

Edinburgh Cyrenians is an independent Scottish Charity . Since 1968 we have been pioneering creative solutions to problems faced by people on the margins of society, such as; homelessness, poverty, unemployment, and recovery from personal problems.

2011

# IMPACT REPORT

Cyrenians

## HERE FOR TOUGH TIMES, AND A BETTER FUTURE

### HELP DESIGNED TO MAKE THE BIG DIFFERENCE

#### PREVENTING LOSS OF HOME

**Helping people in crisis to prevent the loss of their home and becoming homeless – and all that would likely follow.** Cyrenians unique Homelessness Prevention Service, targeted at people in the community at severe risk of losing their home, is now helping over **400 people** a year in and around Edinburgh. The service impact report published in November 2011 evidences a **99% success rate**, with customers not just surviving without subsequently becoming homeless but thriving, with improved health, community links, finances and prospects of work

#### GETTING AND ESTABLISHING A GOOD HOME

**Helping people who are homeless or at risk to find a safe, affordable place to call home and to settle in, ready for a better future.** Our tenancy access and settling services helped **330 people** establish 169 homes in the year. The housing service specialises in working with landlords to unlock private sector tenancies in locations that aid tenants to settle and progress. There was an **80% success rate** measured as tenants sustaining their tenancy after 12 months.

#### WORK WITH FAMILIES TO PREVENT YOUTH HOMELESSNESS

**Using family mediation to prevent young people leaving into homelessness because of breakdown in relationships at home.** Cyrenians have been pioneering a specialised mediation and support service since 2006, targeted through schools and neighbourhoods to reach young people on the edge of leaving home rashly. In 2011 the family mediation service team helped in just over **100 cases** with a **100% success rate** based on improved family relationships and young people either staying on or moving safely into their own home

#### SUPPORT TOWARDS A JOB AND A SETTLED WORKING LIFE

**Helping people overcome barriers, develop their skills & confidence and make tangible, durable progress in being employable and getting work.** Cyrenians firmly believe that engaging in employment and learning provides people with not only a route out of poverty, but an opportunity to contribute and feel valued within their community. In the last year, our employability services provided **support to 350 people**. Despite many people starting far back, **66%** are progressing into jobs, training and/or education, (two thirds of those being jobs).

#### HEALTH, WELLBEING & A SENSE OF BELONGING THROUGH VOLUNTEERING

**Helping people at risk from isolation to improve their health, quality of life and social connections through social enterprise in the community.** During 2011 Cyrenians supported **198 people** to benefit themselves and their community through our gardening, farming, food distribution and cookery based social enterprises. Evidence demonstrates that this opportunity reaches people who were marginalised and at risk from isolation and benefits people with increased self-esteem, better health and greater resilience to life's problems.

#### HELPING TROUBLED YOUNG PEOPLE TURN THEIR LIFE AROUND

**Helping young people who've had severe difficulties change direction, manage better and move forward through volunteering, learning and training.** Cyrenians services worked intensively with **101 young people** whose initial trajectory was going in the wrong direction. **92% recorded positive outcomes** with improved personal insight and life skills, health and well-being and/or making tangible progress through accredited learning and volunteering on their way towards college and employment.

#### SUPPORTING RECOVERY FROM ADDICTIONS

**Helping peoples' recovery from addictions and towards a safer, healthier and more productive life.** Cyrenians services provided case-work for **71 people** to build a sustainable life away from drug and alcohol use. Of people engaging with key-work support in parallel with specialist treatment, the service has a **96% success rate** measured as people making progress in their plans



Celebrating the completion of an employability course

# IMPACTREPORT

## 'ONE TOUCH' HELP AND ASSISTANCE

In the last year Cyrenians provided start-to-finish case work help for **1,477** people, resulting in people over-coming crisis and being able to manage on their own from there. This was an 11% increase on 2010.

In addition to the on-going help to achieve specific outcomes, Cyrenians provided 'one-touch' help for **3,828** people (4% annual increase). This includes advice & information, guidance and practical help, such as with food and goods. For example;

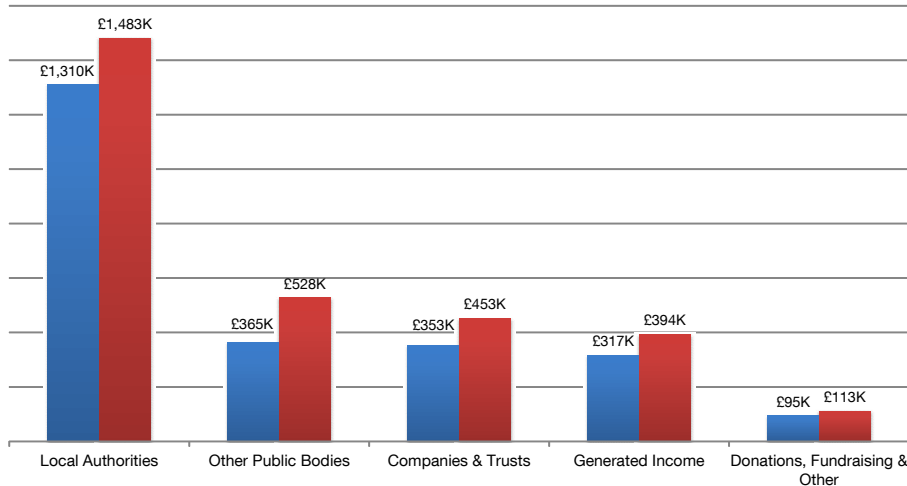
- **230** emergency food boxes and other practical assistance for people in crisis while other help kicked in
- **1,850** people received immediate advice or sign-posting, without requiring additional support
- **280** beneficiaries from Cyrenians cookery groups and events

## BETTER COMMUNITY AND GREENER FUTURES

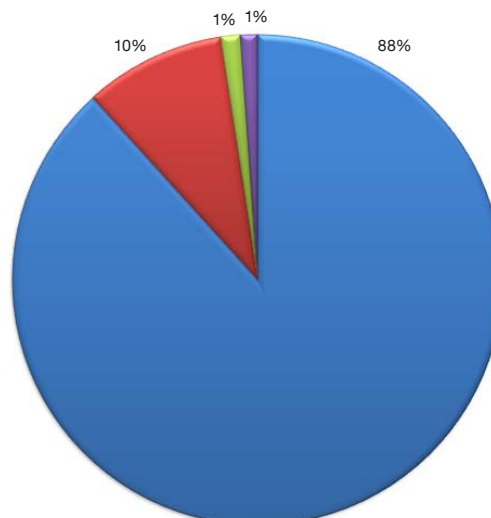
**Growing local food, well-being and community spirit.** 2011 was the second growing season in our partnership with NHS Lothian to create a brand new style of **Community Gardens** using NHS grounds. Designed to benefit patients and carers, staff and the local community, the Royal Edinburgh Community Gardens mobilised over **12,000** hours of participation from 17 community groups and members. The Midlothian Community Hospital Community Gardens group has planned the second site, with work commencing at Bonnyrigg in 2012. Four further sites were studied in 2011 with a view to growing the NHS Lothian Community Gardens network.

### SOURCES OF INCOME

■ 2009/10 £2,439,980 ■ 2010/11 £2,971,232



### EXPENDITURE 2010/2011



- Frontline Service Delivery £2,524K
- Research, Development, Management and Support £241K
- Fundraising £37K
- Governance £30K



**TOP:** Dinner at the Communities. **LEFT:** Homelessness Prevention Service befrienders. **RIGHT:** Community Gardens.

**LEADING EDGE GREEN ENTERPRISE IN SCOTLAND**

**Diverting food waste from land-fill and into use or recycling into compost and energy.** In 2011 Cyrenians social enterprises diverted over 400 tonnes (and rising) of food from going into wasteful and harmful landfill. Cyrenians FareShare worked with the food industry in Scotland to redistribute good food that couldn't be sold to community food projects: a welcome supplement to ever-tightening charity budgets. Cyrenians Organics Recycling Enterprise (CORE) entered a partnership with MITIE, the strategic outsourcing and energy-services company, to rapidly grow the unique food waste-to-energy enterprise started by the charity in 2009.

**A CALL TO INVEST IN THE PREVENTION OF HOMELESSNESS**

'Saving Misery & Money' Report and video launched at a reception hosted by Sarah Boyack MSP and sponsored by Scottish Gas at the Scottish Parliament in November 2011. Set up in 2008 in partnership with City of Edinburgh Council, the Homeless Prevention Service is the first of its kind in Scotland – if not the UK – and Cyrenians aim to make sure that everyone in Scotland has a chance to get the right help at the right time to prevent them losing their home and getting caught in the whirlpool of homelessness"

**PROMOTING FAMILY MEDIATION IN PREVENTING YOUTH HOMELESSNESS**

Family breakdown is the main trigger for youth homelessness. In November 2011 we published 'Mediation & Homelessness Prevention in Scotland: A Decade of Mediation between Young People & their Families.' The report and follow-up work to it is to promote better practice and wider availability. The case stories are compelling and we would dearly love to see the intervention available across Scotland, both preventing the damage and leaving a legacy of better communication in families under pressure.

**INFORMING & INSPIRING WIDER CHANGE**

Cyrenians mission is not just to help people in need. The charity is pledged to use our experience to lever wider change. The charity has an amazing track record over 43 years and works tirelessly in doing this. Here are just two examples from the year.

## PIONEERING NEW SOLUTIONS FOR CONTEMPORARY PROBLEMS IN 2012 & BEYOND

Society is always changing. Some things get better but new problems emerge. Cyrenians is well placed to see this. The charity is ever-watchful for gaps in the welfare state. We continuously carry out research, develop ideas and initiate pilots, many of which go on to become mainstream projects. There will be a major impact in 2012 on people on the fragile margins of our society from the worsening economic situation and welfare reforms. In addition to what's described above, here are some of the things that Cyrenians were working on in 2011.

### RESILIENCE TO THE DOWNTURN, WELFARE CUTS & RISE IN COST OF LIVING

- We're working with a corporate volunteering team from Scottish Gas to find ways of helping tenants in fragile circumstances to boost their financial capability as well as get better help and guidance.
- We're working with West Lothian Council to pioneer a new helping service for low waged and unemployed people pushed into sharing accommodation by changes from January 2012 in housing benefit regulations, permitting only single room rents for those aged under 35.
- Alongside other things that will be making the poor poorer, from April 2013 Community Care Grants and Crisis Loans will be abolished. Cyrenians is currently looking for partners to develop ideas for a community re-use prototype scheme that will provide people in urgent need with domestic goods and help.

## ENDORSEMENTS

The charity is cited by independent analysts New Philanthropy Capital as one of the ten most effective charities of its kind in the UK

"The Scottish Government is aware of Edinburgh Cyrenians' valuable contribution towards tackling and preventing homelessness. This benefits not only those being assisted by the project but also the wider community. Scotland has an important, but challenging, homelessness target; with the evident success of Cyrenians Homelessness Prevention Service, we are a step closer to meeting that target."

*Keith Brown, Minister for Housing and Transport*

"I was very impressed with the assistance and guidance given to me by Amber at a turbulent time in my life with my son. The understanding and insight to my situation instilled me with hope. These days, with so many fragmented families, Cyrenians plays a vital role."

*Parent accessing the Amber Mediation Service*

"If I hadn't come here I would not have had the chance to be involved in so many things to better myself and improve my confidence and self-esteem"

*Cyrenians Community resident*



Cyrenians Good Food depot.



Team challenge at Cyrenians Farm.

## KEEP IN TOUCH

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