



CLOCK TOWER SANCTUARY

Supporting young homeless people in Brighton & Hove



IMPACT REPORT 2019-20

Our mission is that no young person becomes part of the long-term homeless population.

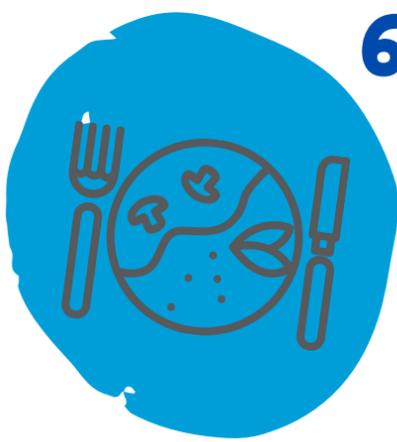
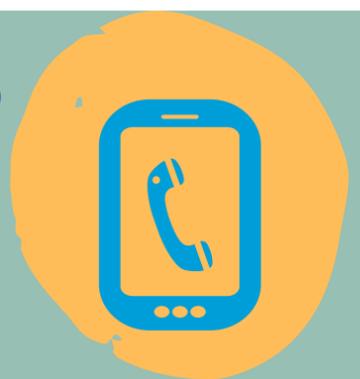
4,008 VISITS



Last year, 186 young people experiencing homelessness came to us for help - this was a 17% increase from 2018. 69% of these clients were new to our service and we saw a significant increase in young people with complex needs and poor mental health. The Clock Tower Sanctuary is the only drop-in day centre for young homeless people in the city, providing the vital, practical and emotional support they need.

4,575 SUPPORT CALLS

Our Support Coordinators and volunteers make many calls to mental health workers and GPs; drug and alcohol misuse agencies; appeal PIP assessments; organise for clients to join training courses and find accommodation. Young people also use the phones and computers to contact agencies, find work or get in touch with friends and family. They can also use the day centre as their address, so they can receive their post and register with a GP or other services.

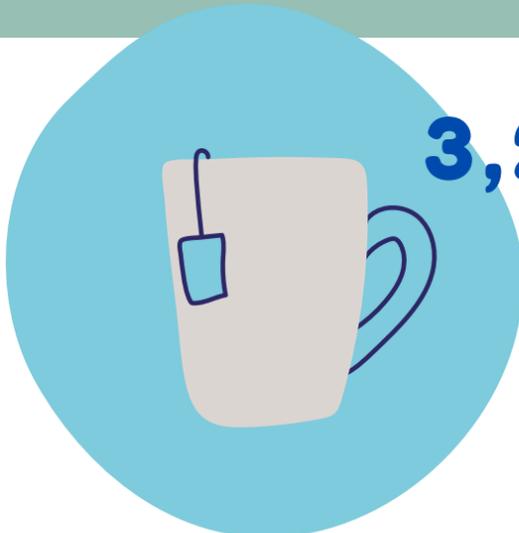


6,012 MEALS

As in a family home, our kitchen is at the heart of the day centre where something tasty and nutritious is always being cooked up by our fantastic volunteers. In a recent survey, young people said one of the best things about The Clock Tower Sanctuary was being able to eat a good meal and help themselves to ingredients to make their own food. Many of our clients will have only one meal a day and some rely totally on us for their sustenance.

1,525 SHOWERS

Being warm and clean greatly improves self-esteem and our clients feel this especially keenly if they are rough sleeping or have limited access to showers due to having to sofa surf or sleep on a friend's floor. We have washing machines, free toiletries and offer safe storage for bags and personal items. We also provide warm clothing and coats, clean socks and underwear, new shoes for interviews and sleeping bags.



3,206 HOT DRINKS

.....and countless cold drinks too! Having a cuppa after a cold night sleeping rough, sitting at our kitchen table, sharing stories with friends, staff and volunteers can bring a bit of welcome normality to our clients' often chaotic and tiring lives. These informal chats can also help to build trust in our service and encourage young people to take up the one to one case-working with a Support Coordinator.

6,040 VOLUNTEER HOURS

Our volunteers are a vital part of The Clock Tower Sanctuary. They donated 6,040 hours of their time last year, which equates to a contribution of £54,360, based on the Living Wage. Their support enables us to keep our day centre open 6 days a week. We couldn't manage without them!



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"Honestly, I probably wouldn't even be here if it weren't for The Clock Tower Sanctuary - this place has helped me loads over the years, a lot of my growing up has been through this place. They've always been here, whenever I need someone to talk to, just to let out some steam. It's just so helpful, everything they do, everything they offer."

Kevin, aged 25

DAILY CLASSES

Our activities are an important part of our service as they help to build self-esteem and confidence amongst our clients. Last year, **113 young people** took part in these afternoon sessions. Yoga, massage, dance, music, women's and men's group and arts & crafts all helped with our clients' health and wellbeing, as well as giving them a break from the stress of being homeless.



WORK & TRAINING



In 2019-20, we supported **43 clients** into work, training or education, enabling them to achieve more stability and improve their chances of finding and maintaining secure accommodation. However, 15% of our new clients last year were actually working when they came to us for support, demonstrating just how tough it can be to find a safe, affordable place to live in the city.

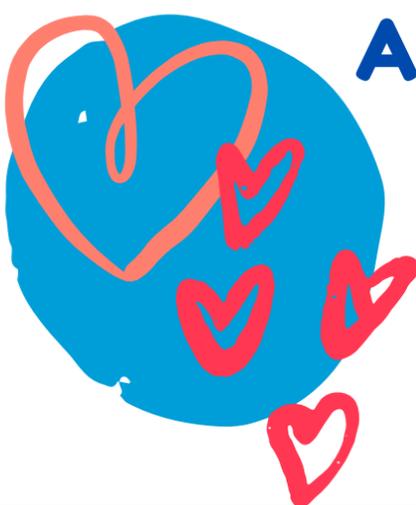


AQA AWARDS

The majority of the young people we work with have few or no formal qualifications. Many had a poor experience of school, as they were often coping with difficult and disrupted home lives. AQA-accredited courses offer our clients the chance to gain valuable life skills and qualifications. We awarded **75** AQA's last year. These courses covered topics such as CV writing, budgeting, healthy eating, cookery skills and anger management.

HOUSING PLACEMENTS

45 young people moved into stable and suitable accommodation last year. Our team helped find housing, liaised with the Council and other accommodation providers. This is one of the most important steps towards stability, but it also remains one of the most difficult for our clients due to the high cost of rent in Brighton & Hove, a lower rate of Universal Credit for under 25's and a lack of social housing.



A SAFE SPACE

17% of our clients identified as LGBTQI+. In a survey, 77% of LGBTQI+ young homeless people cited their sexuality as the reason for becoming homeless due to family rejection or abuse after coming out (Albert Kennedy Trust, 2014). We are dedicated to providing a safe and supportive space for all the young people we work with, however they identify their sexuality.

AND A WARM WELCOME

22% of the young people who used our services last year were from a Black, Asian or Minority Ethnic origin. We believe that everyone should be treated equally and fairly in relation to race, colour, ethnic or national origin, religion or beliefs.



Thank you to all our amazing supporters, volunteers, partner agencies, staff and clients.

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