

**Crisis  
Skylight**

# **REGENERATE CITIES REGENERATE LIVES**



**Homelessness ends here**

**Crisis**

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# A future free from homelessness

It is a scandal that people are homeless in 21st century Britain. It was a scandal over 40 years ago when Crisis was formed in angry response to the growing numbers of those with nowhere to live.

We believe it's vital to invest in people, to help them become productive, positive citizens. Already, failure to support vulnerable people has left generations struggling on benefits. It's no good for them and no good for the nation.

Getting a roof over people's heads isn't enough. We need to help them regain their self-esteem, develop their confidence and skills, get back into work and restore order to their lives. We also need to save those at risk from becoming homeless in the first place.

At Crisis we've developed a range of pioneering services that genuinely transform lives. We're also determined campaigners, holding Government to account and advocating solutions informed by professional research and direct experience.

Crisis Skylight is one of our most innovative and effective services. Every year, these education, training and employment centres, help over 3000 people: delivering for individuals by transforming their lives, but also delivering real and quantifiable returns for tax payers and society as a whole. We're now planning to extend these services to new cities including Birmingham and Oxford, and potentially Edinburgh and Liverpool further down the line.

Investing in Crisis today will create a better tomorrow for thousands more people without a home. You'll support the journey from despair to self-esteem, motivation, stability and productivity. Together, we can end homelessness for good.

**Leslie Morphy**  
Chief Executive, Crisis

*“Crisis is not about ‘charity’. It’s not about handouts for lost causes. It’s about investing in people to help them become productive, positive members of society.”*



# The problem of homelessness and why learning matters

*A home means more than just a roof over your head. Home means roots, identity, security: a sense of belonging and emotional stability. When you lose your home, you lose these too.*

## MORE THAN A ROOF

Official statistics which aim to measure the scale of homelessness can never tell the full story. They focus on those who are entitled to housing by local authorities, the majority of whom are families. Homelessness amongst single people remains a real and persistent problem.

The worst and the most visible form of homelessness is rough sleeping. In 2008 the Government pledged to eradicate it by 2012. We campaigned with others to secure this pledge and we'll make sure it's honoured.

But rough sleeping is just the tip of the iceberg. Crisis has led the way in highlighting the growing issue of 'hidden homelessness'. There are tens of thousands of people who live in hostels and refuges, B&Bs, squats, overcrowded and unsatisfactory accommodation, or on the floors and sofas of family and friends. Every one of them is homeless. But they are not considered a priority for social housing or even emergency help and advice. They face a daily barrage of problems: isolation, low confidence and self-esteem, low skills, lack of employment, poor mental and physical health and struggle to find and maintain a tenancy.

But out of sight is out of mind. These people are hidden from public view, from the Government and from statistics. And far too often they're hidden from help.

In a time of severe global recession, more people than ever are likely to find themselves at risk of homelessness. We need to be prepared for an increase in homelessness. But we also need to have sufficient resources to help those already homeless, many of whom are the victims of the past recessions. They are in danger of being forgotten.

# 15%

Just 15% of homeless people are employed, the majority of these only part time. 50% have been unemployed for at least three years.<sup>1</sup>

## WHY LEARNING MATTERS

Of course, homeless people need good quality accommodation and support. Crisis, through its housing services and network of local partners across the UK, helps people to find and move into homes of their own. We also campaign for more and better housing for all. But many homeless people have a range of needs in addition to their need for a home.

*Over a third of homeless adults (37%) have no formal qualifications; almost three times the national average (13%).<sup>2</sup>*

The experience of homelessness deskills and isolates. Learning new skills or regaining lost ones is integral to tackling homelessness. High levels of repeat and serial homelessness are all too evident amongst single people. The reasons for failed tenancies are often the same; loneliness and isolation, debt and rent arrears, relationship breakdown and negative behaviours.

Overcoming these factors involves learning of one sort or another. Whether it's how to manage money, developing confidence to make new friends and be more assertive, or being able to fill in forms and use services. Getting the mind and body active also improves mental health and well-being.

*Common mental health problems are twice as prevalent and rates of psychosis four to 15 times higher in the homeless population compared to the general population.<sup>3</sup>*

Lack of work is also a major cause and consequence of homelessness. Yet ultimately homeless people would like to have a job that brings self respect and independence.

But many homeless people have low or no qualifications. Some have had bad experiences of formal education. Even for those who have previously achieved qualifications and had successful jobs, the experience of homelessness is so destructive that many struggle to start again and need the opportunity and support to rebuild their self esteem, confidence and aspirations.

For all these reasons homeless people should be a top priority for getting into learning. But many find that mainstream adult learning does not work for them. They prefer voluntary and community settings in which to learn: environments that are welcoming, understanding and inspiring. Crisis identified this need and in response created Crisis Skylight.

## Notes

1. a. *Homeless People and Learning & Skills*, Crisis and OLR, 2006; b: Office for National Statistics online, 2009
2. *Homeless People and Learning & Skills*, Crisis and OLR (2006), with source material from DFES Labour Force Survey, autumn 2005
3. *Mental Ill Health in the Single Homeless Population*, March 2009, with source material from the Office for National Statistics' OPCS Surveys of Psychiatric Morbidity in Great Britain





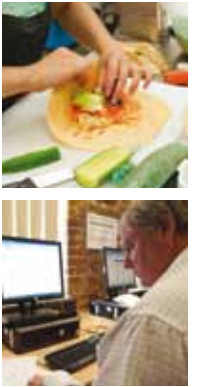
# Crisis Skylight – a practical solution working in London and Newcastle

*Crisis Skylight is an award-winning and accredited education, training and employment centre. It offers practical and creative workshops in a supportive and inspiring environment, together with formal learning opportunities that lead to qualifications and finding work.*

The wide range of courses including art, music and drama, bike maintenance and carpentry, literacy, numeracy, IT and ESOL, help people to restore their well-being, regain confidence, build their basic skills and raise their aspirations. The centres also provide a critical link with the wider community, both through our volunteers and through the links we foster with various people and organisations.

We first established Crisis Skylight in London in 2002. We were then thrilled to open our second Crisis Skylight centre in Newcastle in April 2007.

We have also built up our credentials. In 2007 we won the National Adult Learners Week Opening Doors Award; we're accredited by Oxford, Cambridge and RSA Examinations, City & Guilds, British Computer Society, British Safety Council and the Chartered Institute of Environmental Health. In 2008 Crisis Skylight was awarded the Matrix standard: the national quality mark for organisations delivering information, advice and guidance and recently our employment team won the Third Sector Award for Charity Partnerships.



## WORKING IN LONDON AND NEWCASTLE

Combined, our two centres have approximately 3000 clients with new people coming every day. We operate an open door policy that welcomes everybody and seeks to integrate people who are homeless into the local community. Courses typically run over 12-week terms with an additional and varied programme over the summer.

## RESTORING CONFIDENCE AND SELF-ESTEEM

The first step towards rebuilding a life is to restore an individual's confidence and self-belief. Clients can take part in a range of creative workshops and classes including art, music, drama, Tai Chi and Yoga. These allow people to explore new interests, express themselves and start to feel more human again.

Our mental health co-ordinators are also on hand to help people deal with a range of mental health issues and break down the barriers to making progress.

Art and performance play an important role in our centres. Regular exhibitions showcase clients' art and 'Skylighters', performance evenings, provide opportunities to share new-found skills and talents. Clients also get the opportunity to participate in external events. Recently, people from our music classes supported major acts at Crisis Hidden Gigs, our new series of music gigs, while others exhibited artworks at GlaxoSmithKlein and The Royal Commonwealth Society.

**Crisis Skylight**  
A range of classes and workshops at Crisis Skylight London and Newcastle

Helping homeless people realise their potential



**SKILLS AND QUALIFICATIONS**

With their confidence growing, clients of Crisis Skylight can start to develop new skills (or rediscover old ones). To encourage progression, individual learning plans are developed jointly with members. These form the basis of assessment at the end of term and clearly identify next steps for further learning. For some of our clients transition into practical workshops such as bike maintenance, plumbing and woodwork is the logical next step. For others, there are structured educational courses, leading to accredited qualifications, including numeracy, IT and ESOL. We celebrate the achievements of our clients with end of term graduation ceremonies. The pride with which they receive their certificates is deeply moving and rewarding.

**GETTING BACK INTO WORK**

Providing learning opportunities in the right environment with the right approach is essential in helping a person overcome their homelessness. Vital too is access to training opportunities, potential employers and equipping people with the tools and resources to achieve their goals.

Our dedicated employment team helps people to prepare for, find and keep jobs. In London we are leading a consortium of agencies, bringing together other homeless organisations, training providers and social enterprises with employers and jobs. We also host regular Opportunities Fairs that support the needs of homeless job seekers. Clients are helped to identify their goals, produce a CV, brush up on their interview skills and get kitted out with clothes for work.

Clients also have the chance to get real on-the-job experience in our Crisis Skylight Cafés, situated next door to our centres in London and Newcastle. Run by a professional manager and open to the public, the cafés provide accredited catering and hospitality training in a busy commercial environment. Trainees can achieve Level 2 NVQ qualifications in customer service, multi-skilled hospitality services, food preparation and cookery. They are also supported into paid employment.

*Raising people's skills can be the key to them moving permanently off the streets.<sup>1</sup>*



**REALISING DREAMS**

For those with clear goals, it's often financial help that they need. Crisis Changing Lives, our highly successful national grants scheme, provides grants of up to £2500 to homeless people across the UK, to pay for course fees, tools or to set up a business. To gain a grant you have to plan a realistic route into your chosen job with the help of a support worker. You have to show passion and determination. Our recipients do just that, making exciting progress in everything from security to tree surgery, gardening to photography, IT to millinery. A relatively small amount of money can make all the difference between dreams just out of reach and dreams realised. Crisis Changing Lives makes that difference.

**Notes**

1. Department for Communities and Local Government (2008), *No One Left Out: Communities ending rough sleeping*. CLG: London.

**A PERSONAL VIEW**



**MARGARET PHILLIPS**  
HEAD OF CRISIS SKYLIGHT LONDON

*The challenge for us at Crisis is to help people get to a place where they are able to live fruitful lives. We try to build their confidence and skills, so that they can get out of the cycle of homelessness.*

*The greatest pleasure I get is when we hold graduation ceremonies. We celebrate the achievements of our clients who have overcome barriers, stayed the course and gained a qualification. This is testimony to what they can achieve with the right support.*



**JUNE GRIMES**  
HEAD OF CRISIS SKYLIGHT NEWCASTLE

*I've spent most of my working life in services for vulnerable and disadvantaged people, but I have never come across such an innovative and effective model as Crisis Skylight.*

*I love seeing first hand the progression people make, how they develop and move on with their lives. The methods we use are tailored to the individual and result in purposeful progression.*



# Our impact

## DEMONSTRATING OUR IMPACT

We have always believed in what we do and its effectiveness in helping homeless people to transform their lives. But the ability to track and measure our impact is central. Through a new internal monitoring and evaluation system, which tracks individuals' progress, we can now demonstrate our impact. Our annual Impact Reports give full details of the outcomes Crisis achieves across its services. Key ones include:

### Education – outcomes for 2008/9

- 1651 people participated in a Crisis Skylight learning activity
- 409 people gained accredited qualifications with 629 certificates awarded within Crisis Skylight London and Newcastle
- 100 people went into further education and training with help from Crisis Skylight
- 67 people took part in training and 16 achieved accredited qualifications in the Crisis Skylight Cafés
- 150 people moved into further education or training through Crisis Changing Lives

### Employment – outcomes for 2008/9

- 101 people into paid employment with the support of our Crisis Skylight centres
- 16 people secured paid employment through our Crisis Skylight Cafés
- 218 Changing Lives grants made, totalling £210,000 with 75 recipients finding work or becoming self-employed

### Health & well-being – outcomes for 2008/9

- Mental Health Service established in Crisis Skylight London and accessed by 110 people (of whom almost half were met five times)
- 75 people attended the first Crisis Health Day in London of which 47 had a health check
- 33 clients were registered with a GP

*'It was a long road but I am now there. But I wouldn't be there without Crisis Skylight. They have changed my life around.'*

## INDEPENDENT EVALUATIONS

In addition to our own monitoring systems, we invite independent evaluations so we can see what's working and what's not.

Crisis Skylight Newcastle was evaluated by The Charities Evaluation Service after a year in operation. The report showed that many members had made significant progress.

A number had reduced drink or drug use and people's mental health had improved. In addition, many had bettered their financial or housing situations, gone into further education and into paid employment.

As well as showing that the centre is fulfilling a need in its own right, the evaluation also highlighted that it has changed the way services for homeless people are offered in the city. This endorsement is important as we extend our services to other cities.

In addition, we asked Oxford Economics to calculate our impact in terms of social return on investment (SROI). They determined that our work produces an SROI of up to 400%, that's a return of up to four pounds for every pound spent. The SROI was calculated by assessing Crisis' current and future outcomes



## Alex

Alex was made redundant from his job in the City. Before long Alex found himself deep in debt and

behind with the rent. He spent six months sleeping on friends' floors, but began to feel like he was becoming a burden. He then resorted to sleeping on the streets before getting a place in a hostel. But after coming to Crisis Skylight London to retrain, Alex set himself on the road out of homelessness. After a period of voluntary teaching he is now a member of the staff team, helping others overcome the challenges he faced.

against their positive impacts on society, such as greater levels of employment and education, improvements in housing situation, a reduction in crime and pressure on NHS resources. Individual donors and funders can be assured that the money they invest is generating an extraordinary return for society and transforming people's lives.

## TRANSFORMING LIVES

But whilst numbers are important, the real evidence of what we do can be found in the many stories of our clients and what they say about Crisis. You can read their stories and quotations here.

**1651** people participated in a Crisis Skylight learning activity

**409** people gained qualifications



### Jamie

Jamie, now 30, suffered sexual and physical abuse as a child by a friend of the family. He was eventually taken into foster care,

but unable to forget about the trauma of his childhood, turned to drugs. Because of his drug use his life spiralled out of control. He lost his foster family and slept rough on the coast, often using fishing nets as bedding. He began despairing of his future but then started coming to Crisis Skylight Newcastle in early 2008. Since then the team has helped him through the process of getting a flat and sustaining an independent life. He's also attended a range of Crisis Skylight sessions including gardening, art, IT, photography, drama and football. Recently he ran the Great North Run.

Crisis Skylight has given him new focus, he says. He has things to do and a new network of positive friends. Indeed, he's made so much progress that earlier in 2009 he achieved a gold 'Positive Change Award' from Newcastle City Council.



### David

David spent most of his childhood in care and was a young runaway. He left care without any qualifications, regularly using drugs and

alcohol and by the age of 38 hit rock bottom and was months away from death due to his substance misuse.

Helped by Acorn House, a high support hostel and the Spitalfields Crypt Trust, David underwent a rehabilitation programme. Both recognised that what David needed to aid his recovery was to improve his education. It was then he came to Crisis Skylight London. He hesitated before coming but plucked up the courage. Since then he has made significant progress, including the completion of a Digital Literacy course. He says the best moment so far was getting a certificate at our end of term graduation ceremony. He now hopes to get a GCSE in English Literature and do the health and safety and food hygiene courses too. These days he takes great delight in pulling people up on their punctuation!

*'I just think it's an excellent project and there should be more of them in other parts of the country. Crisis is a very good organisation. I can't thank them enough.'*

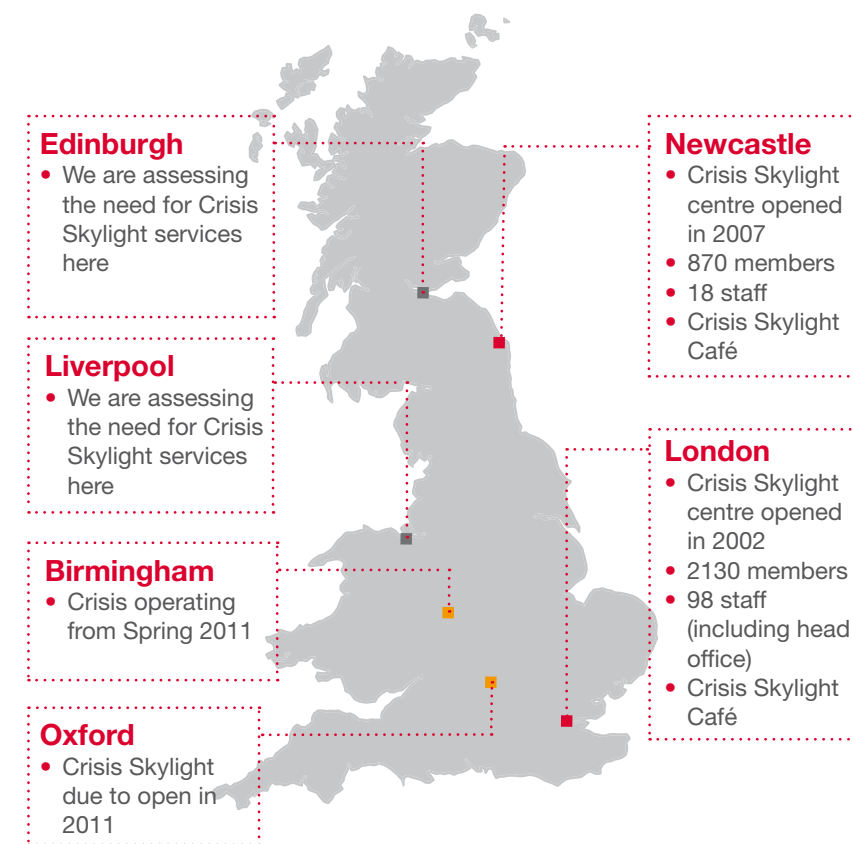
# Doing more for more people across the UK

*Flourishing in London and Newcastle, Crisis Skylight has become a showcase project – locally, nationally and internationally. The Government Department of Communities and Local Government (CLG) has recognised it as a model of innovative best practice and invested capital resources in supporting its development.*

But Crisis wants and needs to do more for more people across the UK. Our research shows that in many of our cities those left homeless have no other way to access the sort of opportunities offered by Crisis Skylight that will really help them break the cycle of homelessness. But we can't respond to this need if we don't get the funding.

The money that we do get from Government is focused on capital and buildings. What it doesn't cover is the entire cost or the vital revenue to run our services.

New Philanthropy Capital has specifically highlighted the value of learning and work for homeless people. It has also identified the areas where individual donors can and should focus



their investment to help tackle homelessness in the UK. These include developing soft skills, providing training and employment opportunities, building capacity in the sector and running day centres.

***This is exactly what Crisis Skylight is all about and why investment is vitally needed to help us do more for more homeless people.***

**Above**  
Where we are and where we want to be



# Delivering Crisis Skylight Key people



**Sir David Bell**  
Chairman

Sir David Bell has been Chairman of Crisis since 2002 and of the Financial Times Group since 1996. He is also a non-executive director of The Economist and served on the board of Pearson from 1996 until May 2009. For the past eleven years he has been Pearson Group's Director for People and since 2003 Chairman of Pearson Inc in New York. Sir David received his knighthood for services to industry, the arts and charity.

**Leslie Morphy**  
Chief Executive

Leslie Morphy has been our Chief Executive since November 2006. Her career before was largely in the not-for-profit sector, with a strong emphasis on social exclusion and expertise in learning and skills development. She was a Director at The Prince's Trust for nearly 10 years, latterly as UK Director of Programmes and Policy. Previously, Leslie was Head of Research and Development at the Basic Skills Agency.

**Andy Page**  
Director of Fundraising

Andy Page has been Director of Fundraising at Crisis since 2004. As Chairman of Gee Page, his twenty years in the advertising industry ended in 1992, when he sold the agency to a well-known US group. Andy then transferred to the not-for-profit sector and before joining Crisis he was Director of Fundraising at The Foyer Federation and Marketing Director of Care International.

**Anna Brook**  
Head of Innovations

Anna Brook started her career at Crisis working in the fundraising team before moving across to new developments. She has been involved in the creation of new services including the accredited training hub in Crisis Skylight London and was instrumental in the development of Crisis Skylight Newcastle.



**John Samuel**  
Trustee

John Samuel is an experienced construction professional who was Operations Director on the main board of Rok plc for four years, responsible for the company's building and maintenance operations. Previously John had held various positions within Balfour Beatty over a period of 23 years.

**Heather Lamont**  
Treasurer

Heather Lamont is our Treasurer and chairs the trustees' finance sub-committee. She is also a member of the ethical advisory group of the Institute of Chartered Accountants in England and Wales, and a director of Chartered Accountants' Trustees. Since 2005 Heather has worked in investment management for charities. She is now a client director at CCLA, the UK's largest manager of charitable funds.

**Micky Walsh**  
Director of Client Services

Micky Walsh started his career at Crisis in 2001 and is now our Director of Client Services. He is passionately committed to delivering innovative and life-changing services for homeless people.

**Duncan Shrubsole**  
Director of Policy and Research

Duncan first got involved with Crisis through volunteering at Crisis' Christmas centres. He joined the staff team in August 2005 and now leads Crisis' work to influence the external political and public agendas to prevent and bring an end to homelessness and to deliver change for homeless people.

Before Crisis Duncan worked for the civil service developing policy in the Departments of Transport and Local Government and briefly for a local authority.





Crisis is the national charity for single homeless people. We are dedicated to ending homelessness by delivering life-changing services and campaigning for change.

Our innovative education, employment, housing and well-being services address individual needs and help homeless people to transform their lives. We measure our success and can demonstrate tangible results and value for money.

We are determined campaigners, working to prevent people from becoming homeless and advocating solutions informed by research and our direct experience.

We have ambitious plans for the future and are committed to help more people in more places across the UK. We know we won't end homelessness overnight or on our own. But we take a lead, collaborate with others and together make change happen.

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