



YOUR MEMBER HANDBOOK





**CRISIS IS THE NATIONAL CHARITY
FOR SINGLE HOMELESS PEOPLE.**

**OUR PURPOSE IS TO
END HOMELESSNESS.**

WELCOME TO CRISIS

There are so many ways you can work with us. We can help you develop skills, confidence and what ever else you need to move on. You can transform your life and leave homelessness for good. Reading this guide is a great way to get started.

HOMELESSNESS ENDED

Employed/
financially
secure

Securely
housed

Positive
relationships
and social
networks

Good health
and wellbeing

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HOMELESSNESS





LISTENING TO MEMBER VOICES

What our members say about working with us...

“From the moment I came to Crisis everything started to change.”

“What I love about Crisis is there is no pressure to do anything. It’s there if you want to do it, but it can be done at your own pace. I’m more motivated and no one judges me.”

“It’s great—I’m meeting people again. I’m not withdrawn and locked away. I’m actually living a normal life.”

“Crisis really changes lives, but only if the individual wants to be changed. It’s up to them to really make the difference. You have to open yourself to learn from Crisis and take what Crisis has to offer and take it on board.”

“Coming to Crisis you really know that somebody out there is trying to help.”



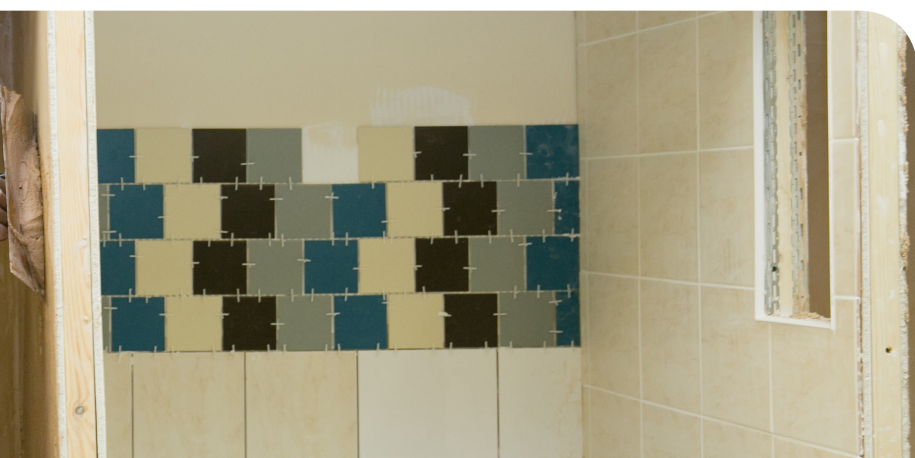
GETTING INVOLVED

It's up to you

Here at Crisis we offer lots of classes, workshops and activities through our Skylights. Our members can get one-to-one attention and support too.

You can get involved with as many of the things we offer as you like. It all depends on your needs and your interests. It's completely up to you.

Our activities and workshops are free to all Crisis members. You can find information about our classes, schedules and how to sign up for them in our latest timetable from your Skylight or online.



“I’ve become a bit of a sponge soaking up all the things to learn. I can’t get enough of the classes. I wasn’t very good at school and didn’t enjoy it, but the way Crisis teaches me is fun and has really built up my confidence. I never used to talk to anyone. After taking part in classes I talk to anyone.”

“When I first attended Crisis classes I wasn’t in the best frame of mind. They have enabled me to focus and give me something to get up for in the morning and look forward to. Now I am getting certificates which proves I am doing something right!”

LEARNING

Learning is central to everything we do. We help our members build knowledge and skills and grow in confidence. We want you to feel so much more positive about the future.

Skills

If you are not confident about your English, maths and IT abilities—perhaps you didn't like them at school—we can help.

“The IT tutor was very good; very helpful if you're stuck. There's no pressure—if you take an hour to do something that's fine. You do it all at your own pace.”

We also offer practical training to build skills for every day life or for getting into work. The timetable for the Crisis Skylight in your area is always the best place to find out what we offer and when.





QUALIFICATIONS

It's possible to get qualifications in many different subjects. To find out about the qualifications you could work on speak to your Crisis Skylight.

“If you don't get your qualification in that term you can come back the next term. It's tailored to each person. I think the tutors understand—they don't push, they encourage.”

“I've got a City and Guilds Certificate for using computers now and that made me so proud I didn't think I'd fit my head through the door.”

GET CREATIVE

Drama, painting, music, pottery, writing, poetry are just some of the creative activities that you can get involved with at our Skylights. Our members tell us they find them relaxing, great confidence boosters and a good way to meet other people.

Some members have discovered amazing hidden talents and have used our creative courses as stepping stones to education, training and even employment.



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to our mem



EVENTS

We want your successes to be celebrated and we hold regular events to do this.

We organise events and activities with other organisations too. This might be trips to art galleries or events with local employers or national arts organisations.

“What made it a brilliant day for me was all being together as one big family. It just took away all the stresses in my life. It was like we just walked into a brand new world.”

London Symphony Orchestra Workshop

Your Crisis Skylight will always have details of what's coming up near you.





WORKING WITH US ONE TO ONE

All Crisis Skylights have experienced and skilled people who give our members one-to-one support. They can help you plan your future and make the most of what we offer.

“Crisis is an all round place—whatever you need in life, they’ll help you. And if they can’t help you themselves, they’ll advise you in the right direction, how to go about getting what ever you need done. They’re quite hands on when it come to rebuilding your life from scratch.”

We work with you to identify your own goals and support you to make the changes you want to make. Whatever your current situation if you want to make a change our Crisis team members can help you. These are some of the areas where we can offer specialist support:

HOUSING

We can give you information, advice and support with housing. Together we can look at where you are now and where you want to be.

“My Crisis housing coach gave me knowledge of how to go about getting my own place. She taught me what to look for, ways of doing things, what questions to ask.”

We also have a Renting Ready course. This helps our members build their skills, knowledge and confidence to get and keep housing.

“I did the Renting Ready course. That was useful. I knew where I stood, I knew what I could get, I knew what I was entitled to, what my rights are, how long you can rent for, the good points and bad points for renting privately.”

WORK

Our employment teams can help with all areas of getting ready for and finding work. We provide a tailored and flexible service to help members achieve their goals and focus on the future. We want members to find and keep the work that is right for them.

LEARNING

Whatever your past experience of education we can help you find learning opportunities that work for you.

When you are ready we can help you find other education opportunities outside Crisis that are right for you.

VOLUNTEERING

Volunteering is a great way to build skills, confidence and experience. We can help you get ready to volunteer at Crisis and also explore other volunteering opportunities.

“I started volunteering—ushering at events. It was daunting, because I hadn’t really been in public since I left work. People would come up to me and ask questions. At first it was intimidating, but afterwards it was incredible, I felt really good. I thought ‘Oh that was brilliant, I enjoyed that’. My self esteem was better. I started talking to people—I felt a bit more connected to the world.”





HEALTH AND WELLBEING

If you want to feel fitter, healthier and mentally stronger – we can help. We can give you one-to-one support and introduce you to the group activities available – both with us and elsewhere.

“I’ve always tried to keep fit, I have no transport so I walk, walk everywhere— about 12 miles a week. Taking part in the event gave me a great sense of achievement, especially at my age. Didn’t think I could still do it! And it doesn’t stop here, I’d like to do it all over again and more.”

Crisis Square Mile Run

INFORMATION AND SIGNPOSTING

We know how important having the right information can be. We will help you find information and support you to access other services who can help too.





YOUR VOICE MATTERS— GET INVOLVED

You can have a real say and be involved in how things happen at Crisis. Our member's input helps shape what we do and how we do it.

These are some of the ways to get involved:

Volunteer with us

Volunteering with Crisis is a great way to get involved. There are so many different things you can do. Our member volunteers help out in our classrooms, offices and at our events. We also have member volunteers who help with fundraising and work on our campaigns to end homelessness.



Member Ambassador

Volunteer with us to promote our work to potential members and to other organisations.

Interview Volunteer

Help Crisis get the right people by supporting recruitment of staff and volunteers.

If you want to become a volunteer you will be given one-to-one support by one of our team. They will meet with you regularly to help you make the most of the experience.

Keep in touch with your Crisis Skylight for volunteering opportunities in your area.

“I was doing the member ambassador role. I just wanted to be there with the people and make their life a little bit different —show them the effect Crisis has had on my life.”

GIVE US YOUR FEEDBACK

Complete feedback and suggestion forms or come and tell us face-to-face. We want to know what we are doing right and what we can do better.

Come along to **members' forum** and tell us what you think. At members' forums you can find out about what Crisis is doing and share your ideas and suggestions. All Crisis Skylights have members' forums and they meet at least once a month. All of our members are welcome – it's a great chance to meet other people and influence the way we work.

However you decide to get in touch you can find out about all the feedback and responses from your Crisis Skylight and at members' forums. Help put together or contribute to your local **newsletter, magazine or website** for members.

You can also organise your own member involvement. Individually or as a group let us know what you think, what you want and how we can help. To find out more about how to get involved please speak to your Crisis Skylight.





MORE INFORMATION

We want everyone to be able to feel happy and safe while at Crisis so we have a code of conduct we ask all members to follow. You can get a copy of the code of conduct from your Crisis Skylight or on the website.

On the website or from your Skylight you can also find information about what to do if you are worried about something at Crisis and how to make a complaint.

MORE ABOUT CRISIS

Crisis is working to end homelessness for good. To find out more about our fundraising, campaigns, policy and research work have a look at the Crisis website.



NO ONE
TURNED
AWAY

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GET IN TOUCH

If you have any questions about Crisis or want to find out more please don't hesitate to get in touch.

YOUR CONTACTS

Name	Contact Number	Email

**Contact Details for
Crisis Skylight Newcastle**
crisis.org.uk/newcastle

