



supporting homeless people

2015 Impact Report

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## Purfleet Trust Impact Report



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## Chief Executive Foreword

As Chief Executive of The Purfleet Trust I am privileged to work with an incredible team of both paid staff and volunteers, who continue to inspire me every day. Their commitment and dedication to supporting those who are most vulnerable in our community is recognised locally and nationally and I would like to thank them all for their contribution to helping us towards achieving our mission to eradicate homelessness in West Norfolk.

“I take this opportunity to thank everyone who supports our work”

We recognise we cannot achieve our aims on our own. We have developed strong partnerships locally working with Police, Local Authorities and housing associations to find solutions to homelessness. However, we continue to work with the national homeless community to share good practice, discuss ideas and learn from experiences in order to find the best solutions to tackling the impact of homelessness.

We agree with other homeless services that the long term solution to reducing homelessness is through the provision of good quality, affordable housing and improved employment prospects. We believe that our role in supporting people to achieve both sustainable housing and paid employment is through the delivery of good quality training.

## Chairman Foreword

At Church recently we had three appeals. Two of them were help with people overseas and one for those working locally. It brought home to me that, as a society, we are relatively well-off. Some more so than others. However, a need is a need, however relative our situation and even in our well-off Britain, there are plenty of folk who need support.

A recent newspaper article highlighted the plight of the homeless saying that since 2010, homelessness has risen nationally by 55%. A group working with young homeless in London can only respond to the lack of accommodation by giving young people bus tickets to travel around and sleep in our capital in buses. I have to admit that the figure and situation came as a real surprise to me, living here in King's Lynn. I am sure this is due to the effectiveness of the team at the Purfleet Trust in meeting the needs of so many local men and women who require befriending, accommodation and training.

It's been an interesting year for us here at Purfleet. Nothing new there! The uncertainty of the General Election and the anticipated challenges of the new Government's first Budget have dominated the main part of the year. Although, there again, challenge is what we do best! It's no understatement to claim that whatever life has thrown at us, the team at Purfleet, led and inspired by Paula, has taken stock of the ever-changing environment and looked self-critically at what we do and how we can meet these demands.

When talking with Paula a few months ago, she said that what really makes the difference is 'compassion' and I was reminded of a quotation from, Georges, the first Companion of the Emmaus Community, recounting the effect that Abbé Pierre had had on him. Speaking of the pointlessness of life he said, "Whatever else he might have given me - money, home, somewhere to work - I'd have still tried to kill myself again. What I was missing, and what he offered, was something to live for." Unless we have compassion in our work with others - especially with those in need, whatever that need may be, it is an incomplete response to another human being.

In 2013 we opened our first pathways training house in Partnership with Freebridge Community Housing. Due to its success we opened another one later that year increasing the partnership to include The Borough Council King's Lynn & West Norfolk. These houses provide opportunities for single homeless people to gain the skills and confidence needed to live independently. We aim to open a further two by the end of 2015 including a house for women.

With funding secured until March 2016 via the Single Homeless fund we are working with partners as part of a portfolio across 8 local authority areas to deliver services Norfolk wide for single homeless and to develop a county wide MEAM service.

We will continue to evaluate and develop our services to meet the evolving needs of our clients and the local community and with the support of our Board of Trustees we will ensure Purfleet Trust remains a key partner in providing care and support to our most vulnerable people in King's Lynn & West Norfolk.

I take this opportunity to thank everyone who supports our work and I hope this report provides you with some insight into our work and our achievements for the year.

Best Wishes  
Paula Hall - Chief Executive.

Compassion is what makes us attractive and trusted. Compassion is makes us question what we do, and compassion counters complacency.

“Compassion is the oil of the Purfleet way of doing things”

But compassion is also found in others who support our work. The on-going support of so many groups and individuals has been a deciding factor in many instances between success and an on-going issue. I will leave Paula to elucidate on this long list of partners. Suffice it to say there is an enormous gratitude to many.

In changing situations staffing has also changed. New roles, new projects have been met with work so far beyond what can be reasonably expected of them. Yes we have some fantastic volunteers - but paid staff have also given so much more than their contracts demand of them and on behalf of the Trustees, I thank them.

I cannot conclude this report without thanking my fellow Trustees and Management Committee for their time and patience. I need to single out Jim Milne who has done much to support Paula, to Brian Allen who, with Richard (our accountant) and Erna, has burned the midnight oil to keep our books balanced and to inject realism when planning our next venture. Above all, though, thank you to Penny Dossator who has done so much of the work I should have been doing!

It is no surprise that my greatest thanks go to Paula. Her tireless efforts to keep us afloat financially, her support and leadership of her team, the ever-growing network of partners and benefactors and her on-going professionalism are the real jewel in our crown. On behalf of us all, Trustees, staff and service users, I thank you.

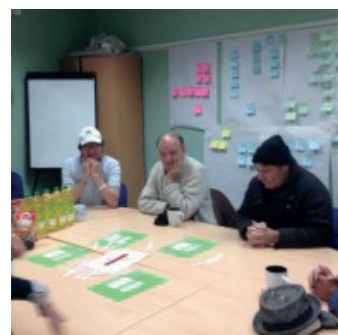
John A E Belfield, Chairman

## A Little About Us

The Purfleet Trust was set up as a charity in 1993 to provide help for single homeless people in King's Lynn and West Norfolk. Its services now include housing advice to help people find accommodation, support to help them maintain their tenancies, a rent deposit scheme and a Pathways Centre providing a daily hot meal and the opportunity to gain some essential life skills. The centre can be used as a postal address and there is free access to both computers and the telephone.

The organisation relies on charitable donations, including charitable trusts, Crisis, Local Authority, Big Lottery as well as generous donations from the local community. We are grateful to all our donors as we would not be able to conduct our work without their support.

# Pathways Centre











All clients are given an initial assessment in order that their immediate needs can be identified and met.

## Pathways Centre

The Pathway centre is often the first point of contact a homeless person has with Purfleet. We provide a safe, supportive, welcoming environment where single homeless can access a range of services.

We are committed to offering the appropriate level of support to enable an individual to access the information and help they need; our initial assessments help us to understand the needs of our clients and provides us with the information we need to work with them to put together a support plan to enable and empower them to achieve their personal goals. Our services include:

-  Accommodation
-  Showers
-  Laundry facilities
-  Change of clothes
-  Benefit support
-  Job search support
-  Functional skills courses
-  Basic life and social skills support

We use the outcome star monitoring tool to work with each individual at their own pace to build confidence, address specific needs and to improve their life skills so they can live independently and contribute positively to their community.

## Case Study - Owen

Owen first came to Purfleet in July 2014. He found himself street homeless after a relationship breakdown which he attributes to the sudden death of his dad and his inability to cope with the grief. Although Owen was homeless and dealing with the bereavement of his Dad this didn't stop him trying his best to get back on his feet. However, Owen found it a struggle to find anyone who could help him as he did not reach the threshold or meet the criteria for a specialist support service. Then a client of our service suggested he accompanied him to Purfleet where he was assured he would get the help he needed.

Owen would come into the daycentre every day, job-searching and looking for accommodation.

“He would be very proactive in trying to improve his situation”

Within a couple of weeks he was offered accommodation at Genesis Housing. Owen moved into Genesis and continued to work with Genesis and Purfleet productively and within 8 months was offered his own accommodation.

Owen now volunteers his time at The Olive Branch charity shop. He has also just completed his level one in Retail within the Purfleet with a pass mark of 100%! Owen's retail tutor was so impressed with him that she has asked him to shadow her and assist her on the new level one retail course. He is also in the process of completing his PTTLs teaching course.

“Owen has a great ‘can do’ attitude”

His progress over the last 8 months has been inspirational. Owen has a great ‘can do’ attitude and is currently supporting new learners on the retail course as well as helping informally in the day centre helping his peers to be able to use the computers for learning and job search.

Owen's goal is to one day reconnect with his children. This has been the strength through his entire decision making and although he has his lows at times this keeps him focused.

## Case Study - Sara

Sara has battled with alcohol addiction for over 20 years. This has caused a marriage breakdown and the loss of her property.

Sara was employed as a domestic at the Queen Elizabeth Hospital for 12 years, managing to uphold a competent role throughout her sickness, but last year the alcohol got the better of her, it caused liver failure, seizures and at one point her heart stopped. This unfortunately caused Sara to lose her position at the Queen Elizabeth.

She had hit rock bottom.

“Sara then made the brave decision to admit herself voluntarily in to Wellbeing Clinic for detox”

This was a turning point in Sara's life.

Sara first came into the Purfleet Trust in December 2013 after hearing about us from the NRP. She was immediately interested in our Hospitality course.

Through further conversation Sara and I discussed supporting her in job search and using the computer as she was very keen to gain employment.

Sara completed the Hospitality course and would come in once a week for job search and a general chat about how she was feeling.

“Recently, all of Sara's hard work paid off”

She gained employment as a cleaner at Debenhams clothes store. Sara said “Although it is tiring work going back into employment was the best decision I made, I love it.”

## Case Study - Karl

Karl had spent 3 weeks sofa surfing after returning from New Zealand. He was unable to claim benefits for 3 months as he had been out of the country too long. He had no money, his morale was low and he didn't know what to do with himself.

Karl did have a good support of friends that accommodated him while he was looking for work. We supported Karl by providing food, washing, showers and job search support.

“Karl was very keen to volunteer at the Purfleet as volunteering had been something he had done before and knew it benefited his mental health”

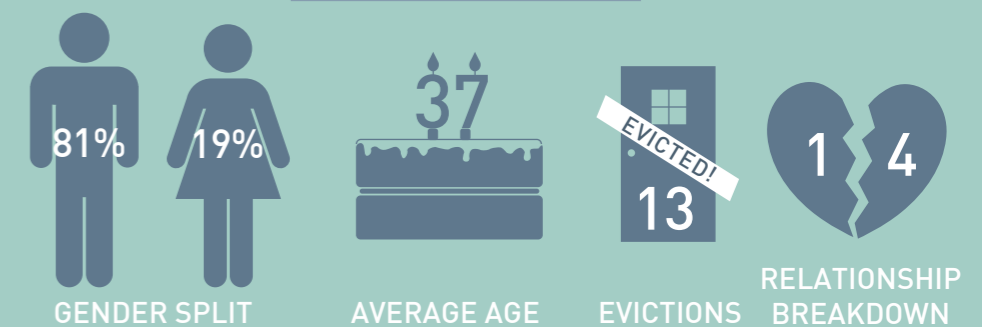
He started helping out at the Olive Branch Café and became a great asset to the café. Karl also assisted in the Pathway to Wellbeing workshop, delivering a cooking session to learners.

Karl was determined to gain employment and applied for a wide variety of jobs. When he saw a vacancy for a local bus driver he knew he would be in with a good chance as he had previous experience. We provided an interview outfit for Karl. He attended the interview and the job was offered to him.

Karl was very pleased but it was going to take time to go through the initial training for the job and his financial position caused him distress. We continued to support Karl with his dinners and showers until he received his first wage.

Karl is now a bus driver for our local depot. He has his own accommodation and still volunteers for Purfleet when he can.

## Initial Assessments



## Pathways Centre Activities:

Each month we support an average of 125 people in our centre. We help with:

- Job applications, Universal Jobmatch, CV writing, JSA Claims
- English as a Second Language (ESOL)
- Welfare benefit claims
- Pathway to Wellbeing
- Functional skills, cooking for beginners, Reading and Writing

## Christmas with our clients

Every year with the generous donations of food from Buckingham Emergency Food Appeal (BEFA), Purfleet invites clients, Board members, staff and our local supporters to celebrate Christmas with us. This year we held our Christmas lunch at our Community Café. This was an incredible day with 95 Christmas lunches being served thanks to our café supervisor, Kim who lead a group of our volunteers and clients to deliver a fantastic lunch.

“This was an incredible day with 95 Christmas lunches being served”

Our local community generously donated gifts so every client received a Christmas gift, and for many this will be the only gift they receive for Christmas. We feel it is important that we show our clients they are cared for at this often difficult time of year and thank everyone who kindly provided the wonderful gifts.

“Our local community generously donated gifts so every client received a Christmas gift”



# Volunteering

## Volunteering at the Purfleet Trust 2015:

This year has been yet again another great year for volunteering at the trust. We have at present 23 volunteers who volunteer both at the centre and at our charity shop The Olive Branch in Fairstead. Carrying out a range of roles which include daycentre helpers, charity shop helpers, drivers, fundraisers, housing advisors, reception and admin support, communication officers, coffee shop assistants and gardeners.

The volunteers have put in an average of 490 hours a month between them which gives us a massive grand total of 5882 over the course of the year.

The volunteers have worked extremely hard and we are forever thankful for all the lovely volunteers new and old who we could not run our organisation without. Keep up the good work!!

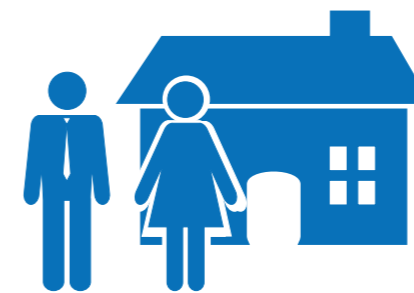
Anyone interested in volunteering please contact Toni Pegg at the trust.

# Housing



## Services provided:

- Support to 13 tenants over the year in 2 Pathways training houses
- Delivered 96 housing advice sessions offering advice to 191 people
- Assistance with finding accommodation for 32 people in the private rented sector.
- Providing ongoing tenant support to 45 SmartMove tenants to help them maintain their tenancies
- Help with form filling including JSA, Housing benefit and Local Assistance Scheme



## Case Study - James

My name is James and I am 48. I do not have any family, but have children. I have unfortunately been street homeless for quite a long time which has caused me a great deal of social and mental distress and fear, also the concern of my personal safety in being able to decide on suitable locations to sleep and rest.

“this was my last and hopeful opportunity of help and support”

I was born and brought up in King's Lynn, but decided to move to Downham Market for a change of scenery, but most importantly of all to escape the drug scene, as this has been a major problem for me. The best option for me was to decide to relocate. As Downham Market was in a short distance from King's Lynn and I liked the locality, I was very confident that this would be the best solution for me in the long term and as I had a job there my life was fulfilled. While living there I met a woman and we became a couple and lived together, however my relationship broke down and I had to move out of the property.

“I was just so happy that I found someone who said yes to me”

The next stage of my life involved me serving a very long prison sentence relating to all my crimes involving drugs. This was the worst time of my life and never have I felt so ashamed, alone and frightened. The only positive aspect of being in prison was that I was totally away and had no temptation of becoming involved with individuals whom have contributed to the fact I have ended up in this dreadful state.

## Achievements:

- Prevented 12 evictions
- Helped 32 single people into accommodation
- Designed and delivered bespoke tenant training course
- Retained a group of excellent volunteers and helped one volunteer to gain employment with the BCKLWN
- Worked with our partners to ensure we have strategies for ensuring we keep single homeless off the streets.

## Plans for 2016 include:

- Opening 2 more pathways training houses including one for women
- Delivering bespoke tenant training to single people to help them gain the skills and confidence they need to live independently.
- To reduce the number of people returning to the streets through the delivery of our comprehensive interventions.

On release from prison I was again homeless and had no opportunity of accommodation not even a hostel. This is when I approached The Purfleet Trust as I felt this was my last and hopeful opportunity of help and support. I have attended a Panel Meeting and was accepted for Phoenix House. “I was just so happy that I found someone who said yes to me”, “when you have no family or anyone else to help you it just means so much”.

It is great to know that if I need any help or advice it is always available at Purfleet!

I moved into Phoenix House in February 2015, first of all felt a little nervous and strange, but after a while I started to settle down into my new home life. After being street homeless and spent time in prison you begin to feel rather mixed up and uncertain within yourself and it takes time to find your way back into society and settle down.

My plan for the future is to move into independent accommodation, find a job and then to hopefully rekindle my relationship with my children who I miss and love so much. At present I am attending various training workshops which are helping me to manage my priorities and think better and clearer about my personal responsibilities. The staff at Purfleet Trust have also encouraged me to address my drug addiction. At the beginning I was supported to attend my appointments at NRP, from now on I attend my appointments by myself and I have slowly begun to feel better and see clearer where I intend my life to lead. It is great to know that if I need any help or advice it is always available at Purfleet!



# MAKING EVERY ADULT MATTER (MEAM)



I have provided many services throughout my time at Purfleet, these include:

-  Welfare/Benefits Help
-  Someone to talk to when no one else will listen
-  Bank Support
-  Housing Support
-  Attending GP Appointments
-  Court/Probation/Prison Support

Following our successful Pathways to Independence Project (PIP), we were able to work with our partners across 8 local authority areas in Norfolk to secure funding to March 2016 from the single homeless fund via DCLG. With this funding we are able to share good practice with our partners on how to work with complex needs and enhance the work we had started with the PIP to develop a County wide MEAM service throughout Norfolk.

As Intense support Worker / MEAM Co-ordinator my role involves working with the more difficult to engage client living with complex needs including homelessness, drug and alcohol misuse, mental health issues and offending behaviour.

This year 18 people have been provided with intensive support including:

- Welfare benefits support
- Help with banking, utilities and other financial issues including debt
- Help to attend appointments with GPs, Hospital, Job Centre, Courts, Probation
- Attending Courts to provide support and help to reduce prison sentences
- Working with key specialist support agencies
- Help with issues relating to overall Health and wellbeing

- Someone to talk to when no one else will listen
- Building trust and offering whatever support is needed to help my clients to get to where they need to be.

The biggest challenges I have faced this year would be:

- Clients being unable to access appropriate support from mental health services. This is often due to clients having drug and alcohol issues, not reaching the threshold for a service resulting in exclusion from essential services. This has major consequences for the clients and impacts negatively on my work as mental health services are integral to my role as I need to ensure my clients are engaging with the support services that will benefit their health and wellbeing.
- Funding for the project limits the development of the work as we are restricted on the number of clients we can take on our caseload and the time we can spend with them.

This has major consequences for the clients as it is essential that they engage with appropriate support services that benefit their health and wellbeing.

In my plans for 2016 I would like to develop the MEAM approach throughout West Norfolk.

Georgina Futter



## Case Study - Lucy

In November 2014 we received a referral from prison for the housing team about a woman, Lucy, who was due for release and assessed as being high risk.

Following a housing assessment Lucy was referred to me for intensive support. I invited her for an appointment with me which she attended. I completed an initial needs assessment / risk assessment with her and identified Lucy clearly met the criteria for a service.

Lucy's journey has not been without its challenges. We have worked hard together to overcome numerous barriers to engagement along the way. It was a struggle to find her suitable accommodation at first due to her offending behaviour.

I have had to be really sensitive in the way I work with Lucy, as although she is an offender, Lucy is also a victim; she suffered many years of sexual abuse and had not received any support for this. This has had a serious impact on her ability to trust and engage with professionals.

Lucy was released without being referred to any support services or agencies except Purfleet although she clearly had mental health related issues as a result of her years of abuse. She admits to using drugs and alcohol to self-medicate which she says helps her to cope with her mental health issues.

I have managed to support her to attend NRP to address her substance misuse which she attends weekly and is now also receiving specialist support from the matrix project addressing her sexual abuse. She is currently receiving counselling for being both a victim and a perpetrator. I admire Lucy for her commitment to making the serious changes in her life that will help her to integrate into her community and provide her with the opportunity to function as an independent woman.

Working closely with my colleagues in the Council's housing team and with Freebridge Community Housing Lucy has now secured suitable, affordable accommodation. Although she still has many challenges ahead of her, moving into her own accommodation will provide her with the foundation she needs to move forward. I look forward to supporting her through the next stage in her journey.



# ☎ Training 📖









## Services provided:

- Starting new training courses. Enrolling applicants for these and promoting them to external agencies

## Achievements:

- Training courses up and running with 42 learners starting on courses so far and 29 already completed.

## Training Impact:

	Course	Participants	Completions	In Progress
	CUSTOMER SERVICE	18	9	7
	HOSPITALITY	4	4	0
	RETAIL LEVEL 1 AWARD	11	10	0
	RETAIL LEVEL 1 CERTIFICATE	6	6	0
	RETAIL 2	3	0	3
	ESOL	58	0	0

## Plans for 2016:

- To build on the achievements in the day centre to create a Health and Wellbeing hub for homeless and vulnerably housed adults in the Kings Lynn and West Norfolk area.
- We aim to provide a wide range of both activities and accredited courses that will assist clients with multiple needs to achieve their goals (as set out in their care plan) of becoming healthier and advancing their wellbeing.
- We want to create a constructive and nurturing environment where we are encouraging clients to move forward and participate in activities that will increase their sense of health and wellbeing.
- There will be various sessions on offer each week with a timetable available in advance to allow clients to sign up for sessions and plan their weekly activity.

# Café ☕



## Services provided:

- Supervision of the day to day running of the café
- Working within the community to build links
- Organising and running events
- Working with other organisations to provide work placements for their clients
- Delivering the hospitality course

## Achievements:

The introduction of the hospitality course at the café and subsequent passes of four trainees so far, with more lined up for the next course to be delivered at the day centre.

Working alongside other organisations to help and support their clients in the work place has been very successful and strong links have made.

Personal achievements have been attained by both staff and volunteers at the café through education and training and has led to the growth in confidence and abilities.

Social events at Christmas, Easter and early summer were successful in providing information and awareness of the Trust and also to raise funds.

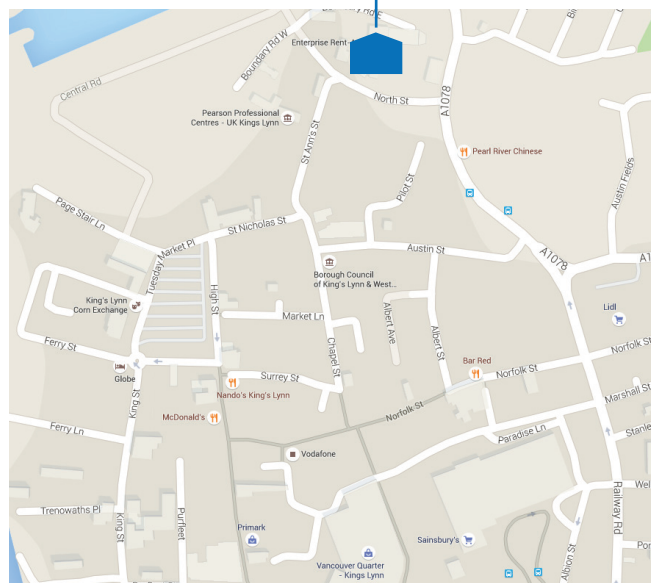
## Challenges:

Although the hospitality course is now up and running, initially it was quite challenging and there were a few teething problems to begin with, however these have now been overcome and I am quite confident that this course will continue to grow in the future.

“We offer a café facility with a comfortable inviting, sociable atmosphere providing good food to everyone in our community”



We are here...



The Purfleet Trust  
5 St Ann's Fort,  
King's Lynn,  
Norfolk,  
PE30 1QS

01553 767829  
[www.purfleettrust.org.uk](http://www.purfleettrust.org.uk)



Registered charity number: 1037276  
Supported by Hain Daniels

President  
The Right Reverend Jonathan Mayrick,  
Bishop of King's Lynn

Patron  
The Mayor of King's Lynn & West Norfolk

Rev John Belfield (Chairman)  
Brain Allen (Treasurer)  
Trustees  
Rev Christopher Ivory  
Eileanora Ni Charthaigh  
Penny Dossetor  
Jim Milne

**Our Team**  
Paula Hall  
Davina Rudd  
Erna Gotyar  
Mandy Mills  
Victoria Smith  
Toni Pegg  
Jelena Golceva  
Sam Easthall  
Georgina Futter  
Angela Callaghan  
Amanda Lewis  
Claire Kennedy  
Jaroslav Uba