

HOME FOR ALL

Introduction

Since the coronavirus outbreak began, we've never had a better understanding of the value of home – and the many reasons why it should be available to all. Together, we have supported people who are homeless throughout the outbreak, with immediate needs like food supplies and mobile phones; and longer term help – with things like mental health and access to benefits and other support so they can rebuild their lives. But our work is not over. Unless we do something now and enact long-term as well as short term solutions, this progress will slip and risks being undone.

The end of homelessness feels within reach, but only if we work together to make it happen.



The challenge

There is not a single person whose life has not been affected by coronavirus in some shape or form, and as a society we have become more conscious than ever before of just how connected we are. Housing has proven to be the first line of defence against coronavirus, and we know that a safe, stable and permanent home gives us the foundation we all need to be able to thrive.

Before the pandemic, an estimated 170,000 people were experiencing some form of homelessness in Great Britain, including sleeping rough or on some form of transport, sofa-surfing, squatting or staying in temporary accommodation such as shelters, hostels or B&Bs. **People experiencing homelessness, and**

particularly those rough sleeping, are among the most exposed to the risks of contracting, and dying from, coronavirus because they do not have a safe home to self-isolate in. They are also three times more likely to experience a persistent and severe health problem, such as a respiratory illness. The coronavirus crisis has magnified the problems that already existed for thousands with nowhere to call home, and many more sitting at the brink of being pushed into homelessness.

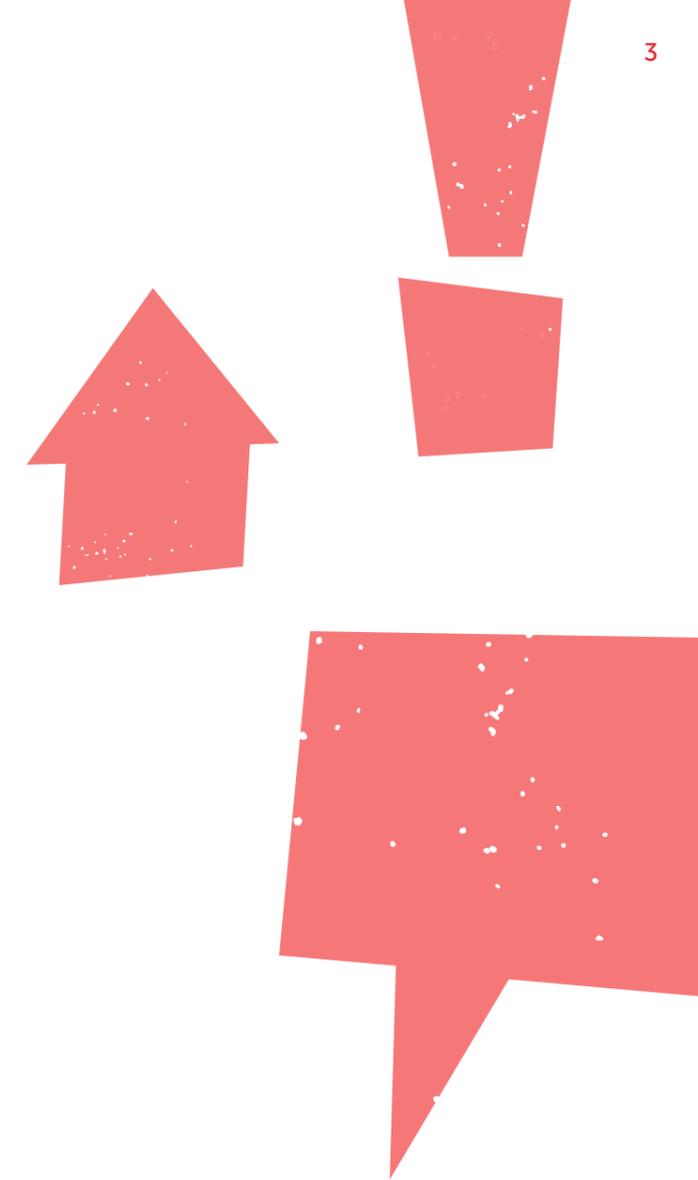
We have seen individuals, government, and industry work together to achieve the extraordinary – like finding temporary housing for thousands in the span of a few weeks. However, emergency hotels are not a sustainable solution to homelessness in themselves, and no social

housing has been built during the pandemic. The rooms that people have stayed in during lockdown have offered them temporary safety but not stability, and while they remain in this accommodation their right to the privacy and dignity of a home is still being denied, and their mental health may begin to deteriorate. The clock is also ticking: once the pandemic is under control, these forms of accommodation may no longer be available. **Evictions of tenants from private housing have been temporarily banned during lockdown, but this ban will eventually come to an end, leaving families and individuals at risk of losing their homes. This simply cannot be allowed to happen.**

Additionally, if left unchecked, coronavirus could lead directly to the largest spike in homelessness in history. Over half of frontline services (53%) have seen a rise in homelessness as people across Great Britain struggle in the wake of the coronavirus pandemic. We know that mounting pressures such as a bereavement, illness or eviction can push people suddenly into homelessness, and for many people the sudden loss of income that comes with being made redundant or furloughed will have broken the dam of support that keeps them from becoming homeless. We have to stand up for those facing the terrifying prospect of homelessness for the first time, as well as for those leaving emergency accommodation.

"I really want to get back to work but I'm worried as barely any businesses are hiring so it's hard to predict what the future will hold, but for now I'm just trying to stay positive." – Ellesse, Crisis South Yorkshire member

The actions taken by the governments of England, Scotland and Wales have proven that the will and resources to end homelessness exist, and that our leaders can act decisively to protect people who are exposed to the greatest risk. It is vital that the progress made to support people in the past few months becomes the start of a movement to finally make homelessness a thing of the past for everyone. Everyone in Great Britain today can and must have somewhere safe and stable to live, and we cannot sit back and wait for another public health emergency to make this happen.



The solution

What has been possible once is possible always.

For the 15,000 people staying in emergency accommodation, and the thousands of people living in shelters, B&Bs and sofa-surfing with friends and family, lockdown must be the beginning of the end of their homelessness. The solutions to homelessness are not owned by any one organisation, and as the past few months have shown, when we all work towards the same direction we can achieve incredible things. We must work together as a charity, as a nationwide homelessness sector, and with local and national governments, to transform the system into one which prevents homelessness from happening in the first place. In the rare instances it does occur, **the new system must present families and individuals with immediate help to find and keep a stable home, for good.**

1

What Crisis is doing

These are uncertain times for us all, but we can be certain that the right thing to do is ensure that all people who need our help are supported to find and keep a home, and leave homelessness behind.

What has happened so far?

During lockdown, all frontline Crisis staff continued to provide one-to-one, remote coaching support to our 'members' (people who use our services, who are either currently or at risk of becoming homeless) as well as essential items, such as phones, and wellbeing packs to maintain their mental health. Our In This Together grant fund helped over 200 local and community-based organisations across Great Britain to pay for emergency provisions such as food, PPE, technology to keep in touch with homeless people who were isolating.

"Seeing how organizations such as Coventry Independent Advice Service, Refugee Action, NACCOM and Crisis Skylight and other charities have come together to support its members, how our communities and individuals have come together to support each other. It has given me so much hope and I know that together we will beat this..."
– Sam, Crisis Skylight Coventry member



What happens next?

Crisis is now focused on adapting our Skylight (Crisis support centre) services to increase our ability to meet the urgent housing needs of people leaving temporary accommodation, and those people made newly homeless as a result of coronavirus.

Housing is not always the reason why individuals become homeless, but it is always a part of the solution to their homelessness. 'Housing-led' services offer homes without condition, rapidly housing homeless people in stable accommodation as a priority and providing wraparound support according to their needs to help them keep their home for good. We are embedding housing-led approaches across all of our coaching and learning activities at our Skylight centres to reduce the amount of time homeless people spend in costly, overcrowded and distressing temporary accommodation, such as hostels and shelters. The skills of all of our lead workers (Crisis coaches and tutors) will be focused on helping members into stable housing as soon as possible along one of the three 'rapid rehousing' support pathways:

Housing First: coaches work intensively with small caseloads of people with complex needs (such as trauma, mental and/or physical health problems, drug and/or alcohol addiction or a history of offending) to support them to make housing and other life choices that fit their needs and values. Members who work with a Housing First coach will be offered support for as long as they need it.

Critical Time Intervention (CTI): people leaving state institutions such as the prison system are supported into accommodation by a dedicated CTI coach, who provides structured and time limited support during the transition and access to any specialist support they need to keep their new home. This model will be adapted to help those leaving hotels

'Floating' or resettlement support: floating support from a lead worker will address a full range of needs, including learning and skills needs, wellbeing (improving social networks, reducing isolation, learning, skills and employment) and tenancy training, such as the accredited Crisis Renting Ready course, to ensure that people can keep their new homes.

New roles

In London, we are bringing forward the recruitment of our second pan-London Housing First team of four specialist coaches to support the moves from the temporary hotels of those needing the most intensive support. We are also recruiting four case managers to support the exit from hotels, who will offer intensive support to people moving into stable accommodation.

In Merseyside, we are recruiting a CTI team of four coaches. These will be for people leaving the hotels after many months and years of rough sleeping and homelessness. Once public health restrictions permit external visitor entry into prisons, this team will refocus its work to reach into prisons, support people leaving custody and prevent them from becoming homeless. We are also recruiting new Resettlement Workers in Coventry, Edinburgh, Oxford, Brent and Croydon to support the exit from the hotels and other emergency temporary accommodation, working closely with local partners.

New responsibilities

Frontline staff across our 11 Skylight centres will receive support and any training needed to recognise their transferrable skills and adapt these with confidence to a more housing-focused style of lead working. Crisis' support offer uniquely blends coaching and learning support, and lead workers will consider how members' skills can be best developed through tailored programmes of activity. These could be:

- one to one coaching and learning support
- our tailored learning programmes that we are designing to deliver digitally
- interview skills and budgeting classes
- creative writing, music and mindfulness activities to support wellbeing and help people manage the anxiety of a major life transition.

Staff will also have access to our new benefits specialists and homelessness and housing law experts to help them with more complex cases and the advocacy needs of new members. These changes will enable frontline staff to provide the most effective support to those leaving emergency hotels and those at risk of becoming homeless for the first time as a result of the coronavirus outbreak.

Jana during lockdown



Jana's story, Doncaster.

Finding a new home during the lockdown.

I grew up with my mum and dad in a 3-bedroomed council property, but after my mum died in 2012 my dad ended up being housed in a one-bedroomed flat. I'd moved out of home only 2 months before, and after that I was constantly moving around, mainly working in care homes, but my health declined as I developed arthritis and fibromyalgia, and by 2017 I wasn't able to work anymore. I got into debt and eventually had to move out of where I was living.

Initially I moved in with my dad and my two dogs, but his flat was too small for all of us to live in and so the council then put me in a hostel in Doncaster. I found out Crisis were doing courses

"I developed arthritis and fibromyalgia, and by 2017 I wasn't able to work anymore. I got into debt and eventually had to move out of where I was living."

at the hostel and I did as many as I could. I did an arts and crafts course, 'cook and eat' which encouraged me to make my own food in our communal kitchen. I also did the Renting Ready course. This was brilliant. It really helped me with tenancy support, so that I know my rights as a tenant and what my landlord's responsibilities are. I learned a lot from that. It helped to prepare me for managing my own tenancy.

I also started working with a Smartskills tutor from Crisis on budgeting which I am currently trying to put into practice. When we went into lockdown I was still applying for places. After about a week I got offered this place where I am now. I couldn't get face to face support any more from Crisis because of social isolation so had to get all my support via phone. I virtually viewed the property

and accepted it. I liked the look of it and agreed that I would like to live there.

People from the hostel where I was staying worked closely with my new landlord, and Crisis to arrange for me to move in (the keys were placed in a box outside). Crisis also got me an assistance grant from the local authority to help with large furniture items and this was approved within 2 days. Crisis also cleared my former rent arrears debts to alleviate further poverty and also provided me with a mini oven, bedding (donated from IKEA), furnishings and a sofa. The small items were handed over to me in a socially distant way and the sofa delivered directly. Doncaster council provided me with white goods, a mattress and bed within 10 days of moving in.

I am really grateful for the support and help I have received as there were so many issues in moving under these difficult circumstances. I can't thank Crisis enough. It's so nice to have my dogs back. It's brilliant to have my own place, I have peace and quiet and it is great. I still have support from Crisis over the phone and email with setting up benefits, checking my bills were set up and budgeting. Their Smartskills tutor Paula is checking in with me and helping me with

"It's brilliant to have my own place, I have peace and quiet and it is great."

a spending diary as my income is tight. Crisis provided a food voucher for the first week I moved in, and a Crisis volunteer is making wellbeing calls to me on a regular basis. This is really helping me because I get depressed and anxious sometimes when I am on my own. When she calls me up it is someone to talk to and it really helps me.

2 What we're supporting communities to do

We cannot end homelessness alone. Together with local councils and the homelessness sector, we must work as a community to rebuild a society without homelessness.



Building a movement for ending homelessness

Where we cannot reach people who need our support because we do not have a Skylight centre in that area, we will fund those homelessness organisations that can.

- We're providing grants and support to help other homelessness organisations shift their approaches to provide safe and stable housing, as quickly as possible, for people leaving temporary accommodation or who are facing homelessness for the first time.

- A separate Crisis innovation fund of £550,000 is available for organisations who wish to trial new service changes to better support people to leave homelessness behind for good, across four key themes: rapid rehousing, migrant homelessness, prevention of homelessness and welfare changes.
- Crisis will also be forming partnerships with 10 homelessness charities and organisations in areas where we do not have Skylight centres across England, Scotland and Wales by the close of June 2021. These partnerships will build a nationwide movement for ending homelessness and a strong evidence base for the effectiveness of housing-led approaches in ending homelessness sustainably.

Working with communities

Crisis is partnering publicly with three local councils – Southwark, Oxford and Newcastle – and will continue to work side by side with all communities where we have a Skylight centre. Evidence from these partnerships will be used to demonstrate that achieving an end to homelessness for all is possible through cross-sector collaboration in local areas. Outside of these public partnerships, Crisis coaches who may have previously been based within a Skylight centre may take on a more outward facing role in their local areas across our 11 Skylight locations. This could include sharing their practice with local councils and grassroots organisations in their communities, temporarily taking on embedded roles in housing service teams in councils and reaching out to people who are newly homeless where they are, such as job centres and food banks.



Supporting local and national governments

The expertise of our frontline coaches place Crisis in a position to offer many of the practical tools needed to help local councils offer the right support to homeless people. We need to work together to prevent people leaving emergency accommodation from returning to streets, hostels and shelters.

- Crisis and our colleagues in the sector will work with local councils to find suitable housing and provide the right support for people leaving temporary accommodation as the lockdown ends.
- A toolkit is available on the Crisis website for all local councils to use as a guide for moving the people in their care out of emergency accommodation and into stable housing following the end of the pandemic.
- We have launched a new volunteering hub to connect volunteers with frontline homelessness charities across Great Britain that need their help.
- Crisis is also developing a paid-for consultancy scheme to begin in 2021. This scheme will allow staff from our Best Practice team to work together with councils to advise them on preventing homelessness and ending it through rapid rehousing programmes such as Housing First or CTI.

The need for collective action is stronger now than ever before and we are committed to working side by side with our partners to make this moment the beginning of the end to homelessness.

3

What we're asking our Government to do

Extraordinary action taken across Great Britain to get everyone into safe accommodation during the coronavirus pandemic has shown that it is possible to end homelessness. Now is the time to do what's right and ensure that, as emergency coronavirus measures are eased, no-one is forced to return to our streets or face prolonged stays in unsuitable temporary accommodation. A safe and settled home for everyone is within our reach, in the short-and long-term for a better future.

Many decisions about housing and homelessness are made by the UK, Scottish and Welsh governments but

some policies, such as those on welfare and housing for non-British nationals are made in Westminster for the whole of the UK. There is a Scottish Government plan to end homelessness, and the Welsh Government is well on the way to a comprehensive plan of its own, but for these plans to end all forms of homelessness we also need the UK Government to take action. The UK Government must commit to a plan which contains the actions needed to end homelessness for all. That's why we're asking you to join us in calling on the UK Government to commit to the following essential steps.

people who have 'no recourse to public funds' to move out of homelessness. 'No recourse to public funds' means that people are unable to apply for welfare or housing support as a result of their immigration status – they are effectively locked out of financial support from the state.

"I spend every day volunteering with various charities so that I can have a sense of purpose but also so that I can escape my reality as an asylum seeker who is not allowed to work living on £5.39 pence a day. I live in dilapidated temporary accommodation, watching strangers come and go, living in uncertainty waiting for someone to make a decision on whether I can move forward with my life, to work, to earn an income to be part of and engage in society."

- Sam, Crisis Skylight Coventry member and volunteer

The 'Everyone In' initiative and the efforts in Wales and Scotland to safely re-accommodate people from the street has given support into emergency accommodation based on need alone on a temporary basis. The UK Government should give clear instruction to local authorities that they should continue providing emergency accommodation to everyone who does not have confirmed status in the UK. EEA nationals

1. Roll-out Housing First across England

While not everyone who is homeless has high support needs, Housing First is internationally proven to be the most effective way of supporting people who do have these needs out of the worst forms of homelessness. Housing First is a form of rapid rehousing, and is based on the principle of providing secure housing alongside an unconditional support offer for people facing interlocking challenges, often rooted in past trauma. We've already seen the governments in Scotland and Wales recognise the essential role that Housing First plays in ending homelessness and commit to rolling out this scheme. Crisis is now calling on the UK Government to scale up Housing First across England to provide an offer to all those who needed it, including those who have been newly supported as part of 'Everyone In.' Crucially, this must include a commitment to providing funding for long-term tailored support to deliver it. Research commissioned by Crisis and Homeless Link suggests that 16,500 people in England would benefit from a Housing First approach to end their homelessness.

2. Ensure no one across Britain is left without a safe place to stay because of their immigration status

Ending homelessness in Great Britain will require removing the barriers that make it harder for

in emergency accommodation must receive the support needed to apply to the EU Settlement Scheme to protect them from being forced to return to the streets. We also want to make sure that barriers to accessing housing and support are not reintroduced. This means the UK Government must lift 'no recourse to public funds' restrictions for at least 12 months, so people across Britain can access Universal Credit and homelessness assistance.

3. Prevent people from becoming homeless by ensuring everyone can afford a home

In addition to housing people we also need to prevent people from becoming homeless in the first place. This requires action by the UK Government to ensure that homes are affordable, now and in the long-term. The welfare system is an anchor preventing people from being swept into poverty during difficult times. Earlier this year, the UK Government announced an increase in housing benefit for 12 months, providing a lifeline for households with strained incomes. This is hugely welcome, but to prevent people becoming homeless in the future, Crisis is calling on the UK Government to commit to permanently investing in housing benefit so that it covers the cost of renting.

The benefit cap limits the financial support that people can receive, which can force people into impossible situations where they don't have enough for rent as well as essential food and bills. We need the UK Government to invest and ensure that the benefit cap doesn't constrain the effectiveness of other measures of support from the welfare system and helps people to avoid homelessness.

To end homelessness, we need housing and welfare policies to work effectively together. That means significantly increasing the number of homes being built and made available at social rent levels to help bring down the cost of housing in the longer term. We also need to make sure that people who are homeless can access the social homes available now.

"When we went into lockdown Crisis got in touch to say the allowances had changed so that I could afford a bigger place. I viewed the place by photographs and had a walk through on Zoopla. I did reference checks and credit check which I passed. Then they called me to say I was accepted. Crisis secured the bond with the letting

agency. Without this I would not have been able to move in. Without Crisis I would not have been able to secure a home as the council's bidding system has closed down, leaving more people stuck."

- Carol, Crisis Scotland member

Finally, more people who are renting privately are now struggling to pay their rent because they've lost their job or have become ill. It's welcome that governments across England, Scotland and Wales have temporarily suspended evictions in response to coronavirus. To stem a tide of new homelessness cases in England and Wales when these protections come to an end, the UK Government must introduce emergency legal provisions so that judges can ensure people aren't unfairly evicted because they can't keep up with rent through no fault of their own.

4. Ensure everyone with nowhere safe to stay has access to emergency accommodation

People experiencing homelessness are particularly exposed to coronavirus and will continue to be over coming months. The UK Government should introduce a new duty for local authorities in England to provide immediate emergency accommodation over the next 12 months to all those with nowhere safe to stay, regardless of whether they meet the current legal tests for homelessness support around priority need, local connection, intentional homelessness or immigration status. This will ensure that everyone has somewhere safe to stay, in self-contained accommodation where they are able to self-isolate and shield as needed. These measures should be backed by a dedicated funding stream for accommodation and support.

Policy changes at government level are how we ensure that we end homelessness sustainably and not just the homelessness of individuals continually. Every individual and organisation in Great Britain can play a part in ending homelessness, but urgent and permanent policy changes are needed to lead us through the problems that lie ahead and build a better future for all.



The impact

Coronavirus has shown just how connected housing and wellbeing are. Having a home gives people the safety and stability they need to thrive, and as rapid rehousing approaches such as Housing First have shown, moving people into permanent homes not only ends their homelessness, but provides a platform from which they can address other issues and rebuild their lives. Housing is a human right for a reason: we cannot survive without it.

The importance of community has come to the fore again and again during the pandemic. We have never been more aware of how much we need each other, and the joy that we experience when others thrive. The thousands of people who currently have nowhere to call home are diverse, skilled, creative and rich in the potential their lives can bring, and this potential is wasted every day that they are trapped in overcrowded temporary accommodation or in life-threatening situations on the streets. We must provide all homeless people with a safe place to call home to unlock this potential and make their lives, and the whole of society, better.

The policy changes government must make now will affect not only those who are currently homeless, but everyone who will face difficult times and the prospect of becoming homeless in the coming months and years. **Actions to prevent people from being pushed into losing their homes in the first place will make homelessness a rare occurrence, if not a thing of the past.** Extending benefit support to those without recourse to public funds and breaking down the barriers that keep people homeless, such as right to rent checks, 'intentionality' and 'local connection', will enable people to keep their home or quickly find new, stable accommodation.

Getting our support services right will ensure that when homelessness does happen, it does not recur. Crisis' commitment to joint working with our sector partners, such as sharing staff, best practice guidance and practical toolkits, will enable local councils and charities alike to provide the best possible care for each and every person in need of support, close the gaps in services and ensure that everybody receives the help they need in time. The more knowledge we share, the better our work will be. The more we support our colleagues to thrive, the better their support will be for those in their care. **We must work as a community to tighten the safety net to stop people from becoming homeless in the first place, and where they do lose their home, quickly move them into sustainable and safe accommodation.**

It's time to pull together and create a movement for ending homelessness once and for all. **The position that government takes now could be the beginning of the end of the housing crisis in Great Britain, and its effects could be felt for decades to come.** Clear guidance from government that each and every homeless person must be housed, along with the immediate provision of a dedicated funding, will enable local councils across England and Wales to catch up with their Scottish colleagues and roll out their own rapid rehousing systems. If the government chooses to accept its responsibility for building affordable properties for people to live in, this will set a new standard for the housing sector as a whole, and recognise accommodation as a basic human right for the first time in the history of our society.

Case study

Owen's story, London.

'I'm praying I don't end up having to sleep rough again.'

"I am 60 and was born in Jamaica. When I was 35 I left Jamaica and came to Wales, to be with my mother who had been living here a long time. I was working 2 jobs, as a mechanic in the day time and in a double glazing factory at night. I managed to save up £120,000.

I rented a garage and started running my own mechanics business, but lots of administrative things were impossible because I couldn't read or write.

It is so difficult because it feels like everyone can understand this secret language that I find so hard to make sense of. Someone who I knew and trusted, and who was meant to pay the mortgage for me had kept the money instead. Someone else I trusted stole £25,000 from me. Then I was arrested because one of my workers brought in a stolen car to the garage. They took away my tools and shut the garage for weeks.

Eventually I ended up losing my business and my home. That was when I was put in touch with Crisis. I have a coach at Crisis who goes out of her way to help me however she can. Although she is only meant to help with my literacy, she has supported me by reading important documents and advising me in many other areas of life.

Until February 2020 I was working as a cleaner and living in the YMCA, paying my rent out of my earnings. Unfortunately my job ended and I could no longer afford my rent. I could not apply for

benefits as I was no recourse to public funds so I ended up on the streets. I slept rough for about a month, in the park and anywhere I could find until we went into lockdown and I was picked up by an outreach worker. I have been placed in a hotel in Romford. It is quite a nice place. I have my own room and shower and we get two meals a day which I am very grateful for, however I am really struggling as I cannot work and have no money. Crisis is also helping me to find work but obviously everything has come to a standstill now because of the coronavirus and this has made things even more difficult for me.

I had some emergency cash from Crisis but everything you need to do is online these days, and I cannot do that because I cannot read or write. I can't access banking or anything. Now that lockdown is here everything is online which makes it even more difficult for me. This makes me feel even more isolated. Crisis continues to support me. My literacy coach is still in touch and keeps checking in on me but sometimes it can be very lonely here on my own for such a long time. I also worry about what will happen when lockdown is over. I really hope they can find me somewhere to live but being no recourse to public funds makes it difficult. I'm praying I don't end up having to sleep rough again.

It would be nice if there was more support for older people with dyslexia. Accessing every day services like shopping and banking can be quite difficult and there is no help available for this. It makes life generally a lot harder to navigate. Everything is a challenge."

The cost

1 End it now – Transforming our services

Other costs	Total**
Digital Kits (national)	250,000
Client Housing Access	397,380
Client Homelessness Prevention	132,938
Salary costs	
Benefits Specialists <ul style="list-style-type: none"> 2 roles (working nationally) 	97,675
Case management workers <ul style="list-style-type: none"> 9 coaches based in Skylight London 	494,833
Critical Time Intervention (CTI) coaches <ul style="list-style-type: none"> 4 roles in Skylight South Wales 4 roles in Skylight Merseyside 	404,825
Homelessness Law Specialists <ul style="list-style-type: none"> 2 roles working nationally 	102,501
Housing Coaches <ul style="list-style-type: none"> 26 roles across all Skylights 	1,148,396
Housing First teams <ul style="list-style-type: none"> 15 roles in Skylight London 14 roles in Skylight Newcastle 	1,944,335
Housing Procurement officers <ul style="list-style-type: none"> 3 roles in pan-London procurement team 1 in Skylight West Midlands 1 in Skylight Merseyside 1 in Skylight South Yorkshire 1 in Skylight South Wales 	358,503
Progression Managers <ul style="list-style-type: none"> 15 roles across all Skylights except South Yorkshire 	402,988
Renting Ready tutors <ul style="list-style-type: none"> 1 in Skylight Newcastle 2 in Skylight South Yorkshire 1 in Skylight South Wales 	104,481
Resettlement/ rapid rehousing support workers <ul style="list-style-type: none"> 2 in Skylight Brent 2 in Skylight Croydon 2 in Skylight Edinburgh 2 in Skylight Coventry 2 in Skylight Oxford 	554,814
Grand Total	5,988,844

*overheads included

**all salaries include NI and Pensions, available on request

2 End it forever – Changing homelessness policy

Other costs	Total**
Best Practice – Grant Programme	1,000,000
Research – Homelessness Monitor	31,500
Place-based programmes <ul style="list-style-type: none"> Service investment (to implement recommendations from the evidence review and support the cohort of 30 HF members with access to housing) All other non salary costs 	472,500
Salary costs	
Best Practice <ul style="list-style-type: none"> Senior Best Practice officer - Scotland Senior Best Practice officer - Wales LA Practice manager – Skylight South Yorkshire Head of Best Practice Senior Best Practice Officer Best Practice Coordinator Best Practice Manager Best Practice Development Manager Housing-led Programme Lead 	511,907
Place-based Programmes <ul style="list-style-type: none"> Head of Place-based Programmes Programme Lead - Skylight Newcastle Partnerships and Innovation Manager – Skylight Croydon Research and Evaluation Manager 3 Service Designers – Newcastle Council/Crisis integrated team Coordinator – Newcastle Communications Officer - Newcastle 	542,409
Policy and Campaigns <ul style="list-style-type: none"> Head of Policy and Campaigns 2 Policy and Events Officers Policy and Campaigns Manager 3 Policy Officers Public Affairs Officer Policy and Public Affairs Officer 2 Senior Campaigns Officers Campaigns and Public Affairs Officer Senior Community Organiser 2 Community Organiser Officers Policy and Communications Manager – Wales Senior Policy and Research Officer – Wales Senior Campaigns and Public Affairs Officer - Scotland 	892,350
Research and Evaluation <ul style="list-style-type: none"> Head of Research and Evaluation Research and Evaluation Manager - Oxford Research Manager Senior Research Officer Evaluation Manager 2 Impact Analysts 	173,330
Grand Total	3,623,995

Other costs Total**

End it now – Transforming our services	5,988,844
End it forever – Changing homelessness policy	3,623,995
Grand Total	9,612,839

*overheads included
**all salaries include NI and Pensions, available on request

Benefits to the funder

None of this will be possible without the support of people like you. All supporters of Home for All will have:

- The opportunity to develop your knowledge from sector experts
- Access to a network of like-minded individuals who are keen for change
- The support and information you need to discuss homelessness with friends, family and colleagues
- The chance to learn more about homelessness from those with a lived experience of it
- A programme of varied communications and events
- A role in the end of homelessness in Great Britain

The fundraising team will guide all supporters to engage in Crisis and our partners' work to end homelessness in meaningful, varied and challenging ways that suit their values and schedules. Your Crisis point of contact can provide formal written reports at your request outlining the support services and policy changes made directly possible by your funding contribution. In addition, we will connect you with staff, clients and external partners, so that you can hear directly from the experts and those with lived experience of homelessness to further understand the impact of your giving.

In addition to funding our campaign, there are a variety of ways that you can get involved in ending homelessness.

Housing support

- **Join our landlord database:** Our approach is housing-led, and we need a supply of housing to deliver on our promise to members. For years, Crisis has supported members into housing through our Renting Ready scheme, and if you are interested in supporting us, we can place you with our members while providing the floating support they need.
- **Assistance with moving:** Logistical support with moving people into houses is always welcome. This typically falls to our housing coaches, but support moving people in allows our coaches to divert their focus back to helping even more people.
- **Homeware starter kits (furniture and essentials, moving in packages):** Our members often have very few possessions apart from the things they vitally need. You can help them move in with ease, by buying a home starter kit for them or providing items on a larger scale through gift in kind donations.
- **Remote viewing support:** The health of our members is vitally important, and to house them quickly we need to help them view properties remotely. You can support this, with the assistance of our Skylight teams.
- **Housing roundtable:** Meet senior figures in the housing sector and homelessness sector experts at our regular housing round table. Here, we will discuss housing-based solutions to homelessness to ensure we're delivering the best possible outcomes for homeless people, and those at risk of being pushed into homelessness.



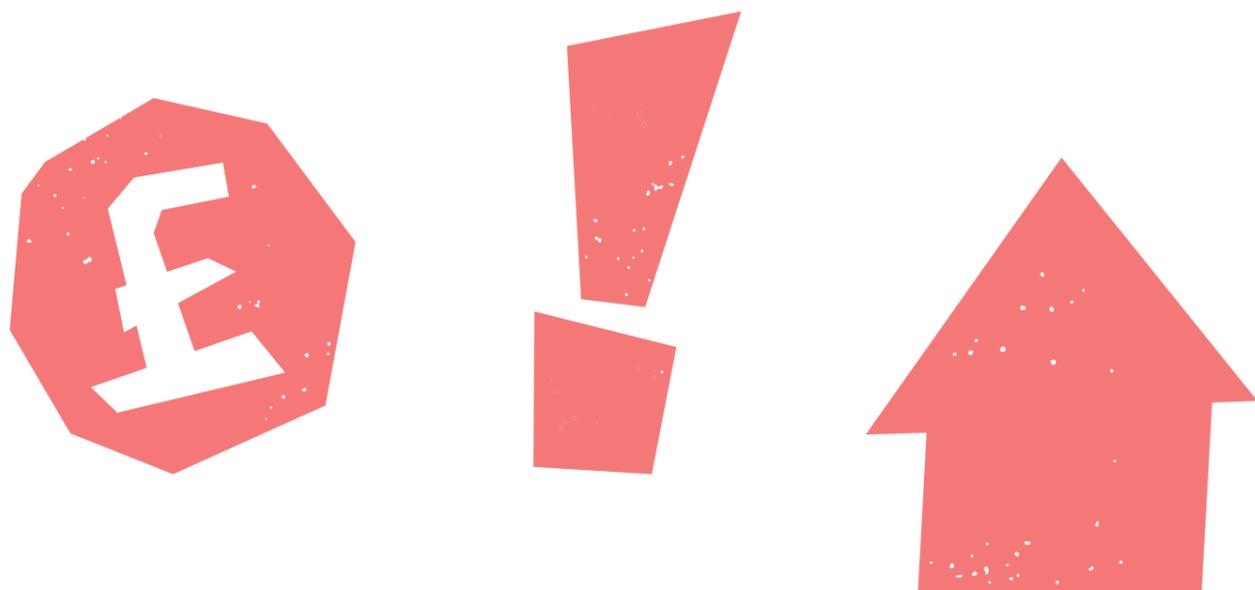
Skills-based volunteering

- **Digital upskilling workshops for members:** We need to ensure that no-one is left behind or excluded as our society turns digital. To make sure that our members are digitally included, we need help to run workshops to upskill them, led by supporters – using skills you already have.
- **Budgeting, cooking, and other smart skills:** Our Skylight centres deliver vital learning and training opportunities to people experiencing homelessness. Now more than ever, we need support with running vital classes, currently online, on essential skills, such as budgeting, IT and basic cooking – either as a one-off or as a series.
- **Skills bank:** If you work in a sector that has a strong connection to our strategy, or have skills that you think could be useful to Crisis, we invite you to add your name to our skills bank. If our Directors decide we need your skills for a project to end homelessness, we will contact you with a brief for you to help us with, if you choose.

- **Legal aid/advice for local councils:** As we support local councils to make changes to become housing-led, we'll need support in the form of legal aid to ensure that people with no recourse to public funds are represented.
- **Translation and interpretation services:** We need to provide support to people who do not speak English as their first language. This will mean that there are language barriers at times – which we must work through to support them appropriately.

Advocacy

- **Be a Crisis advocate:** Our movement to end homelessness will only succeed if we learn from each other and reach new people. We need everyone who believes that homelessness should be ended to rally around the movement – and this is where we need you. Gain a deeper understanding of Crisis' exit strategy and homelessness more generally, and advocate for us in your personal and public life.



Why Crisis?

Crisis is the national charity for homeless people in Great Britain. Since 1967 we have worked to end homelessness for everyone and for good, and over 50 years on from our inception, the urgency has never been greater. As an organisation and a sector, we have proven our ability to weather the most extraordinary of times by coming together. **From our experiences of directly working with over 10,000 homeless people each year on their journey out of homelessness, Crisis knows more than ever before about the causes of homelessness and how we can end it.** We know that we cannot end homelessness alone, and our In This Together emergency grant fund has proven that we can create and lead a community of organisations to end homelessness. Where we are unable to reach homeless people directly, we will support organisations that can, sharing resources and knowledge through programmes such as our ongoing grant fund.

We are fearless in our independence: Crisis is almost entirely funded by voluntary income from our individual supporters, trusts and corporate partners. Because we are not commissioned or bound by contracts, we can take risks to deliver higher quality and more flexible support tailored closely to the needs of homeless people. **We can implement innovative solutions to ending our members' homelessness, such as the new Housing First and Critical Time Intervention programmes introduced to Skylight centres in 2020.** Unlike commissioned rapid rehousing services, the pan-London Housing First team at Crisis are not restricted to any London borough or any other criteria for who they can support and can house people in properties that suit their needs and values. Moreover, our independence enables us to adapt roles and responsibilities of our staff to meet the needs of members as they arise, such as the rapid shift to focusing on housing-led support across all frontline Crisis services following the end of lockdown.

We work side by side with government, using the best research available to prove that ending homelessness is possible. We also hold governments to account for delivering

the best support possible for homeless people. Crisis Chief Executive Jon Sparkes chairs the Welsh Homelessness Action group and is also the chair of the Scottish Homelessness and Rough Sleeping Action Group (HARSAG), which in 2019 created a national plan for ending homelessness in Scotland. All local councils in Scotland have now produced rapid rehousing transition plans, setting out how they will move from providing temporary accommodation to securing affordable homes for homeless people. This will create a framework for all local councils to follow and create their own rapid rehousing plans.

Crisis is well-known in the sector and our independent funding means that we are able to challenge and influence governments to provide better support for everyone in society, in partnership with our colleagues from homelessness charities nationwide. In 2020, 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 flee their abuser and risk becoming homeless, automatic priority status for housing in England, as a direct result of the campaigning efforts of Crisis and our partner organisations. This result shows that when we come together, we can achieve incredible things.

The end of the pandemic presents Crisis and our supporters with a unique moment to pause and reflect on the world that we want to build. Coronavirus has reminded us of just how interconnected we all are, and that when hard times strike, people can pull together and create life-changing solutions to even the hardest of problems. Together with our supporters, now is our time to create a new standard of living in Great Britain, hold our leaders to account for the next actions they choose to take and ultimately fulfil the most basic human right for all – a safe and stable home.

We've proven ending homelessness is possible once. Now, let's make sure it's possible always. Not just today, but tomorrow. And not just for some, but for all.

