

Annual Review **2019**





WE
HELP

Last year we
helped over
2,200
people get their
lives back on track

Welcome

Being homeless is a disaster for an individual at any time of their lives, but for a young person it can be an absolute tragedy. That is why the focus at Herts Young Homeless is on preventing homelessness by empowering people to make positive informed choices, through a range of free, county-wide, specialist preventative and crisis services.

In 2018/19 we helped 2,200 young people and engaged with nearly 10,000 school children on the realities of leaving home.

The last twelve months have been challenging for The Charity and although **hyh** posted a deficit; the underlying financial performance is solid with a strong level of reserves. The overall results reflect two key decisions, the first of these was to support the development of our Nightstop provision, and the second was to fundamentally change and strengthen the management and fundraising structure of the charity to be able to meet the increasing needs of our service users.

We've packed so much in to the last year working alongside our Statutory and other voluntary organisations to help prevent youth homelessness throughout Hertfordshire. Our progress was recognised by Hertfordshire County Council who chose us as the Children's Services Charity Partner of the year for 2019. This is a great tribute not just to The Charity's work but also to our talented and passionate staff, who contribute so much to this every day.

Looking ahead our new strategy for 2019 – 2022 is all about maximising our impact. We will accomplish this by ensuring that all aspects of our work achieve the best possible outcome for young people, their families and those aged 18+ who are in housing need and have mental health and substance misuse problems.

We've made substantial progress this year. But we're not going to stop until our vision – 'preventing Hertfordshire's homelessness together' has become a reality. We're determined to get there and in 2019 are adding a further 4 new roles responding to the continual increase in the complex needs of our service users.

The involvement of our ex-service users and others who have been homeless in all aspects of the charity remains a critical part of what **hyh** uniquely has to offer. The Live Life project is going from strength to strength and is being recognised by a number of awards. It now operates out of two centres in Hatfield and Bishops Stortford, and plans are progressing to add a further two in the next 12 months.

We could not have achieved any of what you are about to read in the following pages without our funders, partners, staff, volunteers and incredible team of supporters – so thank you everyone.

Mission & Values

Our Mission is:

To prevent homelessness by empowering individuals to make positive, informed choices.

To support young people and their families, those in crisis and individuals at risk of becoming homeless through a number of **FREE services**.

We are professional – our trained knowledgeable staff deliver services to the highest standard. We regularly review our practice to ensure we remain specialists within the sector. We are a respected and influential voice in the sector aiming to influence policy, commissioning and homeless provision.

We have passion – fully committed with a progressive, strengths-based approach. We uphold our integrity by offering realistic prevention choices that make a difference and equip our service users to avoid homelessness. We are passionate about our belief that people can make real and lasting changes in their lives.

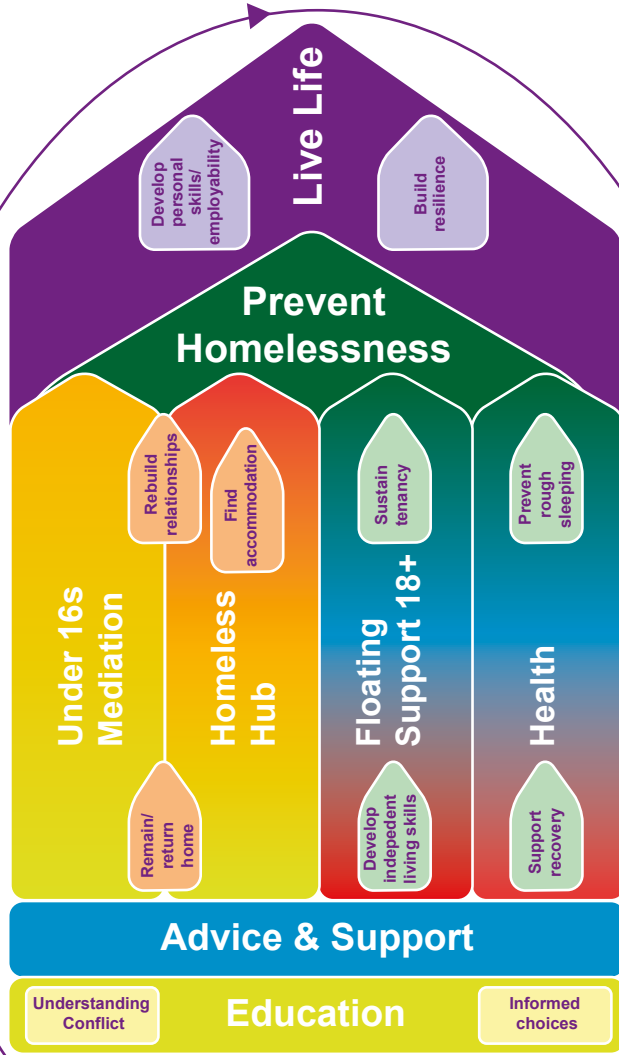
We are responsive – offering independent expertise and uniquely positioned to prevent homelessness. We continuously look for innovative ways to develop our capacity to meet the needs of our service users, the public and the local community.

We are collaborative – sharing, partnership working and co-producing with service users, commissioners and other stakeholders. All voices are heard, opinions sought and opportunities of working together welcomed. We explore new openings to collaborate, sharing skills and expertise to provide best outcomes for our service users.



Service user Journey

Revolving Door



Key

- Green = Prevention
- Amber = Early Intervention
- Red = Crisis Intervention
- Blue = Sustainment
- Dark Green = Prevention of Repeat Homelessness
- Purple = Community Engagement

Our services: Education

Our interactive sessions aim to **prevent youth homelessness** by informing young people of where they can get help and support when experiencing difficulty. **We offer sessions** that focus on the topics of homelessness, leaving home, independent living, managing conflict and healthy relationships.



8,934

young people educated
across Hertfordshire



97%

felt they had a better
understanding of the
realities of leaving home

**“I have learned
how hard it is
to be homeless
and how it
is important
to reach out
when you feel
concerned rather
than after the
crisis”**

**Watford Girls
School student**



Our services: The Homeless Hub

Working in partnership with One YMCA to deliver this service. The Homeless Hub acts as a 'front door' to homeless prevention services. **They prioritise 16 & 17 year olds** and aim to enable families/carers with young people to stay together by working intensively with them before the point of crisis and with those already in crisis in order to **prevent homelessness**.



95%

were prevented from
needing to access Local
Authority Children Services



93%

were prevented from
making a homeless
application

“The staff are accessible, knowledgeable and extremely supportive when working with some difficult situations. This level of support far surpassed my expectations of the service”



Our services: **Mediation**

A **confidential and impartial service** for young people and their families where **conflict is causing difficulty**. Our mediators help young people and their parents/carers/guardians work together to build better relationships with each other. Where possible, we aim to **prevent family breakdown**.

100%

of those using our U16s
service reported having a better family relationship and
increased self-esteem and confidence

“Because of mediation, my family has definitely got a lot closer together and it’s been good to have someone to talk to”



Case Study: Johnathon's story



I was
only seventeen years old
when my mum lost her place.
We had nowhere to go apart
from a hostel.

Photograph by Matt Allen

My mum was going through a bad time so me and my brother decided to stay with Dad, even though I didn't really want to I had no choice. While living with Dad my brother was always picking on me. I was feeling down and getting depressed. I really wanted to continue education but my Dad wanted us to get a job. I went to speak to my tutor as didn't know what to do. She got me in touch with Connections. They got me a place. I was there for a year and a half. I found a job and thought that I could live on my own. I got a flat and soon discovered that living on your own is not that easy. It can be a bit overwhelming, especially with my dyslexia, to keep up with all the bills and letters. I was struggling.

My landlord helped me a lot at that time. He put me in touch with Shelter and they send me to hyh. hyh was, and still is great. With huge help from their floating support worker, I have paid off all my debts. He explained the whole process to me and helped me understand and sort all the bills, as well as benefits I was entitled to. Understanding it all was a big step towards my better future.

hyh have also organised a support worker who comes to see me twice a week to help with anything I need so I do keep up on top of everything.

The help I got from hyh was amazing and I am very pleased therefore to give something back when I volunteer for hyh. I'm proud to be a member of Live Life, which is an involvement project where young people can come and help improve their skills. It's a great opportunity to meet new people, get training, and get involved in fundraising events. I also go to school talks where I tell my story. I've been also honoured to go to hyh board meetings.

All this helped me to get my confidence back and I can't thank hyh enough.

The End

Our services: Floating Support

Housing related support is offered to **18-24 year old care leavers** who are moving into independent accommodation or are in accommodation and require support to maintain this.

We also support **18-24 year olds who are leaving supported accommodation**. Floating support workers adopt a solution focussed approach to help young people understand what it means to live independently and they identify how to support them in achieving this.



78%

of those supported
maintained independent living

“My support worker went out of her way to help my situation get better. I am really grateful for all the help with things like setting up utility bills and managing my finances.”



Our services:

Health

We support service users with a range of mental health issues.

In partnership with local agencies, we work to resolve housing matters and support access to longterm recovery for mental health and substance misuse problems.

Complex Needs Service

We are a delivery partner in the Hertfordshire Complex Needs service with Turning Point and Herts Mind Network, funded by Herts County Council.

Supported

698

people

Dual Diagnosis Family Link Worker

Funded by Children in Need, working alongside the mediation team to support the young persons / family members mental health needs to ensure they are better able to engage in mediation.

Supported

36

families

Dual Diagnosis Link Worker

Funded by Henry Smith, supporting individuals who are homeless or at risk of homelessness who have a dual diagnosis of both both mental health and substance misuse problems who are 16+.

76%

maintained or improved their accommodation

Rough Sleeping Intervention Dual Diagnoses Link Worker

We are part of a specialist intervention team working to reduce the number of rough sleepers in Watford. Working alongside New Hope, CGL and Citizens Advice, hyh offers support with mental health and substance misuse problems. The team also work with individuals who are not currently rough sleeping but are in danger of becoming homeless.

62

The partnership prevented individuals from rough sleeping

Ward Worker

Working directly with service users in housing need who are patients on inpatient mental health wards.

168

individuals assisted with housing issues

Case Study:

Micky's story

Micky contacted the Homeless Hub and explained that he had been kicked out of his family home as he had gone away for a few days with a friend which his Mum hadn't given permission for.

The family had been struggling for 5 years. Micky had been expelled from school and was given a place at a special education unit, however this was not going well. He was not sticking to boundaries about coming home at a reasonable time and letting his mother know where he was going. His mother was worried about Micky especially when she received a call from a concerned stranger who said he had found her son on the streets, had bought him a sandwich and wanted to let her know.

Micky was placed in a Crashpad bed space and a long meeting discussed the issues at home and the impact on all the family.

Over time, being at the Crashpad made Micky begin to realise that maybe being at home wasn't so bad. Micky and his Mum agreed to start mediation to talk about the problems in their relationship.

With his hyh worker and the help of an adviser at YC Herts, Micky began to look at education and employment opportunities. He did some work on his CV, applied for some jobs and was encouraged to join local youth groups to spend his free time in a positive way. Meanwhile, the family worked well with the hyh Mediation team on ways to communicate so arguments didn't escalate.

Micky was able to return home after being in Crashpad for 35 nights and is now enjoying working.

"When we were in conflict, mediation was so definitely helpful – it made me work on the situations we needed to resolve."

"Things are calmer, there are less arguments and there is better communication between us now".



Our service: Live Life

Live Life is a youth led project for young people who have experienced homelessness. Live Life supports young people by gaining access to activities, training, work experience and volunteering opportunities, giving young people the ability to improve their confidence, as well as their CV, and turn their homeless experience into something positive.

Live Life
25

members joined during the year. Live Life now has a total of 22 members

"If it wasn't for Live Life, I wouldn't have the confidence to make positive changes in my life."



Our busiest areas

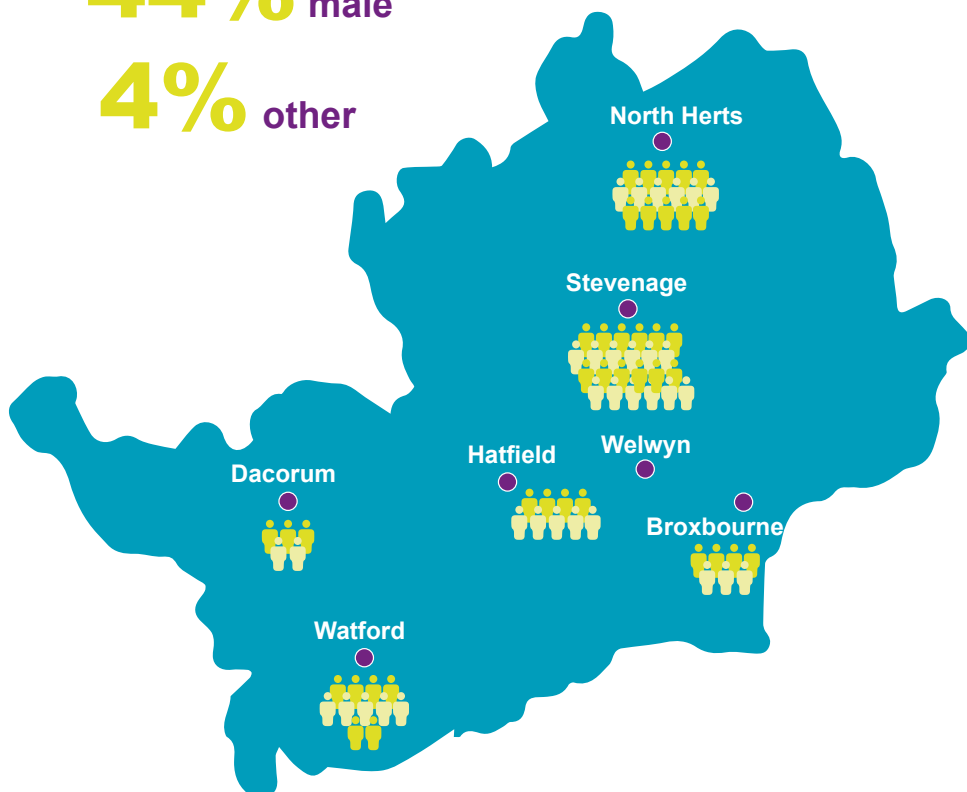
We have supported **2,200** vulnerable people in the last year and our busiest areas are **North Herts, Stevenage, Welwyn/Hatfield. Watford & Dacorum**

The people we helped:

52% female

44% male

4% other



Thank you

We rely on the generosity of our funders to maintain our services. We would like to offer our sincere thanks to everyone who has kindly donated or fundraised for us.

**Hertfordshire
County
Council**

**Event
Participants**

Schools

**Local
Housing
Authorities**

**Charitable
Trusts &
Foundations**

Companies

**Faith
Groups**

**Partner
Charities**

**Community
Groups**

**Regular
Givers**

Fundraising

We are proud to be supported by some fantastic corporate partners and community organisations, schools, faith groups, hyh staff and individuals across the county. Our fundraising has included dinners, sponsored walks, quiz nights, music, sleepouts, bake sales, runs, swims and sleepouts. We would love to hear from anyone who would like to get involved in fundraising for us marketing@hyh.org.uk



Charity Golf Day, Harpenden
Common Golf club, raised

£8,610



Charity dinner & auction,
raised

£6,440

Royal Parks Half
marathon, raised

£430





SHERARDS
SOLICITORS LLP

SUPPORTING

HERTS YOUNG
HOMELESS

St Albans Sleepout, raised

£12,450

5 hyh staff walked
100km of the
South Downs Way
in 24 hours
and raised

£2,210

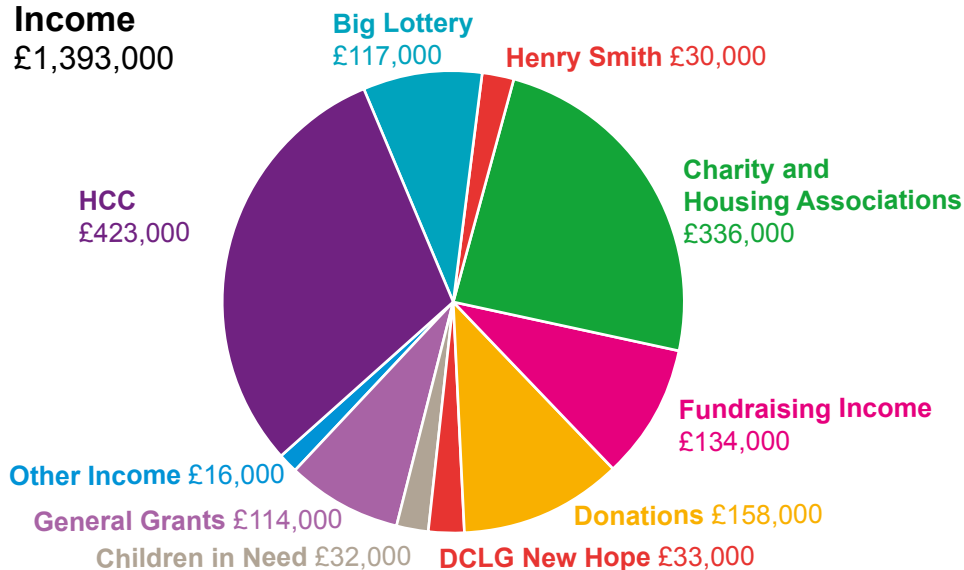


'Friends of hyh' We're a sociable group who fundraise, organise events and work to raise the charity's profile in the local community. The funds we raise are used to provide white goods, furniture, mattresses or other essential items for young people when they move into new accommodation. If you're interested in joining us please contact friends@hyh.org.uk

Our Finances

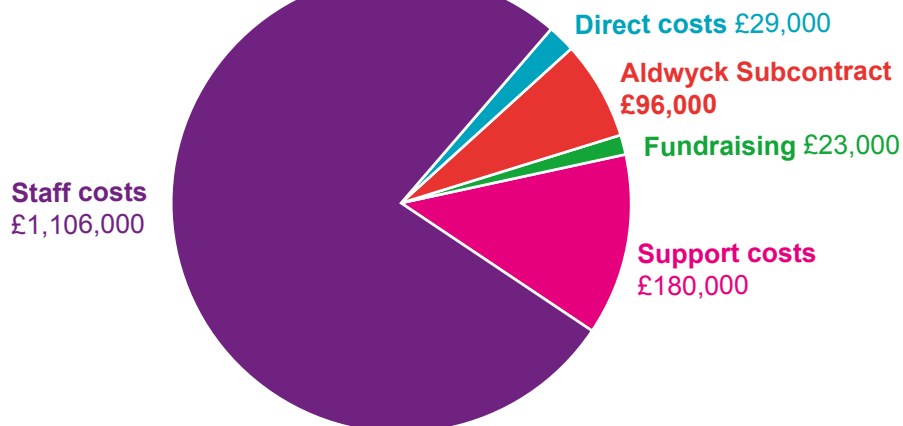
Income

£1,393,000



Costs

£1,434,000







Herts Young Homeless

Contact us

03333 202 384 · www.hyh.org.uk

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