



「What we do」

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Together
we will end
homelessness



A photograph showing the backs of two men in red t-shirts hugging each other. The man on the left is wearing a white headband. They are holding a blue and white striped bag. In the background, there are other people and a red banner with the word 'win' visible.

**Together
we will end
homelessness**

**for the
rent and
homeless**

What we do

**Crisis is the national charity
for homeless people.**

We know that homelessness is not inevitable. We know that together we can end it.

Every day we see the devastating impact homelessness has on people's lives. Every year we work side by side with thousands of people, to help them rebuild their lives and leave homelessness behind for good. Together, with others who share our resolve, we bring our knowledge, experience and determination to campaign for the changes that will solve the homelessness crisis once and for all.

We will end homelessness.

Ending homelessness means understanding the causes, finding practical solutions for individuals, and building the political will to solve it for everyone, for good.

**Until that day, we'll work
side by side with thousands
of homeless people.**

Our education, housing, employment and health services help people leave homelessness. We offer one-to-one support, advice, and courses for homeless people in 12 areas across England, Scotland and Wales.

Employment



Our work and learning coaches help homeless people find a job that suits them. We offer practical help, from searching for work and CV writing skills, to completing applications and preparing for interviews. Our Changing Lives grants help people get equipment and resources to start their own business. We offer vocational skills, including retail and hospitality traineeships in our own shops and cafés. Regaining financial stability is a key to ending homelessness.



“Watching the staff and how they interacted with customers taught me how to do it and increased my confidence.”

Ade

Health and wellbeing



「**“Through helping other members in the classes, it got much better and my confidence started to build.”**

Rio

Being homeless can have a devastating impact on someone's mental and physical health. Building someone's social networks and personal resilience can be as important to ending their homelessness as helping them get a job or even a home. We work with people to give them a unique plan. It might start with social activities, like joining our film club, or registering with a GP. Our mental health coaches provide counselling and one-to-one support.



Housing



We work with homeless people and landlords to make renting work. Our housing coaches provide one-to-one support for clients in England, Scotland and Wales. From providing Renting Ready training, to help searching for flats and teaching DIY skills, we help people find and keep the home they need. We commission research into pioneering new housing solutions and provide best practice guidance to other private renting schemes across the country to help them rent to homeless people.



「**“They sit with you one-to-one, and find a house that works for you.”**

Michael



Education



A lack of skills and qualifications can make it hard to leave homelessness behind. Whether it's literacy, IT, creative arts, music or painting and decorating – our classes give people the knowledge, skills and qualifications to end their homelessness. Coming to classes can provide routine and build motivation. Our work and learning coaches help people identify the right courses for them and support them to access further education opportunities to realise their ambitions.



“My Crisis coach helped me apply for funding to get on to the next level accountancy course.”

Paula

Crisis at Christmas is a first step out of homelessness. Each year, we welcome more than 4,000 homeless people in London, Edinburgh, Newcastle, Coventry and Birmingham. Our guests receive warmth, food, health services and advice. We introduce them to our year-round services for support and training to leave homelessness behind for good. We are working for a world where we are not needed at Christmas or any time of the year. But until that day, we'll be here for our guests.

Crisis at Christmas



「**“Crisis at Christmas has opened doors which were closed.”**

Claire and Sam*

*names have been changed



Finding long-term solutions

Crisis has a unique knowledge-base. This comes from our research and years of working directly with thousands of homeless people. We are committed to developing long-term solutions to end homelessness. We build evidence that shows the true scale of the problem, what it will take to end it and what that will cost. We also show the policy changes needed to make ending homelessness a reality. We know that homelessness is not inevitable. We are determined to find real solutions that can be implemented.

「**“Crisis is making use of our experience as people who have been homeless as they bring a long-term strategy together.”**

David





Campaigning for change



With the support of more than 40,000 campaigners, including homeless people, allies and influencers, we call for the lasting change to end homelessness. We campaign on a range of issues including benefits and employment, health and wellbeing, housing, law and rights, and rough sleeping. Together, our campaigners have won victories for homeless people, including successfully calling for new legislation to reduce homelessness in England.



“Now we’ve changed the law, hopefully people won’t find themselves in the same position as myself.”

Martyn



Experience at the heart of Crisis

We know that we can achieve more by keeping people who have lived experience of homelessness at the heart of all we do. Nearly one in four Crisis staff has personal experience of homelessness. Our clients are involved at all levels of our work, from shaping the way we deliver services and our campaigning priorities, to sitting on recruitment panels for new Crisis staff. We offer paid long-term trainee placements which are open exclusively to homeless people to help them gain skills in central office and front line service roles.

┌ **"The Crisis coach told me about the trainee progression coach role, designed for people with experience of homelessness."**

Les



Campaign

We campaign for the changes needed to end homelessness for good. Join our network and add your voice.

Donate

Ending homelessness won't be easy but with the help of donations we know that together, we can do it.

Fundraise

Play your part to help end homelessness. Join an event, fundraise at work or do your own thing.

Volunteer

The time our volunteers give us is precious. Become a volunteer and be part of ending homelessness.

Learn more at
www.crisis.org.uk/get-involved

Everybody In

We need Everybody In
to end homelessness.

Imagine a world without
homelessness. We know it's
possible. But we need Everybody
In to make it happen. Are you in?

Join our campaign.

www.crisis.org.uk/everybodyin

#EverybodyIn



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