



Herts Young Homeless



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Herts Young Homeless

Annual Review
2016 / 17





A thought that comes to mind when
looking back at 2016/17 is that
“Change is good – but it is often hard”.

Welcome to our **Annual Review** for 2016/17

hyh has had a challenging year but has emerged resilient and rejuvenated from an environment of austerity cuts and welfare reform, where both our finances and those of our key funders were under real pressure while demand for our services increased.

We have continued to develop tailored services that will meet the demands for homeless prevention and support in Hertfordshire over the coming years.

This annual review highlights the valuable work that has happened throughout the year and the positive impact **hyh** has had in the lives of the 2,702 people who approached us for help with housing issues.

At the very beginning of our homeless prevention journey, **hyh** educated over 6,600 young people and launched new sessions promoting healthy relationships to help avoid family breakdown and homelessness.

This year was the last we used volunteer hosts within the Crashpad service for 16 & 17 year olds. However in 2017/18 the hosts will be supporting 18–24 year olds as part of **hyh**'s new Nightstop Herts scheme.

We have seen a frightening increase in the number of young people sofa surfing and in unsettled accommodation. This emphasises the stark reality of the lack of suitable accommodation for young people in Hertfordshire and the crucial role **hyh** plays in preventing street homelessness.

Looking ahead to 2017/18, **hyh** is facing a year where long-term funding contracts are ending, budgets are reducing and our services are under more pressure to support higher numbers of people.

To address this we have entered into new partnerships, won £430,000 of contracts, increased our fundraising capacity and restructured our management and back office functions.

As always, underpinning our work is our service-user involvement project i-Pro. They continue to provide guidance on where **hyh** focuses its resources to meet the challenge of supporting vulnerable young people in Hertfordshire who are facing the misery of homelessness.



Our Mission

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:

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Find out more about **hyh** visit us at www.hyh.org.uk

Our Busiest Areas

We have supported

2,702 vulnerable people

in the last year, and our busiest areas are:

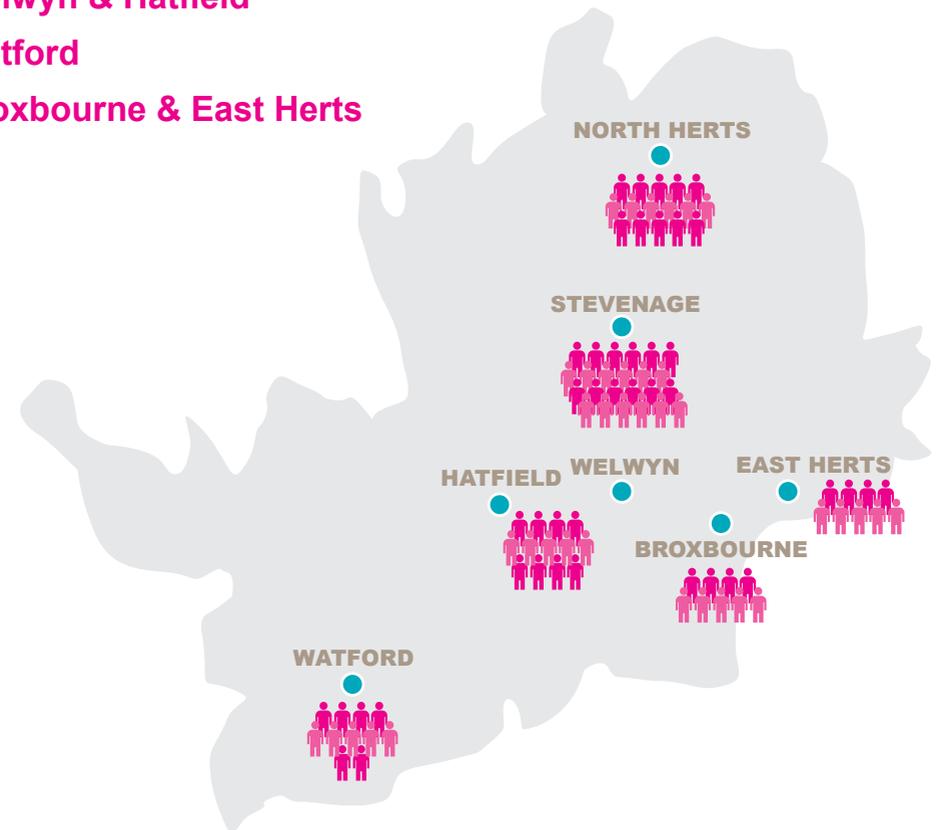
Stevenage

North Herts

Welwyn & Hatfield

Watford

Broxbourne & East Herts



Find out more about **hyh** visit us at www.hyh.org.uk

CASE STUDY

William's story



Working closely together, our Advice & Information, Crashpad and Mediation teams were able to support William and his family through a difficult period. **hyh's** support enabled William to regain his confidence and rebuild his relationship with his mum.

William was referred to **hyh** by the Targeted Youth Support Team (TYS) because he was struggling with the pressures of school and bullying. He had become introverted and suffered from social agoraphobia. William found it difficult to voice his problems and feelings, which eventually led to him leaving school and spending most of his time in his bedroom, not interacting with friends or family.

His mum was struggling to cope with the difficulties of running a busy household with several young children and caring for older disabled relatives, alongside trying to support him.

hyh stepped in at a time where both William and his mum had grown unhappy at home. William was too afraid to move into education or employment and too demotivated to seek support while mum felt she had done all she could to try and persuade him to become an active member of the family.

Working closely with TYS and the family it became clear to **hyh** that William did not feel able to attend any meetings with professionals. His lack of engagement became a barrier at home, causing arguments within the family and William was eventually told to leave the family home because his behaviour was affecting the younger children.

We immediately organised a Crashpad place at a local hostel and then brought in our Mediation team to work with William and his mum with a view to him making a planned move into supported accommodation.

After a week in Crashpad, it became clear William was thriving. He was participating in a Prince's Trust course, gaining in confidence and making new friends.

Once Crashpad ended the family continued work with **hyh's** Mediation team to ensure they were supported whilst working towards William's planned move on.

Help someone like William:

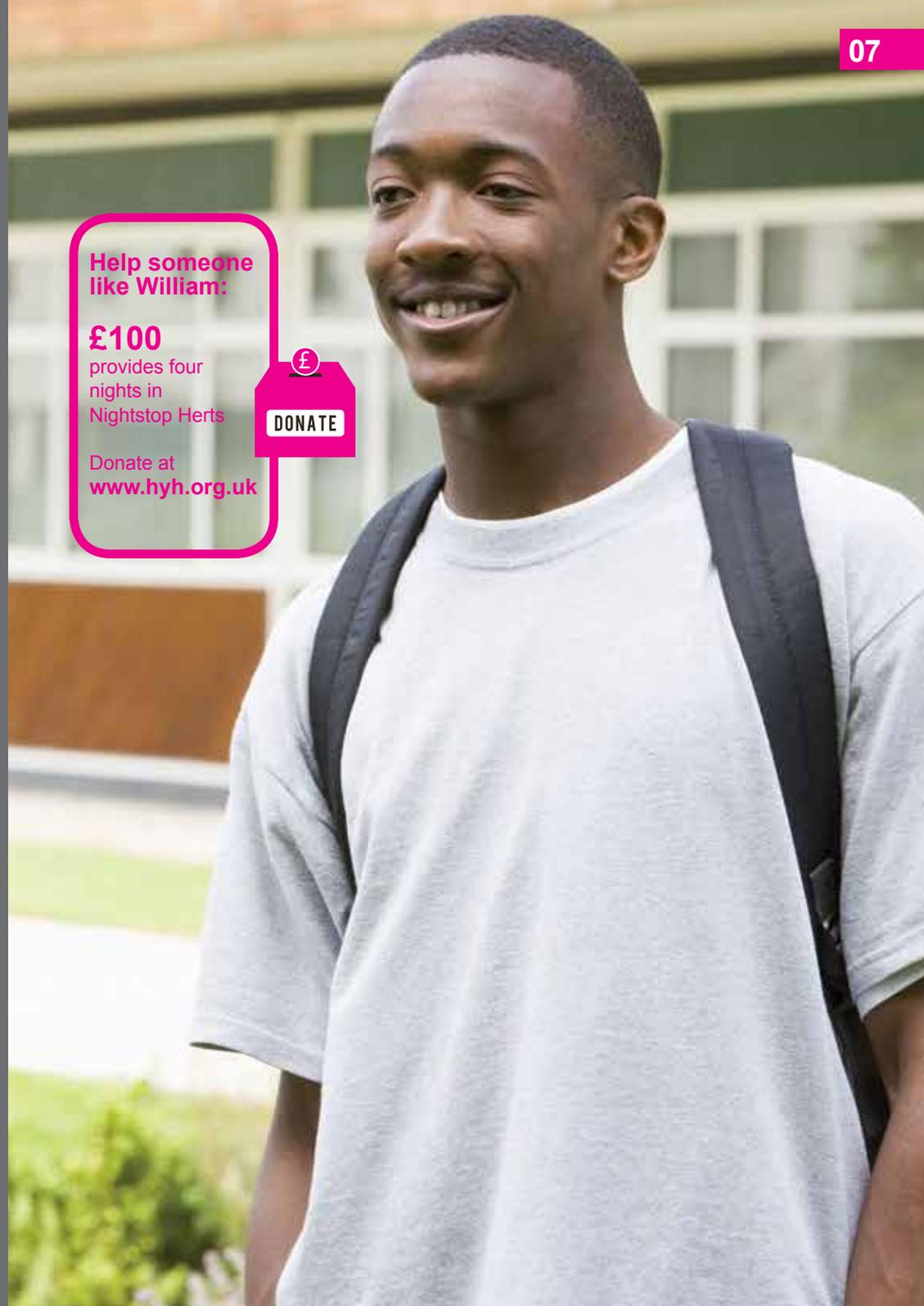
£100

provides four nights in Nightstop Herts



DONATE

Donate at www.hyh.org.uk



Advice & Information

Overview

The gateway to **hyh**'s services, providing advice and support to 16 to 24 year-olds who are homeless or at risk of becoming so.

Our emphasis is on preventing homelessness by ensuring that support is identified and provided to allow the young person to remain in the family home where possible.

We have developed a family-focused approach and work alongside our mediator colleagues, to achieve positive outcomes for families.

We set up the 18+ advice line in May 2016 in response to the rise in referrals to the service overall from this age group.



Supported:

1,810

Outcomes:

95%

of the 478 16/17-year-olds we supported were prevented from making a request to go into care.

93%

were prevented from making a homeless application to their local council.

Trends:

50% increase in young people accessing our service.

Continued increase in the number of young people 'sofa surfing' – the hidden homeless.
36% of people accessing our service were sofa surfing.

24% of people accessing our service had mental health or substance misuse issues.

Increase in those whose parents have mental health issues.

“Your advice has helped me think about my next steps”

- Service User

“Thank you so much for all you have done, you have given my son and me so much support and guidance ”

- Service User's Mum





Supported:
268 

Our free, confidential, impartial mediation service works with families in conflict. We help 10 to 24 year olds and their parents/carers/guardians as well as offering some couples mediation.

Our fully qualified mediators are skilled in managing difficult discussions and high emotions within family meetings. They are trained to help families talk about the issues that are important to them and help find a way forward that seems fair and practical to everyone involved.

The service for 16-24 year olds is an integral part of our Early Intervention Team whose focus is to support and empower families in resolving conflict. This assists in preventing homelessness and also ensures that, regardless of where the young person is living, they have the support of their family.

Outcomes:

95%

of under-16's remained at or returned home.

87%

of 16/17 year olds returned to or remained in the family home.

84%

of 16/17 year olds reported their conflict had been resolved or progress had been made in resolving it.

Trend:

66% increase in young people accessing the service.

"hyh helped us just by being there. Having someone to talk to about issues was a great help. It gave us a calm environment which helped to identify and go through our issues so we could deal with them in a better way."
- Parent

"It was nice that it focused on us realising what the problems are and solving them ourselves with some aid, as opposed to being told what to do."
- Young Person

Mediation - Couples

This service began in October 2016 and, following the success of the pilot scheme, Herts County Council have extended funding until July 2018.

We work with couples whose conflict is impacting on their child /children. Couples can be together or apart but the focus is on how they can communicate with each other in a more positive way to support /parent their child /children in all areas of their lives. We currently work county wide.

Outcomes:

75% of couples felt they had improved communication in their relationships.

"If we had been able to have mediation at the start when things were difficult we might have been able to stay together, but at least now we are able to talk to each other around our children's needs."

- Parent



Supported:
190 

**Bed nights
provided:**
1666

Crashpad

Crashpad offers short-term, emergency accommodation to 16-17 year-olds in either a hostel or a volunteer host's home. The scheme is for young people who need breathing space from their current accommodation as well as those who are in a crisis situation.

"It was much better than I expected. I was made to feel very welcome and was able to continue with my apprenticeship while staying there."

- Young Person

Outcomes:

34% returned home or went to stay with extended family once their placement had ended.

"We enjoy having young people around our home and the appreciation they show for us giving them somewhere to stay."

- Host

From calls to our FREE 18+ advice line, it became apparent that there was a need for a scheme similar to Crashpad for an older age group and so to answer this demand, **hyh** redeveloped the service and launched Nightstop Herts for 18 to 24 year olds in April 2017.

Floating Support

"hyh have helped me move forwards in life and I am now settled in a permanent accommodation for the first time in my life." - Young Person

Advice

Support

Health

Housing-related support to help young people live independently, working in partnership with Aldwyck Housing.

Our Floating Support workers can help young people to maintain their tenancy, manage their finances and develop independent living skills as well as signposting them to other services.

Supported:
306 

Trends:

22% increase in the number of young people supported throughout the year.
35% of young people were care leavers.
23% were young parents.



Outcome:
83%

of those we supported went to live in a safe and secure environment.

Health

This year, we launched the Complex Needs Service, in partnership with Turning Point and Herts Mind Network, providing holistic support for very vulnerable adults who have multiple and complex needs – including mental ill health.

Two other new projects run by **hyh** are The Dual Diagnosis Link Project, funded by Henry Smith, and the Dual Diagnosis Family Support worker, funded by Children in Need. Both schemes support individuals in housing need where mental health and other health issues are threatening their accommodation.



Supported:
243



“I feel I have made really good progress, and realised it’s ok to have problems, it doesn’t mean it’s the end of the world. I have reduced my medication and can see a light at the end of the tunnel.”

- Service User

Trends:

Continued use of alcohol as substance of choice for those with mental health issues.

Increased demand for the service with a waiting list for Complex Needs Team.

Lack of suitable accommodation options for individuals leaving acute mental health units.

Health - Tenancy Sustainment & Support

hyh have been given funding to support adults aged 25+ in North Herts who are not claiming benefits and are struggling with their tenancies.

The work by Young Persons’ Tenancy Sustainment and Mental Health Tenancy Support complements that of the Mental Health Worker in the area.

70%

improvement in emotional wellbeing.

49%

improvement in money management.

32%

improvement in their capacity to manage their own tenancy.

Supported:
75 

Trends:

Increased levels of domestic abuse and child protection issues among young service users.

Increased levels of debt.

Increased feelings of isolation among single females.

“My support worker was fantastic. She listened and offered advice and was my only lifeline. I relied on her more than I originally realised.”

- Service User

Education

We deliver a variety of interactive sessions that support the prevention of youth homelessness by focusing on the realities of leaving home and independent living.

(HOME TRUTHS, NEXT STEPS), UNDERSTANDING CONFLICT (SOLVE IT RESOLVE IT) AND HEALTHY RELATIONSHIPS (YOUR VOICE, YOUR CHOICE).

Outcomes:

100%

of teaching professionals would recommend our sessions to others.

97%

of young people felt they had a better understanding of the realities of leaving home.

97%

of students could recognise how their behaviour may influence an argument after our Solve It Resolve It session.

**Educated:
6,636 
young people**



Trends:

In September 2016 we launched two new sessions: Next Steps (previously Home Truths 6th Form) and Your Voice, Your Choice which addresses domestic abuse prevention with a view to avoiding family breakdown and homelessness. Just under 1,000 young people have participated in these sessions.

iPro (Involvement Project)

Ricky was one of several former hyh service-users who have successfully been able to learn and put into practice new skills through our iPro group this year.

He completed his training to become a volunteer peer educator and now regularly runs the popular **hyh** education sessions for schools and youth groups.

"We have seen Ricky's confidence grow throughout his training and experience volunteering with the Education Service. He now has new qualifications and work place experience enabling him to do what he loves. With his new found confidence he now works with multiple partnering agencies offering his expertise, and continues to help hyh improve its frontline services and Education Projects"

- Leonie Maddin, Education Manager

Volunteering with iPro, gives our young people the opportunity to discover their untapped abilities and talents and provides opportunities to build on them through a variety of activities such as fundraising, shaping **hyh** services or participating in recruitment days.

iPro member Jonathon enthusiastically took on the task of organising a fundraising event at his work place.

The experience proved to be a real confidence booster for Jonathon and he is looking forward to planning another in the future.



"What a great afternoon - It was lovely to see how much Jonathon has grown in confidence, organising this fantastic fundraiser at his place of work, well done Jonathon, you rock!"

- Kathryn Salmon, Head of Fundraising

Friends of hyh

Herts Young Homeless

Get Involved!

Friends of **hyh** are a sociable group of volunteers who fundraise, organise events and work to raise the charity's profile in the local community.

If you are interested in becoming a Friend of **hyh**, please email:

Friends@hyh.org.uk

The money the friends raise is used to provide white goods (ovens, fridges etc.) and furniture for young people, who have no other means of purchasing these essential items, when they move into new accommodation.



Fundraising

Get Involved!
Got a fundraising idea?

We're always looking for supporters to host events and help us raise vital funds. Give us a call on **03333 202 384** or email **marketing@hyh.org.uk**

Follow us on twitter **@hyhnews** and keep up to date with our events by registering for our newsletter online **@ www.hyh.org.uk**



Coast to Coast Walk:
£4,500 raised
June 2016



Golf Day:
£6,000 raised
September 2016



Sleep Out:
£15,000 raised
December 2016



Triathlon:
£1,200 raised
August 2016

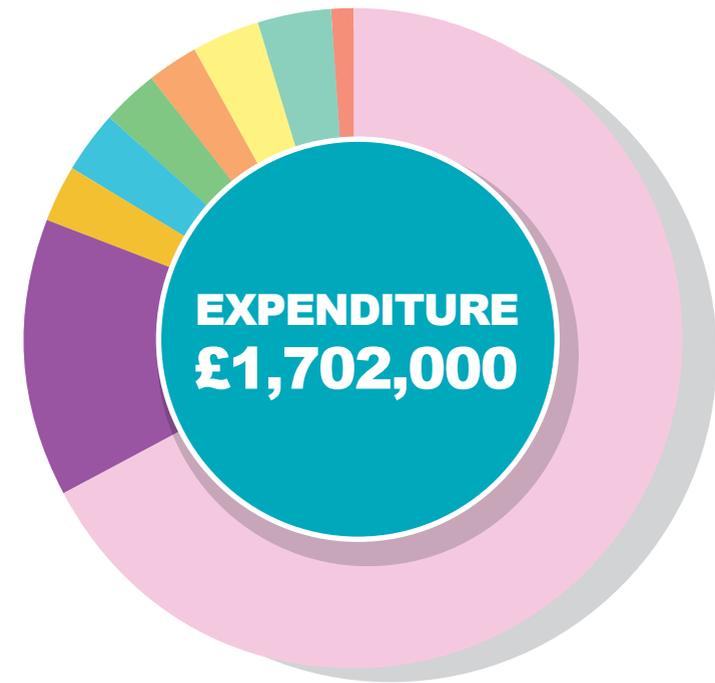
Our Finances



- HCC - Homeless Support Funds
- HCC - **hyh** Health funding
- Letchworth Heritage
- Other Local Authority and Local Housing
- Big Lottery
- Comic Relief & J P Getty Trust
- Charity & Housing
- Fundraising (includes Friends of)
- Student placements, courses and interest earned
- Other Grants

£000

£1,045
£168
£43
£96
£40
£36
£54
£191
£16
£10



- Staff costs
- Aldwyck Sub Contract
- Staff travel and expenses
- Office premises and utilities
- Direct costs linked to student and clients services
- Office services and expenses
- Operational expenses
- Fundraising costs
- External services

£000

£1,145
£235
£47
£49
£49
£40
£60
£60
£17

CASE STUDY

Simon's story



Thanks to the support of **hyh's** Dual Diagnosis service, Simon was able to seek help for his alcohol dependency and mental health issues and start to rebuild his relationship with his estranged daughter.

Simon had been alcohol dependant for four years when he was referred to **hyh's** Dual Diagnosis team. Contributing factors to his drinking were his divorce and a demanding job. He had also suffered with depression and anxiety for 10 years after his teenage daughter was diagnosed with a lifelong condition.

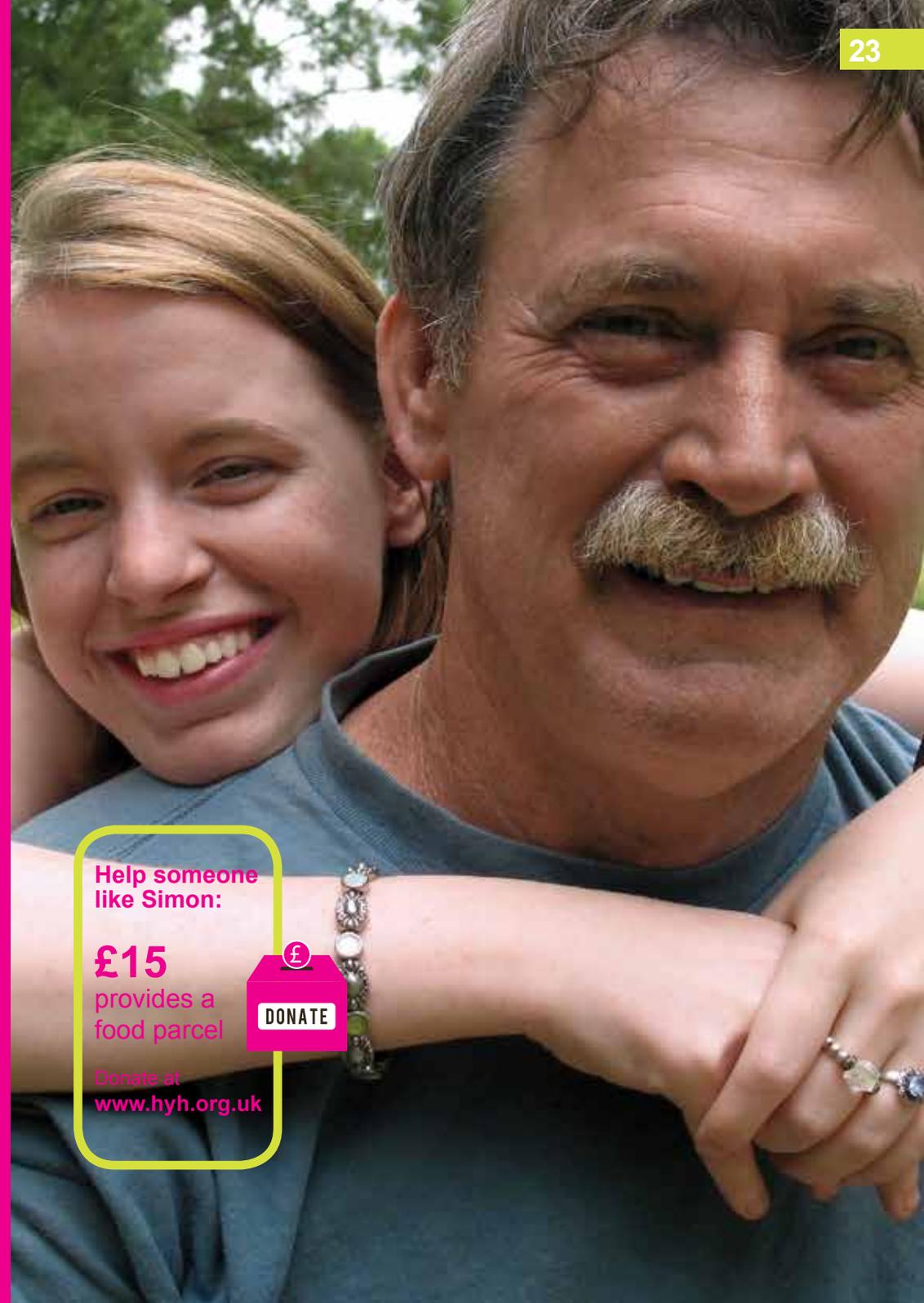
Simon's mental health issues and drinking led to him becoming street homeless and losing contact with his daughter. He was living in substance-misuse supported living accommodation when our Dual Diagnosis team began working with him.

Simon was encouraged to engage with local alcohol support services and has now been alcohol-free for four months. Dual Diagnosis also helped Simon access support from the community mental health team, and he started a course of cognitive behavioural therapy.

His confidence and self-esteem grew throughout the time he was supported by Dual Diagnosis and he was able to make contact with his daughter, which resulted in him meeting up with her. Simon developed some good ideas around how he could do some volunteering and created a business plan with a view to starting up his own company in the future.

With **hyh's** help, Simon was able to maintain his tenancy and get on the waiting list for further temporary accommodation, which would allow him to live more independently. Simon was very positive about **hyh's** Dual Diagnosis service and pleased with the improvement he had made:

"I have made a considerable amount of progress. I found my support worker very easy to talk to, very knowledgeable and she has helped me greatly in dealing with my issues."



Help someone like Simon:

£15
provides a
food parcel



DONATE

Donate at
www.hyh.org.uk