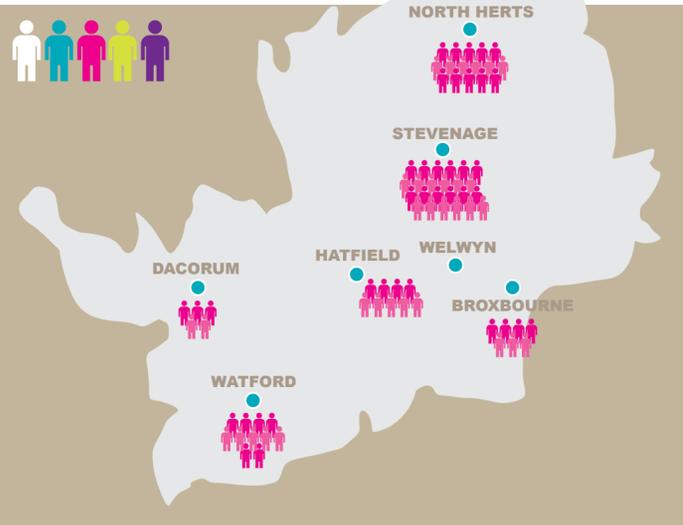


# Our Busiest Areas

We have supported **2,372 vulnerable people** in the last year, and our busiest areas are:

- Stevenage
- North Herts
- Watford
- Welwyn / Hatfield
- Broxbourne
- Dacorum



# Our Finances



	£000
HCC - Homeless Support Funds	£316
HCC - Hyh Health Funding	£38
Letchworth Heritage	£43
Other Local Authority and Local Housing	£141
Big Lottery	£90
County Relief	£22
Charity & Housing	£393
Fundraising (Includes Friends of)	£261
Henry Smith and Children in Need	£72
Other Income	£67



	£1,010
Staff costs	£131
Fundraising	£51
Other costs	£50
Aldwyck sub contract	£40
Office premises and utilities	£26
LT	

# Welcome to our Annual review for 2018

This was one of the most challenging years ever faced by **hyh**, due primarily to the significant reductions in statutory funding for our services and the associated effects on our ability to sustain the organisation.

Yet, thanks to the hard work and dedication of all the staff, **hyh** has emerged leaner and stronger.

The Board is redefining its strategic objectives for the next three years in light of both the new funding environment and our ongoing assessment of the ever-changing needs of our service users and the challenges they face.

Prevention seems to me to be the way forward. This is easier said than done, but it is my firm belief that we should strive to raise the resources to significantly increase our achievements in this area. If a young person never becomes homeless, it stands to reason they should be better off in the longer term.

My other key passion is to involve our ex-service users in all aspects of the organisation. In this regard, I am delighted to report that we are redeveloping our highly successful service-user involvement project (iPro) to extend it to all those in Hertfordshire aged 16-24 who have experienced homelessness, relaunching as 'Live Life', and I look forward to reporting on further growth in this area in future years.

The main body of the report details the significant achievements of our activities, which reflect the ability of our dedicated staff to adapt to uncertain times while still changing the lives of the many thousands of vulnerable young people we come into contact with.

The reality of the changing funding environment has resulted in our increasing emphasis on raising unrestricted funding. I would like to thank all those involved in this activity, which resulted in £240,000 being utilised in the provision of vital services for our young people.

**hyh** faces the future with a strong level of reserves and an unrivalled team of people who will undoubtedly take the organisation forward to achieve life-changing outcomes for those young people whose circumstances dictate that they need every assistance we can give them.



**John Robinson**  
Chairman



# Missions & 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 are 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 local community.

**We are collaborative** – sharing, partnering 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.



Herts Young Homeless

Contact us  
03333 202 384 (local rate)  
www.hyh.org.uk

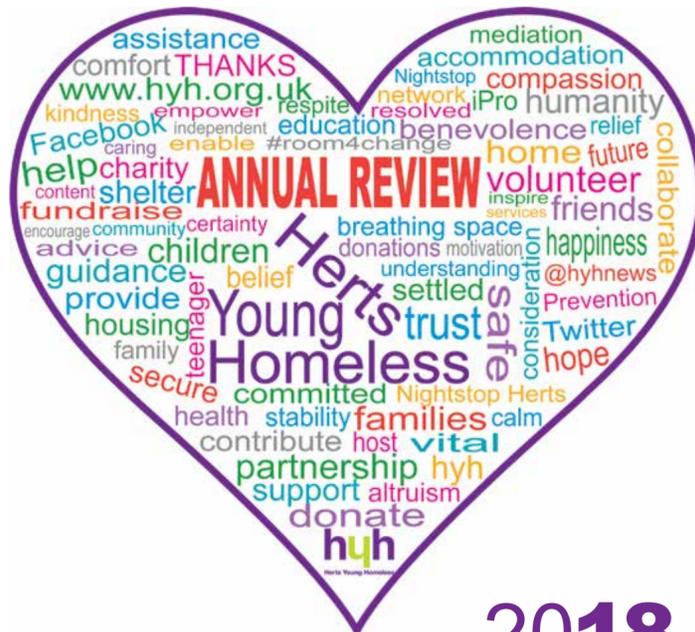
Head Office  
1st Floor  
Gracemead House  
Woods Avenue  
Hatfield  
Herts AL10 8HX

- @hertsyounghomeless
- @hyhnews
- hertsyounghomeless
- hertsyounghomeless

Registered Office: 1st Floor, Gracemead House,  
Hatfield, Hertfordshire, AL10 8HX  
Registered Charity Number: 1069498  
A Company Limited by Guarantee Number: 3525558  
Ref: PDI/AR003/2018



Herts Young Homeless



2018

## iPro (relaunched as Live Life)

iPro is formed of current and ex-**hyh** service users who have experienced homeless. Volunteering with iPro provides members with the opportunity to have a say on homeless issues, offer feedback on our services, plan events, learn new skills, gain confidence and self-esteem.

iPro had its most successful year with the highest number of referrals to the project and 15 young people currently participating.

The project was supported by Santander, Herts in Trust and the #will Youth Social Action Fund, enabling iPro to engage in even more events including the National Youth Homeless Conference in Manchester.

iPro members continue to impress us with their dedication to **hyh**. Ricky Jennings was a finalist for the Heart Hertfordshire Hero 'Big Heart' award, and Jonathon Elkhuja won the Welwyn & Hatfield Times Valiant Volunteer.

Members have also enjoyed working in partnership with many other organisations, raising awareness about homeless issues in their local community.

## Friends of hyh

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](mailto: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.

"I'm proud that all the funds we raise go directly to the young people. We are able to buy white goods, fridges, beds, mattresses, whatever they need to help them create a secure happy home and a more positive future."  
– Sue Cumming, Friends of hyh



## Fundraising

We have been supported by a record number of Charity Partners this year, and are very proud to have worked with some amazing organisations, both in business and in the community, on a longer-term basis.

A large number of community members and groups have gone out of their way to support the work we do. Fundraising efforts have included quiz nights, fun runs, sleep outs, personal challenges, bake sales, car washes, to name but a few.



**St Albans Half Marathon**  
£800 raised



**Sleepout**  
£7,000 raised



**Golf Day**  
£8,100 raised

"It's just putting my little bit back into the community and helping hyh because it's an amazing charity."  
– Lisa of LSR Storage (Charity Partner)



# Jack's **hyh** journey

\*This case study is loosely based on the different situations **hyh** deals with daily and is not specific to one person.

## Education

**hyh** offers a variety of interactive sessions to support the prevention of youth homelessness. Different sessions explore the realities of leaving home, conflict resolution, healthy relationships and moving to independent living.



**9,856** young people educated across Hertfordshire

*"I learnt the reality of how hard it can be to leave home, the actual statistics of homelessness and how some stereotypes can be very wrong."* – Student

**95%** felt they had a better understanding of the realities of leaving home

## Fundraising

Easy ways to fundraise:

- Facebook
- Amazon Smile
- ask for a **hyh** moneybox



## Get Involved

Hold your own fundraiser, take part in a **hyh** event, take on a challenge, become a charity partner - just visit: [www.hyh.org.uk/get-involved](http://www.hyh.org.uk/get-involved)

## Homeless Hub

In partnership with One YMCA we act as a 'front door' to homeless prevention services in Hertfordshire. Prioritising 16 and 17 year olds, we work intensively with families and young people to prevent homelessness.

The **hyh** team sensitively handle calls from some of the most vulnerable young people in Hertfordshire and are able to use their expertise to prevent serious situations from escalating.

**95%** were prevented from needing to access Local Authority Children Services

**93%** were prevented from making a homeless application

## Young Persons Case Worker

Complementing the work of the Homeless Hub we deliver 10 hours drop-in support each week for young people in housing need in North Herts.

## Mediation

Our service helps 10-24 year olds and their families, enabling them to resolve conflict and to identify what is important. We assist them in finding support and sustainable, practical ways forward as well as empowering families to maintain their relationships.



**97%** of those using our U16s Service reported less conflict in their home life

**73%** of our 16+ service users remained/ returned home

## Dual Diagnosis Family Link Worker

Funded by Children in Need we support families where mental health needs and/or substance misuse issues are preventing them from utilising the **hyh** Mediation Service. We support either the parent or the child depending on where the need presents.

## Advice Line

**hyh** provides telephone advice to 18 to 24 year olds regarding their housing situation, including advice on homeless prevention, private renting, money and benefits.

**550 calls** (the service started in June 2017)

## Nightstop Herts

Our service places young, vulnerable people in a safe, warm home, provided by a vetted and approved volunteer, for up to five nights.

We prevent young people from sleeping rough, 'sofa surfing', or staying in unsuitable accommodation where they could be at risk of harm.

*"Providing a room for a young person in need through Nightstop has been, and continues to be, a great experience. We have loved meeting different people and feeling that we are helping" - Host*

**44%** were referred to Nightstop Herts due to a family breakdown  
**31%** of those referred to Nightstop Herts had slept rough

## Friends of...

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

## Floating Support

Housing-related support for people aged 18-24 years old for up to six months.

Working in partnership with Aldwyck Housing, this tailored support includes help with maintaining a tenancy, managing finances and developing independent living skills as well as signposting to other services.

**85%** of those supported maintained Independent living



*"hyh are really helpful and my support worker went out of her way to help my situation get better. I am really grateful for all the help." - Young person*

## Tenancy Sustainment

This bespoke project for the Letchworth area is funded by Letchworth Garden City Heritage Foundation, and helps young people, including those with additional needs, who require support to remain in their accommodation.

## Health

**hyh** has a range of services that support vulnerable people who present with Complex Needs including mental ill health.

## Complex Needs Service

**hyh** brings the housing and homelessness expertise to this service, which is delivered in partnership with Turning Point and Herts Mind Network and funded by Herts County Council.

## Dual Diagnosis Link Project

Funded by Henry Smith Charitable Trust, we help individuals aged 16+ in housing need who present with mental health issues and other complex needs that are putting their accommodation at risk.

## Homeless Intervention Team

In partnership with New Hope, Citizens Advice and Spectrum, the team based in Watford works with long-term rough sleepers to move them into appropriate accommodation. **hyh** supported 37 long-term rough sleepers to access mental health support.

**61%** of service users were male

## iPro (relaunched as Live Life)

Our Service User Involvement project is an invaluable asset that helps **hyh** to help define their services to meet young people's needs.

*"Having met with the iPro members, we have established a good working relationship and have been impressed with their professionalism and excellent communication during the project planning."*  
– Chris Blanch, Squatlife project.



Jack, 16, first came across **hyh** when the **Education team** visited his school to present one of their 'Home Truths' sessions about the realities of leaving home.

As a result of learning about the difficulties some young people have when leaving home and **hyh's** homeless prevention work, Jack's school decided to do some **Fundraising** for the charity.



Like many teenagers, Jack's relationship with his parents was sometimes difficult. What started out as occasional arguments with his mum and stepdad became more serious, eventually taking a toll on the whole family.



Jack remembered about **hyh** and contacted the **Homeless Hub** for advice and information.

The Homeless Hub Advice & Information worker set up a family meeting with Jack, his mum, stepdad and a Homeless Hub mediator to go through the options available to them.



Jack and his family agreed to **Mediation** to try and resolve the conflict at home. Following a series of sessions with a mediator, during which they worked on communication and listening techniques, Jack and his family reported a big improvement in their relationships. This meant Jack was able to stay in the family home.

However, just after Jack's 18th birthday things started to deteriorate to the point that he was asked by his mum and stepdad to leave the family home.



Jack rang **hyh's** free **Advice Line** and, because he had nowhere else to go, he was referred into **Nightstop Herts** - **hyh's** short-term emergency accommodation service.



He was offered a room with a Nightstop host family in his local area, which meant he was still able to get to his part-time job. With the help of **hyh** and his volunteer host, Jack found an unfurnished room to rent in a shared house. After paying the **£550 deposit** and one month's rent in advance Jack could not afford to buy a bed for his room.



The **Friends of hyh** volunteers, who raise funds in order to buy white goods and other household items for young people supported by the charity, were asked to help him out, and he received a new bed and bedding from them.



However, **hyh's** support did not stop there. Because Jack did not make a planned move out of home, he was assigned a **Floating Support** worker who helped him organise his finances and learn independent living skills.

During his time with Floating Support, it became apparent that Jack had underlying mental health issues and was struggling with anxiety and depression.



He was referred to the **hyh Health** team who ensured he got professional support while also helping him to successfully maintain his tenancy.

Once he received the help he needed, Jack made excellent progress with his mental health and was confident about living independently.



Towards the end of his support, Jack admitted that he felt lonely and wanted to meet other young people with similar experiences to his own. His Floating Support worker suggested Jack got involved in **hyh's iPro** project for ex-service users where he would have the opportunity to meet new people and learn new skills.

As a member of iPro, Jack enjoyed taking part in education sessions and telling his own story. Through opportunities like this, Jack grew in confidence and was able to get a full-time job



He was still keen to support **hyh**, but had less time during the day, so became a volunteer ambassador for the charity giving talks about **hyh's** work and helping with **Fundraising** when his other commitments allowed.

**Supported:**  
**2372**