



**CLOCK  
TOWER  
SANCTUARY**

Supporting young people experiencing  
homelessness in Brighton & Hove

**IMPACT  
REPORT  
2 0 2 4**

# Matthew's Story



“I think the most difficult thing about experiencing homelessness was the wet, the rain... that was very hard. Had I not gone to the Clock Tower Sanctuary, I think I'd probably not be doing as well as I am now. It's been a big, big thing for me. And they were very welcoming as well when I first came in.

“Clock Tower has been a good base of support for me. I had really good help from the staff, getting information about different homeless support networks. They were always good with following through, like checking up on the details for me. It's also been good for food because I'm not very good at cooking, so it's been good to go somewhere where I can eat cooked food basically every day. You can meet people there as well, people your age, so it's a good place to hang out, a good place to eat, and it's a good place to get advice from.

“Getting into supported accommodation was a big achievement for me, and that was due to a lot of support from the Clock Tower. Before getting into supported accommodation, I was living in a tent, and I had a lot of support then as well. I think it took about a month, or three weeks, to get housed in supported accommodation, so that was good.

“I'm living in a flat now, which is very nice. I've got my own place, and it's a lifetime tenancy, so I can be there for life now, so I'm in a very good situation now. I've got my own place where I can be quite safe; it's a gated community, so I feel quite safe there. It's a good base for improving myself further, like getting diagnosed for autism, maybe the possibility of getting into work. It's a good place as well for my friends to come around. I've got it all furnished and I can have friends, some friends from the Clock Tower, come around as well.

“I have a friend who's staying with me now and then, because he's homeless, and I got him into the Clock Tower Sanctuary, so hopefully he'll use it while he's down here.”

**Matthew, 23 (he/him)**

# Executive Summary

It's with great pride that we present our 2024 Impact Report, sharing the statistics and stories of 2023 at the Clock Tower Sanctuary. No young person chooses to experience homelessness. When a young person arrives at the Clock Tower Sanctuary, we're able to meet their immediate needs and offer longterm one-to-one support, helping them move from crisis to stability. This report shares the challenges both faced and overcome by the young people we supported in 2023. Their strength, spirit, and potential inspire us every day, and we're endlessly proud to work with young people experiencing homelessness, empowering them to reach their full potential and goals.

## Vision

We want Brighton & Hove to be a city where young people's experience of homelessness is rare, brief, and non-recurring.

## Mission

Our mission is to provide a safe space and a voice for young people experiencing homelessness in Brighton & Hove. We will work with them to access support, transform their lives, and reach their potential.

## Values

- We look for the best in everyone
- We challenge inequality and prejudice
- We collaborate whenever we can

# Why does Brighton need the Clock Tower Sanctuary?

In 2022, the ongoing cost of living crisis continued to reshape the lives of thousands of young people around the country, and 2023 saw these trends not only continue but worsen, with Brighton & Hove having the largest number of people experiencing homelessness outside of London.

When a young person arrives at the Clock Tower Sanctuary, they are often in a state of distress; we meet their immediate needs by providing a freshly-cooked hot meal, clean clothes, a hot shower, day-to-day services, support, and a safe space. We know that homelessness can be a very isolating experience, so we offer a friendly face and listening ear. We run weekly activities, groups, and workshops which help young people build self-esteem and gain new life skills.



**“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.”**

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

**135,800**

16-to-24 year olds were homeless or at risk of homelessness in the UK. <sup>1</sup>

**12%**

increase in young people experiencing homelessness in the South East of the UK. <sup>2</sup>

**21%**

increase in the number of homeless young people in 2023, rising to 1,876. <sup>3</sup>

**16,800**

young people experiencing homelessness in the South East of the UK. <sup>4</sup>

**67%**

of cases of homelessness in England were not successfully prevented or dealt with. <sup>5</sup>

# Our Day Centre - What We Provide



## Safe Space

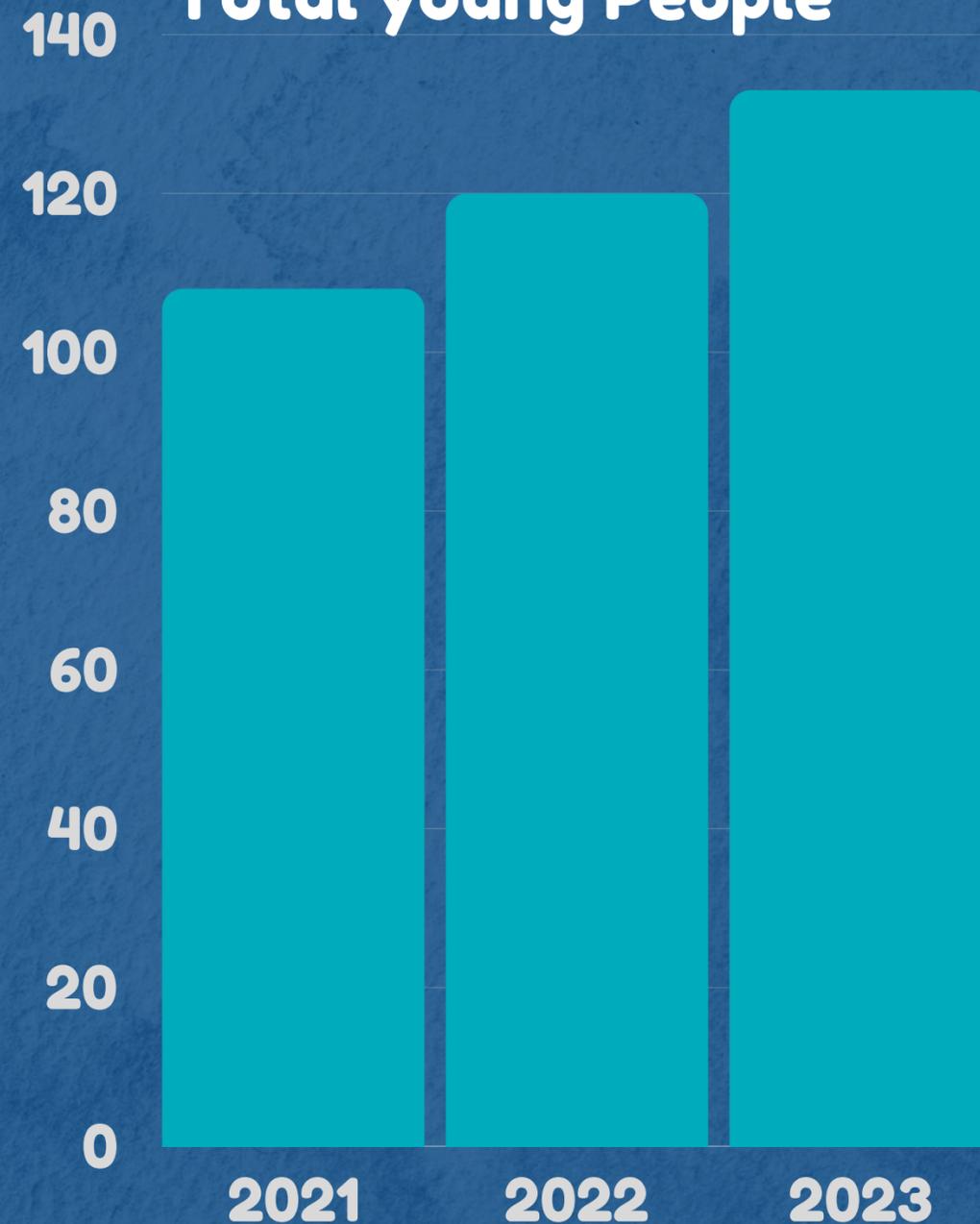
A safe and welcoming space allows our young people to relax and switch off from survival mode.

## Crisis support



Our crisis support meets our young people's immediate needs by providing showers, food, washing, phones, someone to talk to, and a safe place for them to be.

## Total young People



## Activities



Activities give our young people opportunities to make new friends, socialise, and improve their mental and physical health.



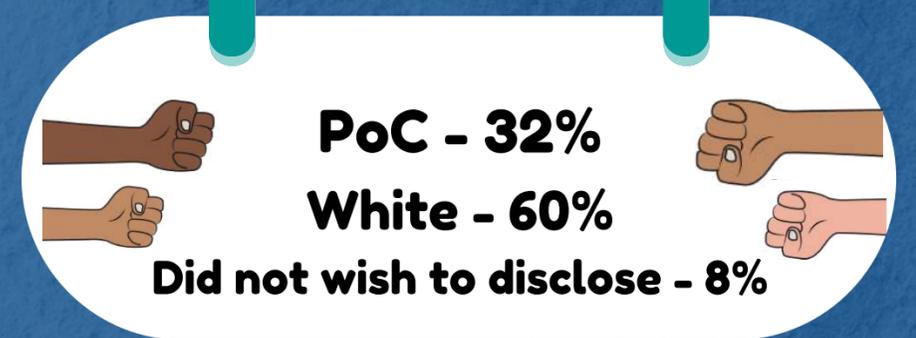
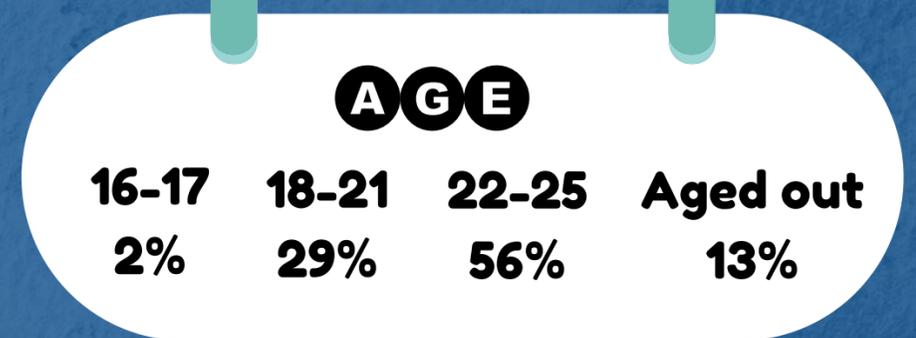
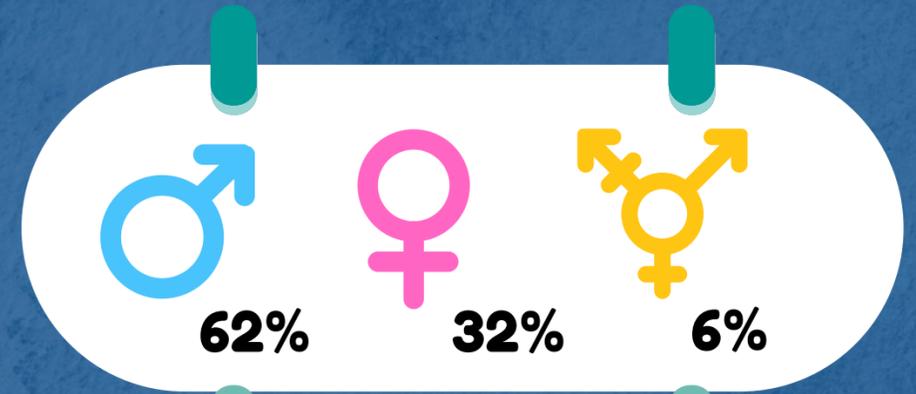
## 1-2-1 Support

1-2-1 support helps our young people to identify and reach their goals and aspirations for the future.

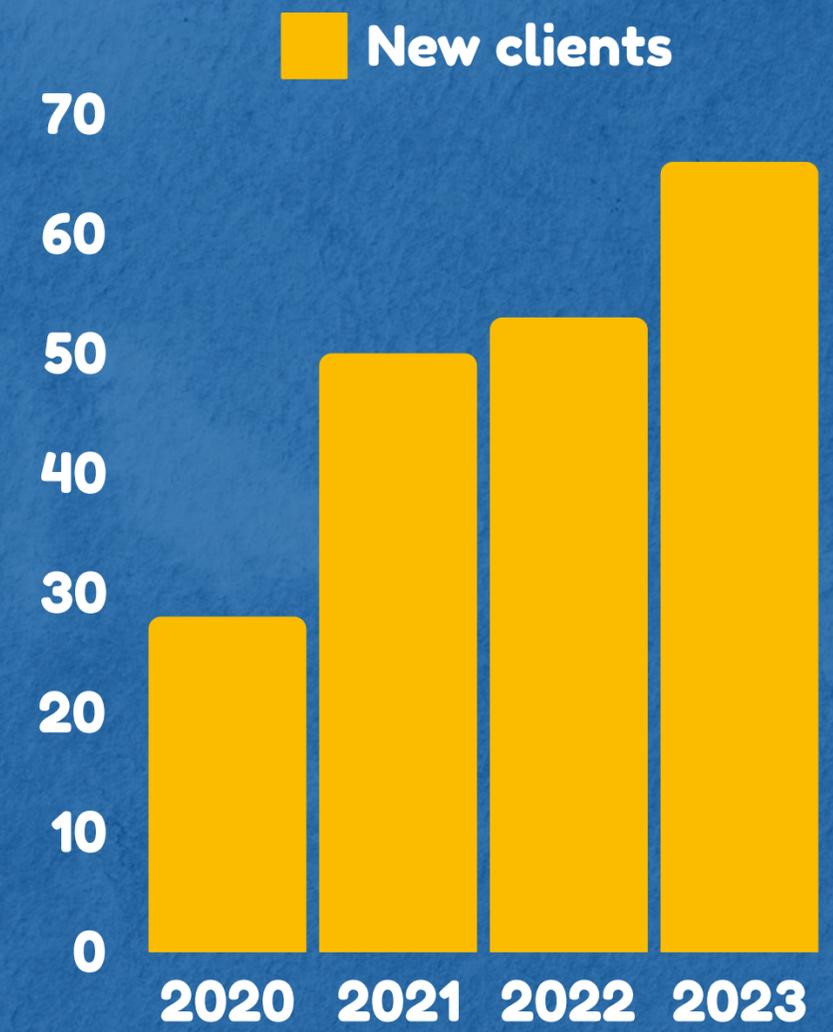
# Our Young People



**This year we saw 10 pre-existing young people return after not accessing for 2-3 years**



**66 NEW young people**



# Our Rough Sleepers

Here at the Clock Tower Sanctuary, all of our young people can be safe, feel clean and fresh, eat a hot meal, get a warm cup of tea, and have a friendly chat with staff, volunteers, and other young people experiencing homelessness.

This enables them to get their basic needs met so they can focus on other aspects of their life where they may be struggling.

80% have a mental health condition

♂ 85% | ♀ 15%

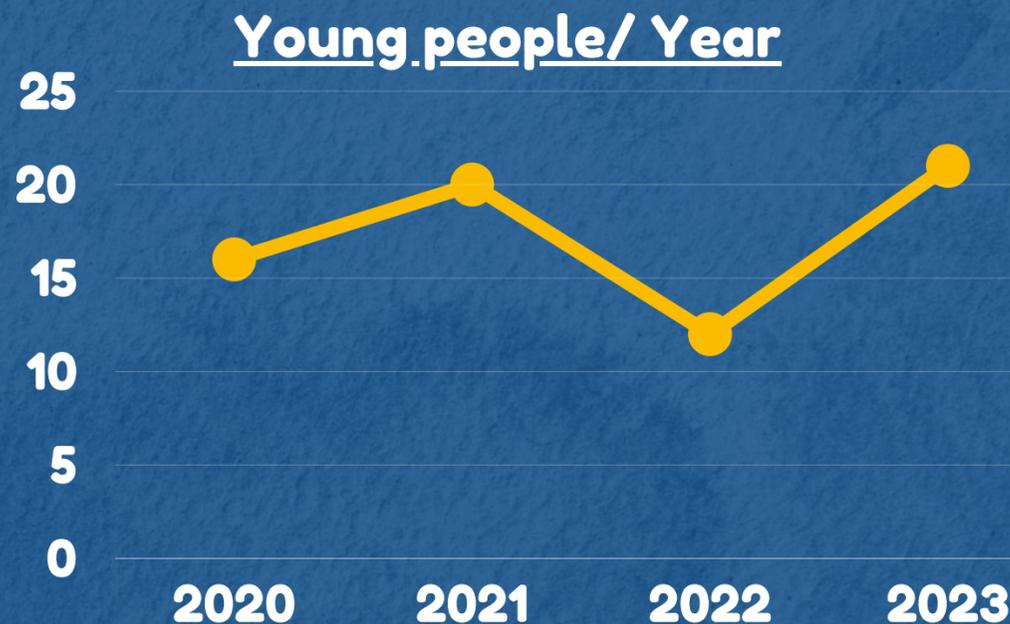
30% neurodivergent

20% refugees / asylum seekers

“When I was on the streets, I would often go into coffee shops, just to charge my phone and sit down, and I was kicked out so many times because I couldn’t afford to buy anything – it was so dehumanising. I want people to know that we are still just people, just struggling with our situation.”

Mohammed, 24 (he/him)

At the end of 2023, 15% of our young people were rough sleeping, and this continues to rise into 2024.



How we meet their basic needs



# Unsuitable Housing

**Unsuitable housing** is unsafe, is in poor condition, or doesn't meet the needs of the people living there. It is anything that falls outside of supported accommodation, private or council renting. This is what we call **“hidden homelessness”**.

Unsuitable housing includes rough sleeping, however, it is the only type that means someone does not have any kind of roof over their head.

In 2019, the majority of our young people were unsuitably housed. This reduced in 2020 after COVID hit and the council were obligated to house those experiencing homelessness. However, this meant that some people were placed in suitable accommodation, and that others were housed in hotels which was only a temporary solution.

## Our young people's unsuitable accommodation

- 16% Emergency accommodation
- 15% Rough sleeping
- 6% Sofa surfing
- 4% Hostel
- 4% Host family
- 3% Hospital
- 3% Living with family/spouse/partner
- 2% Squatting
- 2% Rehabilitation centre
- 2% Hotel - not council funded
- 2% Temporary accommodation
- 1% Subletting



57 Housing advocacies made



14 local housing organisations worked with



**29% of our young people achieved their housing goals in 2023**

# Unsuitable Housing

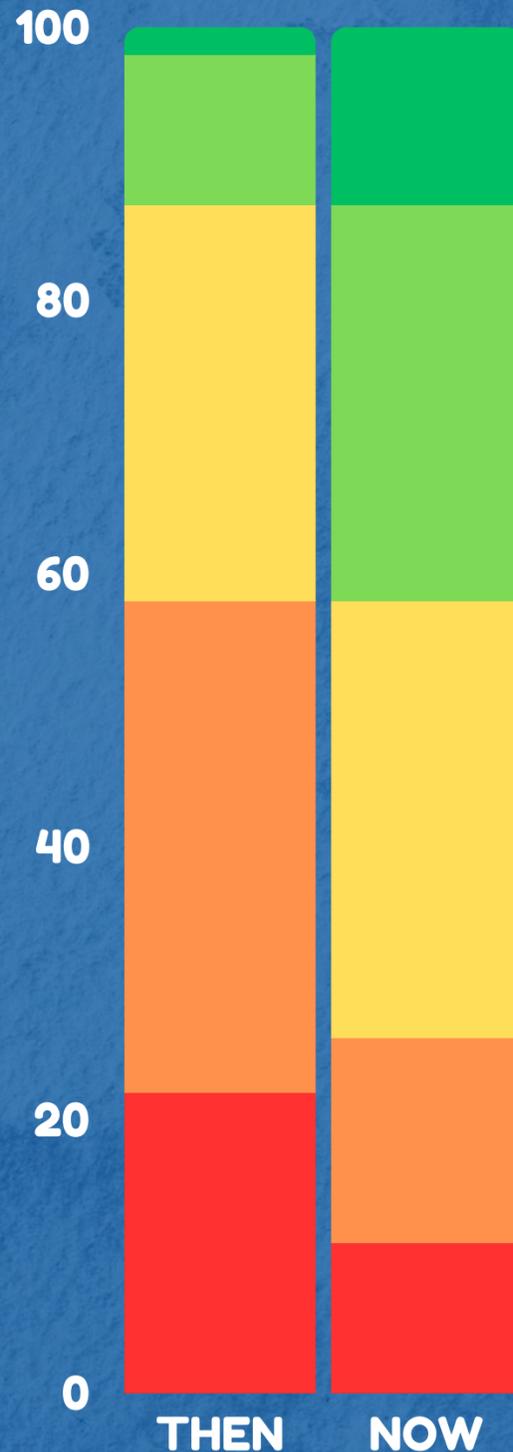
**101  
Food  
Parcels  
provided**

**8  
Young people  
received new items  
for their home**

Those in emergency accommodation are often provided with either a kettle or microwave, which limits what they can cook and means that our young people can't cook the healthy meals they would like to.

Where possible, we try to tailor our food parcels for each individual's needs and will make referrals to the food bank for those who need them more regularly.

We also provide microwaves, utensils, and homeware from our crisis fund.



**132 Bus  
passes  
given**

**21 Mobile  
phones  
provided**

Without these, our young people wouldn't be able to attend the appointments they so desperately need.

With our help, they are able to see their support networks and not be socially isolated. More importantly, it means they can access our service and get the help they need.

When we asked our young people how they felt about managing their accommodation and housing aspirations since they first came to the Clock Tower Sanctuary compared to now:

**13% felt more independent**

**29% felt they were getting there with support**

**32% felt they were trying to sort things out**

**15% were currently accepting help**

# Tenancy Independent Living Skills



## TILS+ Trainers



Erin



Emily

Your Own Place deliver TILS+ sessions to our young people with the aim to increase their confidence and get a better understanding of how to budget, assist with housing options, what bills to pay, and manage a tenancy.

Without the funding from the National Lottery, we wouldn't be able to provide this service to our young people.



7%  
Clients  
attended

5  
TILS  
Sessions

“ I definitely agree the workshop has increased my confidence because I know more stuff that I didn't know before. It never really got taught in school, so I definitely know about all the benefits and stuff like that. I have more information. Caleb, 24 (he/him) ”



# Suitable Accommodation

**28%**

**Supported  
Accommodation**

**Supported accommodation provides both housing and support, helping people live as independently as possible.**

**“The Clock Tower Sanctuary have helped me to apply for some supported housing. They filled in the forms with me and my keyworker even came to the panel interview with me too. I am hoping that if I can get into some stable housing I will maybe have the chance to start a new chapter in my life next year.”**

**Ollie, 23 (he/him)**



**“Suitable accommodation for our young people includes private rented, supported accommodation, and council housing.”**

**Claudine Murray (she/her)**

**Centre Manager &  
Volunteer Coordinator**



**Private or  
council rented**

**7%**

**When a young person is situated in suitable accommodation, they still from time to time benefit from our safe space and support, helping them to remain housed, moving forward and continue to move towards independence.**

**At the Clock Tower Sanctuary we have a tenancy deposit scheme. This allows a young person to be able to move into their own home without worrying about having to save for a deposit which they may not be able to obtain in a short period of time, or ever. Every young person has the opportunity to apply for this funding, and in 2023, 2% of our young people applied and were accepted for this.**

**When someone is placed in supported accommodation, we are able to provide them with clean bedding, utensils, toiletries, and home comforts along with transport for their belongings to their new home.**

# Keyword

**95  
Young  
people**

**534  
Conversations**

**Endless amounts  
of support and  
advice**

**Our small team of keyworkers provide vital 1-2-1 support for young people accessing our day centre, helping them to reach their full potential. Keywork empowers young people to work towards their unique goals, access safe and long-term accommodation, while integrating health support, life skills, and access to education, training, and employment.**

**My main responsibility is to be the primary port of call for our young people, conducting the initial welcome chat upon their first visit, and offering continued support in the centre. Many of my duties are centred around the day-to-day running of the centre whereby I liaise with our young people, supporting with immediate needs, wellbeing, and signposting to other services. I also assist with supporting the volunteers, often running de-briefing meetings that occur at the start and end of the day.**

**Rob Greening (he/him)  
Duty Coordinator**

**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 and other organisations were saying. I don't think I could have done that on my own given how my mental health was at the time.**

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



# Casework

The purpose of casework is to discuss what support a young person might need, identify any obstacles and challenges that are present, and explore ways to move forward. Casework also helps the individual to gain trust in their own intuition and abilities, and it empowers them to make the best choices for their future.

35  
Young  
people had  
casework

249  
1-2-1 chats



“I think even if it's subtle, I definitely feel the change. Not only in my like living circumstances, but I feel a lot more confident now that I actually know that there's people out there to talk to. I think even that makes a difference.”



Sasha, 20 (she/her)

## Our 1-2-1 support

- Trauma informed
- Holistic approach
- Asset based
- Person centred

“

I was really bad on drugs. My caseworker's given me good insight on how to stop. I've been off it for ten days now, so they're just giving me so much praise, giving me more confidence to actually stop and give it up.



Jake, 20 (he/him)

”



When we asked our young people how they felt they were managing their relationships with others (including family, friends, and other organisations) since they first came to the Clock Tower Sanctuary compared to now:

- 12% felt independent
- 45% felt they were getting there with support
- 18% felt they were trying to sort things out
- 16% were currently accepting help

# Health

## Mental Health

73% of our young people have a mental health diagnosis



## Neurodiversity

30% of our young people are neurodivergent

We provide 1-2-1 support, advocacy/referrals and physical, social, and creative sessions to help improve our young people's mental health.

Our amazing staff team regularly attended a variety of training including mental health, trauma, neurodiversity, safeguarding and many more which continue to help us adapt our service accordingly.



## Health



10 health advocacies made



8% accessed our GP drop-in service



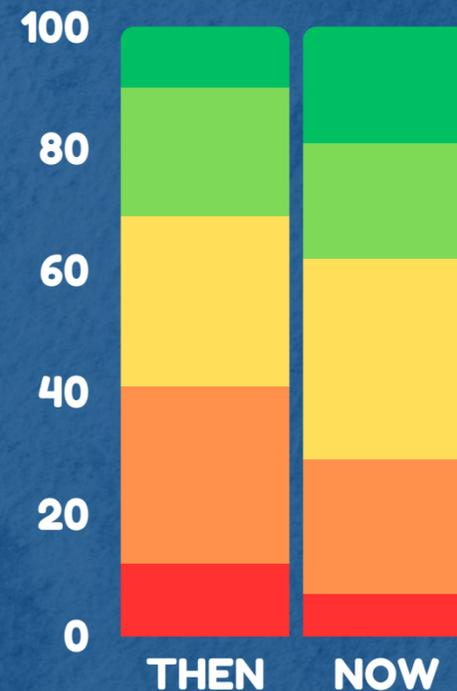
18 young people met their health goals

Our young people continue to present at the centre with many complex health needs, and we continue to work closely with partners, such as Arch Healthcare and CGL to help support young people and their health needs.

“You guys helped me turn my life around. You’ve helped me get a roof over my head and get on track with my mental health by getting the help I need. If I didn’t have you guys, I wouldn’t be where I am today.”



Hattie, 21 (she/her)



When we asked our young people how they felt they were managing their health since they first came to the Clock Tower Sanctuary compared to now:

19% felt independent  
 19% felt they were getting there with support  
 33% felt they were trying to sort things out  
 22% were currently accepting help

# Crisis Support

**58**  
**Accessed the crisis fund**

**337**  
**Applications**



**Every young person who arrives here has their own unique set of circumstances.**

**We assign each client a Support Coordinator who works through a plan to identify and access the services they need, such as seeing a doctor or getting registered for benefits. We also help our young people to find housing and look for training or work. We can meet the travel costs of attending interviews or buying a smart pair of shoes or clothing.**

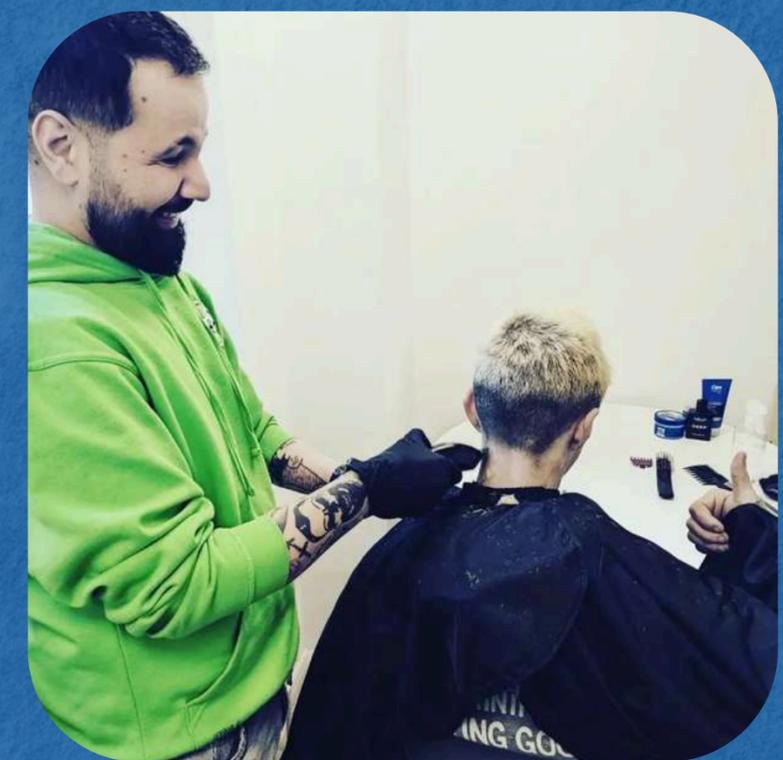
**“The Clock Tower supported me a lot when I was rough sleeping. They provided me with food, showers, and spare clothes”**

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

**Having a haircut may feel like a small thing, but to our young people, it really makes a difference.**

**40**  
**Haircuts**

**Those we asked said they choose to come here because they know and trust our barber so don't feel uncomfortable. They don't feel obligated to talk but also know they can discuss anything if they wish to do so. It also boosts their self-esteem and helps them out financially.**



# Building Confidence & Recognising Strength

“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)

“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)

“It’s the little things at Clock Tower too, like one of the volunteers braiding my hair for me so I felt good going to university open days. And then, remembering and celebrating my birthday, and just having someone to talk to.”



Gabi, 21 (she/her)

Every Friday, we take our young people to do a group activity of their choice, providing them with the opportunity to build friendships, boost their confidence, and simply have fun. Often, our young people have to prioritise where they spend their money, so we feel it’s important for us to offer activities like these. It also gives them opportunities to experience something new.

64  
Active  
Sessions

77  
Creative  
Sessions

88  
Social  
Sessions

Martial Arts  
Running Club  
Table Tennis  
Yoga

Art  
Creative Writing  
Film Workshop  
Music  
Photography

Friday Activity  
LGBTQIA+ Group  
Women’s Group  
Men’s Group

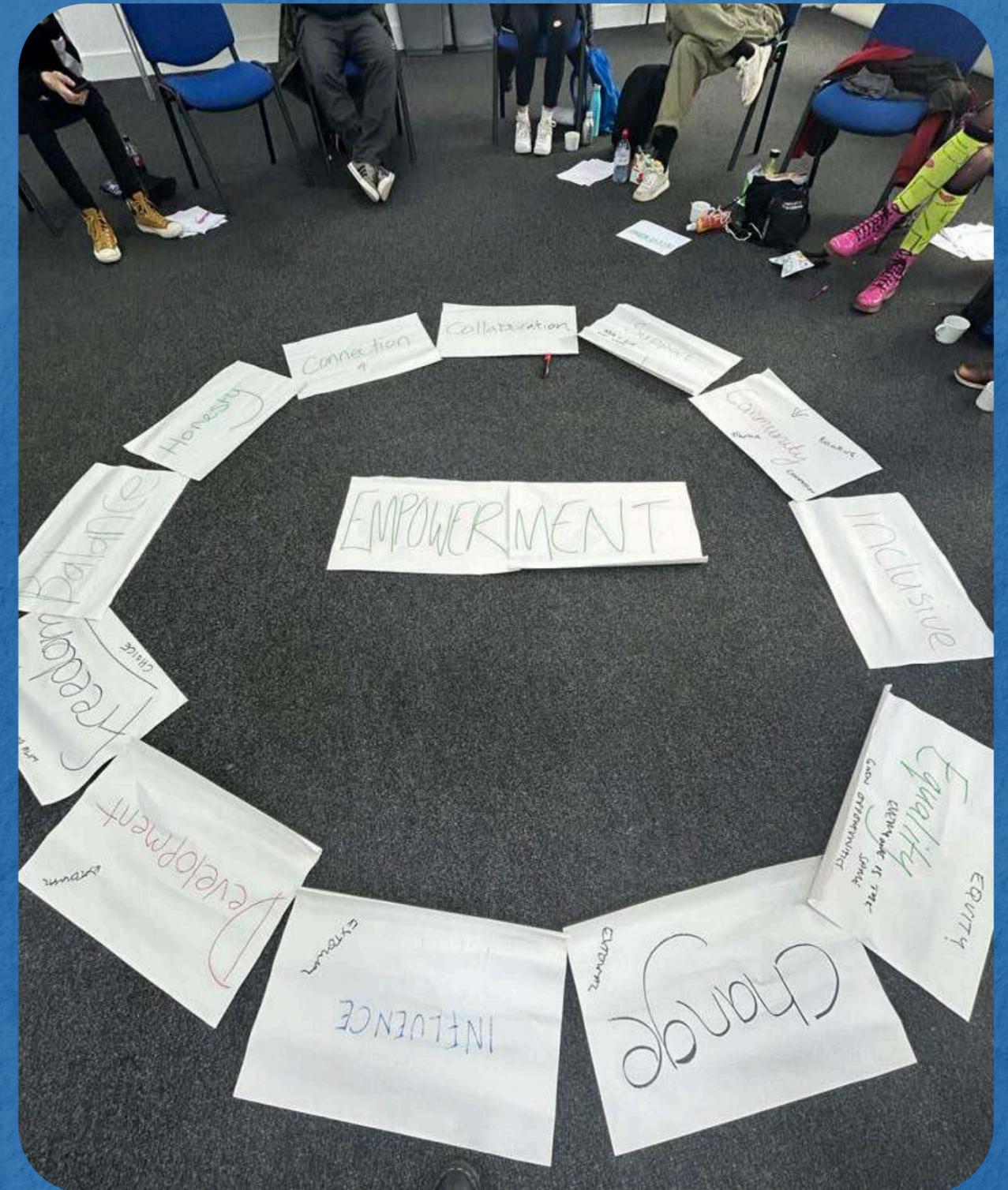
# Amplifying Voices

In 2023, our Youth Voice Group, an ongoing co-production project, formally began. This group of young people accessing our day centre work directly with our staff, trustees, volunteers, citywide partners, and more, influencing and informing the work we do as well as policy on both a local and national level.

The Youth Voice Group has become an integral ingredient in our ongoing work, putting the voices of the people with lived experience at the heart of what we do. Already this year, the Youth Voice Group has gone to Parliament to have their voices heard, met with local politicians, and made colourful design changes to our day centre.



The cover for this Impact Report was designed and drawn by one of the many talented young people here at CTS.



# Volunteering

**We couldn't provide the same quality of support without our extraordinary team of volunteers. In addition to cooking healthy hot meals and running a wide variety of groups and activities, our volunteers provide practical and emotional support for our young people, helping to create a safe environment where everyone feels heard, respected, and welcome.**



“

**“I am fortunate to have a few hours a week most weeks and have a small skill set that allows me to make a contribution. In the time I have been there, I have met some amazing young individuals and hopefully allowed them to build trust, self-esteem and some enjoyment into their week.”**

**Toby, CTS Volunteer (he/him)**

”



**40 volunteers**



**6,375 hours  
volunteered**



**12 trustees**



**19 training courses  
for volunteers**

# Thank You to our Partners

The support we're proud to offer to young people is only possible due to our incredible partnerships across Brighton & Hove.

Multiple services and collaborations across the city ensure that we're working towards making Brighton & Hove a city where young people's experience of homelessness is rare, brief, and non-recurring.

A huge thank you to all of our partners, some of which you can see below.



# Our Supporters

The Clock Tower Sanctuary doesn't receive any government or council funding - our running costs are met thanks to donations from generous individuals, businesses, community groups, schools, and both local and national Trusts & Foundations. It's thanks to their continued and greatly appreciated support that our doors remain open to help young people experiencing homelessness.



**Regular Givers**  
356

**"I am very proud to support the CTS because of the real difference they make to the lives of young people facing homelessness. I really enjoyed joining the Hike Against Homelessness this summer to fundraise for their vital services and to meet some of the brilliant team, volunteers and the young people they're supporting. Thank you for all that you do - keep up the amazing work!"**

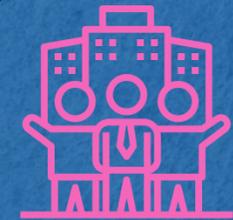
**Rupert Abbot, Regular Giver**



**Trusts & Foundations**  
17

**"We support CTS due to the important work they do in our city and the positive impact they have on the lives of local young people in crisis, many of whom have nowhere else to turn."**

**The Pebble Trust**



**Corporates**  
89

**"We're just a short walk away, and we share many of the same values. I think it's important to support people experiencing homelessness in Brighton & Hove - especially young people, as there's an opportunity to intervene and prevent decades or potentially a lifetime of homelessness."**

**Sara George-Sturmey, OneFamily**

# Our Funding Partners

Here at the Clock Tower Sanctuary, we are very fortunate to be supported by various Trusts & Foundations, making it possible to deliver life-changing services to 16-to-25 year old's experiencing homelessness.

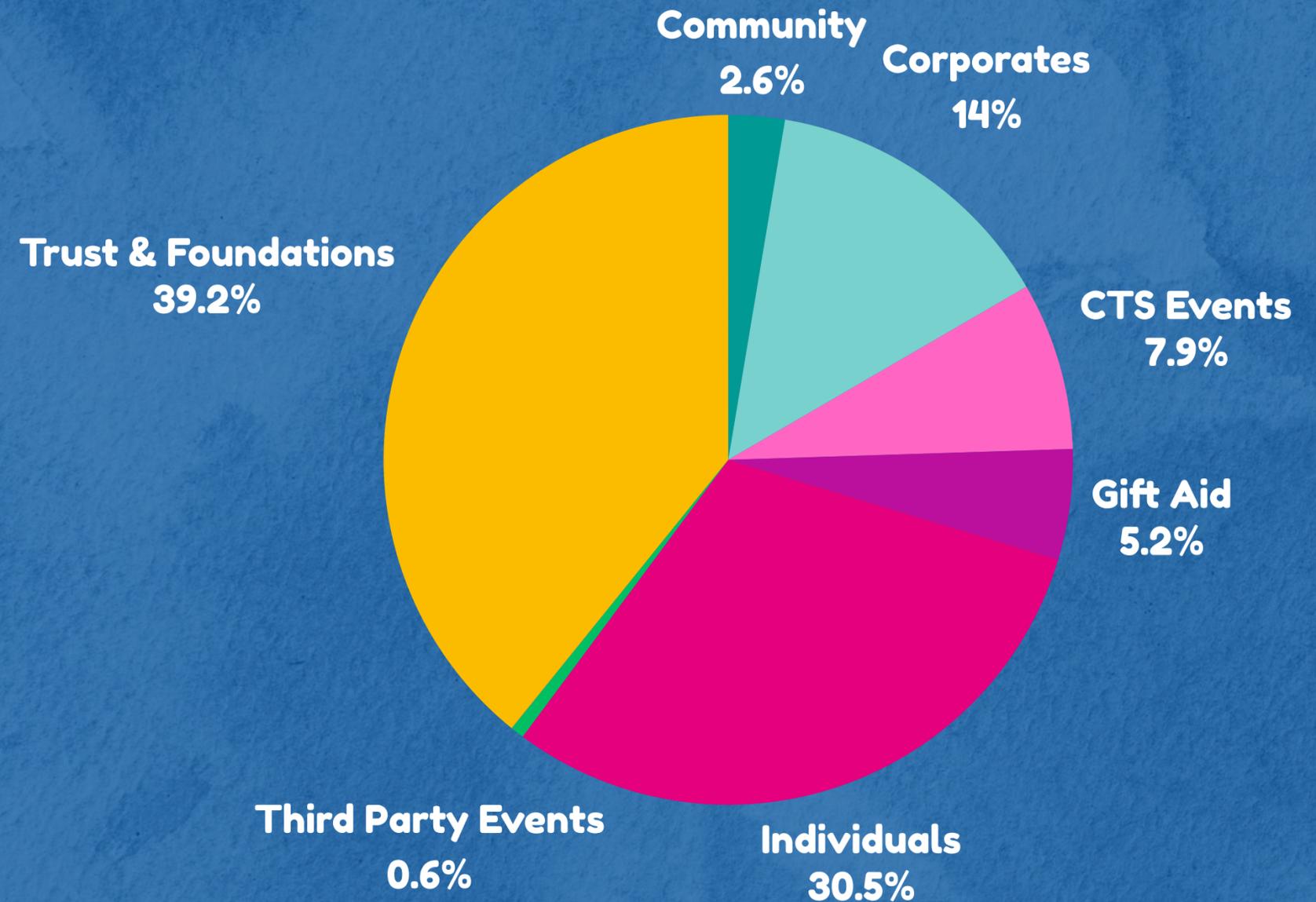
As mentioned, CTS receives no statutory funding, so the regular funding we receive from these organisations is essential to the continuation of our day centre. We're incredibly grateful to the many funding organisations that continue to support us, some of which you can see below.



# Income summary

**We do not receive any government or council funding** - our running costs are met by donations from generous individual supporters, local businesses, corporate partners, community groups, schools, and both local and national Trusts & Foundations.

**It's thanks to our passionate supporters that enable our doors to be open for our young people** in need of support, services, and a safe space.



**INCOME**  
**£795,827.74**

# Highlights & Events



**25-Year Impact Celebration**

In 2023, our fundraising events raised **£62,089** to keep our doors open. That's not even counting the marathoners, pub quizzers, and countless individual fundraisers!



**3 Peaks Challenge**



**Hike Against Homelessness**



**The Big City Sleepout**

# 25 Years of Impact

In 2023, we celebrated 25 wonderful years of the Clock Tower Sanctuary, surrounded by the extraordinary individuals and organisations who have gone above and beyond to support our day centre. Without their support, we simply couldn't keep our doors open for the young people experiencing homelessness we're so proud to support. Thank you to those whose support has contributed towards the positive impact we've made across 25 unforgettable years. To watch the short video we created to commemorate this special milestone, [click here](#).



# A Message from Our CEO

As the new CEO of the Clock Tower Sanctuary, I am proud to introduce our new Impact Report. I joined in January 2024 so cannot take any credit for the incredible achievements of 2023 but I have already been deeply impressed by the strength, optimism and ambition of the young people who come to us and by the dedication and passion of the team, volunteers, trustees, partners and supporters. The impact outlined in this report is a testament to them and I feel privileged to be part of this in the years to come.

The challenges of the past few years continued in 2023, with more young people coming to us in crisis, the proportion of those in unsuitable housing including rough sleeping increasing and even more applications to our crisis fund. But we also saw progress and change, young people moving from feeling stuck, to recognising their strengths and options, and moving towards independence. During the year we made real strides in our work to put the voice of young people at the centre of our work, establishing a Youth Voice group and putting their input at the heart of the refresh of our strategy.

Working with partners to try and address systemic challenges was also high on our agenda. We joined over 100 other charities supporting the #PlanForThe136k, campaigning for a national strategy to end youth homelessness, and locally we collaborated with a wide range of stake-holders to provide wrap around support and signposting.

As ever we have been overwhelmed by the generosity of our supporters, funders and corporate partners. We couldn't do it without you and in 2023 you helped us raise more money than ever before.

We are all excited to be launching our new strategy later this year, and look forward to sharing it with you soon. Thank you once again for your support.



**Fabia Bates,(she/her)  
Chief Executive Officer**

# References

[1. 2. 4. 5. https://centrepoint.org.uk/ending-youth-homelessness/what-youth-homelessness/stats-and-facts](https://centrepoint.org.uk/ending-youth-homelessness/what-youth-homelessness/stats-and-facts)

[3. https://www.theguardian.com/society/2024/jan/13/this-is-spiralling-alarm-as-youth-homelessness-soars-in-uk-since-christmas#:~:text=Research%20by%20the%20charity%20Centrepoint,rise%20in%20numbers%20since%20then.](https://www.theguardian.com/society/2024/jan/13/this-is-spiralling-alarm-as-youth-homelessness-soars-in-uk-since-christmas#:~:text=Research%20by%20the%20charity%20Centrepoint,rise%20in%20numbers%20since%20then.)

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**67%**

of cases of homelessness in England were not successfully prevented or dealt with. <sup>5</sup>

# Thank You!

Thank you for reading our Impact Report 2024! The generosity of our passionate supporters keeps our doors open, providing support, services and a safe space for young people experiencing homelessness. If you're interested in making a donation to support our day centre, [click here](#), or to learn more about fun ways to fundraise, [click here](#).

We would also like to say THANK YOU to our partners across the city in the public, private and voluntary sectors. We're proud to be making an even greater difference thanks to these close partnerships.

Our day centre simply could not exist without our volunteers. If you're interested in joining our team of volunteers and making a big difference in the lives of young people experiencing homelessness, [click here](#).

Thank you to each and every one of the inspiring young people we're so fortunate and proud to work with. This report was made possible thanks to the collaborative efforts of young people at CTS, staff members, volunteers, and supporters.

**Donate!**



**Volunteer!**



**Fundraise!**

