



# The Clock Tower Sanctuary

Supporting homeless young people in Brighton & Hove

## Annual Review 2018



# A warm welcome

At The Clock Tower Sanctuary, we know that no young person chooses to be homeless. Young people who end up in this situation are those who have 'fallen through the net', usually due to family breakdown, leaving care or the end of a relationship. Young people are also disproportionately impacted by a lack of social housing, the high cost of private rented accommodation and the effects of welfare reform.

As is sadly apparent to anyone who lives or works here, the city of Brighton & Hove has the fifth highest number of rough sleepers in England (Homeless Link, 2018). According to Centrepoin, 1,055 young people approached the Council for help with their homelessness in 2018 – a 40 percent increase in two years. ('Making homeless young people count', 2018). Our clients aren't always sleeping on the streets: many are trapped in 'hidden homelessness', sleeping in squats, 'sofa-surfing' or moving from hostel to hostel.

Once a young person becomes homeless, things can quickly spiral out of control. They are at much higher risk of poor physical, emotional and mental health; of developing drug and alcohol problems, or to become a victim of domestic violence. They rarely have any funds, usually have little support and often lack the knowledge, skills or confidence to stay safe.

**That is where we step in. We are a centrally-located day centre in Brighton & Hove specifically supporting 16–25 year-olds who are homeless or insecurely housed.**

The Clock Tower Sanctuary's vision is that no young person becomes part of the long-term homeless population. Through our one-to-one work and collaboration with partner agencies, we provide a network of support to move homeless young people from crisis to independence.

Our approach is holistic and person-centred. We offer practical support to help young people get back on their feet, along with a listening ear and a friendly face. And we recognise that everyone who arrives at our day-centre has their own unique problems, hopes and fears.

With ever more young people facing uncertain home lives, we are very thankful for the generosity and compassion of the community and supporters who enable us to keep our doors open.

It is only through your fantastic commitment that over the last 12 months, we've been able to upgrade our day centre, improving the facilities for our clients and increasing the support we can provide. With further expansion planned for 2019, vulnerable young people will be able to find a safe, welcoming and purpose-designed space for them, right in the heart of our community.

Despite the difficult circumstances they face, the majority of homeless young people we support work hard to change their lives. They inspire us every day. They are people just like Dandi, who is 23 years old and on the following pages will tell you in her own words how she was helped to move on by The Clock Tower Sanctuary.

On behalf of Dandi, and all the young people we help, thank you. Your support is quite literally changing lives.

**Frances Duncan**  
Chief Executive

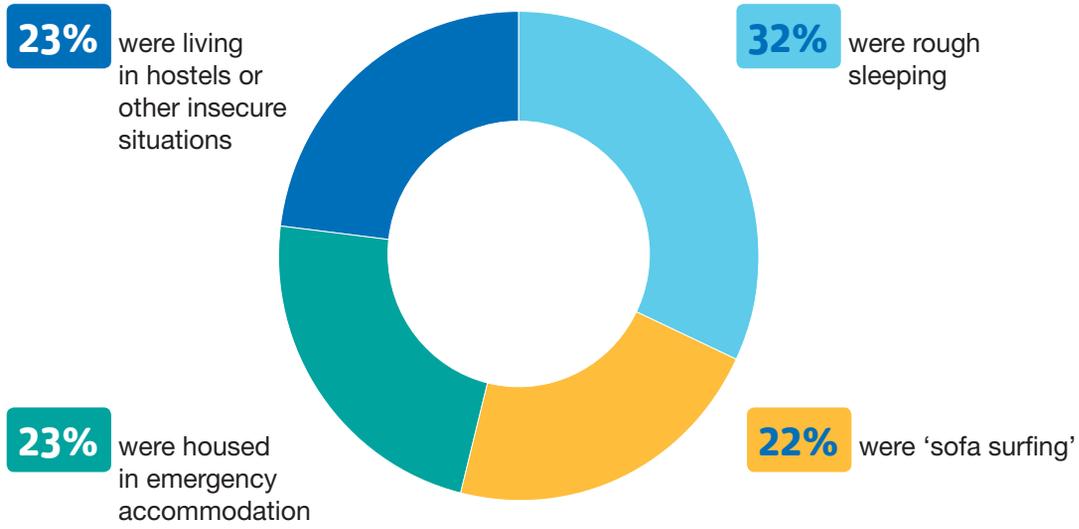


# Meet Dandi



“My name is Dandi. Every homeless person has a different story and I’d like to share mine with you. I hope it gives you an insight into what it’s like to be young and homeless and to tell you how The Clock Tower Sanctuary has helped me get to where I am now. People used to say to me, “Oh you’re not actually homeless, you look fine”. Just because I look clean and have a job, doesn’t mean I have a place to stay and that I am always safe.” **Dandi**

**In 2018, we received 3,984 visits from young people who had nowhere to call home.**



You can listen to Dandi tell her story and have a look inside The Clock Tower Sanctuary’s day centre at [www.thects.org.uk](http://www.thects.org.uk)

# Reaching out

“I was living with my mum. Things just got a bit complicated and I couldn’t live there anymore. What I remember strongly from being homeless is trying to juggle school with working and everything else in life. I had nobody to really support me.” **Dandi**

## How young people hear about us:

**43%** were recommended by a young person currently attending The Clock Tower Sanctuary

**41%** were referred by another organisation

**16%** were told about us by a friend or family member

Being homeless at any age is not easy. But young people, who are faced with some of the most dangerous and challenging conditions, are particularly vulnerable. Most of the young people that we help have become homeless due to family breakdown. The first step we take is to reach out to 16–25 year-olds and encourage them to visit our friendly, welcoming, day-centre, located in the heart of the city, so they can get the support they need. Depending on their individual situation, a young person might need a hot shower, a freshly-cooked meal and a change of clothes. Others will need guidance with housing and benefits advice or help with their mental health or other medical problems.

### Working in partnership

At The Clock Tower Sanctuary, we work closely with a network of local voluntary and statutory organisations, sharing knowledge and skills to provide the wrap-around services our clients need. We intervene early to help young people navigate their challenges. We are the support network which prevents them from becoming part of the long-term homeless population.

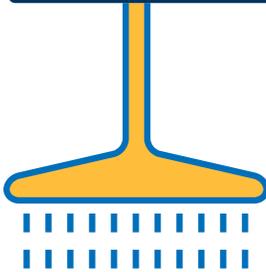
**“We refer so many young people to The Clock Tower Sanctuary. We also run drop-in sessions in their day centre, so their clients can meet us in a familiar environment. This increases our own ability to advise, assess and support them more efficiently, helping them to access housing more quickly.”**

**Aiden, YMCA Caseworker**



# Help in a crisis

“My first impression of The Clock Tower Sanctuary was that it has a lot of facilities – you can cook your own food, have a shower, wash your clothes and they provide practical things you need like tampons or use of an iron. The staff and volunteers try to understand you, rather than just judge you. They help you realise your potential. It’s nice to meet new people that have been in similar situations and I’ve made good friends here.” **Dandi**



**In 2018, we provided 1,508 showers, helping to improve young people’s self esteem.**

2,054 telephone calls were made, enabling young people to make appointments and keep connected with family and friends.



Once we have made contact, we help young people cope with the immediate, practical problems of being homeless. Often this involves supporting them out of a crisis situation – such as getting help with their mental or physical health, or referring them on to drug and alcohol services. We offer showers, laundry facilities and a change of clothes. At the heart of our day-centre is a fully-stocked kitchen, where volunteers and young people can prepare nutritious meals, often from food donated by the community.

Without a place to live, young people may lack access to computers and the internet, a phone and a postal address, making it impossible to apply for jobs, sort out their benefits or try and make contact with their friends or families. We offer these services, free of charge, helping homeless young people to get back on their feet.

**“As soon as you step into The Clock Tower Sanctuary you feel welcomed – it’s like a giant foster family. For me, the kitchen is the heart of the day centre. The charity is great at encouraging volunteers to do what they have an aptitude for. I enjoy cooking and it’s very satisfying to see young people enjoying your food and trying flavours they’ve not necessarily experienced before. It’s rewarding volunteering for a charity that you can see is making a difference.”**

**Mark, Volunteer Project Worker**

# Having fun and building trust

"I got involved with lots of activities run by The Clock Tower Sanctuary. I did music workshops, circus skills and took part in the Women's Group. I really enjoyed being part of the Brighton Festival's 'Storytelling Army'. It was exhilarating to perform alongside Kate Tempest, although I was nervous. I'm proud of myself. I left knowing I have a voice but a voice that is heard." **Dandi**

## How you can help:

**£10** could pay for a young person to have a shower, wash their clothes and prepare a hot meal.

**£20** could pay for a young person to enjoy an activity day out and have a break from the chaos that homelessness brings.

**£50** could pay for a life skill class and enable a young person to achieve an accredited certificate.

**£200** could train a volunteer to provide one-to-one support to enable a young person get their lives back on track.

Often, the young people we see have been let down by adults in their past. They can initially be reluctant to engage with our services and support. To try and overcome this situation we offer fun, informal weekly activities, which give young people a chance to experience new things and helps to build trust with our caseworkers and volunteers.

In 2018, we ran weekly music, photography, yoga, table tennis sessions and Women's and Men's groups. We also ran a residential trip, staying in an outdoor activity centre.

Many of the young people we help have not had the chance to complete their education. So, getting involved in regular activities can help to re-build confidence in their abilities, within a friendly, supportive environment.



# Learning for life

"I did lots of Lifewise classes and was really proud to be 'LifeWiser of the month'. I got to go on a training course to learn how to be a barista. It really helped my confidence." **Dandi**

**30%** of the young people we help have been in care.



In 2018, we awarded 64 AQA certificates, helping young people to build their CVs and self-confidence.

Because they have often grown up in disrupted family situations, many of the young people we help haven't had the chance to learn key life skills that many of us may take for granted.

We offer a programme of bite-size, AQA accredited 'LifeWise' classes, developed in partnership with national charity Centrepoint. Twenty different modules are available, including budgeting, healthy eating and cookery, managing emotions, interview skills and CV writing.



**"The life skills classes shine a light on what's best to do in different situations. The household budgeting class made me think about what I spent on my food, rent and mobile phone each week. It was reassuring to have a second opinion that what I spend was reasonable and get helpful advice to buy the necessities at the beginning of the week so if you run out of money, you have these already. It's great to get another person's opinion, not to judge, but to help you manage and overcome the situation you're in."**

Harry, aged 18





# Growing independence

“Thanks to my experiences with The Clock Tower Sanctuary, I found a job as an activity leader, which involves working with young people, being part of their experience enjoying Brighton. I would really like to become a youth worker one day and give back the help I’ve been given.” **Dandi**

**35**

young people secured accommodation. For many this was the first time they had a key to a home of their own.

Of the 158 young people we supported in 2018, 16 gained employment and five accessed additional training or education programmes.

Every young person we support has their own individual needs and challenges. By working closely with each client, we are able to identify the most appropriate long-term path out of homelessness for them. Our small team of dedicated case workers, along with trained volunteers, are there to help through mentoring, advocacy and case working. This one-to-one work builds on the trust which has been established between a young person and their case worker. We offer this support for as long as they need it, providing much needed consistency in a homeless young person’s life. Unfortunately, we are seeing a higher number of 17 and 18 year-olds using our services. Of the new clients who sought our help last year, 25 percent were aged 16 – 18 years old, so this long-term support is vital to getting their lives back on track.

**“I love working at The Clock Tower Sanctuary. Every day here is different and brings new experiences and learning opportunities for us as a staff team. The clients are nothing short of inspirational, considering the life challenges they face. Whereas the day centre meets the basic, physical needs of clients, case-working helps to support their emotional and psychological needs. It enables young people to identify and work towards changing unhelpful behaviours; offers them access to other support services and creates more structure in their lives. Ultimately, we want every young person who visits us to recognise and fulfill their own potential.”**

**Clare McKinley,  
Services Manager**

# Volunteer with us

The Clock Tower Sanctuary is rooted in the local community and volunteering is at the heart of our work. Our staff are supported by a fantastic team of more than 50 highly committed individuals who offer their time every week. Without their support we would not be able to keep our doors open. People of all ages and backgrounds contribute their time and energy every day – from cooking lunches, to providing a listening ear, or shaking a tin to collect money; we really could not provide our life-changing services without them.

Thanks to our volunteers, we are open 305 days a year, 6-days a week. We offer young people a place – and people – they can rely on.

We are always looking for enthusiastic people who can commit regular time to volunteer. For information and application details, check out [www.thects.org.uk](http://www.thects.org.uk)

**“We give the biggest thank you to everyone who has offered their time, energy and compassion to making a difference to the lives of so many young people.”**

**Frances Duncan, Chief Executive**

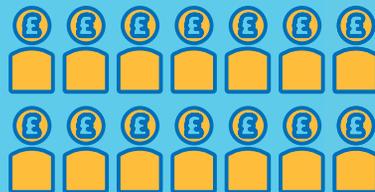
**“I really look forward to helping out on my Friday shift, it’s my favourite part of the week. To see our clients grow and to celebrate their achievements with them is just incredible. I’m proud to be part of the support and guidance The Sanctuary provides.”**

**Alex, Volunteer Project Worker**

We were delighted that 14 volunteers moved into their first paid role in the homelessness, care, mental health, addiction and counselling sector as a direct result of their experiences at The Clock Tower Sanctuary.



In 2018, 53 volunteers donated 7,860 hours of support. Based on the Living Wage, this equates to £70,740. What an incredible donation!



# Events in 2018

Our fantastic supporters have hosted a huge variety of events, large and small, offering something for everyone and plenty of money was raised. Here are just a few highlights!

## On your marks...

In addition to our annual Phoenix 10K Run in July, we had 22 runners take part in the Brighton Half and Full Marathon raising £15,000!

## Christmas street collection

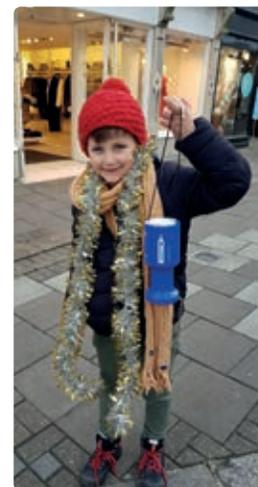
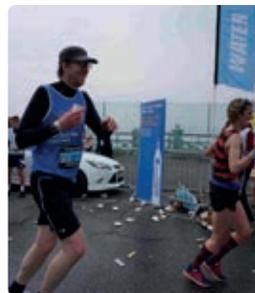
On a cold winter's morning, the Brighton public warmed our hearts and donated hundreds of pounds in December to our street collections.

## The Big City Sleepout at the i360

In December, our supporters Julian Bishop and Simon Haffenden organised our first sleepout event at Brighton's iconic i-360. Thirteen hardy souls braved the bracing winds to raise £4,661 for us.

## In good company

We are fortunate to count on the support of many generous businesses and community groups in Brighton & Hove who go the extra mile to support our work – donating time, money, clothing, food and other vital gifts in kind. Thank you to everyone, however you choose to help us.



## Feeling inspired and want to get involved?

We rely entirely on donations to keep our doors open. Could you help us through payroll giving, staff fundraising or volunteering with your colleagues? Or by taking on a challenge event? If so, our Fundraising team would love to hear from you! Please email [lorna@thechts.org.uk](mailto:lorna@thechts.org.uk) or download a fundraising pack at [www.thechts.org.uk](http://www.thechts.org.uk) or call us on 01273 722 353.

neless

ve

AD

letting





# What a year it's been!

## Onwards and upwards... transforming our day centre!

Thanks to the generous help of our supporters, we have been able to double the size of the day centre by renting and converting the second floor. We now have a fantastic studio to host our programme of client activities and a dedicated case-working room. We've embarked on the renovation of the main spaces too, which will transform it into a bright, fit-for-purpose environment, with a larger open-plan kitchen, new laundry and shower facilities and more computers and seating areas. This exciting project will be completed in 2019, in time for our 21st birthday year.



## PROUD to be in the Pride Parade

Thanks to local business This Is Pegasus, we got one of the hottest tickets in town and for the first time were part of the Brighton Pride parade, demonstrating just how proud we are to be a diverse and welcoming organisation.

**What good things will 2019 bring? It's our 21st birthday, so expect some celebrations!**

# Thank you

On behalf of all the young people we help, we'd like to say a huge thank you to all our supporters and partners for your incredible donations and support. It is only through your generosity that we can continue to provide our life-changing services to help homeless young people get their lives back on track.

We have been so inspired by the support we've received from individual donors, schools, universities, trusts, foundations, faith groups, community groups and local businesses and for all the time, skills, money and gifts-in-kind which have been donated.

Special thanks to Dandi for sharing her story; to our dedicated trustee, staff and volunteer teams who make what often seems impossible, possible, and to our donors.

**“We rely entirely on the generosity of our supporters to keep The Clock Tower Sanctuary running.”**

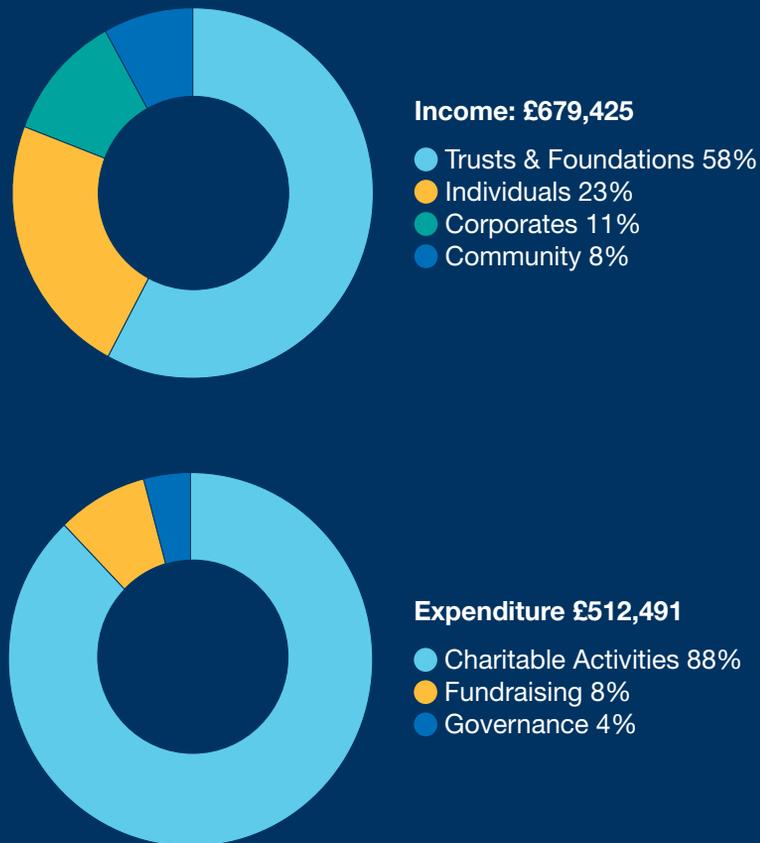
**Frances Duncan,  
Chief Executive**



# Our finances

Our income is generated from a range of national and local sources. We work hard to ensure that the money raised and donated is spent on the young people who need it.

Our 2018 accounts show a total expenditure of £512,491 of which £449,875 (88 per cent) was spent on charitable activities. In 2018 our total income was in excess of our expenditure, creating a surplus. The Trustees designated some of this surplus against future costs of our proposed renovation and key projects identified in our 3-year strategic plan.



## Governance

**Patron:** David Allam

Our charity is governed by a Board of Trustees from the local community comprising a diverse mix of skills. The Board meets quarterly with a number of sub-committees taking place throughout the year.

**Chair:** Georgina Hovey

**Vice Chair:** Geoff Pike

**Treasurer:** Jonathan Hyman

**Trustees:**

Dominic Ford  
Emily Munford  
Gerard Maye  
Rob Kidd  
Simon Hughes

(As of September 2018)

For more detailed financial information, please visit [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission) to see the full 2018 Trustees' Annual Report and consolidated financial statements for The Clock Tower Sanctuary.

# How you can help

With youth homelessness continuing to rise, we need your help more than ever. Your donations keep our services going. Please visit [www.thects.org.uk](http://www.thects.org.uk) to donate online or set up a monthly payment. Thank you.

## Other ways to donate

### By bank transfer

Online or at any HSBC branch. Account name: The Clock Tower Sanctuary, Sort Code: 40-52-40 Account number: 00031565.

### By cheque or CAF voucher

Please make payable to The Clock Tower Sanctuary and send to Wenlock House, 41-43 North Street, Brighton, BN1 1RH. You can also drop off cheques or cash directly to us at this address.

### Online via JustGiving

You can donate directly or set up a fundraising page. Visit [www.justgiving.com/theclocktowersanctuary](http://www.justgiving.com/theclocktowersanctuary)

### Regular giving

You can set up a regular gift online through our website – [www.thects.org.uk](http://www.thects.org.uk)

### Leave a gift in your Will

Please contact us at [info@thects.org.uk](mailto:info@thects.org.uk) or call 01273 722353 for more information.

*giftaid it*

If you are a taxpayer, don't forget to download and return a GiftAid form from our website. We can claim 25p for every £1 donated so this really does add up.

**The Clock Tower Sanctuary receives around 4,000 visits from young people every year. We rely entirely on the generosity of our supporters and donors to fund our vital services.**

Wenlock House, 41-43 North Street, Brighton, BN1 1RH

Telephone: 01273 722353

[f /thectsbrighton](https://www.facebook.com/thectsbrighton) [t @thectsbrighton](https://twitter.com/thectsbrighton) [i /theclocktowersanctuary](https://www.instagram.com/the-clock-tower-sanctuary) [www.thects.org.uk](http://www.thects.org.uk) [info@thects.org.uk](mailto:info@thects.org.uk)

The Clock Tower Sanctuary was set up as a registered charity in July 1998. Charity no. 1146777. Company limited by guarantee 07311390

**£10**

could pay for a young person to have a shower, wash their clothes and prepare a hot meal.

**£20**

could pay for a young person to enjoy an activity day out and have a break from the chaos that homelessness brings.

**£50**

could pay for a life skills class and enable a young person to achieve an accredited certificate.

**£200**

could train a volunteer to provide one-to-one support to enable a young person to get their life back on track.

