homelessness.
- We provide a range of learning opportunities around tenancy sustainment and wellbeing.
- We provide an opportunity for people in need of our services to gain trust in people and agencies, feel dignified and not judged and to develop openness to new experiences

OUR VALUES:

Respect

We respect the experiences, values, and ambitions of people at risk of homelessness.

Trust and Support:

We believe that when given support in a relationship of trust individuals at risk of homelessness can be enabled to find solutions to the difficulties that they face.

Safety and Security:

We recognise that everyone needs safety and security, including our staff, our volunteers and those at risk of homelessness.

Diversity and Equality:

We value diversity within the charity and in wider society and we strive for equality of opportunity.



TRUSTEES REPORT

Our purpose and activities

The purpose of the charity is to:

Work with young

adults, families, local agencies, schools, and youth organisations to reduce the number of young adults at risk of experiencing homelessness in the Redditch area.

Provide short term, emergency accommodation and longer term supported lodgings in the homes of trained volunteer hosts.

Offer practical, emotional, and social help through the provision of advice, guidance, learning and support on a wide range of life and independent living skills.

The year 2019/20 has been a challenging but successful year for the charity, with the hard work of staff, volunteers and trustees the charity has continued to provide support to young adults across Redditch and surrounding areas who are homeless or threatened with homelessness and in need of support with social and emotional needs, independent living skills, reengaging with education, training and employment. Support has been provided by group support work and individual work with clients.

The charity has successfully raised additional funds to support its operations.

The financial position of the charity is secure, although additional funds are required in future years to maintain the same level of support activity

The demands for the services the charity provides have continued to increase at the same time as funding cuts by local authorities have reduced the level of state support available. Increasingly work is based on preventive activities although the provision of emergency accommodation is still a crucial element of our work. In house funding applications will be written and form part of our financial strategy.

The Covid19 period starting at the end of the financial year meant that the office had to close, and staff were working from home and continuing to support clients as required. Clearly this has been a difficult period for all involved and has put additional pressures on staff and volunteers, but has also put additional pressures on clients that were already struggling, and this has resulted in a further increase in demand for our services which is likely to continue as life returns to some sort of normal.

A key aim of the charity is to work pro-actively with clients to address issues at an early stage of intervention and to try to stop issues escalating which would in turn result in a much harder and costly issues for other agencies to try to address.

The charity provides support in a highly cost-effective manner.



The charity provides targeted support in a reassuring and inclusive manner to its clients, the feedback from our clients is very positive.

I would like to thank the charity manager, staff, volunteers, and trustees for their support of the charity over the last year especially during this challenging period in all our lives.

Through the hard work of the charity manager the charity has been successful in a range of new funding grants and bids, which has helped secure the charities future.

It is essential that the charity continues to be viable so it can continue to address the needs of clients, families, and the wider community.

We know the work the charity does is valued within the community and we are grateful to individuals and a range of organisation's, companies and foundations that have provided funding to the charity over the year.

The charity looks forward to continuing to serve its community and to work with partners to provide support to those who require our help.

The charity ensures as part of its governance that and up to date risk management register is maintained and that the financial position is reviewed at each meeting, we also review the skills base of our trustee's to ensure effective experience and knowledge exists within our trustee body.

Mike Hill (BA hons) ACMA ACIS

Chair

REDDITCH NIGHTSTOP FINANCIAL ACCOUNTS 2019-2020 SUMMARY

INCOME	2020	2019
Grant Funding	£165,299	£151,165
Donations	£18,821	£18,530
Fundraising	£16,996	£4,895
Other Income	£13,746	£42,391
Total Income	£214,862	£216,981
EXPENDITURE		
Staff Salaries	£136,819	£107,659
Host Payments	£15,737	£29,037
Premises Rent	£14,713	£14,400
General Running Costs	£46,101	£42,690
Total Expenditure	£213,370	£193,786



REPORT FROM PROJECT MANAGER SUSAN SADLER

Redditch Nightstop have continued to deliver a range of provisions from a person-centered approach which includes Drop In, Emergency Accommodation, Supported Lodgings, Learning, Mediation and Floating Support for 18-35 year old's.

We are well positioned within the local community to respond to homelessness related issues. Redditch has four super-output areas in the top 10% most deprived areas of England (Church Hill, Batchley Abbeydale and Woodrow) and the need for this project has remained high. We have a visible rough sleeping presence within the town. Young adults hear about the service from various agencies in the area. We are members of Centrepoin, Depaul UK, BARN and have good relationships working in partnership with Redditch Borough Council and other local housing providers. Redditch Borough Council have recently established a Housing First Approach, to manage higher risk rough sleepers, and have made appropriate referrals to our service via this scheme. We are also frequently asked to support young adults with complex situations, and support with the provision of essential living items including furniture, cooking equipment and white goods. We sought feedback from the councils Housing Strategy and Enabling Officer, who commented:

“Redditch Nightstop are invaluable partners of Redditch Borough Council in helping to support its statutory homelessness function.

We support people to make lasting change, recover and move on from homelessness by addressing needs, barriers and contributing factors that have reduced their chances, providing them with new opportunities and developing their skills for independent living.

We have been successful in raising funds to continue all areas of work at Redditch Nightstop; our main funders are the National Community Lottery, Tudor Trust, Redditch Borough Council and Worcester County Council. We have also been awarded grants via the Councilors Divisional Fund to provide essential household items for those moving to independent accommodation.

An invaluable grant was made by Awards 4 All, which funds mental health support for our young adults, which is an ever-increasing need. This provision is delivered in partnership with Headgym.

We are grateful to be supported by individuals and local businesses who generously contribute towards our Hardship Fund, which provides unrestricted funding used to support young adults in need who have nowhere else to turn. It is a privilege to be the link between the young person, and the community that wishes to support them.

Redditch Nightstop fosters a supportive and comfortable environment for all, including trustees, staff and volunteers. I am privileged to have a knowledgeable, committed, and driven board of trustees and staff team, all of whom demonstrate a genuine desire to improve the lives of vulnerable young adults. This year, our Chair led a review of the service and working with other trustees and the staff team developed our annual plan, which has directed our work.

This year has seen some changes to our staff team, we have recruited one full time staff member, who has brought knowledge and extensive experience working with our client group and compliments the skills and knowledge within the current staff team.

We have worked with a psychologist to better understand the young adults we support via group supervision and have undertaken training on Adverse Childhood Experiences Awareness, Trauma Informed Training, Mental Health First Aid and Emotional Intelligence Training.

The work of Redditch Nightstop is made possible by volunteers within the local community that support us in a variety of ways. Hosts have continued to provide a safe place for our young adults to stay for anything from 1 night to 12/18 months. This year, other volunteers' roles have included drivers, social media and admin and working within our community vegetable shop. Volunteers have shared expertise running sessions on jewelry making, cooking and developing employability skills with young adults, who have thoroughly enjoyed the experience.

I have enjoyed my role in supporting events and activities arranged by the volunteer coordinator to generate funding for our service. Such events provide an opportunity for myself and my team to build contacts, generate income and to raise awareness of homelessness locally, and our preventative work. Importantly, we are also able to breakdown stereotypes that people have regarding homelessness, by having the opportunity to talk about our work.

The young adults we support present to us facing serious and significant challenges. Through their own determination, and good quality support from staff, I am proud to observe their self-belief and resilience grow, and progress being made towards a stable and fulfilling life, watching our vision come to life.

Housing Options Team Leader commented: *"I too have been impressed by their level of commitment and support to our clients compared with other agencies which I have worked with over the years and can honestly say its unparalleled. When I first started working here, I wouldn't have achieved the number of successful preventions I had with young adults without them."*

We have worked within our strategic plan to maintain the focus of our work and have met the outcomes of each project, providing reports as required to funders and partners. To keep our service up to date with local and national changes and challenges, and to form part of the solution we participate in a variety of homelessness strategic partnership meetings. An integral part of our strategic plan is to recruit hosting households.

Like other organisation's nationally, we have been affected by the COVID-19 pandemic and subsequent restrictions and lockdown both in terms of fundraising and project delivery. It was inconceivable at the start of the year to think that we would need to rapidly change our working practices and project delivery, however we are proud to have adapted quickly as an organisation to continue the essential work we do with young adults.

We made the decision to suspend our accommodation provision. However, we were determined to ensure that the momentum of support we provide does not slow, and that young adults would have confidence that they would continue to benefit from regular support, dealing with issues quickly to prevent decline. This has included zoom meetings, allowing young

adults to access face to face support. We have been proactive in our approach and ensured that young adults had the tech needed to access support in this way. We used WhatsApp, which young adults find an effective way of keeping in contact, as they do not need phone credit to make calls.

We will continue to take new referrals throughout this period of lockdown and meet young adult's support needs with a wide range of interventions.

REPORT FROM SUPPORT STAFF

Our success in grant funding means we have been able to continue delivery of support for **94** young adults aged 16 to 35 across a range of services, including **839 stays** in our host accommodation for those aged between 16 and 25 years, moving between services as appropriate to needs.

- Drop In
- Emergency Accommodation
- Supported Lodgings
- Mediation
- Learning
- Floating support

This year, as with previous years the young adults we support present to us with a wide range of needs, many have poor mental health and a need to develop independent living skills. We have observed an increased need for our mental health and wellbeing provision and the length of time that it is required to maintain wellbeing and make lasting change.

We provided less emergency accommodation bednights than the previous year, however the use of our drop in has increased significantly; young adults have continued to access the Drop-In service and learning sessions for a prolonged amount of time. We have also made sure that there is support available outside of usual operating hours for those in employment still in need of support.

There has been a consistent need for our supported lodgings; clients have remained in placements for longer periods of time before moving on via our partnership with Redditch Borough Council. All of those placed have moved on successfully and are transferred to our floating support services for transition and continued support. 100% have maintained their tenancies.

We are working with more young adults with complex needs across all services, often with no specialist professional support involved. Our approach enables us to understand the needs of the person, make appropriate referrals, present evidence supporting the need for adult social care support leading to more sustainable outcomes. Clients are accessing the floating support service for 21 to 35 for a longer period than the younger client group; there are very limited support services available for this age range yet needs can be more complex.

Increasingly, we are keeping young adults safe in the interim until professional support packages are in place via our increased age range, and within our accommodation and floating support provisions. This year we have worked to ensure appropriate safe housing by specialist providers for young adults, that daily social care support has been put in place for those not able to meet their own needs. Many do not know how to navigate the system to meet their own needs and face barriers to accessing appropriate services. The lack of formal diagnosis is a further barrier, and a frequent reason that young adults are denied services. We have worked with GP's to obtain assessment and diagnosis enabling access to specialist provision, including care, housing and income.

Issues surrounding homelessness have shown to have a detrimental and often debilitating affect upon a person's mental health and our growing client base have indicated a need for support in this area. We are now able to provide immediate access to wellbeing coaching and support, which evaluation has shown improves mental health.

We have provided mediation for parents and young adults, usually at the request of parents or referral agencies, and always with the agreement of all parties. This does not always have to take a formal approach, but always works to support the rebuilding of relationships and the ability to understand each other's perspective, needs and interests.

We initially intended on having a very structured approach to our learning, however after consultation with our young adults and research into gaps in the local community provision determined that a less formal approach focusing on sessions such as cooking, crafts and DIY skills would be of greater benefit to our young adults, slowly building confidence and self-esteem alongside skills. This more flexible approach has also given young adults the benefit of building supportive relationships with peers.

As part of our learning program, we sit together and share meals with young adults. This gives us a good opportunity to harness positive relationships with young adults and to help develop peer support within the group.

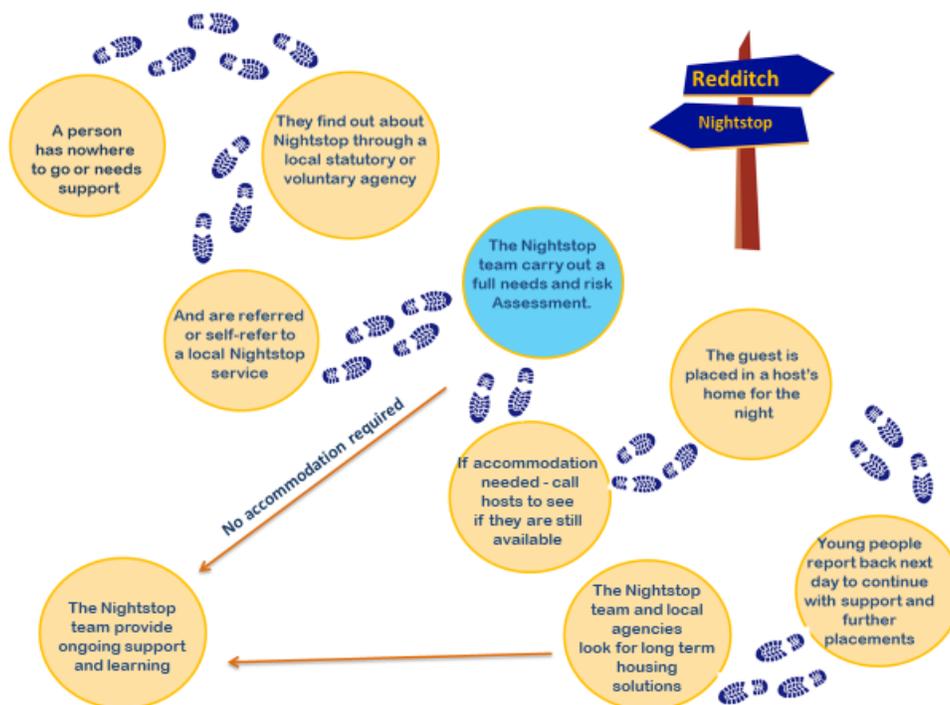
During the summer, many services reduce, and constructive activities are limited. Building on the previous year's day trips, staff worked with young adults to develop a timetable of activities which included in house activities, a day trip to the Seaside, a visit to Cadbury's World, Boating at Warwick, a visit to Warwick Castle and a meal out. It was a pleasure for staff to facilitate the experiences for young adults that they would not otherwise have had the opportunity to enjoy.

OUR WORKING ENVIRONMENT

We are supportive of each other, working together to overcome complex situations and are always ready to share knowledge, skills and to develop solutions to meet the needs of young adults. Regular staff meetings provide the opportunity to share information gathered and to discuss and manage risk. The office environment, atmosphere and positive relationships within the staff team are conducive to building positive relationships with the young adults due to the positive role modelling shown.

The trustees and chair listen to the staff team requirements for training and support professional development. They have continued to develop our skills as via relevant training requested.

THE REDDITCH NIGHTSTOP PATHWAY



DROP IN

Our Drop In has provided immediate access to support, washing facilities, food, phone/computer to access services, advice and guidance and referrals to specialised services alongside staff and peer support.

Young adults have used Drop In facilities for a wide range of reasons, including support relating to

- Housing advice
- Employment
- Health care services
- Benefit claims
- Emotional support
- Budgeting/debt support
- Reduce loneliness and isolation
- Access to other specialist services, such as drugs/mental health support
- Food and toiletries provision



Through assessments we identify other needs which are potential barriers to good health, financial stability and opportunity and can use funding from our Hardship fund to address these issues. For example, we can purchase suitable clothing, fund ID (essential for housing, banking, benefits and employment) pay for travel costs, fuel and other essential living items; this provision is made for all young adults.

EMERGENCY ACCOMMODATION

Our Emergency Accommodation prevents street homelessness via accommodation provided in the homes of volunteer hosts who offer a warm private bedroom, washing and laundry facilities, meals, and emotional support. Every young person that accesses this service has a needs and risk assessment and staff work collaboratively with them to develop an action plan addressing housing and wellbeing needs. Hosts are trained, DBS checked and supported by staff via a 24 hour on call provision.

SUPPORTED LODGINGS

Our longer-term accommodation option Supported Lodgings is for those that need more support and a family environment. Hosts provide a bedroom, shared use of communal family rooms and 3 meals per day. Young adults are provided with a licence agreement and have time to develop independent living skills with the support of the host family, alongside regular support from Nightstop staff.

Hosts share skills and knowledge and ensure that young adults feel valued. The relationships that are built between young adults and their host are remarkable and often lasting. Hosts often help the young person to settle into their new homes.

LEARNING

Our learning sessions relate to factors contributing to homelessness and to sustaining future housing, preventing cyclical homelessness. Topics include Drugs and Alcohol, Anger Management, Coping with Change, Emotional Awareness, Living on a Budget, and Cookery sessions. Cooking has proven to be the area of learning that young adults enjoy most. Sharing meals with staff and other young adults is an important part of this provision valued by young adults. Alongside a healthy meal young adults have developed friendships, built confidence, improved their self-esteem. Cookery sessions allow us to teach basic food hygiene, safe techniques, how to prepare fresh food items, and how to eat an affordable varied and healthy diet. We have delivered group cooking sessions, Jewelry making, (delivered by a host) and DIY sessions provided by Redditch Community Shed.

FLOATING SUPPORT

Floating support is one to one support, is flexible and responsive to individual need and risk. It is delivered in a variety of locations, including home visits, office-based support and support to attend appointments within the local and wider community.

MEDIATION

Mediation is a voluntary, impartial and confidential service that can help to rebuild relationships within families. It is free to families in Redditch and the surrounding areas and provides:

- Help to resolve family conflicts
- Help to improve communication
- A confidential environment to express feeling freely but appropriately
- Help to rebuild positive relationships
- Support with a planned move on with continuing family support

THE DIFFERENCES WE ARE MAKING

We know that our project meets the following outcomes:

- ✓ Homeless young adults will be safely accommodated and have improved health and wellbeing.
- ✓ Homeless young adults will have improved life skills in order to sustain independent living.
- ✓ Homeless young adults will have increased resilience through improved support networks.
- ✓ Homeless young adults will have reduced barriers to accessing education, training, and employment, countering social isolation.



Headgym, a service we partner with to deliver mental health support to our young adults stated:

“I have seen first-hand the difference that Nightstop makes for the young adults of Redditch, working with young adults myself I have witnessed the extensive support given. Young adults see Nightstop as a lifeline especially those who may be alone or have difficulties within their families and relationships. Nightstop is often the only place that they can go to talk, relax or just feel that they belong to something. The support offered has helped many of the young adults to be able to cope with very challenging circumstances to move forward and make progress with their lives whether that be personally, with relationships, friendships, accommodation, education or career. Some of the additional support offered has also helped with living skills such as budgeting, cooking healthy eating and social skills.

Nightstop is an essential and much-needed service for the young adults of Redditch”

Neil Ordish, Headgym Mental Health Support Service



DROP IN CASE STUDY:

H approached Redditch Nightstop for support regarding his housing situation. H was homeless for 12 months after leaving an abusive family home with historical social care involvement due to child protection concerns. He stayed with a family member for a while, however a change in circumstances led to the relationship breaking down. H sofa surfed with friends for a while which was not sustainable. H had approached the housing options team when he was made homeless; his case had been assessed but there had been no further progress. This was followed up by staff who provided information about his current situation, and further information about needs. Staff were also able to provide information regarding police involvement and their concerns about vulnerability. Police collected H’s belongings which we were able to store at our office whilst homeless situation was being resolved. Staff supported H financially via the Hardship Fund with 1 night’s accommodation in a local hotel to allow him to maintain work, as he had a friend he could stay with out of area for a while. Staff supported H to bid appropriately; he was quickly allocated a property. The housing association required rent in advance before granting the tenancy, which we assisted with. H was granted further financial assistance via the Hardship Fund to purchase a cooker and washing machine, and was provided paint, household items to set up home and food. Staff gave advice re setting up utility bills and budget plan. H is now settled in his tenancy and has been offered mental health support via Headgym and ongoing floating support to maintain tenancy, prevent future homelessness and to work towards future aspirations.



LEARNING CASE STUDY:

P was introduced to the SAS project via his attendance at learning sessions with his Princes Trust group. After the session he requested a one to one talk with staff and shared that he was considering leaving home due to the environment and impact on his mental health. Over time, P was supported to leave home in a planned way and moved into supported accommodation locally. He continued to attend learning sessions and accessed Drop-In support, which helped him address a range of issues, including mental health support via Headgym, increased self-esteem and self-confidence and developing cookery skills. P was a valuable member of the learning group and provided good peer support to others. Staff supported P to rebuild his relationship with his family. P was also supported to develop future aspirations and decided to apply for a university place. P was successful, and staff assisted him to make his student finance applications and to access further bursary funding via our partnership with Centrepoint. We have also made provisional arrangements to ensure an accommodation placement is provided during holidays which has significantly helped make this possible.



EMERGENCY ACCOMMODATION CASE STUDY:

X was referred to the SAS project after becoming homeless following an altercation at home. The response from the councils housing team was to refer him to a hostel in Birmingham. Concerned, a family member contacted staff at Redditch Nightstop and explained that the altercation at home had arisen due to an argument regarding access to food and finances. and an assessment was undertaken. We found that X had been financially abused for a lengthy period and had not been provided with adequate food and care. He was underweight, and unkempt with no suitable clothing. It was immediately clear that hostel accommodation would be wholly unsuitable for X, he was a complex case with significant vulnerabilities including learning needs, autism, ADHD, depression, and anxiety. We disputed the plan to move X to an out of area homeless hostel on the grounds of vulnerability and arranged suitable accommodation in host home. This allowed us to gather further understanding of X and make referral to adult social care, who accepted the case. X was able to maintain his education at the local college. X's needs were too high for Nightstop long term, but we were able to keep him safe whilst social care completed assessments. Social care agreed that X was care act eligible and therefore owed a duty. They arranged accommodation in specialist respite provision whilst awaiting longer term fully supported accommodation. X was supported to purchase suitable clothing and attended cooking sessions. He was provided with some essential items for moving on into his supported accommodation, where he is now happily living and continuing to do well.

SUPPORTED LODGINGS CASE STUDY:

L, 17 was referred internally to our Supported Lodgings after an emergency accommodation placement. He was living with a parent with a terminal illness and was estranged from the other. Whilst the relationship with his parent was strong L understandably found the environment very difficult to live within, his parent felt the same and wanted L to be safely housed. Important to L was his pet, which historically we have not been able to accommodate for, however hosts were keen to ensure that L was able to keep this important bond so made provision for this. L was working full time when placed but wanted to take opportunities for training. He was supported to apply for apprenticeships in areas he was interested in and secured one with a local firm. Sadly, during the placement the circumstances of the host changed, and L was moved to another host home. He settled well. L continued to develop independent living skills and when ready was moved on via our move on scheme to a lovely one bed flat and provided floating support. L has maintained relationships with both of his former hosts and continues to thrive.

FLOATING SUPPORT CASE STUDY:

M 34, was separated with four children living with their mother and had been housed in a 1 bed flat. He had a diagnosed learning difficulties/processing issues, and a gambling addiction. Initial support with this client included preparation for independent living and enabling him to understand the management of his finances for maintaining a property independently. A slow and steady approach to building a trustful professional relationship was undertaken. Two months into the support M was diagnosed with a chromosome disorder, that had an immediate detrimental effect to his mental health. M was supported to understand this rare genetic disorder, and to come to terms with this diagnosis.

Over time M has been supported to manage his finances and maintain his tenancy and has undertaken limited training packages in attempt to make himself more employable. Although the family unit is still fractured, M provides a safe space for the children in his own home and his relationship with his ex-wife has improved as his independence has grown.

WORKING TOGETHER WITH OUR LOCAL COMMUNITY

We recognise the importance of joined up working and how this provides a holistic approach for the young adults we support. Volunteers and effective working with other members of the community, including schools, local business, partner agencies remain essential to the delivery of our project. One young person commented *“They have a lot of contacts in all different aspects of the community so if they are not able to help then they can guide you in the direction of somebody who can”*.

We have promoted our service and the need for our project within the local community via presentations and events in schools, local clubs, organisation's and businesses. We have harnessed huge support, with the community have running events on our behalf.



We have been supported by our local football club, Redditch United to run a variety of fundraising events this year. Events have been well attended by the local community and representatives from local businesses and alongside volunteers, staff and trustees.

Local supermarkets Morrisons, Tesco, Sainsburys, Asda and Waitrose have supported us with food donations, prizes for raffles, food for Christmas lunches and have promoted our work. They have also offered regular donations which have enabled us to ensure the young adults we support have been provided with fresh food that they could not otherwise afford. We were also successful with winning the green chip awards from Waitrose in Bromsgrove and Alcester and Asda in Redditch.



Quattro Pensions in Redditch have supported us with a wide range of items such as all the food for our young person's Christmas lunch, paper bags for the community shop and fundraising.

We have run a community shop during this year, a local company Oakland International who, with Mindful Chef provided us in with their surplus food. This has proven to be successful with the help of volunteers collecting the donations and bringing back to Nightstop. Our organisation has benefitted from the shop in many different ways; providing our young adults with fresh fruit and vegetables free of charge, donations to hosts to provide for the young person staying with them, ingredients for our cooking sessions and also provided the local community with produce who in return made a contributing donation towards our hardship fund.

TK Maxx donated food and beverages to us when lockdown commenced in March. We used the items to provide food parcels for young adults and held a sale to raise funds.

Our local newspapers The Standard and Advertiser have continued to promote our service sharing stories of events and successes, volunteer recruitment campaigns, and podcasts keeping the local community informed of the work we do with young adults.



FEEDBACK FROM OUR YOUNG ADULTS...



We would like to thank staff, hosts, volunteers, trustees, and the local community that make our work possible. We would also like to take the opportunity to acknowledge the young adults that put their trust our service, asking for help to overcome the difficult challenges that they are facing.

“What is the bravest thing you’ve ever said” asked the boy.

“Help” said the horse.

Charlie Mackesy, The Boy, The Mole, The Fox and The Horse.

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