

# Impact Report

• 2025 •



CLOCK  
TOWER  
SANCTUARY



# Hazel & Milo's Story

**Hazel** - In 2018, I moved to a new city for university. I was very supported for a long time, but when I came out as more queer and more gender queer, and when more people in my life were queer and trans, I suddenly had a lot of pushback from my parents. My parents were really, really not supportive, and it eventually led to us getting kicked out. We then stayed with Milo's parents for a little bit, but we ended up getting kicked out of there for similar reasons. We stayed nearby for a little bit, moving around a little, but we'd wanted to be in Brighton for so long, where we had friendships and connections, where we have a good support system, albeit small. We planned a one-week stay in Brighton with one of our friends, and then another one-week stay with a different friend, so we essentially gave ourselves two weeks to build a bed in our van and start surviving in it. The cold was the first issue that we ran into...

**Milo** - The cold is one of the worst parts about being homeless. It was January when we moved to Brighton, and every night was absolutely freezing. We didn't have much in the van, just a tiny bed. We were able to get sleeping bags from the Clock Tower, and that was so helpful.

**Hazel** - We have a small camping hob in the van, but it's really difficult to use, especially in the winter, or when it's windy or raining. We can't really cook, so it's great to come here, have breakfast in the morning, lunch in the afternoon, and then we only need to source dinner, and a lot of the time, we leave the Clock Tower with leftovers, and we can take it back for dinner. So coming here for just a couple of hours, it sets up our meals for the rest of the day, which is so useful and means we have a lot more mental energy and time to sort out other things.

**Milo** - It's a very safe, very welcoming place. It's also super diverse, and the diverse community made it a lot easier for me to come in and feel comfortable. There's a real sense of community here.

**Hazel** - Since our first visit, I've managed to get a couple of different jobs. When we first came, I started a new job, and I would pop in and have breakfast before heading to the train station, and Clock Tower helped me with lots of things, like thicker socks and a water bottle. It was just these little things that made working more accessible. I'm doing a different job now, but if it wasn't for the support from the Clock Tower, I wouldn't have even started the other job in the first place. It's all helped us so much, it's really become... well it is a sanctuary, it's become our sanctuary.

**Hazel, 25 (they/she/he)**

**Milo, 26 (he/him)**





# Executive Summary

**We're incredibly proud to present our Impact Report 2025, documenting the statistics and stories of 2024 at the Clock Tower Sanctuary. In this document, we will share both the successes and challenges from last year, representing both the importance of our work and the profound potential in every 16- to 25-year-old we welcome into our day centre.**

**The data makes it clear that this support, services, and safe space are needed now more than ever. In 2023, our day centre was visited 2,525 times by 133 young people, and in 2024, our day centre was visited 3,153 times by 136 young people. Despite this increased demand for support, we worked closely, tirelessly, and proudly with these young people, which led to an increase in young people feeling more independent from 13% in 2023 to 40% in 2024.**

**It's thanks to the continued support of our community that our support, services, and safe space remain accessible for young people who are homeless in Brighton & Hove. With your greatly appreciated and ongoing support, we will continue to give these young people both the support they need and the future they deserve.**

## Vision

**To provide young people who are homeless in Brighton & Hove with a safe and supportive space to shape their own future**

## Mission

**A city where all young people have somewhere to call home**

## Goals

**Young people are at the heart of our decisions and drive meaningful change**

**Young people have the individual support they need to thrive**

**Our services are well known, trusted, and easy to access**



# Why does Brighton need the Clock Tower Sanctuary?

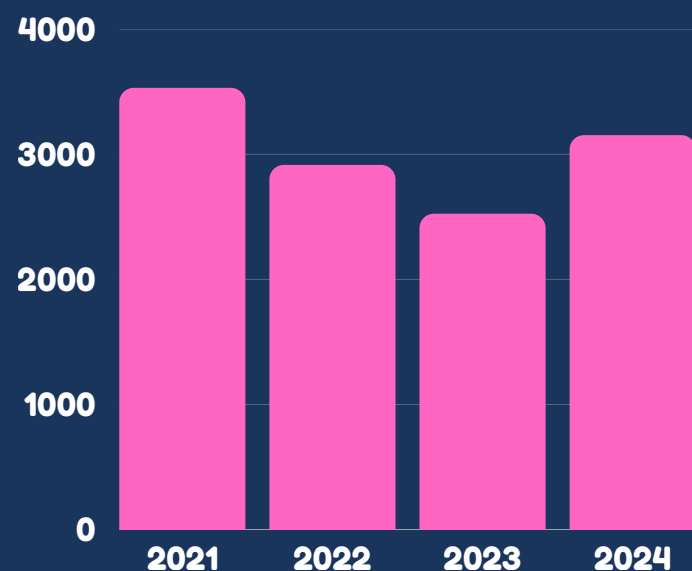
**Many young people struggle to access the help they need because the system is too complex, unwelcoming, and often unavailable in ways that work for them. We're here to give them guidance, support they can trust, and a safe space to make friends with young people in similar situations.**

**“Without this place, I would probably be in jail or dead.”**

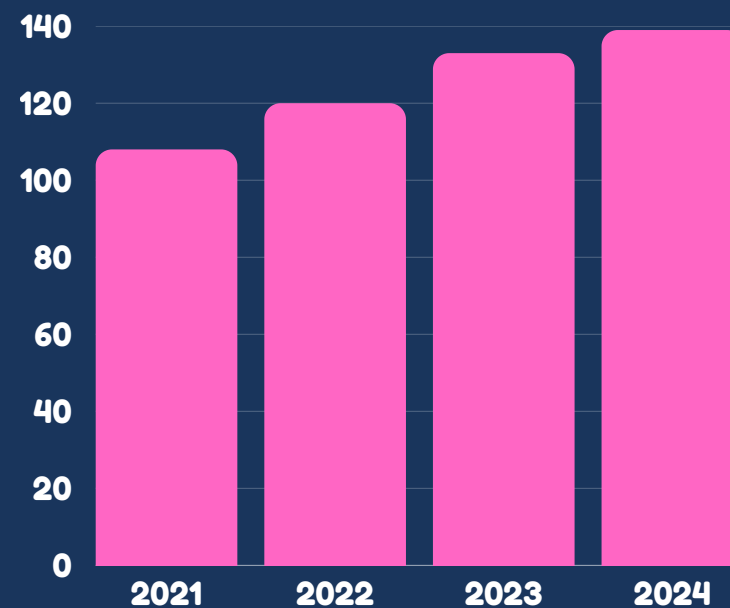
**Martin, 20 (he/him)**



**Total Visits**



**Total Young People**



- **There was a 12% increase in young people asking local councils for homelessness support in England .**
  - **1 young person became homeless approximately every 4 minutes in the UK.**
  - **1 in 62 young people in the UK were estimated to be facing homelessness.**
- (Source: Youth Homelessness Data Bank via Centrepont)**
- **In 2024, Brighton was declared the 4<sup>th</sup> least-affordable city in England to rent.**

**(Source: BBC News)**



# Our Young People



## Age



**1% 16-17**  
**33% 18-21**  
**56% 22-25**  
**10% Turned 26 in 2024**



## Ethnicity



**67% White**  
**29% Global majority**  
**4% Prefer not to disclose**



## Gender



**67% Male**  
**23% Female**  
**9% Non-binary**  
**1% Prefer not to disclose**



## Sexuality



**56% Heterosexual**  
**31% LGBTQ+**  
**13% Prefer not to disclose**



# Our Day Centre - What's New?

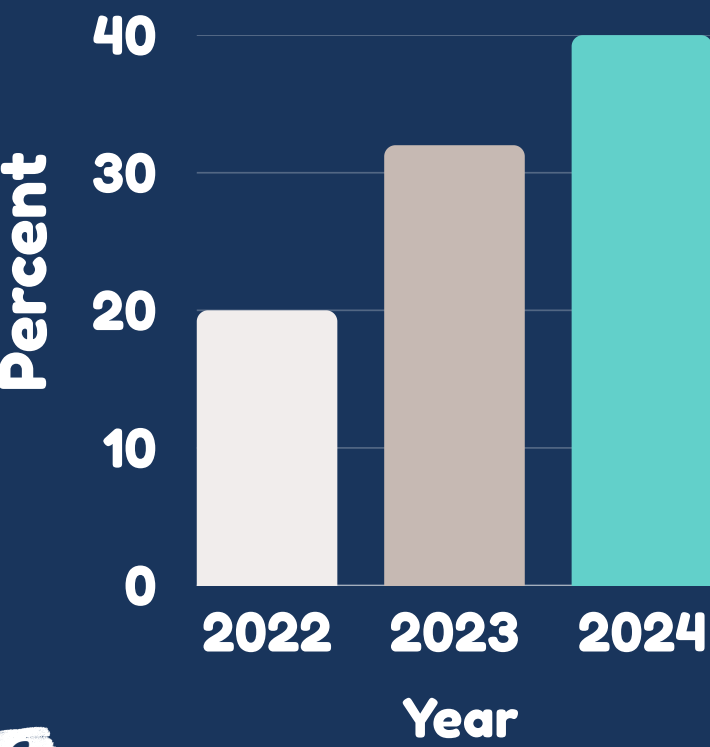
## TREND

## ACTIONS

## OUTCOMES

## IMPACT

**8% increase in young people accessing who are neurodivergent which continues into 2025.**



**Provided further neurodiversity training to staff and volunteers.**

**Improved 1-2-1 support for our young people.**

**Young people have improved wellbeing.**

**Invited our young people to complete a “mystery shopper” neurodiversity audit of how we could improve our service.**

**We made a sensory room for young people to use.**

**Our service is more accessible.**

**We provided purple lanyards for those who didn't want to be disturbed.**

**Young people's voices are heard.**





# Our Day Centre - What's New?

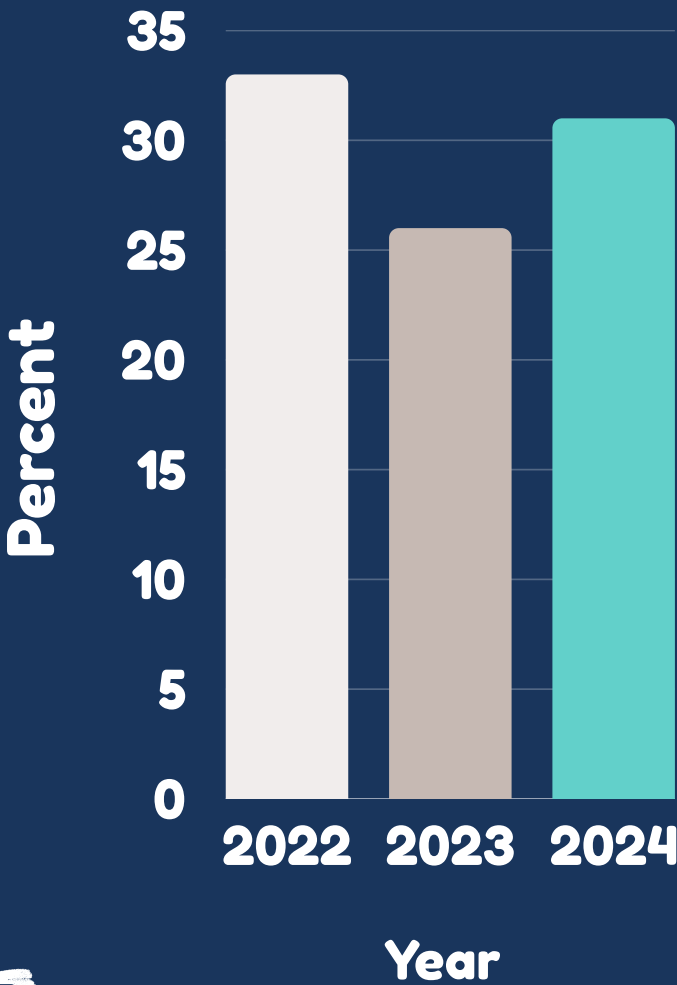
## TREND

## ACTIONS

## OUTCOMES

## IMPACT

**5% increase in those who identify as LGBTQ+**



**Staff, volunteers, and trustees attended further training, specifically around trans awareness.**

**Provided pronoun badges and stickers.**

**Continued to run our LGBTQ+ group.**

**Improved 1-2-1 support for our young people.**

**CTS is a safe space for those who identify as LGBTQ+**

**LGBTQ+ young people continue to use the service.**

**Young people have improved wellbeing.**




**Our service is more accessible.**

**Young people's voices are heard.**





# Our Day Centre - What's New?

TREND	ACTIONS	OUTCOMES	IMPACT
<p>An increase in young people attending who have religious beliefs, and whose first language isn't English.</p> 	<p>We had our entrance painted with the word 'welcome' in different languages.</p> <p>We provided halal meals, bought a prayer mat, and bought a translator device.</p>	<p>CTS is a more inclusive space.</p> <p>Young people's basic needs are met.</p> <p>Young people feel included.</p> <p>Service tailored to client needs.</p>	<p>Increased social and physical wellbeing.</p> <p>Young people feel heard, seen, valued, and welcome.</p> <p>Improved service for young people.</p> <div><p>“ At first, people don't understand my accent because English is my second language. Now, I've improved and can make conversations and I've made a lot of friends here. I'm so happy about this. ”</p><p>Jamal, 25 (he/him) </p></div>



# Crisis and 1-2-1 Support

“ They didn’t even know me well at the time, but my CTS caseworker 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)



## Casework

40 Young People  
229 Sessions

## General Support

102 Young People  
581 Sessions

## Crisis Support

25 Young People  
71 Sessions

## Advocacies

64 Young People  
390 Advocacies

## Referrals

20 Young People  
22 Referrals



Poppy Burt (she/her)  
Support Coordinator

“

Every young person’s situation and needs are different; sometimes a client knows exactly where they want to be in a year’s time, and sometimes they’re still figuring that out. I give them space to talk, I listen, I’ll break things down to make it all less overwhelming, and I support them, as closely or casually as they need, to get themselves to where they want to go.

”



# Health & Wellbeing

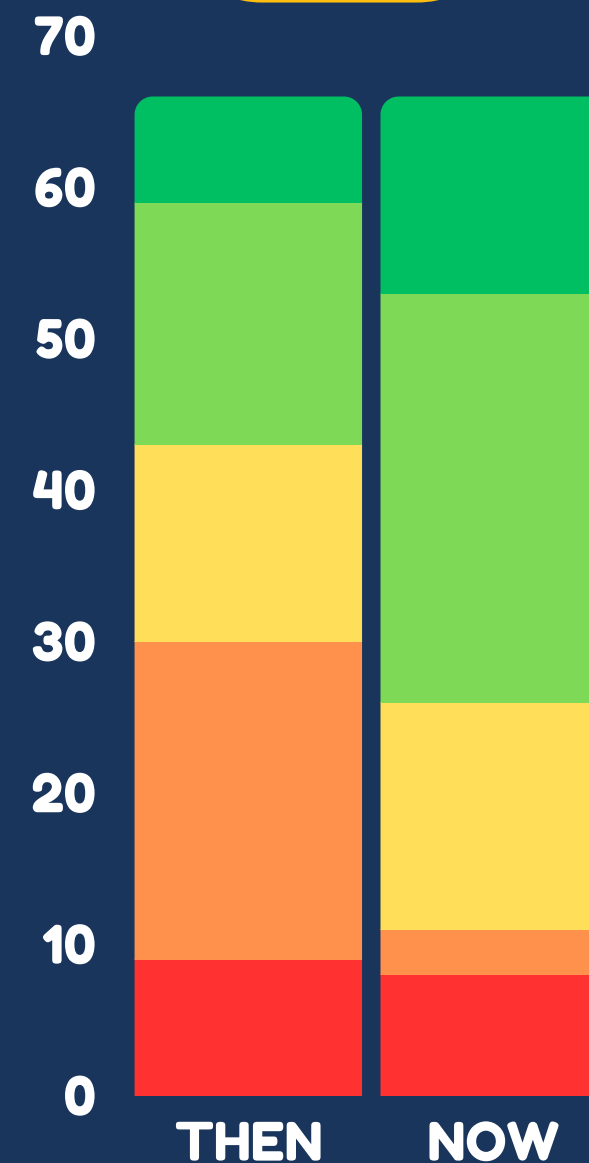
**76% of our young people experience issues with their mental health.**

**39% of young people said that their priority need for accessing is their mental health.**

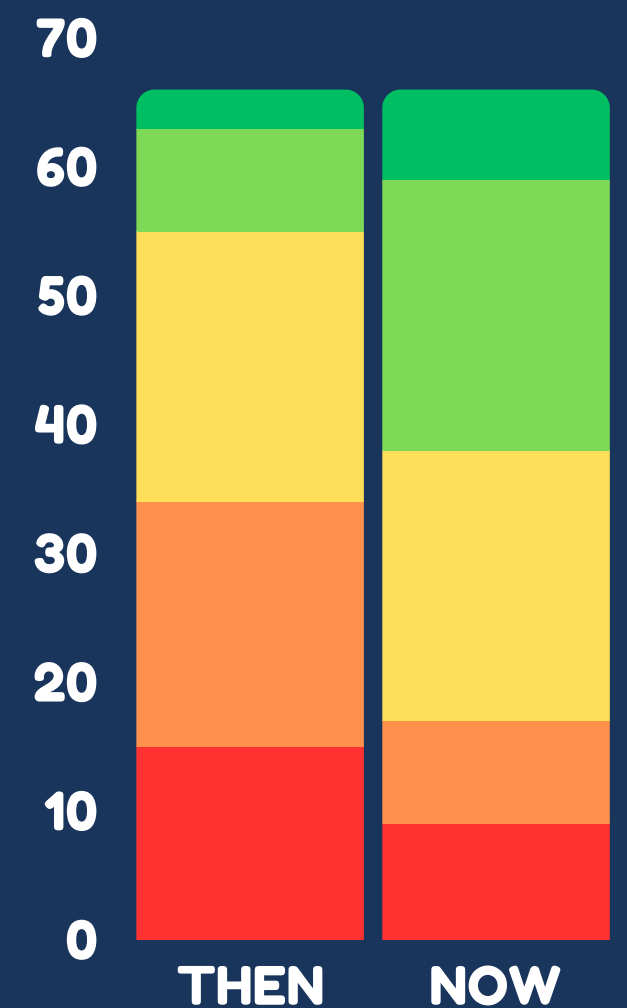
**Research from Homeless Link's Unhealthy State of Homelessness report found that 82% of people experiencing homelessness have a mental health diagnosis, compared to a national population average of 12%.**

- **Feeling independent**
- **Getting there with support**
- **Trying to sort things out**
- **Getting help**
- **Stuck**

## Health



## How they feel







# Housing

**In 2024, we saw 22% of young people move from rough sleeping or unsuitable accommodation into secure, supported accommodation or move back in with their family or partners.**

**Our young people's accommodation at the end of 2024**

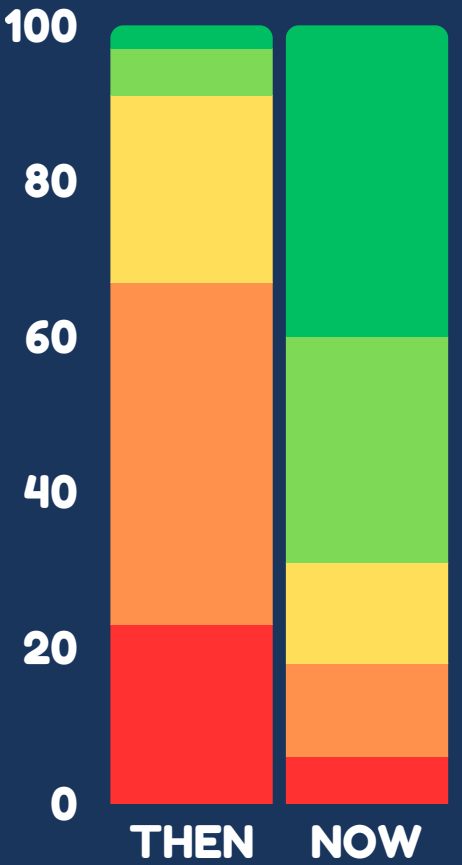
- 30% Supported accommodation**
- 17% Sofa surfing**
- 16% Rough sleeping**
- 12% Emergency accommodation**
- 9% Living with family/spouse/partner**
- 7% Council or private rented**
- 4% Hostel**
- 3% Temporary accommodation**
- 2% Host family**
- 1% Hospital**
- 1% Squatting**

**10% of our young people achieved their housing goals**

**190 housing advocacies made**

**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 from CTS then as well.**

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





# Building Confidence & Recognising Strength

## Social

**98 Sessions**  
**44 Young people**

**LGBTQ+ Group**  
**Friday Activity**  
**Men's Group**  
**Women's Group**



**What's been your main achievement?**

**"Socialising. I was never good at it, never. Now I'm getting better at it. Plus I've made friends, which I'm happy about."**

## Active

**27 Sessions**  
**12 Young people**

**Martial Arts**  
**Table Tennis**  
**Yoga**



**"I don't know if the staff and volunteers at CTS who run the activities know how much they do for my loneliness and mental health, but it makes a huge difference. The activities distract and comfort me, and having that time to socialise means I don't feel so lonely."**

## Creative

**40 Sessions**  
**16 Young people**

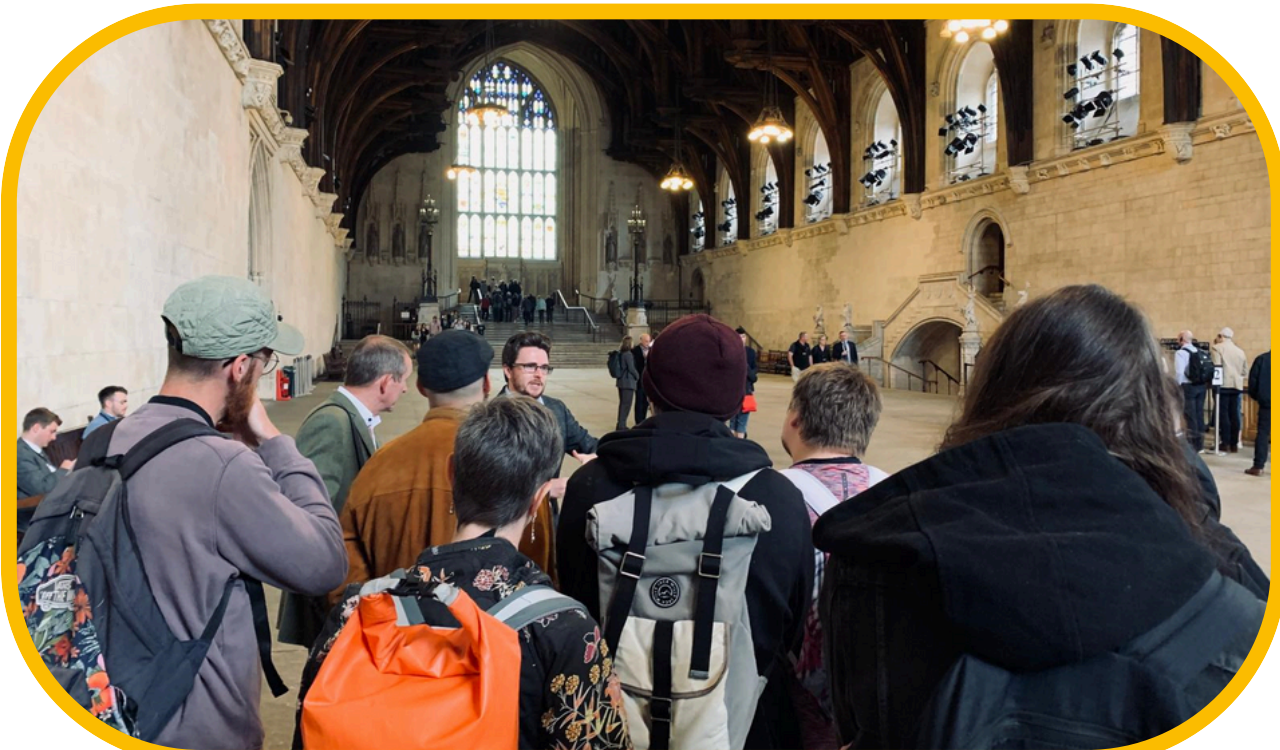
**Creative Writing**  
**Film Club**  
**Photography**  
**Music**



**"I really wish I'd had more creative opportunities in the past to help me work through my emotions. Places like the Clock Tower Sanctuary is like a little bit of light in a dark place. I'm turning 26 soon, and I really want to use every opportunity, like these photography sessions, to help me."**



# Youth Voice



**Youth Voice is a lived-experience group within CTS that meets once a month, enabling young people who are homeless to share their voice.**

**This group co-designs and collaborates together on ways to improve the service and raise awareness of youth homelessness in Brighton & Hove.**

**Youth voice exists because a need was identified for a group where young people could voice their opinions and thoughts in a wider context. With a view to be heard by the people making decisions that impact their lives.**

**The hope is that through participation, young people feel empowered and supported in decision-making and change-making roles.**

## What our youth voice group did in 2024

- **Participated in a variety of training and workshops with organisations such as Expert Link and Hybred Events.**
- **Created a graffiti mural under the theme 'Expression is Power'.**
- **Attended the multidisciplinary conference with Common Ambition within the city.**
- **Visited the Houses of Parliament in London and spoke to former Labour MP Lloyd Russell-Moyle and Conservative MP Felicity Buchan.**
- **Participated in the interviewing process for a Youth Voice Coordinator within CTS.**

## Young People's Feedback

**"I've been to a few sessions so far and feel like I'm really getting a lot out of it! It's really refreshing to see what's being done behind the scenes."**

**"I think my achievement has been the youth voice group because we were able to go to Parliament and talk about homelessness and stuff like that."**

**"Since attending youth voice, I've been able to suggest things in the group and know I'm having my voice heard. I've seen how quickly suggestions can be taken and made into something great for the community."**



# Our Volunteers



**CTS couldn't exist without the generosity, dependency, and superhuman kindness of our volunteers. Whether it's preparing a hot meal, running an activity or group, or simply listening to a young person over a cup of tea, our volunteers make a real difference in young people's lives. They truly transform our day centre into a sanctuary, and to know each and every one of them is a pleasure and a privilege.**



**49  
Volunteers**



**12  
Training  
courses for  
volunteers**



**6,250  
Hours  
volunteered**



**10  
Trustees**



# Highlights & Events



ART ON THE BEACH

COMEDY FOR THE  
CLOCK TOWER  
MONDAY 28 OCT 2024



COMEDY FOR THE  
CLOCK TOWER



LONDON TO BRIGHTON CYCLE



SNOWDONIA CROSSING



HIKE AGAINST HOMELESSNESS





**The Santa Bus**

**In 2024, we were 1 of 12 chosen charities to take part in Brighton & Hove's infamous Santa Bus!**

**12 charities, 12 nights, 20 routes, and countless generous supporters raised a grand total of just over £36,000 to be split between all 12 charities.**

**We want to say a BIG thank you to B&H Buses with special thanks to Victoria!**



**The Big City Sleepout**

**Another year, another cold, wet, and windy evening, and our biggest one yet!**

**Including Gift Aid, last year's sleepout raised just over **£48,000!****

**A HUGE THANK YOU to all 59 of you who participated.**



# Impact Celebration Event

**Following the release of each annual Impact Report, we invite our volunteers, supporters, and citywide partners to join us in celebration of the incredible impact we're proud to be making together. It's also our chance to loudly and proudly say 'thank you' to the individuals and organisations who keep our doors open.**

**To celebrate its first anniversary, our Youth Voice Group gave a speech to share and celebrate the group's achievements, as well as their hopes and ambitions for the future.**





# Our Partnerships

**The difference we make in the lives of young people facing homelessness in Brighton & Hove is all thanks to our strong citywide partnerships. We're proud to work closely, creatively, and collaboratively with a number of organisations all throughout our city, and we're incredibly appreciative and proud to be working together to create a brighter future for young people who are homeless in Brighton & Hove.**





# Our Supporters



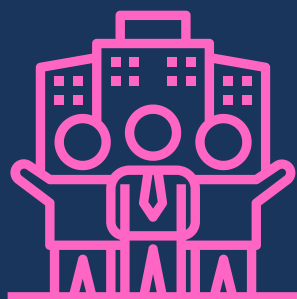
Regular Givers

289



Trusts &  
Foundations

18



Corporate  
Partnerships

78



**“What you do is really inspiring and so important for Brighton. Your approach and commitment to hearing clients’ voices and involving them in decision-making is really refreshing (and rare, to be honest).”**

**Maria Jonsson (she/her)  
Good Monday**



**The Clock Tower Sanctuary’s running costs are met thanks to donations from individuals, businesses, community groups, schools, and both local and national Trusts & Foundations. It’s thanks to your ongoing and greatly appreciated generosity that we can continue to provide young people who are homeless in Brighton & Hove with a safe and supportive space to shape their own future.**



# Our Funding Partners

**We feel incredibly fortunate to be supported by various Trusts & Foundations, ensuring that young people who are homeless in Brighton & Hove have access to the support, services, and safe space they need. It's regular funding like this that makes it possible for us to plan for the future and deliver life-changing services to 16- to 25-year-olds who are homeless. We're greatly appreciative to the many funding organisations that continue to support us, some of which you can see below.**



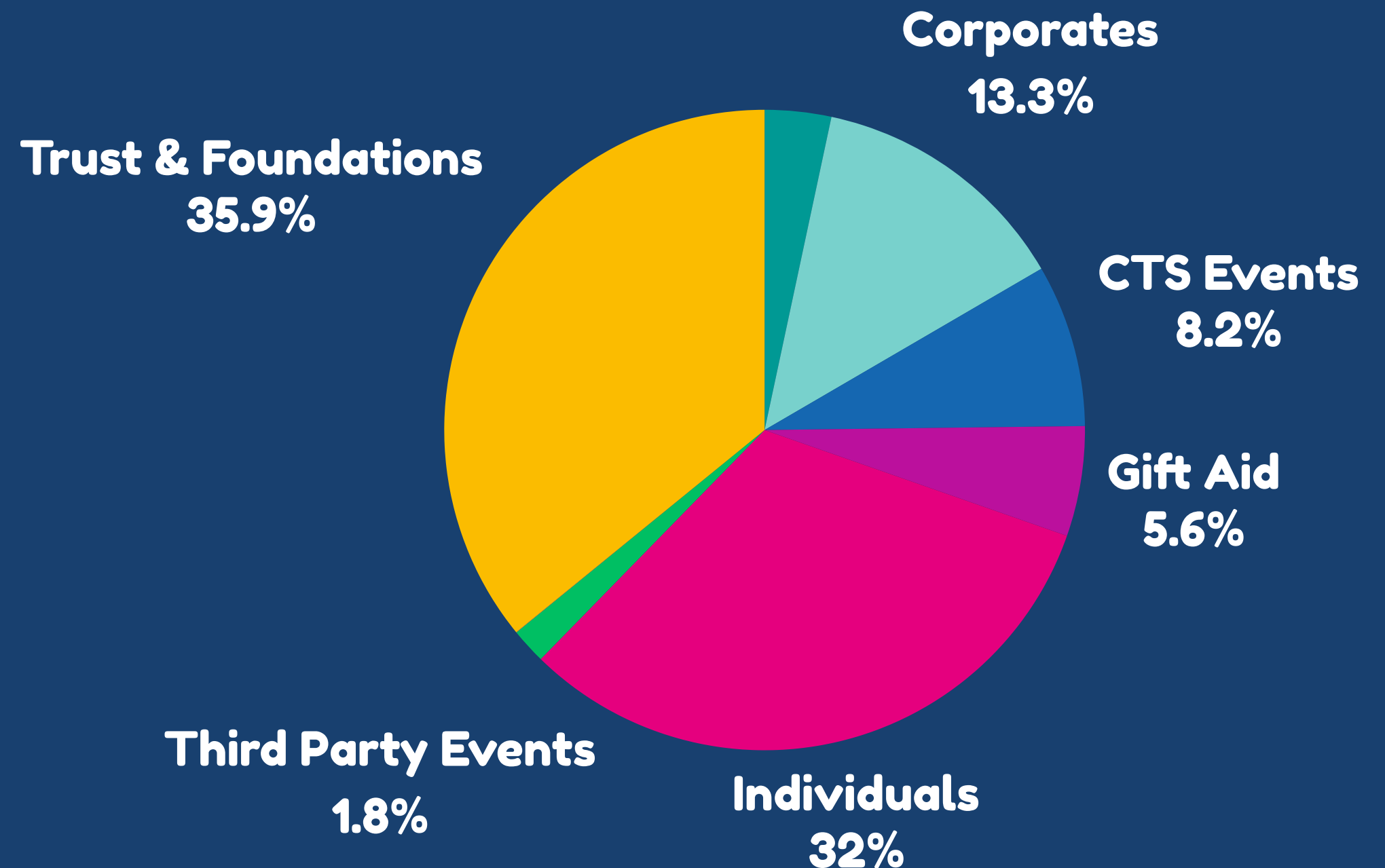


# Income Summary

**We receive no government or council funding, and it's all thanks to our passionate supporters that our doors can continue to open for our young people in need of support, services, and a safe space.**

**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.**

## Total income £720,429.00





# A Message from our CEO

**As I look back on my first full year in this role, I feel incredibly proud of everything that's been achieved. In a year where we continued to see an unaffordable housing market, increasingly overstretched public services, and a cost-of-living crisis that still disadvantages young people, what has stood out most is their resilience, determination, ambition, and hope.**

**In countless ways, I saw creativity, talent, and joy come to life through group activities, and I saw confidence, skills, and self-esteem grow through one-to-one support. I saw young people lead through our Youth Voice Group, shaping our services, influencing national conversations, and driving change locally. I also saw our clients feel better equipped to manage their own housing and accommodation, their finances, their mental and physical health, and their relationships with others.**

**Our incredible team of staff and volunteers are crucial in creating an environment in which this progress is possible, both by working directly with our clients and ensuring that we have the funding and systems to make that happen. Their work isn't easy, but they care - they support each other, our partners, and our clients, and they stand up and challenge injustice wherever they see it. They make all the difference. And none of this would have been possible without the generosity of our community. Whether you've worked alongside us, donated, volunteered, fundraised, or simply shared our story, a huge thank you.**



**Looking forward, we refreshed our strategy in 2025. We listened to young people, partners, supporters, and staff who told us clearly that our work is vital and our approach matters. We committed to a new vision: a city where every young person has somewhere to call home. Until that's a reality, our mission is to provide a safe and supportive space where young people can shape their own futures. We can't do that alone, but with your support and partnership, we can make it happen.**

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



# Funding Our Work & How You Can Help

- Make a one-off, regular, or annual donation [here](#), or scan our QR code. 
- Read our 2025 - 2028 Strategy [here](#), created in collaboration with our young people.
- Get in touch to become a Volunteer [here](#).
- Take part in our events and fundraise [here](#).
- Become a corporate partner of ours [here](#).
- Leave a gift in your will [here](#).



THANK  
YOU



CLOCK  
TOWER  
SANCTUARY