



Frontline agencies in partnership

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Homeless Link is a registered  
charity no. 1089173  
Company no. 4313826



# See change

Annual Review 2005



Frontline agencies in partnership

# Why, what & how

## Why we are here

Homeless Link exists to make homelessness a thing of the past. We are here to work with government, our members, other partners, homeless people themselves - to help bring about an end to homelessness.

## What we do

As the national body representing the homelessness sector in England and Wales, we support our members who provide frontline services including:

- advice
- temporary and permanent housing
- move-on accommodation
- hostel provision
- day centres
- mental health and drug services
- local authority services support for people in bed and breakfast and other temporary accommodation
- direct support for rough sleepers, many with multiple needs.

We work with our members to:

- combat the causes of homelessness
- reduce the risk of new people becoming homeless
- manage the effects of homelessness, especially by supporting homeless people in moving on to settled accommodation.

## How we work

Our role in eliminating homelessness is to:

- raise standards in the sector that supports homeless people and tackles homelessness
- influence the development of policy, strategy and investment at all levels of government.

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**Jenny Edwards**  
Chief Executive

**Simon Wilson**  
Chair

# Welcome

**Our mission is to bring an end to homelessness. It's as simple as that. As a membership organisation we can make a real difference to the lives of homeless people, through supporting and working with our members.**

We can change and strengthen the work our sector does to support homeless people, by listening, leading and influencing. We can raise our sector's voice, by our evidence, weight of numbers and persuasiveness. We can identify the right audience and the right vehicle for our message to have the most impact on the changes we seek. In the last year we have seen real progress by government and the sector. Together with our members and partners, we can claim credit for influencing much of this change.

This Review tells the story of Homeless Link's work over the last year, shows the difference we have made, and points the way ahead for the next year. Whilst we know there is still a long way to go, we think it makes pretty impressive reading.


- We achieved ChangeUp funding, enabling us to work more closely with the sector across the English regions.
- We published No room to move?, directly influencing thinking and strategy on the provision of Move On accommodation for homeless people in hostels.
- We launched our 10-point manifesto and challenged the Government to sign up to ending homelessness, which it accepted should be its aim.

- We gave evidence to the ODPM Select Committee Inquiry into homelessness and saw many of our points echoed in the committee's report.
- We introduced an email bulletin for members that reaches almost 3,000 professionals in the sector.
- We introduced professional qualifications for frontline staff.

Less visibly, we have also changed ourselves through a restructure. We are now much more fit and focused on our purpose: being the catalyst for change for the benefit of homeless people.

We are grateful to our statutory and voluntary funders for their support, to our colleagues throughout the sector for their energy and commitment, and to our outgoing Chair Brian Pomeroy for his tremendous work over many years in the sector.

We believe it is possible to end homelessness within the next 15 years. In fact, we know that in a civilised society this is achievable - if the collective determination is there, if we are astute at influencing government policy and bold in changing the nature of homelessness interventions. It's an ambitious vision and, we believe, an entirely realistic one that we can all see fulfilled.



Homeless  
LINK

**‘Homelessness** has no place in a sustainable community. Like poverty and disadvantage, our aim should be to eradicate it.’

Lord Rooker, Minister of State for Regeneration and Renewal in the foreword for Sustainable Communities: settled homes, changing lives

## Vote for change

Early in 2005, with a general election in the offing, we had an important opportunity to influence the incoming Government’s thinking on homelessness.

We launched our own manifesto at the Houses of Parliament in February 2005 and challenged all political parties to adopt it. Lord Rooker of the Office of the Deputy Prime Minister (ODPM) introduced the event where four people spoke of their past experiences of homelessness. The manifesto gained media coverage and was distributed to MPs and parliamentary candidates. We made it accessible through a dedicated website, together with a general election toolkit to inform our members’ and their service users’ discussions with local candidates. We also worked with the Electoral Commission to encourage more homeless people to use their right to vote.

The manifesto’s ten points were bold, specific and practical:

- an end to homelessness in the UK within three terms of government
- investment to meet housing need, with a fair share of affordable housing for homeless people
- effective collaboration between government departments and the voluntary sector to prevent homelessness
- health strategies that recognise the needs of homeless people
- a ‘service passport’ for homeless people so that they can continue to receive services wherever they move
- integrated services for homeless people with multiple needs
- reform of the benefits system to end the poverty trap
- integrated housing and drug or alcohol treatment services
- investment in cultural programmes which enable homeless people to take part in cultural life and reintegrate with society
- improvement of homelessness services for asylum seekers and refugees so that no-one is roofless.

In March 2005 the Government issued its five-year homelessness strategy, Sustainable Communities: settled homes, changing lives. Our manifesto’s influence is obvious in its opening words:

*‘Homelessness has no place in a sustainable community. Like poverty and disadvantage, our aim should be to eradicate it’.*

Go to [www.endhomelessness.org.uk](http://www.endhomelessness.org.uk) for more information on our homelessness manifesto.

# Nationwide

Homeless Link's role as a national organisation has been boosted in the last year by the achievement of ChangeUp funding with support from the Office of the Deputy Prime Minister - enabling us to work with members and build closer relationships with stakeholders in all nine English regions - to complement our work in Wales.

ChangeUp is directed at helping the voluntary sector to develop its services - in this case with a particular aim of strengthening the sector's ability to change the lives of homeless people.

In practical terms a presence on the ground gives us the opportunity for regular contact with our members, the chance to see and support their work, influence thinking, spread good practice and feed back policy. We now have staff in every English region, with a base in Wales through Homeless Link Cymru.

# Cross border

Our Cardiff base works closely with the Welsh Assembly Government who fund us, and to whom homelessness, housing and health policy in Wales is devolved. We sit on several Assembly groups - its homelessness strategies working group; the Homelessness and Housing Advice Reference group; and the All-Wales Selected Minority Group, advising the Assembly on health issues.

We chair Rough Sleepers Cymru, working on issues including access to drugs services, changes to tenancy legislation and Supporting People; and work in partnership with Cymorth Cymru, the umbrella body for supported housing in Wales.



## In the last year we have:

- secured ChangeUp funding for the first time
- taken forward a three-year project, funded by the Department of Health, to tackle barriers to health care for homeless people
- worked to raise the profile of older homeless people and find solutions to the specific problems they face, in a project funded by Help the Aged and the Housing Associations Charitable Trust
- co-hosted a reception for Assembly Members to discuss the homelessness and housing agendas in Wales
- researched the impact of local homelessness strategies in Wales, and produced a report for the Welsh Assembly Government outlining areas on concern
- lobbied against the transfer of Supporting People Revenue Grant to Welsh local authorities in 2006
- responded to Welsh Assembly consultation on drugs policy and lobbied for improved services for homeless people.

## In the coming year we will:

- bid to secure ChangeUp funding beyond March 2006 to build on the work in the regions
- publish guidance for hospitals to develop discharge protocols for homeless people
- develop a series of online courses on working with homeless people for medical professionals, in partnership with Oxford University's Kellogg College for distance learning
- pilot and develop a project to help organisations integrate customer care into the way services for homeless people are run
- continue to work with partners to establish a pilot project for intravenous drug users who sleep rough in Cardiff
- work with homelessness and arts organisations in Wales to develop an annual arts event for homeless people.

# 46%

of people in hostels  
are ready to move on



### In the last year we have:

- launched *No room to move?* and a national report on the move-on issue
- developed Spotlight, a regular half-day forum for frontline agencies in London to present and share thinking and practice
- developed a large amount of new content for the London area of our website.

### In the coming year we will:

- work with members to manage the change anticipated following the Government's £60m redevelopment funding for London hostels
- develop a framework in partnership with local authorities and hostel providers to enable them to develop 'move-on plans' to tackle the silt-up of hostels.

## Time to move on

One of our major strategic projects in the last year was the production of *No room to move?*. This showed that although progress has been made in helping rough sleepers off the streets and into hostels in London, this kind of temporary accommodation becomes 'silted up' if there is nowhere for people to move on to next. The lack of settled homes for homeless people in temporary accommodation, such as hostels, is one of the main concerns for our members. Our national report showed that this is a problem not just in London but across the country.

The London report demonstrated the high public cost of this blockage and recommended solutions to the problem. It found that:

- 46% of people in hostels are ready to move on
- the average waiting time was between a year and 18 months
- people needing move-on accommodation with medium support are sometimes waiting over two years
- hostels are actively seeking move-on for homeless people through local authorities, housing associations or private landlords
- there is a high cost to the public purse of keeping people in hostels when they no longer need to be there.

*No room to move?* influenced both the London Housing Strategy published in June 2004, and the London Supporting People Strategy. We also called for action by government working with the voluntary sector to co-ordinate a nationwide response to the problem and provide pathways out of hostels. *No room to move?* led directly to an Early Day Motion being put down in the House of Commons and signed by 71 MPs.



# Making it happen

We support the sector in becoming more effective through training courses and events throughout England and Wales.

In the last year our programme of regional events has expanded enormously, and has included:

- an annual conference at Staffordshire University: More to Life - improving quality of life for homeless people
- a major research conference in Birmingham: Digging deeper - research into homelessness
- a south west regional conference in Torquay
- a conference in Bristol on risk and homelessness
- a conference in High Wycombe on workforce issues: Working together
- a series of regional good practice seminars in Liverpool, Brighton and Leicester, in partnership with the ODPM, with speakers from local government, NHS trusts and universities
- a series of day centres seminars in Manchester, Birmingham and Cambridge, accompanied by a good practice handbook.

Our training programme has also grown, major new initiatives include:

- the launch, following a successful pilot, of Bridge the Skills Gap, a training programme which addresses recruitment problems within the sector, and leads to NVQ Level 2 qualifications
- research funded by the Baring Foundation, investigating the skills needed and training available in the homelessness sector
- a Quality project, helping members to demonstrate their effectiveness and improve their organisational efficiency
- a national programme of one to two-day training courses, attended by over 1,100 people.



**over 1,100**  
people attended a national  
programme of one to two-day  
training courses

## In the last year we have:

- run 35 short courses throughout the country
- launched Bridge the Skills Gap
- promoted five major conferences
- promoted three practical seminars
- taken part in the Virgin Unite scheme
- launched the Quality project.

## In the coming year we will:

- organise more training and events in Wales
- organise training programmes which cover all English regions
- pilot a new homelessness NVQ at levels 3 and 4.

# In the spotlight

Much of our advocacy and campaigning work is most effectively carried out quietly behind the scenes. Influence is sometimes best achieved through information and discussion, rather than through a megaphone, and may be invisible until its impact is felt.

But keeping homelessness high on the social and political agenda involves effective media campaigning, and over the last year we have raised the profile both of homelessness and of Homeless Link as a voice of the sector.

# In touch

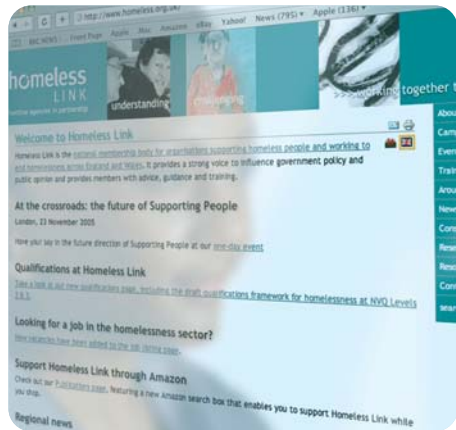
Our effectiveness depends on regular and effective communication with our members throughout the homelessness sector.

## In the last year:

- replaced monthly paper mailings with an email bulletin, available to all staff of member organisations, including policy briefings and notice of future consultations - making the bulletins quicker, more accessible
- made previous London Link bulletins available as an archive on the website.

## In the coming year we will:

- redesign and relaunch our website (with funding from The Vodafone Foundation), to include a members' only area, offering greater access to information and more interaction between members
- complete the review of Connect, our quarterly magazine for the sector - its format, medium and content
- tailor communications further by specialist interest and region
- distribute more regular communications by email, offering greater speed, accessibility, opportunity for feedback
- improve our communications around policy issues, including mechanisms for gathering evidence from members on important policy issues.



## In the coming year we will:

- focus on raising public awareness, increasing understanding of homelessness, and communicating the value of our members' work through working with mainstream media channels
- highlight move-on and Supporting People issues throughout our media work
- support members in securing their own media coverage.

## In the last year we have:

- Chief Executive Jenny Edwards appeared on the Radio 4 Today programme responding to the Government's plans to prevent and reduce homelessness
- the national media covered our manifesto launch
- Inside Housing, Third Sector and Community Care have covered Homeless Link's position on move-on, Supporting People and other issues
- Housing Today covered Homeless Link's call for Supporting People strategies and older persons strategies to recognise the specific needs of vulnerable older homeless people
- Inside Housing quoted Homeless Link on the ODPM select committee's launch of a major enquiry into homelessness
- Community Care covered Homeless Link's response to proposals to change tenancy agreements used by supported housing projects in Wales
- our Chief Executive was interviewed on the BBC2 programme The Politics Show about the lack of move-on accommodation for homeless people.



# Financial Report

## Statement of Financial Activities

(Incorporating an Income and Expenditure Account)

For the year ended 31 March 2005

### Independent auditors' statement

We have examined the summarised financial statements of Homeless Link.

### Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

### Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom to the extent that it is relevant to the summary financial statements of a charitable company.

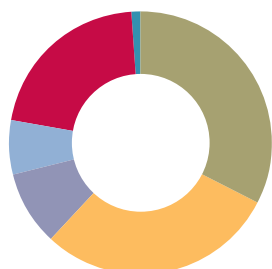
### Opinion

In our opinion the summarised financial statements are consistent with the full statements and the Trustees' Annual Report of Homeless Link for the year ended 31 March 2005.

Tenon Audit Limited  
Chartered Accountants and Registered Auditor  
Amberley Place  
107-111 Peascod Street  
Windsor  
Berkshire

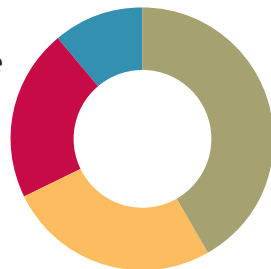
31 March 2005

### Our income



Statutory grants (restricted)	444,238
Statutory grants (unrestricted)	400,000
Trust grants	123,497
Project income	91,673
Other income	288,012
Donations	11,704

### Our expenditure



Direct project expenditure (restricted)	654,361
Direct project expenditure (unrestricted)	413,144
Co-ordination, support and advice costs	330,255
Management and administration costs	172,499

## Income and Expenditure

as at 31 March 2005

April 2004 - March 2005

	Unrestricted funds £	Restricted funds £	Total 2005 £	Total 2004 £
<b>INCOMING RESOURCES</b>				
<i>Activities in furtherance of charity's objects</i>				
Statutory Bodies	400,000	444,238	844,238	763,294
Trust grants	-	123,497	123,497	257,861
Project income	-	91,673	91,673	3,222
Other income	288,012	-	288,012	285,682
Donations	11,704	-	11,704	19,182
	<b>699,716</b>	<b>659,408</b>	<b>1,359,124</b>	<b>1,329,241</b>
<b>RESOURCES EXPENDED</b>				
Cost of generating funds	30,922	25,000	55,922	32,076
<i>Net Incoming Resources Available for Charitable Application</i>	<b>668,794</b>	<b>634,408</b>	<b>1,303,202</b>	<b>1,297,165</b>
<i>Costs of Activities in furtherance of the charity's objects</i>				
Direct project expenditure	413,144	654,361	1,067,505	793,441
Co-ordination, Support and Advice costs	330,255	-	330,255	177,945
<b>Other expenditure</b>				
Management and administration costs	172,499	-	172,499	147,658
	<b>915,898</b>	<b>654,361</b>	<b>1,570,259</b>	<b>1,119,044</b>
Total expenditure	946,820	679,361	1,626,181	1,151,120
<b>Net movement in funds</b>	<b>(247,104)</b>	<b>(19,953)</b>	<b>(267,057)</b>	<b>178,121</b>
Fund balances at 1 April 2004	437,028	152,141	589,169	411,048
Fund balances at 31 March 2005	<b>189,924</b>	<b>132,188</b>	<b>322,112</b>	<b>589,169</b>

## Balance Sheet

as at 31 March 2005

	Total 2005 £	Total 2004 £
<b>FIXED ASSETS</b>		
Tangible fixed assets	14,122	16,534
Investments	1	1
	<b>14,123</b>	<b>16,535</b>
<b>CURRENT ASSETS</b>		
Debtors and prepayments	87,665	102,264
Cash at bank and in hand	555,499	712,664
	<b>643,164</b>	<b>814,928</b>
<b>CREDITORS: amounts falling due within one year</b>	<b>(335,175)</b>	<b>(242,294)</b>
<b>Net current assets</b>	<b>307,989</b>	<b>572,634</b>
<b>Net assets</b>	<b>322,112</b>	<b>589,169</b>
<b>REPRESENTED BY Funds</b>		
- Unrestricted	126,739	340,494
- Designated	63,185	96,534
- Restricted	132,188	152,141
	<b>322,112</b>	<b>589,169</b>

# Board

## Homeless Link's Board of Trustees (as at April 2005)

Brian Pomeroy (Chair)	Independent member (resigned 22 March 2005)
Simon Wilson (Chair)	Independent member (appointed 22 March 2005)
Sharon Allen	St Anne's Community Services
Peter Channing	(Treasurer) Independent member
Daniel Currie	St Giles Trust
Lorna Esien	St Basil's
Richard Frame	SOLAS
Claire Granger	Nottingham Hostels Liaison Group
Olly Grender	Independent member
Steve Johnson	Independent member
Chris Munday	Focus Futures
Paul Nield	Independent member
Howard Sinclair	Broadway

We would also like to thank the members of our National Advisory Council for their guidance and support over the past year.

## Funders

With thanks to our major supporters:

### Statutory funders

- Association of London Government
- Department of Health
- Homelessness & Housing Support Directorate (Office of the Deputy Prime Minister)
- Learning & Skills Council (Central London) & European Social Fund
- Welsh Assembly

### Charitable trusts and companies

- The Baring Foundation
- Bridge House Trust
- Big Lottery Fund (Community Fund)
- Catalyst Housing Association
- CRASH
- Esmée Fairbairn Charitable Trust
- hact
- Help the Aged
- Joseph Rowntree Foundation
- Laing's Charitable Trust
- London Housing Foundation
- Sanctuary Housing Association
- Unity Trust Bank
- Virgin Unite
- The Vodafone UK Foundation

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Cover image courtesy of Thames Reach Bondway; p.9 image courtesy of Welsh Assembly Government

# Stay in touch

YES, I would like to be kept informed of new developments in relation to homelessness, campaigns and new initiatives by Homeless Link.

Title \_\_\_\_\_ First name \_\_\_\_\_

Surname \_\_\_\_\_

Job title \_\_\_\_\_

Organisation \_\_\_\_\_

## Home/Work (delete as applicable) details

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post code \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

## Please also send me:

- Details about my organisation becoming a member of Homeless Link
- Details about becoming a personal member of Homeless Link
- Volunteering opportunities with Homeless Link
- A copy of the Homeless Link training programme
- Information on qualifications
- Details of future Homeless Link events
- Information about the members magazine, Connect
- Details of Homeless Link publications
- Future Homeless Link press releases

**Data protection:** Information submitted in this form will be stored and processed electronically for the purposes of supplying information and to enable statistical analysis. Data may be passed to other parts of the organisation, our partners or contractors operating on our behalf to enable this to take place.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please return to: Homeless Link, First Floor, 10-13  
Rushworth Street, London, SE1 0RB

# Support our work

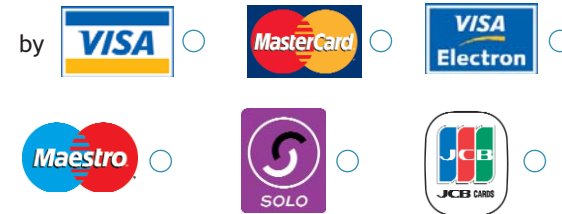
YES, I would like to make a donation to help Homeless Link bring about change and help end homelessness.

1 **Donate online** at [www.justgiving.com/homelesslink](http://www.justgiving.com/homelesslink)

2 Send this slip with a **donation by cheque** made payable to "Homeless Link" and return to the address overleaf

3 **Donate by credit/debit card** - complete the form below and return to the address overleaf

I wish to donate £ \_\_\_\_\_



and authorise Homeless Link to debit my card with the above amount.

My card number is \_\_\_\_\_

Issue Number \_\_\_\_\_ (Maestro and Solo cards only)

Start date of card \_\_\_\_ / \_\_\_\_

Expiry date of card \_\_\_\_ \_\_\_\_

Card security code \_\_\_\_ \_\_\_\_ \_\_\_\_ (Last 3 digits located on reverse of the card, usually the signature strip)

Name (as on card) \_\_\_\_\_

Cardholders Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post code \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

4 **Support while you shop online** Buy online using the following links and at no extra cost to you, Homeless Link will receive a donation from the retailer:

- [www.buy.at/homeless](http://www.buy.at/homeless) for M&S, John Lewis, CD.wow, play.com and more!
- [www.homeless.org.uk/resources/publications](http://www.homeless.org.uk/resources/publications) for amazon.co.uk
- [www.itallhelps.com/homeless](http://www.itallhelps.com/homeless) for lots, lots more