



**HARROGATE**  
**HOMELESS PROJECT**

# **IMPACT REPORT**

## **2024**

# HARROGATE HOMELESS PROJECT

## What we are / Who we help

Harrogate Homeless Project is an independent charity (registration number 1011337) and a company limited by guarantee (registration number 02634724)

Our charitable objectives are

1. To relieve the need of homeless persons within the administrative area known as Harrogate by provision of temporary accommodation advice and counselling.
2. To conduct research into the causes of and ways of relieving poverty and disease and to publish findings by lectures, meetings, film, books, exhibitions and otherwise to educate the public.

**Our vision is to make sure nobody in the Harrogate District has to sleep rough and that those experiencing homelessness have all the support they need to move towards independent living.**

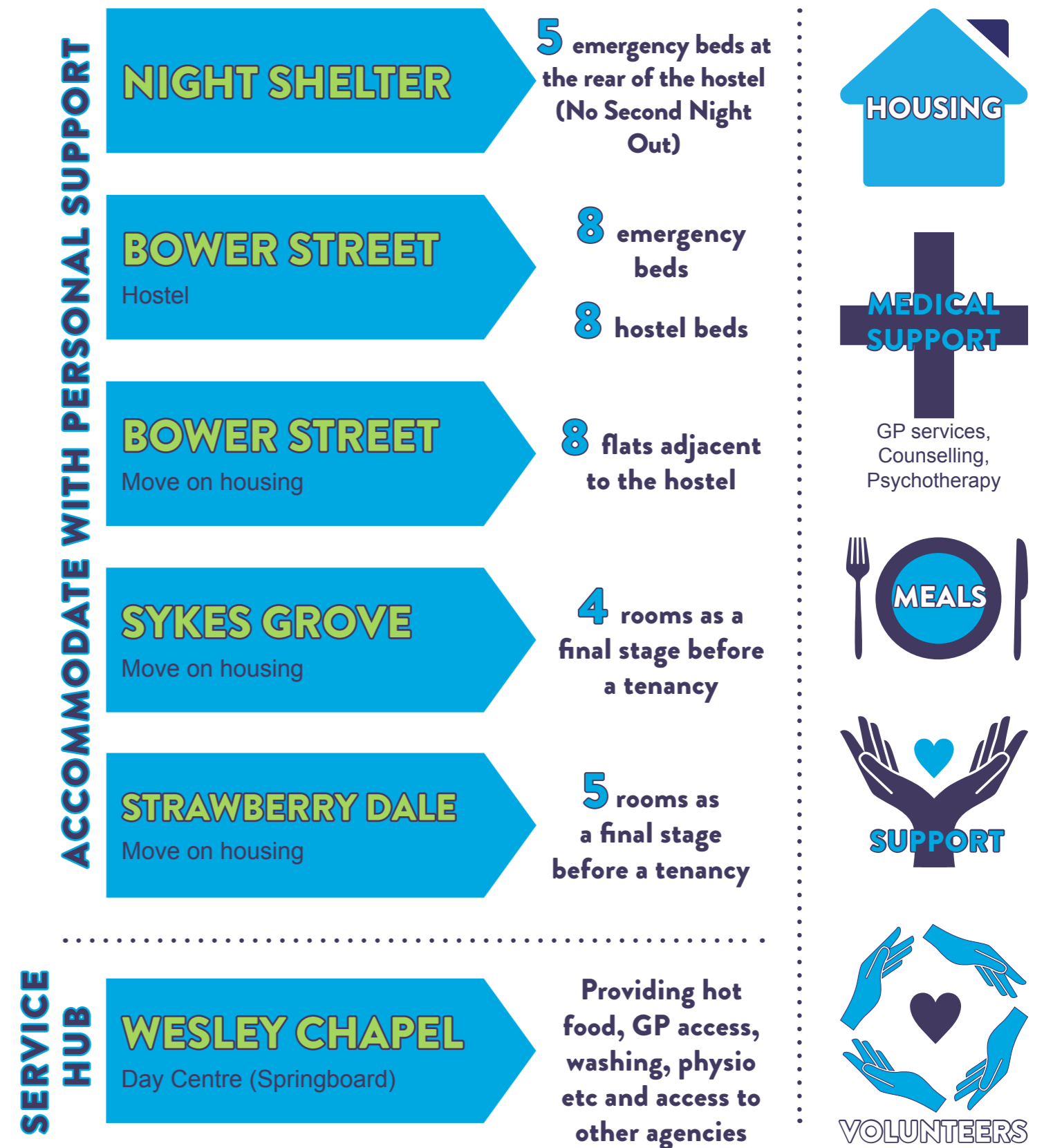
Harrogate Homeless Project provides people experiencing homelessness with a safe place to stay and the support they need to build confidence and move towards independent living.

We work with a variety of people ranging from those in need of support through relationship breakdown or financial issues to individuals with multiple complex needs including substance misuse, mental health issues and offending behaviour.

## Central to all of our activities are a set of core values: -

- We treat people with dignity, fairness and respect.
- We work in a non-discriminatory way and stand against discrimination.
- We work to be inclusive; people centred and show compassion and empathy throughout.
- We intend to be flexible, responsive, transparent and efficient in how we organise and manage; and,
- We work to be a resilient organisation showing integrity in all we do.

# WHAT DO WE DO TODAY?



# OUR IMPACT

We are a high impact local charity serving the whole Harrogate District. We are passionate about working to combat homelessness and provide a range of support services for those in need.

“During my time at HHP, I experienced true kindness, the people that work here are just amazing, so much patience, nothing is too much trouble and if they don't have the answers straight away, they will find it out! I never felt judged, just supported and helped with housing applications, accessing universal credit and rebuilding my confidence. Thank you HHP!”

Christine, ex-HHP client

Occupancy rates across the year

92%

25

GP appointments provided on average every month

We serve over  
**5000 MEALS**  
a year to people in need from our Springboard Centre



We have increased the number of nights accommodation by

160% 

Having moved offices out of Springboard it has enabled more partnership agency work. We are now working with over

20

different organisations giving our client the best chance of a new life:

**GP Services**

**SAFE**

Service for Adults Facing Exclusion

**LifeLine**

working with homeless people, and those vulnerably housed often having been victims of abuse

We are expecting to provide

12,000

bed nights to vulnerable adults by the end of 2024



# Chair and Chief Executive's Statement



We are proud to present our impact report for 2024. Through the Harrogate Homeless Project, you, our staff, our donors, our volunteers, our public and private partners, and our multiple stakeholders have made a real difference.

It is hard to imagine the despair that is felt when you have nowhere to sleep, and no obvious route to a life where even your basic needs are met. Our role is to help our clients identify and follow that route to a life that most of us take for granted.

Rapidly rising prices and increasing mortgage payments have led to hardship amongst the most vulnerable in our society. On the

ground, the result has been a significant increase in demand. This has meant that our accommodation has been frequently full, and we have continued to work with North Yorkshire Council to try and make sure that everyone can access a bed for the night.

Our strategy to meet the new challenges has been a simple one, which is to provide more accommodation and access to more support services for our clients.

## Accommodation

Our properties that provide accommodation ranging from emergency accommodation through to supported tenancies, continue to be at full capacity. These facilities provide a vital accommodation pathway from the street to a long-term tenancy. In August 2023 we purchased an additional 5 bedrooomed property which will be used for move-on accommodation allowing us to convert one of our Bower Street properties to much-needed emergency accommodation. We are also planning to add a further move-on property before the end of 2024. The hard work and support of everyone involved with our charity allowed us to make a meaningful difference in helping people off the streets.

## Support

In our Springboard centre we provide over 5000 meals every year. The professional staff and volunteers provide highly nutritious food, supported by a network of local and national businesses. As well as the food, clients use Springboard to access the many agencies and third sector partners that are there to help clients as they undertake individual pathways into jobs and longer-term housing. The centre provides medical services, psychotherapy services, washing facilities, showers and access to our support workers. Springboard supports clients with the root cause of why they are experiencing homelessness, as a collaborative partnership with the many agencies and third sector organisations that are present. This year we expanded the space available and the opening hours to help meet demand.

Nearly every week a client moves on to private or council accommodation, having worked with our staff and the many partners that work with us. These are individuals many of whom have a history that may include mental health issues, and addiction problems. It is not about simply moving them from our accommodation into a normal tenancy; it is about helping them

individually with the reasons that they became homeless. We work with our many partners to give people the chance to make a new life.

We entered this year expecting similar demand as we experienced last year. Whilst interest rate rises are slowing and inflation is falling, it is likely to take time to have a positive effect on the least affluent. Anecdotally, the stock of housing to rent is reducing and becoming more expensive, which is likely to have a negative impact on the numbers of people experiencing homelessness.

We are grateful to our donors, North Yorkshire Council and other key stakeholders who are supporting us to ensure that we can continue to help people rebuild their lives. Harrogate Homeless Project and all its supporters and stakeholders are ready to face the challenges that the next few years may bring.

David Thomas, Chair of Trustees and Francis McAllister Chief Executive Officer – Harrogate Homeless Project Limited – June 2024

# WE REALLY COULDN'T DO IT WITHOUT YOU



We are extremely grateful for all the generous donations and fundraising activities that have been carried out and would like to provide a snapshot of some of these below.



Thank you to Lloyds Bank Foundation for awarding a £50k grant across a two-year period, to help develop our Springboard Day Centre.

The Liz and Terry Bramall Foundation continue to be a very valued supporter to the charity, supporting us with a £100k capital grant, enabling the purchase of a new move on house in August 2023 and more recently in funding 2 new Support Worker's salaries.

We have received support from a number of schools across the Harrogate area all doing their own bit to support the charity; through non uniform days, fundraising events and



donations. Highfield Prep, kindly donated much needed goods and items for our clients to use, as the colder weather started to draw in.

A number of local businesses have been very generous with their time. Here are just a few examples of the tremendous support shown; £875 raised from a charity quiz evening by Kempston Parkes Chartered Surveyors, £850 from SMR Architects by taking part in the Tough Mudder challenge, £500 from XI Comms, part of their partnership to support during the charity's 30th anniversary year and to Bowman Riley Architects team of volunteers who came in and decorated a room at our Springboard Day Centre.



Along with those other businesses, who regularly support with food donations enabling us to provide daily meals at our springboard day centre, special thanks go out to Nandos, Baltzersen, Fodder and Sainsburys.



Local individuals like James Brycesan supported us in March 2023 with his reservoir slog by walking over 100km (10 laps of Swinsty and Fewston Reservoirs) in 24 hours and raising over £1k.



We have also received some very generous support from community groups including the Harrogate Round Table, who chose HHP as the beneficiary for both 2022 and 2023 bonfire night appeals. Along with the wonderful team at Gracious Street Methodist Church in Knaresborough for raising £800 during their silver band evening in May 2024.

We had a whole host of amazing Christmas celebrations ranging from a fantastic Christmas Cracker Ball hosted by West Park Hotel, raising a wonderful £4411, to staff/volunteers and local MP Andrew Jones all donating a couple of hours to shake a bucket at Victoria Shopping

Centre and help raise £1636 over a two-day collection.



A further donation was made from a joint initiative between Harrogate Springwater and West Park Hotel, where a Christmas mocktail was launched as part of a mindful drinking campaign.



Further thanks go to Ilke homes for adding festive cheer to our day service, with decorations, crackers and food for our clients to enjoy and to the Round Table for cooking our Christmas Eve Dinner!





# Emma Plant

Emma has struggled from a very young age with alcohol and been in trouble with the police on the back of her addiction. She had her first child at 18 and 4 years later her second, both children are now aged 17 and 14. When her son was just 6 months old Emma accessed Avondale Hostel in Harrogate, a family hostel and stayed for about 6 months.

Emma's life then became quite chaotic, she refers to it as her 10 years of madness. It was at this stage that Emma became involved with drugs and very quickly developed a heroin and cocaine addiction, it was as she puts it "an escape from reality", but with this came a life of shame and denial. After 6 months the children were taken into care and brought up by her parents who were given a guardianship order.

She moved out of Avondale in 2013 into a single room council run hostel on Robert Street. After a drug fuelled relationship, she then went on to have her third child, Roman in 2017. Emma's father moved into a council house with her and Roman to try and support her, but when Emma's first partner became once again involved and Emma fell pregnant for the fourth time, things became pretty tough. Both the younger children were taken into care, Roman was looked after by parents and Sunny was put into foster care. It was at this point in 2020 that Emma really hit rock bottom and realised things needed to change. Emma took the very difficult, yet courageous step forward and went on to access a rehab facility, to address her addictions. She spent 7 months away, with weekly video calls to her children. Reading bedtime stories to her 7-month-old baby, over video calls, gave Emma all the strength and determination needed to get herself and her life back on track.

Emma worked really hard and after 7 months finished the programme and was able to come home. She was offered support from another facility closer to home but decided against this as was really keen to start moving forward independently

and get her own home. It was at this point Emma got in touch with Harrogate Homeless Project - November 2021. After a weekend in "No Second Night Out" she was moved into her own room within the hostel. Emma was determined to turn her life around; she got a job and the following February moved into one of our self-contained flats. Due to Emma's history, it was proving difficult to access private housing or council property but the team at HHP worked tirelessly fighting her corner.

Despite the many challenges Emma has faced in her life, she has worked so hard at rebuilding everything she lost. Emma now lives in her own property, has regained custody of her children and is working in a job she loves.

Emma works for Red Rose Recovery as a Community Engager running a lived experience organisation called North Yorkshire Connected Spaces. This organisation supports people in recovery and helps capture the voices in the community to make necessary changes, build partnerships and provide positive places and environments for people to access. Having experienced so much herself through her life, Emma is so passionate about her job and the people she works with and feels this is her way of giving something back.

“The support I received at HHP was just what I needed. I had done the hard part with my rehab, but I needed support back in the real world, help getting back on my own two feet again. And this is what HHP were able to do for me. The weekly therapist sessions were invaluable, they helped support me writing letters to court, as I am not the best writer, helping me get my two younger children back and as a result a council house for the 3 of us. If you want supporting, HHP are there for you, they really did turn my life around!”

## TRUSTEES & SENIOR MANAGEMENT

**Chair of Trustees:** David Thomas

**Trustees:**

- Naomi Atkinson
- Stephen Day
- Lee Evans
- Clair Challenor-Chadwick
- Jen Denning
- Tasha Cull
- Gill Heseltine

**SENIOR MANAGEMENT**

**Chief Executive Officer:**

Francis McAllister

**Head of Client Services:**

Giuliano Achilli

**Financial Controller:**

Alison Balsdon

**Fundraising and Marketing Manager:**

Nicola Ridgway

# THE TEAM

**We believe that it is only by working together that we will end homelessness. We would like to thank all our staff, volunteers and trustees for their ongoing support and commitment.**



“During my role as Support Worker at HHP, I have supported a number of clients getting them into further accommodation. The support we give clients varies and is very much managed on a case-to-case basis. Some clients may need support with finances and bills, others for mental health, self-care and a variety of other issues to help them towards independence. They face a lot of hurdles and knock backs and it’s amazing to see their confidence grow as time passes. As a support worker, I enjoy seeing the progress that someone has made, often something they may not even notice in themselves. It’s nice knowing you can help, providing them with someone they can trust and confide in, something they might never have had before.

**Amy - Support Worker**

“I said from day one, when I get out of here, I want to work here. I love my role as Hostel Worker, I feel like I can really talk to people as I understand what they are going through. Someone even referred to me as being an inspiration, that was pretty good! I would love one day to possibly develop myself further, into taking on a support worker role and possibly doing some form of counselling qualification.”

“I can’t believe how things have changed for me in less than a year. I am off the drugs, have my own property with the possibility of getting something bigger after a year, so my children can come and stay. I have a job, a new girlfriend, life is good. Thank you HHP.

**Joel Johnson**

**Ex-Client and now employed as Hostel Worker at HHP**



“Anyone who is thinking of volunteering that whatever their gifts and talents, they will be very warmly welcomed and valued at HHP. They will be supported by wise and dedicated staff. Every day is different at the hostel and at Springboard and every day brings interesting challenges and developments. So volunteering at HHP is exceedingly rewarding. I think that I would say it is also a just and right thing to do: it seems to me that there is considerable social inequality in Harrogate and joining in the work of HHP is a step in the direction towards mitigating that.

**Helen Ball, Volunteer at the Hostel since 2016**



# THE FUTURE

As we enter the final year of our 3-year strategy we are in the process of delivering on all objectives. At the core of our strategy, was building a support network for clients, helping to increase their confidence and self-esteem. As our services have evolved and grown, they have developed in response to the needs of clients. As a result, we have invested in 'Move on' housing which helps clients start to live more independently with a 'light touch' level of support. This helps with budgeting, organising household chores, shopping and getting used to living in a more independent way. This significantly increases their chance of successfully maintaining their own tenancy in the future.

At this stage the support changes from being

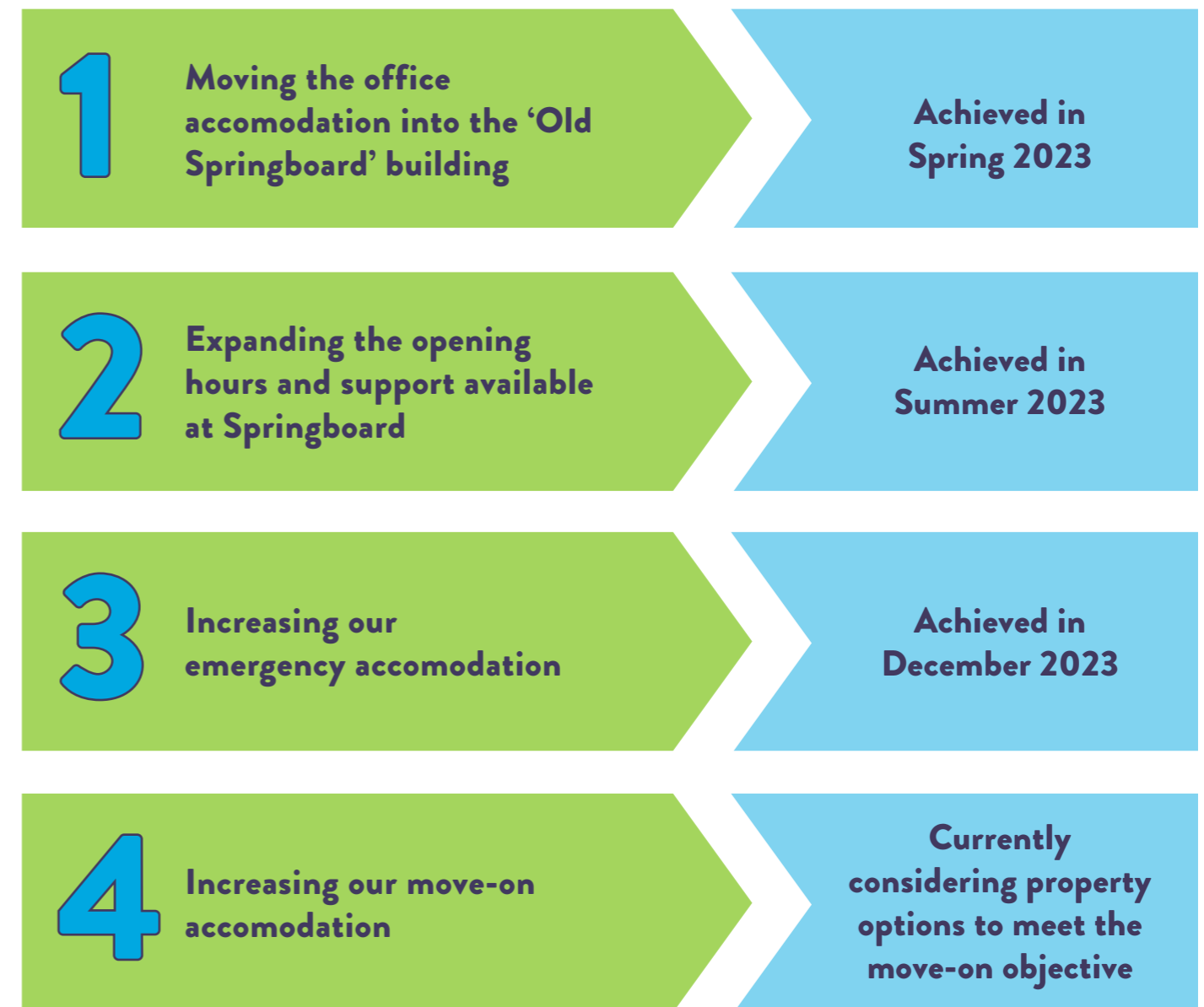
very intensive to helping with managing finances, helping the client to look for independent accommodation and checking to make sure they are coping with the changes. In addition to 'Move on' housing we have increased our staff resources so that we can support the increase in clients who are experiencing homelessness. This is a significant change as people are struggling to pay the high level of rents charged by private landlords. The lack of social housing within the Harrogate area compounds the need.

The final stage of our strategy will see the purchase of one more move-on house, which we hope to purchase and complete on by the end of 2024.

# THREE YEAR STRATEGY

formulated by the management team, facilitated by a consultant from the Lloyds Bank Foundation and approved by trustees in Jan 2023

## FOUR MAIN STRATEGIC OBJECTIVES





6 Harrogate Homeless Project literally saved my life! I had hit rock bottom, with nowhere to go and no idea what the future had in store. Just over a year later, I am about to move into my own house and regain my independence. I have also become a volunteer, helping out at Springboard, day centre. Thank you HHP!

**John, HHP Client (name changed)**

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## HARROGATE HOMELESS PROJECT LTD

**HOSTEL** 7 Bower Street, Harrogate, HG1 5BQ

**SPRINGBOARD** Lower Hall Wesley Centre, Oxford Street, Harrogate, HG1 1PP

**T** 01423 525384 **E** [contact@hphostel.org](mailto:contact@hphostel.org) **W** [www.harrogate-homeless-project.org.uk](http://www.harrogate-homeless-project.org.uk)

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