



***WINTER NIGHT SHELTER
REPORT 2017***

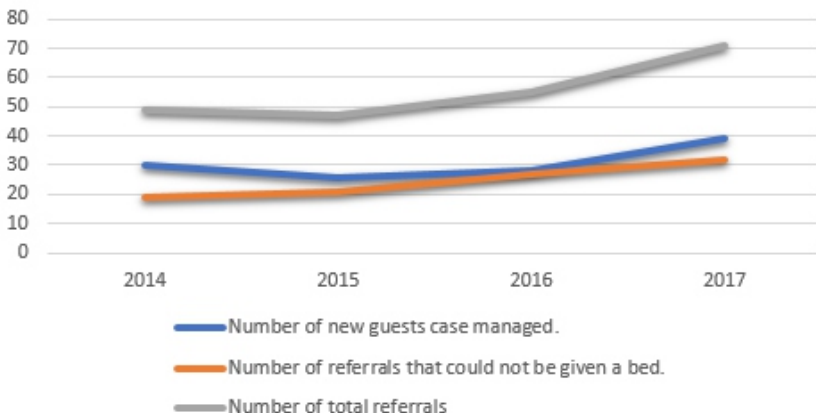
**A local charity based in
Harrow working with
the homeless**



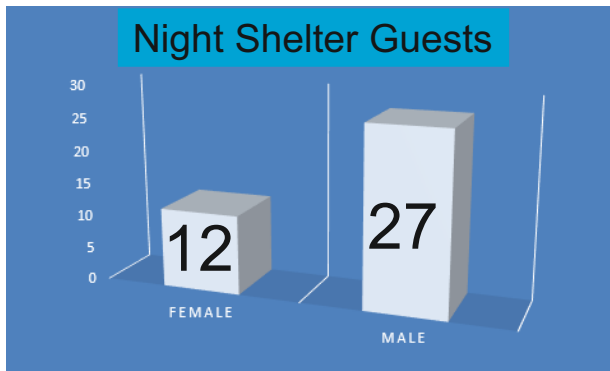
Winter Night Shelter 2017 Report

FirmFoundation has seen a sharp increase in rough sleepers over recent times. Just over six years ago, the official number of people verified sleeping outside was just six. This figure represents only a small proportion of those actually sleeping rough. During this short period of time to April of 2016 this official number rose by more than ten-fold. This has been reflected in the number of growing referrals to FirmFoundation's Winter Night Shelter which has continued to challenge services during the rest of the year.

Number of referrals and cases managed



It is against this backdrop that FirmFoundation in the 2017 Winter Night Shelter took the decision to expand the Night Shelter Service. This was accomplished in a number of ways. The first was to offer bed spaces to women, this was made possible through additional funding. The second has been the addition of a full-time Project Worker to take on the increased case load and the third, was to offer flexibility with the number of bed spaces available.



FirmFoundation have been pleased to appoint a full-time 'Night Shelter Manager' for this twelve-week project with an additional full-time Project Worker. The Charity Manager also worked with the Night Shelter providing the extra support work needed for those guests accessing this service.

The role of the Night Shelter Manager was to ensure the smooth running of the expanded Night Shelter, provide high quality project management and encourage volunteer engagement across the twelve weeks. The role of the Project Worker was especially effective and provided the case work support needed to assist guests as appropriate.



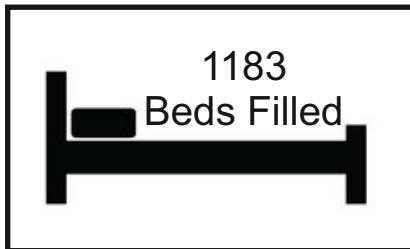
Day to Day

FirmFoundation's Winter Night Shelter opened its doors for the seventh consecutive year on Monday 2nd of January 2017. The new mixed Shelter ran at the same venue for meals with the women sleeping in a separate building overnight and we would like to thank Trinity Church for the use of their premises. The Shelter ran for seven nights per week until and including the 26th of March 2017. Harrow International Christian Centre (HICC) once again offered the use of their magnificent building to help us overcome the difficulty of the unavailability of the Community Centre until after 9:00pm on Mondays.



Shelter Aims

The aim of the Shelter is to provide a warm and friendly atmosphere and safe dormitory style overnight accommodation for up to 10 male guests and 5 female guests per night. We were also able to offer extended Support Worker engagement to assist guests in accessing relevant services. The Shelter was also made possible with the help of our fantastic volunteers who gave their time, energy and skills to make sure that guests were well fed and well looked after. In all, volunteers contributed an astonishing 2,500 hours to the Night Shelter, their commitment has positively affected the guest's lives and outlooks. They offered sumptuous meals every evening which left the guests feeling loved and cared for. A cooked breakfast was also provided Monday to Friday at Trinity Church which is located close by. Hot shower facilities and necessary toiletries were also available at both sites. Guests accessing bed spaces was up by 30% on 2016.



Over
1250
dinners served

Referrals to the Night Shelter

The wider work of FirmFoundation and the referral routes into the Night Shelter worked well, receiving referrals from a range of agencies. The guests were referred to us by:

Hope,
Crisis,
Radiate,
Churches,
Job Centre,
Look Ahead,
Food Bank Harrow,
Single Point of Access,
St Paul's South Harrow,
Harrow Street Pastors (HSP),
Citizens Advice Bureau (CAB),
Harrow Council (Housing Advice Team),
FirmFoundation's Signposting Drop-in,
and other services.

The shelter received 71 referrals this year, an increase of 20% on 2016, of which the Night Shelter offered bed spaces to 12 female and 27 male rough sleepers.

Although the number of people accessing FirmFoundation's Night Shelter increased in 2017, it was necessary to permanently excluded just one individual during this time.

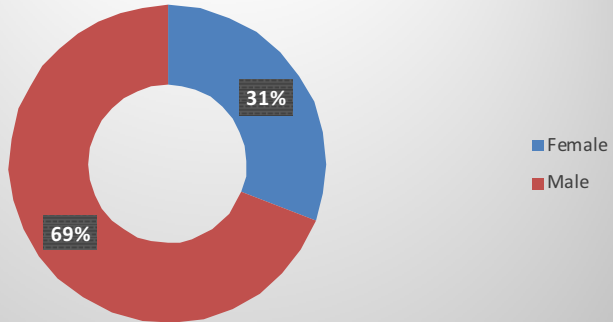


Together we are stronger
Together we help one another.
Together we can do more than
we could ever do alone.

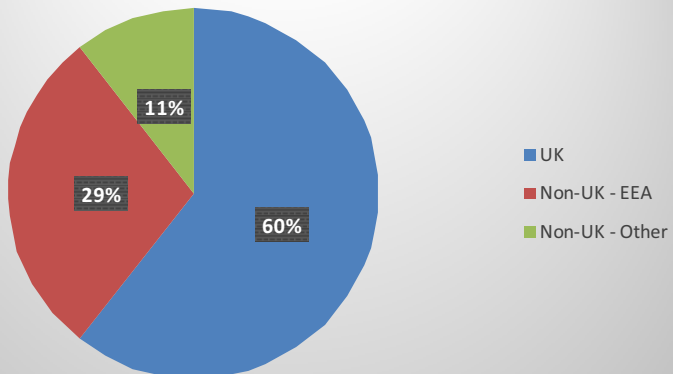
Night Shelter Statistics

36% up on beds filled in 2016

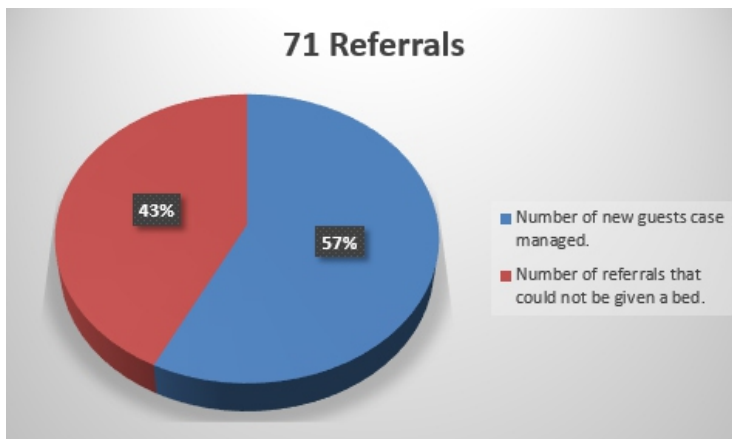
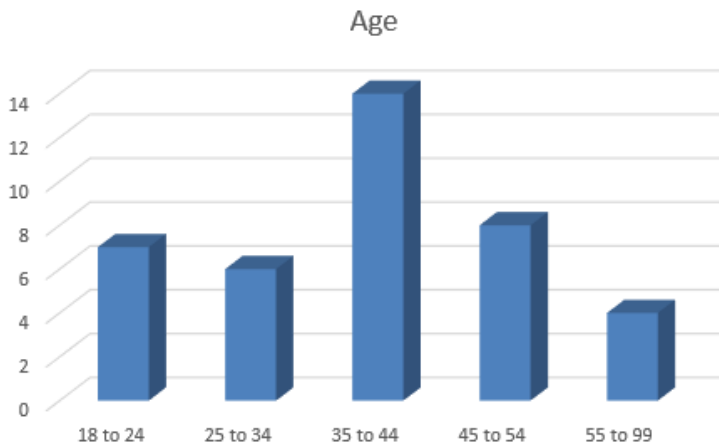
Gender



Nationality



**23 guests were helped into accommodation in 2017
a 77% increase compared to 2016**



Case Studies

Case Study 1

We were pleased to offer a bed space and case work to a young male guest aged 19. The Night Shelter offered a safe place to sleep and eat, FirmFoundation worked with Harrow Council and a Housing Association's Young Person's scheme to resolve his situation. This bridged the gap between his homelessness and accommodation. FirmFoundation wish him all the best as he begins his future afresh.

Case Study 2

A bed space was offered to a 26 year old women with a Harrow connection following a referral from Crisis at Christmas. Already working and having escaped a damaging relationship she stayed at our Night Shelter. Her homelessness was brought to an end when FirmFoundation secured accommodation with a housing association in an all female property.

Case Study 3

A 43 year old male with a history of mental health and substance misuse accessed FirmFoundation's weekly Drop-in. Having been found by the Council not in 'priority need' he had slept rough. He was referred to the Night Shelter where, although difficult for him, he stayed for some nights. Working with the local Drug and Alcohol service, requesting an assessment and connecting with the Borough's Floating Support, this gentleman was offered supported accommodation, he is now settled and making good progress.

Our thanks to all who have supported FirmFoundation's Winter Night Shelter

Allchurches Trust	Pret Foundation
Axis Foundation	Rayners Lane Baptist Church
Belmont School	Rotary Club of Northwick Park
Bright Horizons Northwick Park Nursery and Preschool	Roxeth Primary School
C of E 6 Crown Street Endowment Fund	St George's Catholic Primary School
Cannon Lane Methodist Church	St Lawrence Church Whitchurch PCC
CCR Foundation – 'Found'	St Michael's & All Angels Harrow Weald
Elmfield Church	St Paul's PCC
Harrow Baptist Church	The 29th May 1961 Charitable Trust
Harrow Christmas Care	The Beatrice Laing Trust
Harrow International Christian Centre	The Goldsmith's Company Charity
Harrow School –The Shaftsbury Enterprise	The Hatch End Singers
Headcount FM	The London Community Foundation - Comic Relief
King's Church Harrow	The North West London Community
Leathersellers' Company	The Pinner Association of Churches
London Catalyst	The Souter Charitable Trust
Marsh Christian Trust	Trinity Church Harrow
Persula Foundation	Waitrose Ltd
Pinner Free Church (Baptist)	Wealdstone Baptist Church
Pinner Methodist Church	Wealdstone Methodist Church
	Wesley Guild of Wealdstone
	Whitefriars School

To those individuals who have given so generously



**OVER 700
VOLUNTEER SHIFTS**

**OVER 2,500 HOURS
OF VOLUNTEERING**

THANK YOU FOR ALL YOUR SUPPORT

2017 Visitors



Harrow School Volunteers



Councillor Mrs Rekha Shah
and Revd James Power



Counsellor Sue Anderson



Giovanna Pasini
Pret Foundation Trust Manager



MP Bob Blackman (Harrow East)

Mr Blackman once again visited the Night Shelter spending time with the guests and catching up with FirmFoundation. Mr Blackman has tabled the Homelessness Reduction Bill which was passed through parliament earlier this year.

Thank you to Mr Blackman who took the opportunity to highlight FirmFoundation during the second reading of the bill.

Comic Relief Films at the Night Shelter

Funding from Comic Relief towards the Shelter's staffing costs allowed for an expanded service to include female guests for the first time. As recipients of this grant Comic Relief contacted FirmFoundation and asked if they could film at the Shelter for the BBC's 'One Show' in the run up to Red Nose Day. The film, with comic Javone Prince, highlighted how the money raised helped projects such as ours and the challenges that remain. The short film can be seen on FirmFoundation's website.



Javone Prince BBC Presenter
and FirmFoundation Staff



COMIC
RELIEF

To watch the video go to firmfoundation.org.uk

Conclusion

The expanded Night Shelter 2017 with the women's section has been a well-run and managed project with minimal external issues. FirmFoundation's referral routes have again worked very well and continues to be so as a result of the year-round work that the charity accomplishes. A record 71 referrals were received over the twelve weeks, which is an increase of 20% on 2016. Twelve female and twenty-seven male guest stayed at the Shelter. The waiting list remained high and once again the decision was made to increase the capacity of the male beds from ten to twelve. This was repeated in the women's section during the last weeks with a maximum increase of four extra bed spaces. The total number of bed spaces filled was 1183. The Shelter's occupancy rate has remained high at 94%.

FirmFoundation continue to develop links with landlords and letting agents which have enabled guests to access accommodation. A fantastic twenty-three guests have gained accommodation or have a positive outcome and now with support have the opportunity to change the direction of their lives and chase their ambitions.

Over a third of guests completed feedback questionnaires with 93% of those who responded indicated that they felt that their physical health had improved while staying at the Shelter. 71% indicated the same for their mental health with 92% scoring the helpfulness of volunteers as either a 9 or 10 (10 being excellent). Our appreciation is extended to those trusts, companies and individuals who help fund this vital service. Behind each statistic is a person with a story, you help FirmFoundation play a part in that story.

Finally, we would like to thank all of those involved with the Night Shelter 2017, we are really proud of our volunteers who give their all during the Shelter period and without whom thirty-nine people could not have left the street for even one night.

Julian Saunders

Other Services



DROP IN CENTRE

Harrow Baptist Church
College Road,
HA1 1BA

Lunch and Shower

Every Monday 2-4pm



SIGNPOSTING

DROP-IN

Trinity Harrow
Hindes Road,
HA1 1RX

Every Wednesday
2-4pm



FirmFoundation's move on accommodation,
houses up to three people.

Individuals move in with FirmFoundation
for up to 2yrs, establishing themselves while
receiving the appropriate level of support.





Brigade House

Brigade Close

Harrow

HA2 0LQ

www.firmfoundation.org.uk



**The London
Community
Foundation**