



**CLOCK  
TOWER  
SANCTUARY**

Supporting young people experiencing  
homelessness in Brighton & Hove

# Impact Report 2022



# "Coming here has given me so much more to live for"

## Esther's story



I only started coming to the Clock Tower Sanctuary in 2021, but already it's helped me turn my life around. When I arrived here I was on the streets, using drugs and alcohol, and immediately they helped me get into and pay for emergency accommodation where I felt safe. Until that point, I'd never had an organisation care so much about my safety that they literally did something straight away. With the help of my case-worker, I've gone from emergency accommodation into a more permanent supported accommodation and am now waiting to move into independent social housing. With Clock Tower, I finally feel like I'm not fighting for everything on my own.

Maybe the biggest thing they've helped me with is that I'm now sober. I'm seven months into recovery and I owe so much of that to the support I've had here. If I didn't have the support and security of the Clock Tower and my case-worker, or the structure that the activities and groups give me, or the friends that I've made here, my mental health would spiral and I can see it being hard not to fall back into old unhealthy habits. Coming here has given me so much more to live for – it means I don't have to go without food, a shower, or conversation. I now see potential in my life and feel that I'm on way towards a much better place. **It's so much more than just a place to come and have food or a shower. The people here have helped me find strength that I'd forgot I had.**

**Esther, 24 (she/her)**

# Executive Summary

We are thrilled to present our 2022 Impact Report, which documents the story of 2021 at the Clock Tower Sanctuary. The young people we work with were directly involved in the creation of this report, offering interviews and feedback. We hope it demonstrates our commitment to creating opportunities for young people to tell their stories and have their voices heard.

2021 was not an easy year for anyone, with the challenges presented by the pandemic beginning to be made worse by the cost-of-living crisis. As reflected by a record number of applications to our Crisis Fund, these challenges have put many of our young people in a more vulnerable position than ever before. However, this document also celebrates the many successes and assets of our young people and our small but mighty charity.

**In 2021, almost half of all the young people who engaged in case-work with us moved into safe and suitable accommodation. Eleven of our young people entered full-time work or education. Fifteen of our young people engaged formally with healthcare professionals.**

These successes are testament not only to the strength of our organisation, but to the determination, resilience and responsiveness of the amazing young people we work with.

## Key data:



**108**

individuals visited  
our centre



**769**

1:1 support  
sessions



**43%**

of the young people  
we worked closely with  
moved into safe and  
suitable accommodation



**528**

Crisis Fund  
applications

## Our values:

- We look for the best in everyone
- We challenge inequality and prejudice
- We work together to improve young people's lives

# Why CTS is needed now more than ever

The challenges facing young people experiencing or at risk of homelessness were compounded by the COVID pandemic and are now being made worse by the cost-of-living crisis. Our clients tell us they need us now more than ever. Current data is showing that the number of young people coming through our doors is likely to increase significantly over the coming year.<sup>1</sup>



**15.7%**

increase in young people waiting for mental health services since 2021<sup>2</sup>



**11.9%**

rise in food prices<sup>3</sup>



**17,000**

social homes lost last year<sup>4</sup>



**23%**

more per month to rent a one-bed property in Brighton<sup>5</sup>



**30-year low**

for out-of-work support<sup>6</sup>

“

Some of our young people simply would not have got the help they need without our support – whether that’s access to adult safeguarding, 1:1 mental health support or help in keeping their supported accommodation. With the cost-of-living crisis as well, just being able to come in and have a meal here is a huge thing.

**Clare McKinley - Services Manager (she/her)**

”

“

If Clock Tower didn't exist, especially at the minute with how expensive everything is and how hard it is to access services, I feel like I'd be back in the life or death situation I was in a year ago, just in survival mode all the time.

**Bryony, 23 (she/her)**

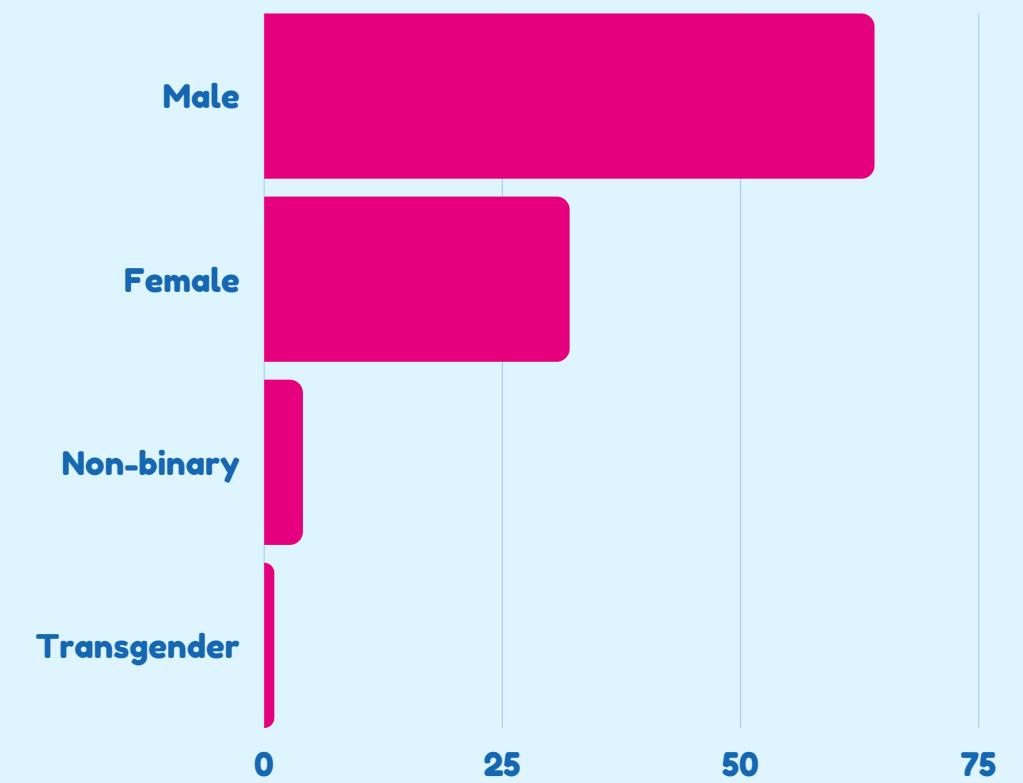
”

# Who are our young people?

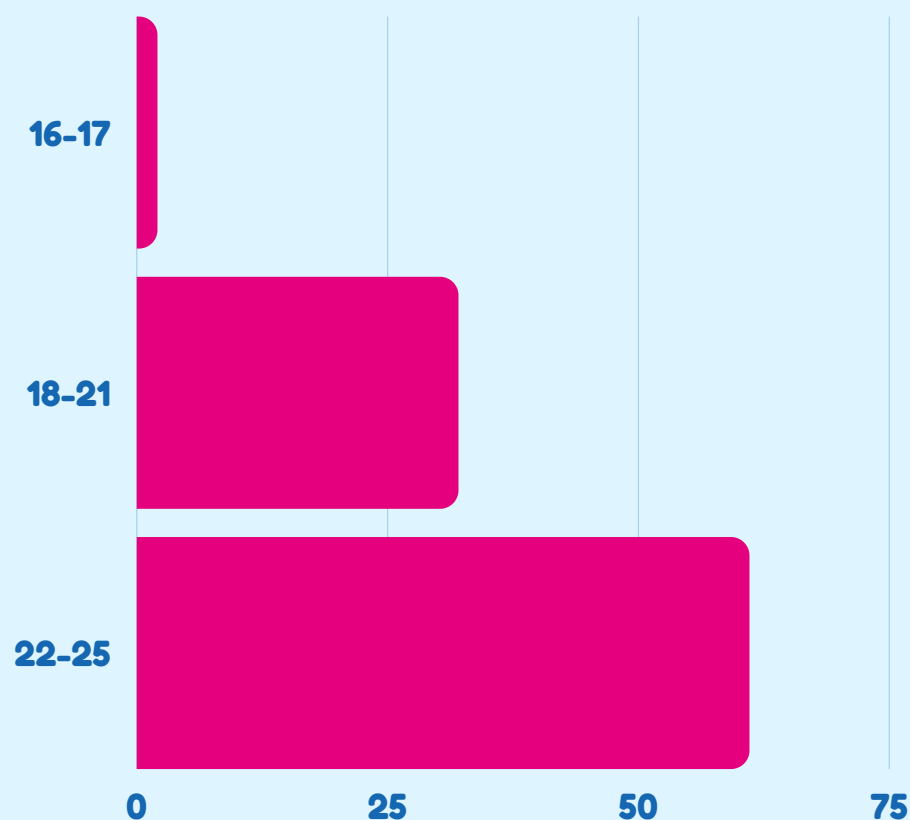
Last year saw some notable changes to our demographics, including a significant increase in young people coming to us who identify as LGBTQ+. In response, following feedback from young people, we worked with them to set up 'Evolve', a client-led LGBTQ+ group facilitated by a volunteer that now meets once a week in the centre.

Elsewhere, we saw an increase in female clients, some of whom were fleeing domestic abuse, as well as clients seeking asylum. In response, we expanded our partnership working, setting up regular meetings with domestic abuse charities like RISE and Stopover and refugee charities like the Hummingbird Project.

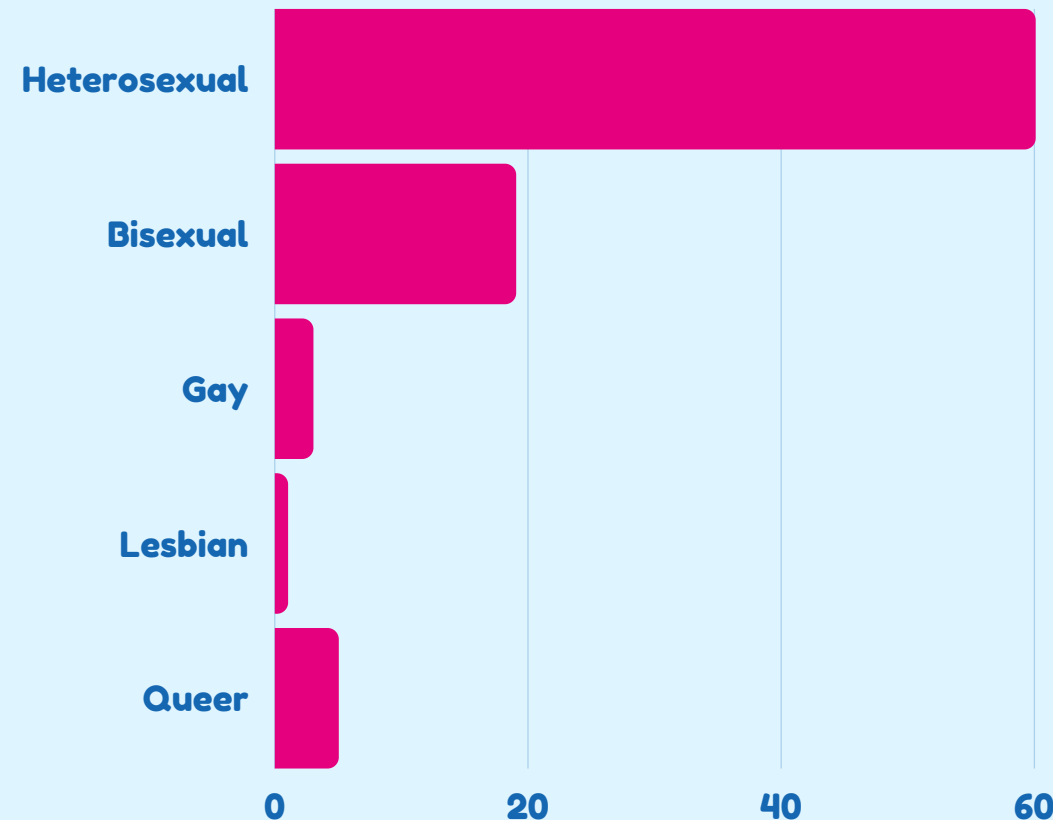
## Gender



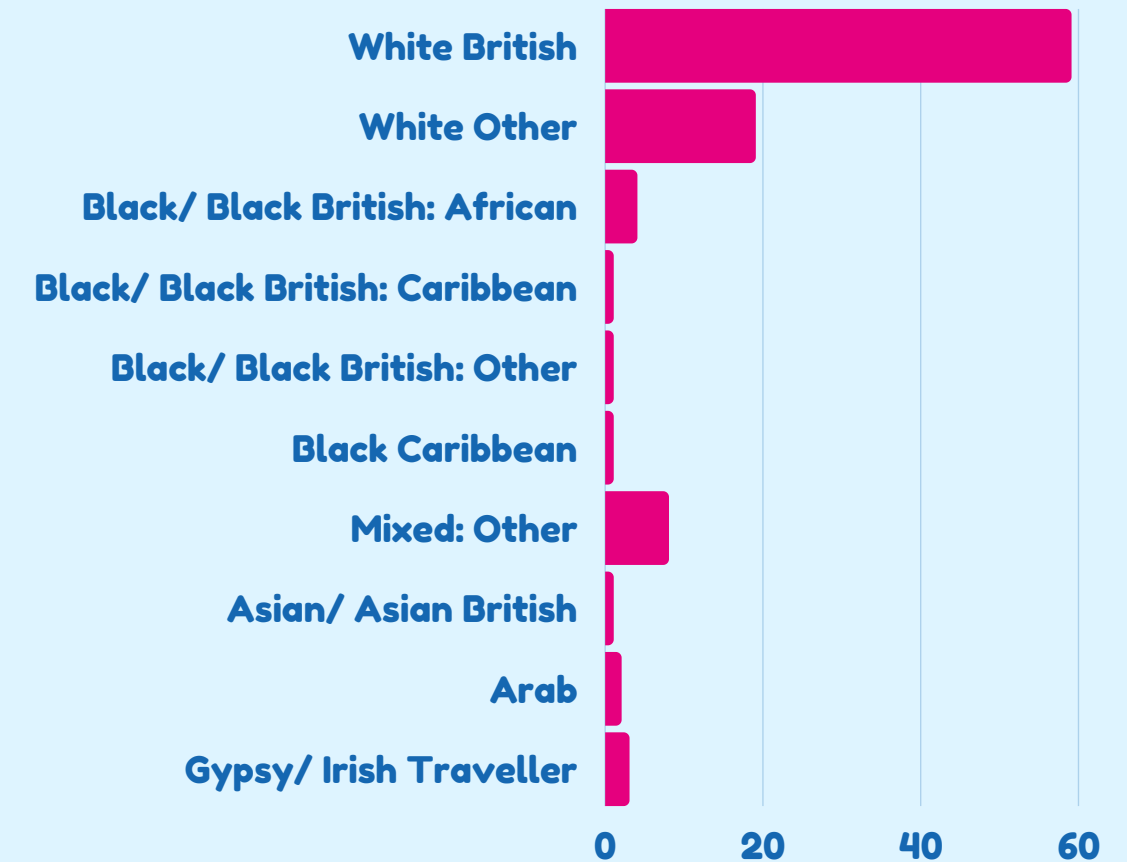
## Age



## Sexuality

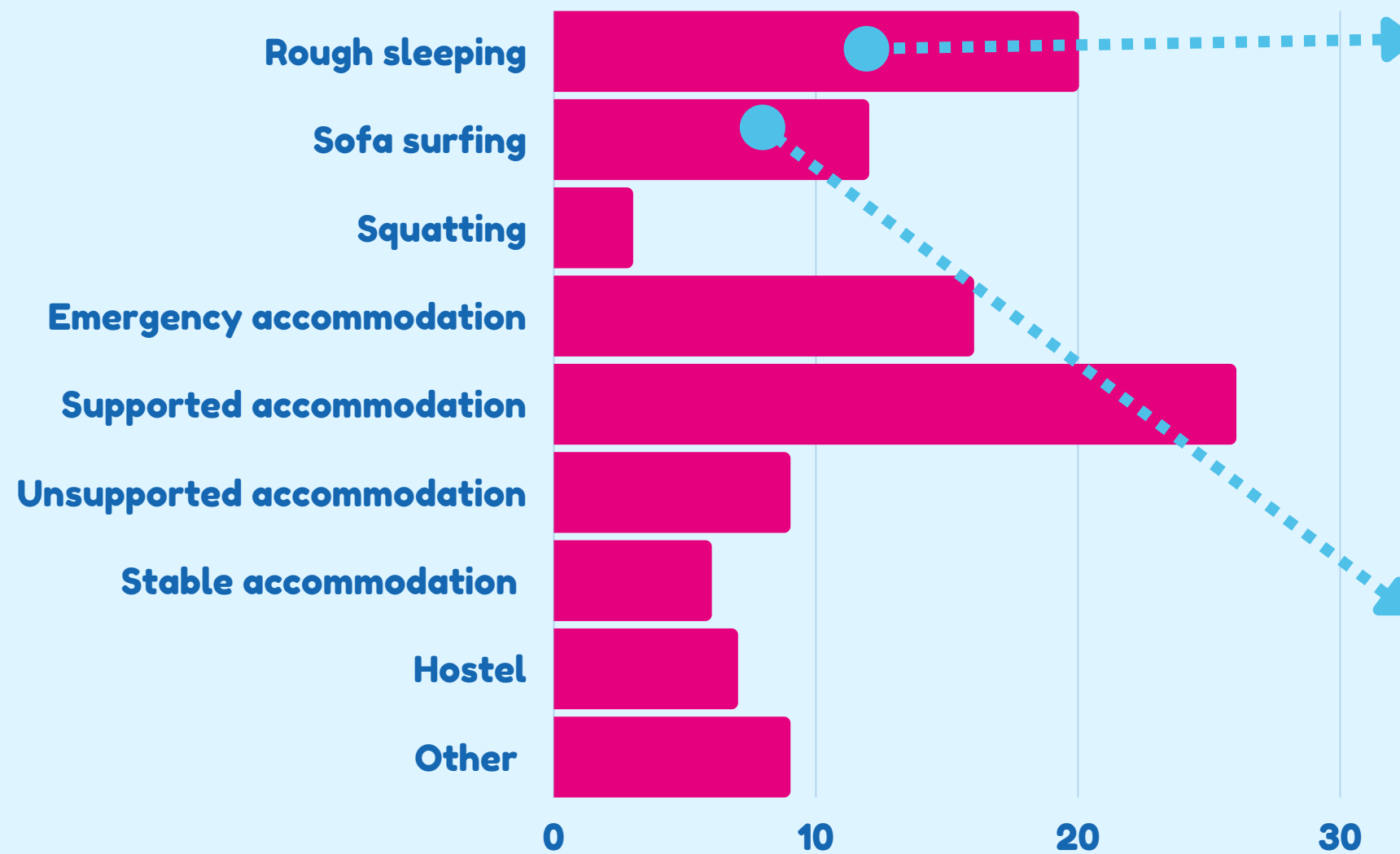


## Ethnicity



# What are their housing situations?

## Rough sleeping: only the tip of the iceberg



About 1 in 5 of the young people we currently see are rough sleeping, representing a slight increase from the previous year. The majority of our young people are considered part of the 'hidden homeless' population - they might be sleeping on a floor or "sofa-surfing", living in temporary accommodation, or somewhere else that isn't a proper and permanent home.

“ For me there hasn't been much street homelessness. I've hardly ever had to sleep rough, but sofa-surfing, living in squats or emergency accommodation is still really hard. You don't really know when you're going to get made to leave.

**Fiona, 22 (she/her)**

”

# The Day Centre: Dignity, happiness and aspirations

The last year in our centre has been full of positives, including the restarting of a full programme of activities, workshops and services post-COVID. We have, however, also had more applications to our Crisis Fund than ever before as our clients struggle to afford essentials or emergency accommodation amidst the cost-of-living crisis. Our ability to provide emergency financial support has proved vital for many of our clients.



**5,018**

hot meals eaten



“  
I've only got a microwave and a kettle in my current place which has been a nightmare. That's why I come to Clock Tower everyday – usually it's my only proper meal.  
”  
**Harry, 22 (he/him)**



**56**

individuals took part in an activity



“  
They do loads of stuff at CTS like yoga, music and martial arts. The activities are important to me as they mean I can keep up with my hobbies like I did before I became homeless.  
”  
**Fiona, 22 (she/her)**



**528**

Crisis Fund applications



“  
I've used the Crisis Fund for a lot of things. Maybe the biggest thing was I used it to get emergency accommodation recently when my living situation became unsafe and I was in danger. It meant I could feel safe and think about what to do next.  
”  
**Demi, 19 (she/her)**



**37**

young people took part in a Lifewise skills workshop



“  
The budgeting Life Wise was really helpful as it made me think about what I spend on food and rent each week. Now I know to buy essentials at the beginning of the week so if I run out of money at least I've got them.  
”  
**Louis, 18 (he/him)**

# The Day Centre: A safe space

“

Most importantly for me, CTS is a safe space where you can go, where you can get some food, get some help with housing, or if you need to clean up you can have a shower. It's a community for people in similar situations. I've never experienced that before in my life.

**Harry, 22 (he/him)**

”



**3,531**

centre visits



**108**

individuals visited  
our centre



**50**

new clients



**33**

average number  
of visits per client

“

Trust for me is about having people who show up, and the staff at CTS always show up. If they say they're going to do something, they do it. At the start, that's why I kept coming back.

**Esther, 24 (she/her)**

”



# Brief, rare and non-recurring

Our small team of key-workers provide vital one-to-one support to our young people, helping them to access safe and long-term accommodation while integrating health support, life skills and access to education, training and employment; essential factors for all young people to thrive.

This consistent, close support is an essential element of our mission to ensure that young people's experience of homelessness in Brighton is brief, rare and non-recurring.



“

They didn't even know me well at the time, but my CTS key-worker saved me after a really bad mental breakdown. They were so good at helping me process the kind of issues I've experienced.

**Gemma, 25 (she/her)**

”



**73**

**young people  
receiving key-work**



**769**

**key-working  
sessions**



**231**

**case-working  
sessions**

“

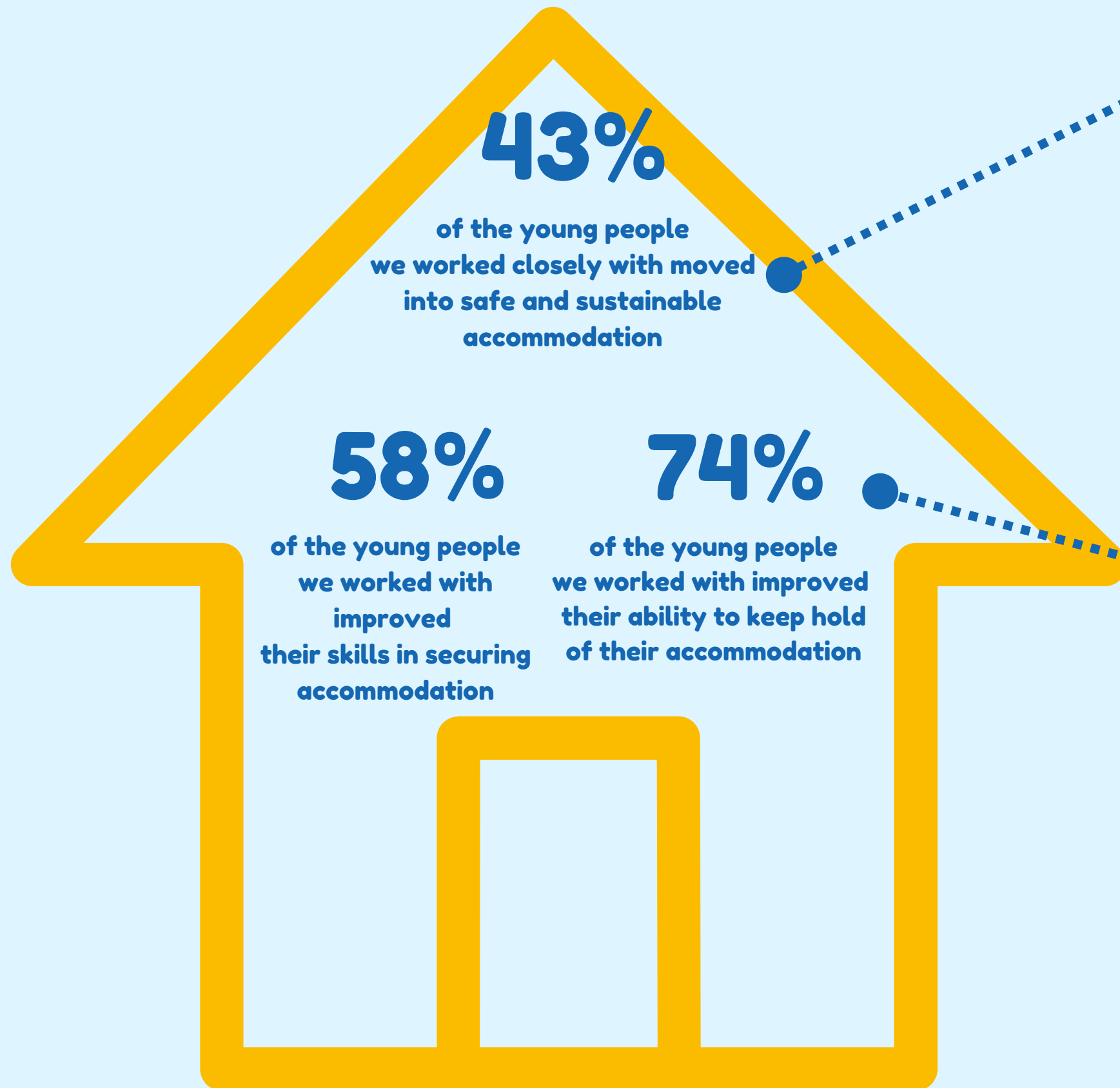
Key-work supports a young person with practical things like making and attending appointments, such as with the GP or Job Centre, talking through housing options and applying for benefits.

Case-work involves more structured weekly appointments which aim to help clients work towards specific targets and goals.

**Angelika Rusbridge, Deputy  
Services Manager (she/ her)**

”

# Key-working: Housing



“

The place I'm currently living is the first time I've managed to get any kind of proper accommodation, and it's thanks to CTS that I got it. Before that I'd been sleeping in a tent and all kinds of other situations.

**Demi, 19 (she/her)**

”

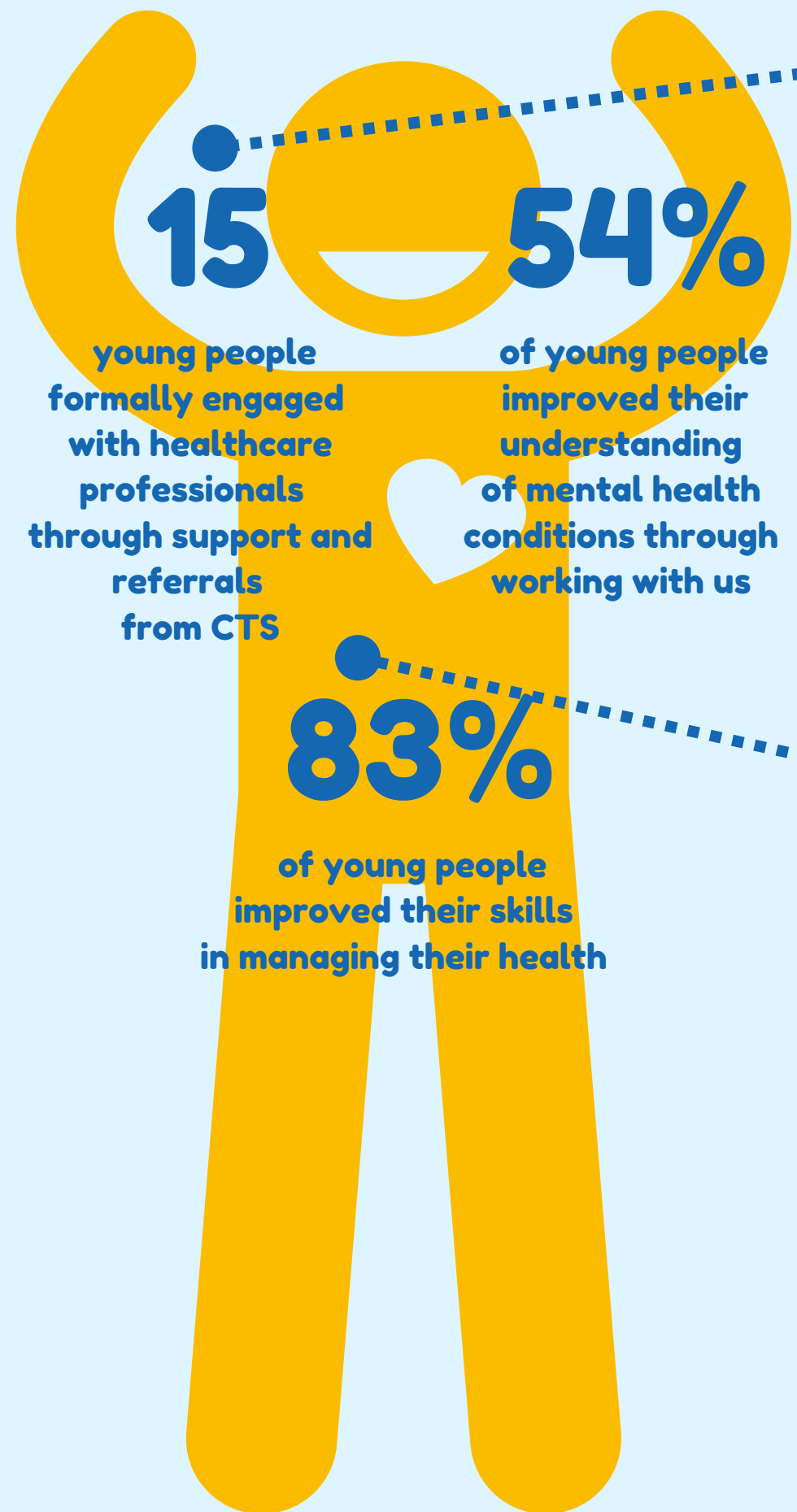
“

Before I started coming here, I was on my last chance with my accommodation and struggling to keep hold of it. Clock Tower helped me sort out some stressful situations and to understand what the council were saying. I don't think I could have done that on my own given how my mental health was at the time.

**Bryony, 23 (she/her)**

”

# Key-working: Health



“

In the UK, there is a stark cliff edge between child and adult services. It seems to me that CTS bridges this gap and makes up for the shortcomings of other services by responding much more promptly, flexibly, and appropriately to clinical needs and risk concerns.

**Dr Gabriel Schnitzer, Brighton and Hove Menatal Health Homeless Team (he/him)**

”

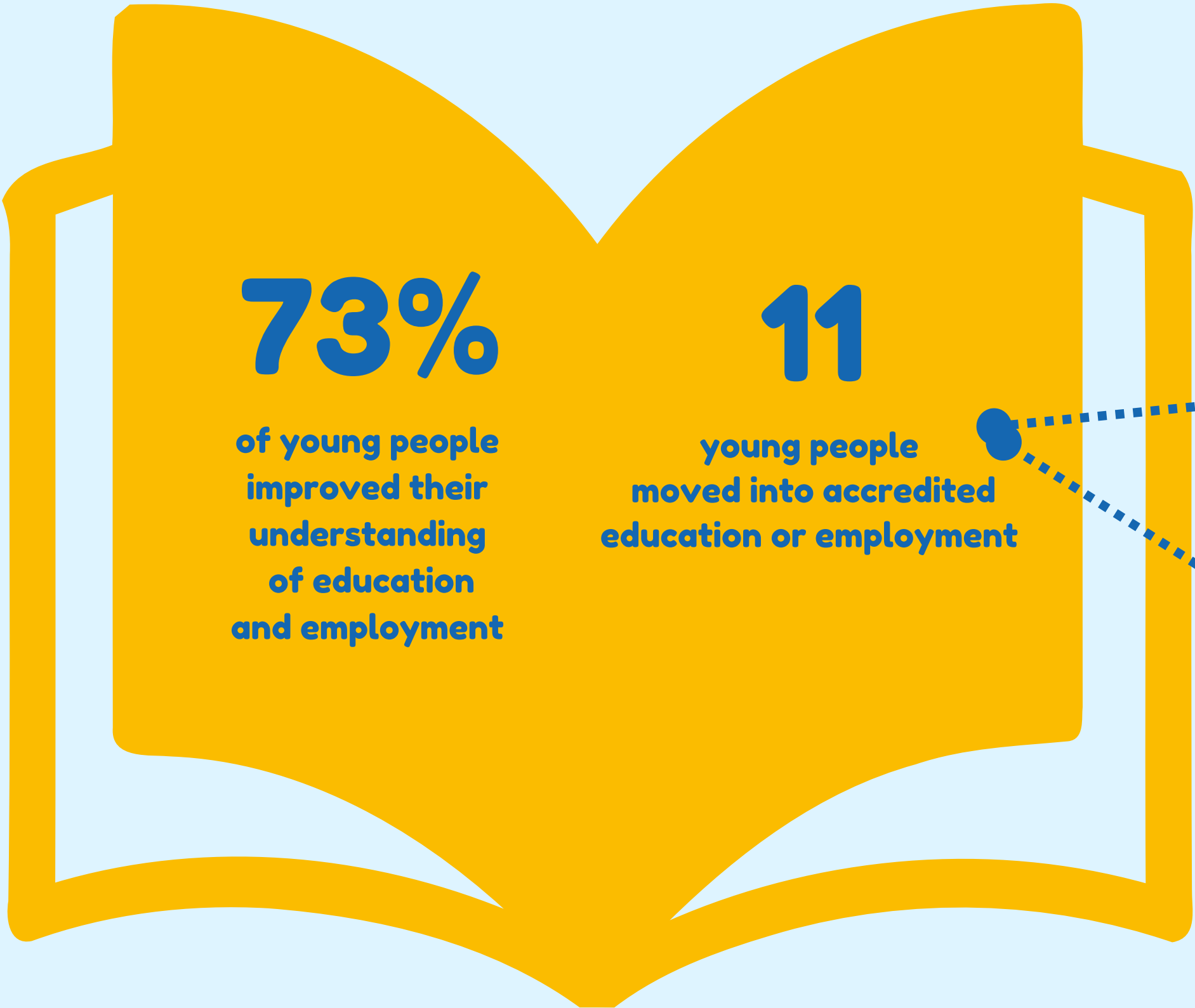
“

I would say my mental health was at a 4 out of 10, and it was a key-worker here who helped me to understand and pointed out the issues to me. From that I was able to get a diagnosis of Bipolar disorder and get treatment and support.

**Cara, 22 (she/her)**

”

# Key-working: Education and employment



One of the young people we support started work with Fareshare Futures, a local job readiness programme designed to improve employment prospects and get young people prepared for a role in the food industry.

“ Since attending the Clock Tower Sanctuary I've done some courses in Customer Service and Security and have just started a new position. I'm hoping to work my way up to a degree. ”

**Simon, 25 (he/ him)**

# Volunteering

Without our team of volunteers, the day-to-day running of the centre would be impossible. They are the beating heart of our organisation, and the past year has seen them take on a variety of new challenges and responsibilities. As well as daily cooking and cleaning tasks, volunteers have conducted tours of the centre, led activities and helped organise fundraising events. As our programme of activities and services began to resume after COVID, inspiring people like our volunteer barber and yoga teacher were able to return to the centre to provide services and classes to our clients free of charge.



**6,240**

**volunteering hours**



**43**

**volunteers**



**6**

**volunteers went on  
to paid work in the sector**



**15**

**training courses**



“

I've learnt so much from the young people who use the centre already. They're all unique with different paths and challenges, but I can see that CTS is a place where they can come and feel safe and let their guard down for a bit.

**Lenny, Volunteer (she/her)**

”

# Our Supporters

We rely entirely on donations to keep us running. From quiz nights and choir concerts to magic shows and marathons, we wouldn't be here without your amazing fundraising efforts. THANK YOU!

From January - December 2021, it cost £585,081 to run the centre and we secured £466,676 from individual donations (one-off and regular), corporate supporters, trusts and foundations, community groups, and events.

2021 was not an easy year for fundraising, with third party events including the Brighton Marathon cancelled due to COVID, and our own ability to run events massively hindered. This is when our family of supporters rallied, with individual supporters donating £203,295 to ensure young people experiencing homelessness in the city had somewhere safe to go during the pandemic.



**250**

**regular individual supporters**



**30**

**corporate supporters**



**14**

**trusts and foundations**



“

It's been my absolute privilege to run for CTS. Running a marathon was on my bucket list and I don't think that dream would have come true without knowing I was doing it for such a good reason.

**Dani (she/ her)**

”

# Our Supporters

## Event participants



“ Taking part in The Clock Tower Sanctuary's inaugural Hike Against Homelessness was so much fun, we absolutely loved it. It was a well organised event and great to support a charity who really make a difference to young people's lives.

**Debbie (she/her)** ”

## Corporate supporters



“ CTS' work closely aligns with our vision, focusing on improving life chances for people from disadvantaged backgrounds. CTS is a brilliant charity that works tirelessly to support young people in the Brighton area, and we're proud to have been able to work with them. ”

## Trusts and Foundations



“ As a trust, our terms require us to offer support to people living in the city who are both medically and financially disadvantaged. We consider the CTS to be one of the most effective charities working in the city and are pleased to be able to work with them. ”

## Individual givers



“ Having seen first-hand the love CTS put into supporting young people, I decided to make a monthly donation which they could rely on. With everything that is going on around us, they need regular donations more than ever.

**Julian (he, him)** ”

# Looking forward: A message from our CEO

2021 was a year of change and challenge, with the aftermath of COVID and the cost-of-living crisis looming. Yet again we witnessed the extraordinary resilience of the young people who come to the Clock Tower Sanctuary, most of whom were in a more vulnerable position than ever before. However, with the help of our resourceful and committed staff and volunteer team, many have made incredible progress towards stable accommodation, better health and meaningful education and employment. I am proud of each and every one of them.

In 2022 we agreed our three year strategy, in consultation with our board, staff, volunteers and clients. Over the coming year, we will:

- Focus on developing mechanisms for young people to influence our planning and service delivery
- Create opportunities for young people to share their experiences and tell their stories to those who can effect change locally
- Challenge the stigma faced by young people experiencing homelessness, by supporting individuals to handle prejudice and by pursuing systemic change

The next year will not be without its challenges; we expect increased applications to our Crisis Fund as young people battle increasing rent and energy costs, as well the potential cost of giving crisis that may affect our fundraising efforts. However, we do know that with our regular individual givers, funders and corporate supporters, we will be here for another year to support young people experiencing homelessness in the city.

My commitment to ensuring we listen and respond to the needs of young people is unwavering and we will be investing resources to deepen our asset-based approaches in 2023, including co-production. Our young people have the answers to any challenges they are experiencing, and we have the privilege to serve them in having these heard. I expect moments of vulnerability for myself whilst leading this work and for the team as we learn together. We look forward to sharing our learnings in our next impact report, whatever our young people decide this will look like!



**Frances Duncan, CEO (she/her)**



# References

- 1 - "The homelessness monitor: England 2022," Beth Watts, Glen Bramley, Hal Pawson, Gillian Young, Suzanne Fitzpatrick, & Lynne McMordie, Institute for Social Policy, Housing and Equalities Research (I-SPHERE), Heriot-Watt University; City Futures Research Centre, University of New South Wales. February 2022
- 2 "Record 4.3 Million Referrals to Specialist Mental Health Services in 2021." Royal College of Psychiatrists, 15 Mar 2022. <https://www.rcpsych.ac.uk/news-and-features/latest-news/detail/2022/03/15/record-4.3-million-referrals-to-specialist-mental-health-services-in-2021>.
- 3 RPI:Percentage Change over 12 Months - Food and Catering." RPI:Percentage Change over 12 Months - Food and Catering - Office for National Statistics, Office for National Statistics, 16 Aug. 2022, <http://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbj/mm23>.
- 4 "The Story of Social Housing." Shelter England, 2022. [https://england.shelter.org.uk/support\\_us/campaigns/story\\_of\\_social\\_housing](https://england.shelter.org.uk/support_us/campaigns/story_of_social_housing).
- 5 "Brighton and Hove Housing Market Report, 2021 Q2." Housing Strategy Team, Brighton and Hove City Council.
- 6 "400,000 People Could Be Pulled into Poverty by Real-Terms Cut to Benefits in April." JRF, 15 Aug. 2022. <https://www.jrf.org.uk/press/400000-people-could-be-pulled-poverty-real-terms-cut-benefits-april>.



Art by two young people from CTS, made at projects run by Articulate and graffiti artists Laura and Sinna.

**With thanks to all the young people, staff members, volunteers and supporters who collaborated with us on this document.**

**We do not work alone, and would also like to say thank you to our partners across the city in the public, private and voluntary sectors.**



**Donate to us**



**Volunteer with us**