

## STONEPILLOW CHICHESTER HUB: 2022

### STONEPILLOW IN 2022



Stonepillow is the leading homelessness charity in Chichester, providing a safety net for those who have nowhere left to turn. We offer a wide range of services that prevent, relieve, recover, resettle, and restore the lives of some of the most vulnerable member of our community. Daily, our staff help vulnerable people recover from acute mental health and substance misuse issues, working to mitigate and manage the risk caused by underlying health issues, risky behaviours and past trauma.

Some services have been running over 30 years – some are newly launched as a result of the pandemic. You can read more about how the pandemic has changed the shape of our offering [here](#).

2022 has been a busy, challenging and high achieving year at Stonepillow. We have expanded as an organisation and now have 106 members of staff. Important developments have happened and new services have come online;

- OLAC (Older Looked After Care Leavers), commissioned by WSCC, went live in April 22
- UASC (Unaccompanied Asylum Seeking Children) service was recommissioned and continues to run for the next 5 years.
- Our Integrated Health Team was formed including a Mental Health Practitioner, wellbeing and substance misuse workers and a specialist within St. Richards Hospital A&E; seeking to reduce A&E revolving door clients and ensure no one is discharged out onto the street.
- RSI (Rough Sleeper Initiative) services have been recommissioned for 3 years following a successful funding bid jointly with CDC and ADC.
- Restore opened its new shop in Terminus Road on the 9<sup>th</sup> January, with the old shop transformed into a donations hub. Restore this year has fulfilled 70 Crisis Grants for CDC.

### CHICHESTER HUB

Chichester Hub services and opening hours have resumed full services and opening hours following the pandemic. It has indeed become a much busier environment and we are open 7 days per week 365 days per year. <40 people per day visit the hub and we work closely with CDC to get those who are street homeless verified, assessed and temporarily housed either within Stonepillow or alternative temporary accommodation. Core services include to



- ✓ Provide direct access to a safe place, meals cooked by volunteers, showers, clothing and advice and support for individuals in need. Available normally Monday – Friday, 9:00am - 4:30pm, and 9-1 weekends.
- ✓ Carry out risk and personal needs assessments to identify their needs particularly around housing, health and work.
- ✓ Make available onsite or through appropriate referrals relevant support and services including: GP; personal care; housing; benefits; substance misuse (inc. needle exchange); mental health support; support for learning difficulties; education and employment.
- ✓ Monitor the impact of the service on individuals and using the resulting data, check and refine the support pathways provided.
- ✓ Continue to facilitate their access to a range of move-on opportunities and accommodation and to continue to support their resettlement.
- ✓ Work in partnership with other organisations and clients to offer the best service possible.

The Hub's role is pivotal to all our services, providing a first point of entry for those rough sleeping or under threat of homelessness. The Hub building also houses the RSI team, recently recommissioned from 2022-2025, with other agencies hosted regularly including CDC outreach and Housing Options team sessions, therapeutic sessions, Pathfinder, haircuts for the homeless, CGL hep C nurses and much more.

Stonepillow operates 2 different sessions on weekdays; the mornings an open house where anyone can attend for shower, food and support, and the afternoons focused on appointment-based support, activities and interventions. This provides a focus to afternoon activities and encourages those attending to engage with a service that will support their journey towards independence. This structure works well to both increase the efficiency of the different services on offer and to encourage participation and engagement with additional services and sessions.

We have been fortunate to have been able to completely refurbish the Hub kitchen this year, thanks to a £20,000 grant from the Morrisons' Foundation. Equipped with stainless steel commercial grade fittings, the Hub's food provision is now future-protected and the environment is far better for the many volunteers who come in to cook breakfast and lunch for our clients – 3379 meals to 225 people in 2022.



SWEP (Severe Weather Emergency Protocol) is a vital and lifesaving service which is delivered from Chichester Hub. Activated by CDC when the temperature falls below zero or severe storms are forecast, small office spaces and 1:1 rooms upstairs in the building are converted into temporary bedrooms which anyone still rough sleeping can access. It was actioned on 13 nights last year;

preventing rough sleeping clients from being exposed to extreme heat, cold and/ or stormy weather. This is a vital lifesaving service; and with the onset of more extreme weather conditions, the Hub is unique in its ability to activate and staff SWEP within hours of the decision made by the local authority. Staff go above and beyond to make this happen; 1714 in December 2022 cancelling family and Christmas plans to ensure the service was delivered. Without their commitment and the service availability, outcomes for rough sleepers would be disastrous.

We have noticed an increase in families asking for help and support. This is outside our single person remit but nevertheless we provide emergency food packages to some families who are in crisis and signpost them to CAB, West Sussex Hub and others who can provide further help and support. It however is an emerging theme which we are concerned about.

## FUTURE PLANS

Over the last 4 years we have seen growth in individuals attending the Hub – only during Covid did we see a small decline due to the Everyone In initiative and various lockdowns. We don't anticipate this trend changing as the cost of living crisis exacts its toll on the client community who access our services. The 35% increase in contacts/connections the Hub has experienced over the last 4 years clearly demonstrates the increase in complexity of clients' needs which creates additional pressure on services; the reflects the intensity with which we are needing to support individuals.

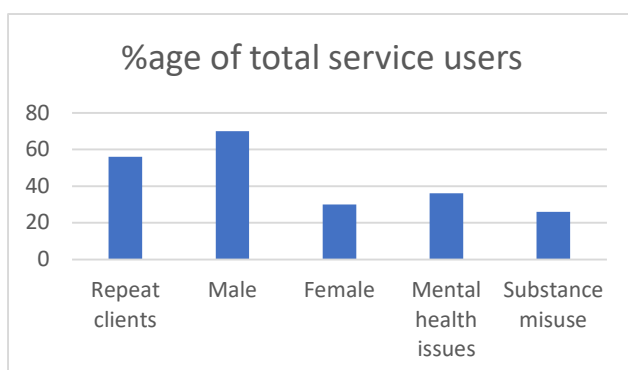
The numbers attending the hub vary from 25-40 per day – meaning we need to ensure the Hub service is delivered efficiently and effectively. Opening every day is vital; we saw the impact on clients for the period of time that our Bognor Hub was forced to close 3 days / week. This led us to prioritise seeking funding to return to daily opening for Bognor Hub, the pressing need for which enabled us to secure part funding from the Henry Smith Charity.

## IMPACT

The Hub has impact in 2 key areas: meeting basic needs, and supporting and guiding clients through to positive move ons in their lives and into suitable accommodation. Achievement in 2022 include:

**328** individual clients supported throughout the year with over 6707 client connections (121 support / visits / groups etc).

**181** of these clients are 'repeat clients' who access the service regularly for basic facilities / ad hoc 121 support / food (breakfast and lunch) / and to reduce social isolation – even once they are housed. 118 had mental health problems, 85 substance misuse problems, 230 were male and 98 female.



**147 positive move ons** facilitated by the Hub (into hostels / PRS / tenancy sustainment / temporary accommodation / emergency accommodation / stay in homes etc). The average length of time from engagement to move on for those who made a positive move on was 3 months (we call this intensive case management).

Additional sessions from partners delivered:

- **Haircuts for the Homeless:** 12 sessions, providing 94 haircuts for homeless people
- **AA meetings:** 28 groups this year (attendance data held by AA).

- **Needle Exchange:** Open 365 days/ year supporting approx 19 people a month (includes external non-clients for a community support)
- **Facilitated art from Pallant House:** 6 months' course, 12 sessions with 7 clients attending
- **Budgeting workshops:** 6 sessions led by support staff with 24 clients attending
- **Cooking workshops:** 6 sessions led by support staff with 14 clients attending
- **Women's only therapy:** Esther Project group work; 11 sessions supporting 22 women
- **GP:** 42 sessions held, some have been virtual (attendance is confidential)
- **Confide counselling (121 counselling):** 199 counselling hours taken up by Chichester Hub clients for 121 counselling sessions
- **Pathfinder referrals (community mental health support with St Richards Fellowship):** 61 clients referred to community based mental health support
- **CGL nurse attending since October 2022:** 16 sessions allowing access to CGL harm reduction access (Health checks / alcohol reduction support / accessing rehab / counselling / prescribing medication for opiate harm reduction)
- **NHS digital health access:** since October 2022 we have supported 54 clients to access virtual GP / repeat prescriptions/ telephone health support.
- **Samaritans:** 22 sessions delivered, attendance is confidential.

**Meals served** – 225 individuals accessing for food (breakfast and lunch) with 3,379 meals issued (breakfast 504 and lunch 3179).

## FEEDBACK

### Partners

*Pathfinder – 'a great clinical room where we can meet with clients who need mental health support and clinical input and see people in a space where they feel comfortable.'*

*CGL – HEP C Nurses – 'it is useful to have a central place where we can meet those clients who are harder to reach and undertake the screening in a suitable environment.'*

### Clients

*Dear Toby, thank you from the bottom of our hearts for all the valuable and generous time, effort and help you put in personally for myself – it is very much appreciated. Kind regards and best wishes to you*

*I can attest that I was in the great care of Stonepillow through a very tough time in my life. I received warmth, food, showers, clothes, and a roof over my head without judgement. This – and I do not speak lightly, saved my life. I wish to extend thanks for the kindness, understanding and generosity. Anyone can become homeless, and as the recent pandemic has proven all it takes is one circumstance to alter and it can change your whole life.*

## BUDGET 2023

<b>Chichester Hub (Old Glassworks)</b>	
<b>Income</b>	
Chichester District Council	<b>25,000</b>
Trust Funds	<b>40,000</b>
	<b>65,000</b>
<b>Expenditure</b>	
Salary Cost	<b>102,530</b>
General Insurance	<b>1,630</b>
Rent	<b>33,600</b>
Gas and Electricity	<b>20,000</b>
Rates, Water & Sewerage	<b>3,000</b>
Refuse Collection	<b>1,000</b>
Cleaning	<b>920</b>
Information Technology	<b>3,000</b>
Security	<b>2,000</b>
Repairs & Renewals	<b>4,000</b>
Printing, Postage & Stationery	<b>600</b>
Travel and Mileage	<b>800</b>
Food	<b>510</b>
Telephone	<b>2,000</b>
Sundries	<b>510</b>
	<b>176,100</b>
Deficit	<b>111,000</b>

Annual funding is a challenge for Stonepillow and doesn't provide a stable funding environment for renting a building or confirming staff are still in post. Contracts extended by CDC and WSCC do not include cost of living increases for salaries which impact on our bottom line, and the expectation continues to be that more will be achieved for less. Community fundraising and individual giving has fallen dramatically since the pandemic, we are needing to self-fund more and the next fiscal year sees us setting a deficit budget for the first time in a long time.

We already must fund a shortfall for the Hub, and as the building ages we are responsible for all refurbishments and repairs – with a leaking roof currently expected to cost <£10K to fix! However, it is an ideal location, perfect size, well known to all by either word of mouth or publicity. We never turn anyone away and have removed charges for entry, use of washing machines etc as this was preventing many in critical need from engaging with us and receiving the support they require.

Staffing levels provide 3 Hub workers on Monday to Friday and single person cover at weekends, supported by the RSI team in the upstairs offices (funded by central government as a commissioned service). Please note this budget doesn't include overheads, which Stonepillow need to cover.