

TFN Impact Report



Name of your Organisation:	Cornerstone Supported Housing and Counselling Ltd
Name of the project TFN funded:	Philip Hardy
Date Funded by TFN:	January 27 2022
Were you able to undertake your project as planned?	Yes
If no, please outline how the project has changed.	
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>The service was used by 12 individual rough sleepers, three women and nine men. The service was used 23 times in the three months with repeated visits in the period, not counting the extra engagement with our day services which was more frequent after their first visit to the sit-up. Service users arrived on an evening and were informed about and welcomed at daytime support activities too. Here, rough sleepers could not just escape the cold but also get a shower, get a hot meal, access the foodbanks, toiletries/personal hygiene items, obtain clothes from the clothes bank, access free wash machines, have their needs assessed, and gain signposting and, advocacy to helpful services from two knowledgeable, professional staff that evening with all support coordinated by a part-time rough sleeper coordinator on day shift linking the night to day services efficiently. It was encouraging that rough sleepers returned to use the shower and washing machines frequently during the daytime.</p> <p>How the service impacted Hartlepool Homelessness</p> <ul style="list-style-type: none"> - The service provided a rapid response centre for the Rough Sleeper Assertive Outreach Team enabling a safe, warm, space for street homeless people to spend evening/early morning and wait for their assessment for housing to begin the next day. The handover from night to day shift helped maintain engagement that may otherwise have been lost if rough sleepers had been asked to come in later and left to go back to the street. - Issues addressed and improved with support were <ul style="list-style-type: none"> Alcohol issues Clothing (insufficient or inappropriate for weather conditions) Coldness due to weather conditions Domestic violence Drug use (crack cocaine, heroin cannabis) Epilepsy and physical wellbeing Hunger Long-term homelessness Mental health

	<p>Physical and mental exhaustion</p> <p>Relationship breakdown</p> <p>Street homelessness</p> <p>Clients describe the service as "down to earth", somewhere they are fully welcome and something they can trust and where they are not talked down to or feel like they're being judged negatively. For many, we are the entry point from complete disconnection from any other services and isolation from the community. Many clients have said that they would not have been able overcome the various communication and cognitive barriers to reconnect with services helpful to them if it weren't for the backing and support they gain through the community hub.</p>
What portion of the project did TFN fund?	5%
How many direct beneficiaries did the TFN funded project reach?	23 people sleeping rough/ homeless into safe housing
How many indirect beneficiaries did the TFN funded project reach?	1400
Were you able to leverage further funding as a result of TFN support?	No
If yes, how much were you able to raise?	
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	No
If yes, please can you provide details of the support you received?	
Has the training you received from TFN better prepared you in pitching your organisation to potential funders?	Yes
Has TFN increased your capacity to raise further funds?	Yes
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without TFN funding

<p>Since presenting at TFN, has your organisation undergone any other significant changes?</p>	<p>The funding has contributed towards the overall financial stability of Cornerstone, provided greater job security for staff, helped many hundreds of homeless people including entrenched rough sleepers, access safe, supported housing, and given the new community hub and sit-up service the best chance to thrive while producing excellent, well-used community information and advice that generate successful outcomes and outputs that reduce poverty and deprivation. The sit-up service was a lifesaver for many of Hartlepool's rough and the venue provided a perfect facility for the assertive outreach team to engage in comfort with rough sleepers and help them achieve basic hygiene levels and offer clean warm clothes, bedding, food and toiletries etc. Cornerstone has been able to fully establish the retail element of the hub over the year which helps to long-term financial sustainability. The local council has been encouraged to form a deeper relationship with Cornerstone and backed its plan to offer three immediate emergency homes with support workers on call via the hub for the council's housing team to have at their disposal in an overnight emergency or freezing weather. Cornerstone has been able to modify the pilot scheme after learning from it. It now provides three hotel-style rooms immediately available to rough sleepers in emergency with on-call support staff. The local authority, rough sleeper teams, partner agencies, police and community groups can refer any person to this service. The homes have keypad access and the next morning support staff from the community hub engage the person and begin housing processes for longer-term housing options and connect them with other support they may need to thrive.</p>
<p>Do you have any other comments or feedback on the experience of the TFN process?</p>	<p>We were extremely grateful to TFN not just for their financial support of the project but for demonstrating to us that our plans were valid and had backing from others outside the organization.</p>
<p>Can you tell us any personal stories to highlight the value of the project?</p>	<p>One scenario saw a female facing street homelessness and brought to the service by police, housed within 24 hours due to the persistence of Cornerstone staff. Initially, Hartlepool's housing team was contacted by the client and Cornerstone staff for assistance and unfortunately, they could not find accommodation vacant. Cornerstone sit-up staff used their contacts to call around find a place and advocate with the provider for the young woman fleeing domestic violence. Cornerstone also enlisted the help of one of its stakeholders, Poolie Time Exchange who helped our staff to build flat pack beds and furniture to get the room ready and The Food Network which provided provisions for the client needing emergency assistance. In another example of the service's impact, Cornerstone managed to help a Vietnamese man who had been</p>

	<p>illegally trafficked and used as slave labour by drug gangs. We reunited him with a safe group of friends in a city some hundreds of miles away from the danger. He was brought to the sit-up in the early hours of the morning by police who had raided the drug growing house where he was being used as slave labour. He had no home to go to. By using Google Translate to communicate with the person, sit-up staff established that he was in danger of being picked back up by the gang, if he had to stay in Hartlepool and that he had a safe group to go to elsewhere where he could escape being picked up again by the gang. Cornerstone paid for a train ticket for him and took him to the station the next morning after finding that Police and Local authority processes would take longer to achieve this necessary result to keep him safe.</p>
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