

Homeless Friendly Report for Trustees April 2019 - March 2020

Background

Signing up to the Homeless Friendly pledge originally targeted GP's ensuring that people who find themselves homeless are treated with understanding and compassion whilst helping to meet the person's needs.

During the last 12 months we have continued to expand our support to health professionals and organisations that work within the area of homelessness.

Areas of growth during the last 12 months

- We now have close working links within all 10 Greater Manchester Boroughs
- We have developed partnership working with Saint Anne's Hospice in particular their newly employed Homeless Palliative Care Co-Ordinator, plans were in motion for her to be based with Homeless Friendly one day a month however this has been put on hold due to the pandemic
- Homeless Friendly has supported 2 of our partners (pledged GP's) to successfully obtained contracts becoming 2 of the 7 Homeless (medical) Access Hubs for Manchester. All Staff have been trained to understand the needs of people who are homeless, we also act as an advisor to these hubs.
- 2 of the other remaining access hubs have also signed up to the Homeless Friendly pledge and again we act as an advisor to these hubs
- The patient food bank service continues to grow with a further 5 practices now offering this service. We advise and offer information on other mainstream food banks.
- We have been guest speakers at Stockport's Master Class and Trafford CCG quarterly meeting, providing awareness raising training to all attendees. This has enabled us to reach out to health professionals within the local area and support practices to pledge that they are Homeless Friendly.
- The 3 Action Together Organisations within South Manchester have all received our awareness raising training and signed up to our pledge. Homeless Friendly and Action together were interviewed by the local radio station discussing the needs of people who are homeless and how they can access support.
- Health Watch Rochdale are also another first with an invite to talk with all the GM Health Watch Organisations (again delayed due to the pandemic)

- We continue to grow in relation to practices that pledge with Liverpool's Brownlow Practices who work with over 500 people who are homeless are now recognised as being Homeless Friendly.
- Trafford's carers centre was another first for Homeless Friendly, with the Awareness Training being offered to their staff and volunteers.
- Homeless Friendly are an active member with the Manchester Airport Homeless Group. (People who are homeless take up residence within the airport) working closely with other professionals and charities to offer support to this vulnerable group of people.
- Successful discussions with The University of Salford to offer Social Work Placements this is due to Gail Sutcliffe being an experienced practice manager. Homeless Friendly will also be promoted on their website.
- Plans are in place for a pilot within Oldham of a universal card which would enable a person who is homeless to access support and services by allowing vital information to be shared via the microchip on the card. Funding is being identified to pay for a Homeless Friendly staff member to facilitate this, (this being delayed due to the pandemic)
- Oldham Athletic Football Club have become the first Football Club to pledge to offer support to people who are homeless with a match being dedicated to Homeless Friendly, we were able to advise on sign posting to not only the home team but also gathered relevant information in relation to Macclesfield who were the away team. Oldham Athletic have donated kits to Homeless Friendly (which have been passed onto The Street Angels). Homeless Friendly acts as an advisor in relation to homeless issues and they intend to donate £200 to Homeless Friendly within the next few months. Plans to hold a sleepout on their pitch on behalf of our charity are in the pipeline for next year.

Homeless Friendly hosted Manchester's **Big Sleep Out Event** in December raising over £24,000 half of the money goes to the Sleep Out Event being used to support international organisations supporting people who are homeless across the world. We will receive the remaining £12,000 which will be used to set up a Hot Line.

The pandemic has meant that many charities including ours have needed to be flexible and look at alternative ways of offering support. We have provided over 500 hygiene kits to people who are homeless this being distributed via partner organisations within the 10 Greater Manchester Authorities. We have compiled Greater Manchester information which has been distributed to our partners and to wider networks across GM, with 'Street Support' using our information within their app. On many occasions we have been asked for advice and information on support and services that are accessible during the pandemic this has resulted in Homeless Friendly developing an expertise and is now a key part of the support that we offer.

Areas of Growth for the next 12 months

As previously stated the pandemic has caused many charities including Homeless Friendly to put on hold their day to day operations and to rethink how people who are homeless can be supported. For us it meant no more face to face training sessions, pledges being posted out to organisations and meetings being held virtually. We share information electronically and via social media and intend to build on this during the next few months. Other areas that we are focusing on during the next 12 months are:

Hot Line - individuals (homeless) who are unable to access medical attention will be able to telephone a dedicated number for support in relation to accessing relevant support. We will also with permission discuss this further with the medical professional that felt unable to support the individual.

Recruit to **volunteers** to support the Hot Line and also support the signing of pledges.

Apply for **funding** for expansion of the Hygiene Kit to become a 'health kit' (obtained £8,000 summer 2020)

Apply for further **grants** to enable Homeless Friendly to become self-sufficient and expand to other areas of the United Kingdom.

A key area for our involvement is in relation to **vaccinations** being offered to this vulnerable group of people. We are key players working with our partners across GM to ensure that this is adopted via a joined-up approach.

As **technology** develops it's important that Homeless Friendly moves with the time, we are developing a bespoke CRM system and also looking at the viability of our own 'App'

We recognise that our trustees, partners and the local community continue to donate to our good cause, we ensure that donations are allocated to appropriate people or services and want to end by thanking everyone that has helped Homeless Friendly over the last 12 months.

Financial Statement

At close of business on 31st March 2020

Income £931.31

Outgoings £834.81

Gail Sutcliffe salary is paid by Beacon GP Care hence not showing as an expenditure as are the hours that Jayne Livesey works supporting our charity.

BARDOC pay for Homeless Friendly's mobile phone

*the moneys for the sleep out arrived April 2020 being shown in the next financial year.