



emmaus

Sheffield

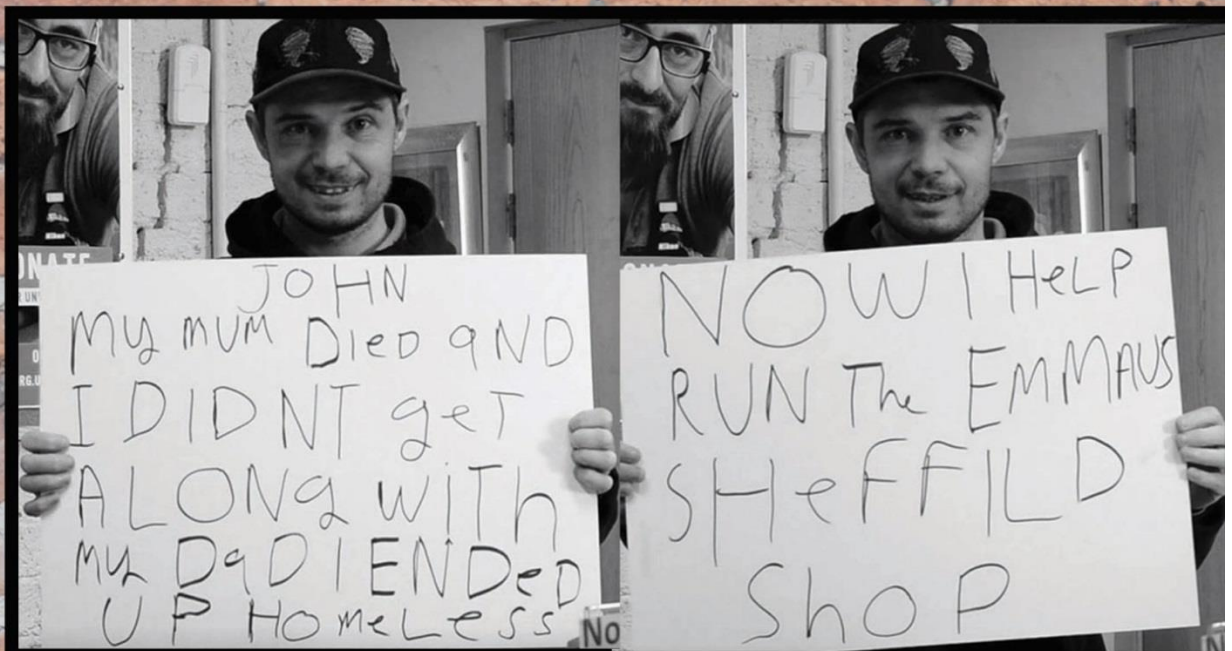
working together to end homelessness



SHEFFIELD CITY COUNCIL

TACKLING INEQUALITY GRANT FUND

ANNUAL IMPACT REPORT 2019



OVERVIEW

Emmaus Sheffield provides a unique environment, where those who are suffering from, or are at risk of homelessness, can find a safe home, meaningful work, friendship and support. Based in a former cutlery works alongside the Sheffield canal, we offer accommodation for up to 18 formerly homeless men and women. Our support team work closely with each of the clients, to establish their needs and to form a training and support plan, designed to overcome personal barriers and provide individuals with the skills they need to achieve independence.

It has been an exciting and challenging year at Emmaus Sheffield. Building on our successes of last year and listening to the feedback from our clients or companions as they are called, our staff, volunteers and other partners, we believe that we have improved the services we offer.

One of the main areas of change has been the approach to mental ill health. We know from experience that mental ill health is extremely common amongst those suffering homelessness. 85% of people who joined an Emmaus community in 2017/18 reported mental health issues, most commonly depression.

A REPORT FOR CRISIS (MENTAL ILL HEALTH IN THE ADULT SINGLE HOMELESS POPULATION (2009)) FOUND THAT HOMELESS PEOPLE WERE NEARLY TWICE AS LIKELY TO HAVE EXPERIENCED MENTAL HEALTH PROBLEMS AS THE GENERAL POPULATION. THE RATE OF PSYCHOSIS WAS 4-15 TIMES AS PREVALENT THAN IN THE GENERAL POPULATION. THE SAME RESEARCH SHOWS THAT AS A PERSON'S HOUSING BECOMES MORE STABLE THE RATE OF SERIOUS MENTAL ILLNESS DECREASES.

We are also well aware that unless identified, mental ill health can easily be left untreated. Therefore, this year has seen our Support Manager commence on a three-year counselling and support course. We know we are not able to provide mental health treatment services, but we want to be able to provide a service that can identify potential problems and then signpost clients to partner agencies and the NHS. Having a higher skilled resource within the community, as a first point of contact, will provide the vital first step for those in need.

The Tackling Inequality Grant Fund, provided by Sheffield City Council, has again this year gone towards the salary costs of the support team, as we believe this is one of the most vital roles within the project. The report that follows will provide evidence of the impact that role has on the lives of our companions.

Throughout this report, we will reference the beneficiary outcomes (1-4), with full analysis at the end.

THE STREETS TO THE SHOP FRONT - JOHN'S STORY

John began his life living with his Mum and Dad in Leeds. His father was an alcoholic and abused both John and his mother. At the age of 17, John's mum died at home in bed from an epileptic fit. This left John at the hands of his abusive father.

At the age of 18, he could no longer be close to his father due to the constant abuse and he ran away to a hostel. He turned to drink to try to deal with the emotional trauma he had been through.

After 2 years living in the hostel, he had to move on, as they couldn't offer him a place any longer, the hostel was only temporary accommodation.

With nowhere to go John found himself out on the street. He survived sleeping rough on the streets of Leeds for 2 years. During this time, he joined a theatre group, which was raising awareness of homelessness. They put him in touch with Emmaus Leeds and he joined the Community there.

When Emmaus Sheffield was formed, John offered to join the community as an experienced Companion. John was happy at Emmaus Sheffield but had the opportunity of a job and his own flat, which he jumped at, as he wanted a 'normal life'².



Unfortunately, John was held back in the work he could do due to his epilepsy, which he had inherited from his mother. He also struggled with coping by himself, without the support of Emmaus he became lonely and isolated.

John came back to Emmaus Sheffield and hasn't looked back since. Working with the support team has seen John's confidence and self-esteem grow far beyond what we first thought would be possible⁴. He has undertaken retail merchandising, customer service, till and computer training. He now works in our shop on the till, booking in collections, deliveries and going out on the vans³. He has also recently become the star of our information leaflets, having been brave enough to agree to share his story with the public.

John now has a secure and safe home and companionship for as long as he needs it. John has also addressed his alcohol use and now never touches a drop².

JOHN SAYS:

"IGNORE THE HOMELESS ALL YOU WANT, BUT YOU NEED TO REALISE THE HOMELESS ARE HUMAN LIKE EVERYONE ELSE. IF YOU DON'T WANT TO HELP THEM AT LEAST SAY GOOD MORNING TO THEM, TO MAKE THEM FEEL HUMAN. BY JUST ENGAGING WITH THEM, IT LETS THEM KNOW THEY EXIST. ONE DAY IT COULD BE YOUR SON OR DAUGHTER OR THEIR CHILD THAT FINDS THEMSELVES HOMELESS. THEY ONCE UPON A TIME THEY HAD PEOPLE THAT LOVED THEM, AND THROUGH NO FAULT OF THEIR OWN HAVE FOUND THEMSELVES ALONE WITH NOWHERE TO TURN. WHEN YOU WALK THE STREETS, YOU ARE IN THEIR HOME AND THEY ARE NOT HUMAN GARBAGE THEY ARE JUST LIKE YOU AND NEED HELP. TRY AND THINK ABOUT WHAT THEIR STORY MIGHT BE AND WHAT HAS LED THEM TO WHERE THEY ARE."

VOLUNTEER SUPPORT



We are extremely fortunate to have a small but dedicated team of volunteers; they help us to bring additional benefits to our companions, which the staff team alone would be unable to manage.

They come from a variety of backgrounds including, probation, police, steel workers and lecturers and all bring their own life experience and skills that are readily shared with our companions.

Stef oversees the running of our workshop, providing training in woodworking and turning, furniture upcycling and basic building maintenance. He has most recently taken a number of companions on a wood turning course and a domestic appliance repair course^{3,4}.

Stef and his team are currently working on a project to build an Emmaus market barrow, made from around 90% recycled timber, which has been salvaged from broken or unusable furniture. This project has seen the companions work from the very first design sketch, though the complex maths required to create their own wheels and eventually to sourcing the correct paint to match the Emmaus logo colours^{3,4}.

Laura runs a weekly art class, where she will take two or three companions for the morning and help them work through their own art projects. Those who take part love the quiet time they spend with Laura, as they are all happy to admit, there is often just as much conversation as there is art¹.

Sessions such as this provide a great opportunity for companions to explore a different side of life and allow them some time away from the pressures and problems of their day-to-day lives. Companions always report feelings of calm, relaxation and very importantly, achievement in creating something that they never thought able to do^{1,2}.



Retired lecturer Tony who has volunteered for several years as a van driver, has recently started a walking club. Once a week, he will take a couple of companions out for a day's walking and a sneaky bacon butty. When the weather is less pleasant, one of Sheffield's museums or galleries will be the destination. The health benefits of this type of activity, both physical and mental, are well documented by the NHS, simple but very effective^{1,2}.

LAURA SAYS:

"BEING A VOLUNTEER FOR EMMAUS SHEFFIELD IS A UNIQUE AND VERY REWARDING EXPERIENCE. AS A FORMER PROBATION OFFICER, I HAVE ALWAYS LOVED BEING ABLE TO HELP OTHERS, SO FINDING SOMEWHERE TO VOLUNTEER, WHERE I CAN STILL USE THOSE SKILLS AND COMBINE THEM WITH MY LOVE OF ART IS FANTASTIC. A MORNING SPENT WITH MY BUDDING ARTISTS IS NEVER DULL, I REALLY FEEL I HAVE FOUND MY NICHE HERE AND WOULD RECOMMEND IT TO ANYONE."

COMPANION TO COOK – DAVE'S STORY



Dave would happily admit that he was a bit of a rebellious teenager. Having got into trouble when he was younger, Dave had a period of homelessness from around the age of 16, he spent most of this time living on the streets of Soho in London.

Having got past that period, Dave worked, had a family, children and grandchildren, understandably believing the bad times were behind him. At the age of 50, that all changed. Dave once again found himself facing homelessness, through no fault of his own.

Dave arrived at Emmaus Sheffield very nervous and unsure about what his future now held. Our support team conducted a needs and wants assessment, to establish where Dave felt the most confident and to see where he might like to go in the future. The results of the assessments are then used as a starting point, to firstly place him where he would be comfortable in our community and then to look at training opportunities for the future.

Having spent a great deal of time working in the hotel trade, Dave soon found he was very well suited to cooking for his new Emmaus family. The cooking quickly turned to teaching others and the work ethic Dave always had was a very positive influence on those around him. Dave soon took on extra responsibilities within the Emmaus community, assisting with the security of the building and mentoring those who had recently joined^{1,2,3}.

Dave took part in all training that was on offer, renewing his food hygiene, health and safety, fire safety and even PAT testing, although he didn't know it at the time, this was going to prove invaluable^{3,4}.

With some changes to staffing, the role of Housekeeper and Cook was created at Emmaus Sheffield, Dave was invited to apply. Having to go through the same interview process as other applicants was a challenge; however, Dave was by far the best candidate and was quickly given the job^{3,4}.

With our assistance, Dave now has his own flat and has recently purchased a car, his pride and joy! He is also in constant contact with his family, having re-established links with his son and daughter. Dave understands that life isn't always straight forward, but now has the confidence, self-believe and skills to make a go of it⁴.

DAVE SAYS:

"EMMAUS SHEFFIELD DIDN'T ONLY GIVE ME A ROOF OVER MY HEAD, IT MADE ME FEEL GOOD ABOUT MYSELF AND THEY GAVE ME THE CONFIDENCE TO START REBUILDING MY LIFE. THEY ENCOURAGED ME TO GET SOME NEW QUALIFICATIONS, WHICH ALL HELPED ME TO APPLY FOR THE JOB I HAVE NOW, HOUSEKEEPER AND COOK FOR EMMAUS SHEFFIELD. I'VE DONE A LOT OF TRAINING, FIRST AID, FIRE SAFETY AND I'VE JUST DONE MY LEVEL TWO IN FOOD HYGIENE, ALL OF WHICH ARE IMPORTANT IN THE WORK I DO AS A MEMBER OF STAFF. "

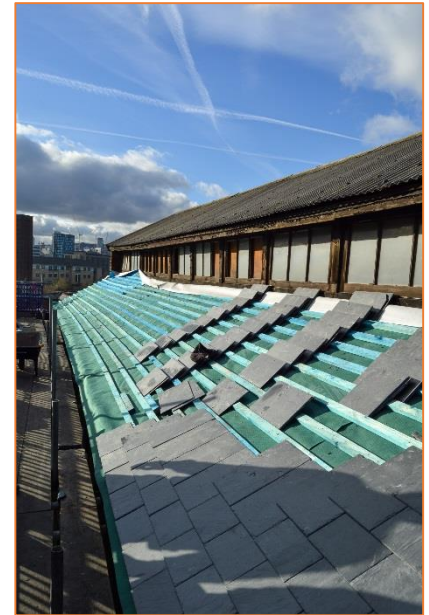
"IF IT WASN'T FOR THEM, I DON'T KNOW WHERE I'D BE NOW, PROBABLY IN THE GUTTER IF I'M BEING HONEST."

THE BUILDING THAT REBUILDS LIVES

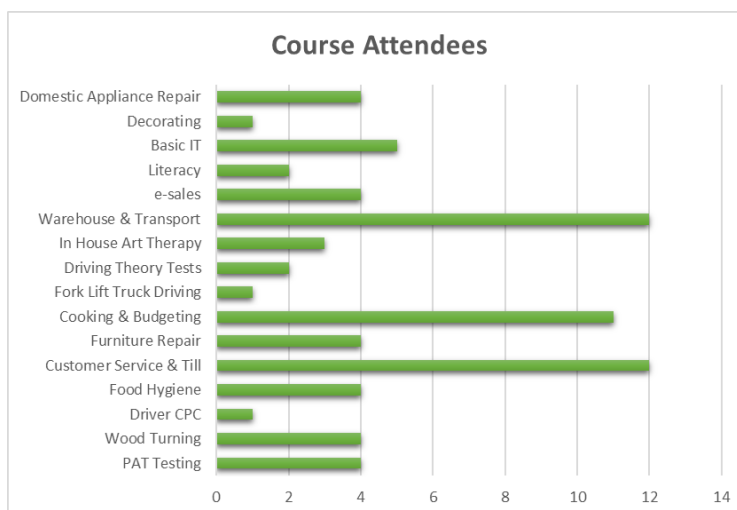
The work we do at Emmaus Sheffield would not be possible without our wonderful but somewhat dilapidated Grade II listed home. Sipelia Works, allows us to blend many uses of space into one site, it provides not only a safe home for our companions, but all of our retail, warehousing, workshops, art and training areas.

The building also provides its own training opportunities; we have companions who enjoy working in a practical manner, so building maintenance is often the perfect choice. Companions work alongside staff and volunteers on minor repairs and decorating. When professional trades are required, we are fortunate to have a team of skilled contractors, who, where safe to do so, are also happy to have companions working alongside them. This provides a fantastic opportunity to experience how things are done in the real world, understand the levels of training that are required for different jobs and the challenges that those jobs bring^{3,4}.

Sipelia Works itself has provided a number of challenges this year. Not least of which was having to re-roof a section of the building that had become unstable. Being a listed building made the process all the more difficult, but our excellent roofers proved what can be done with time, patience, a lot of skill and a vast amount of Welsh slate.



FOCUS ON TRAINING

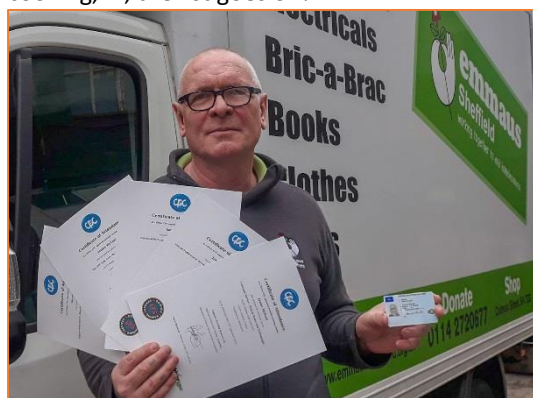


At Emmaus Sheffield, we know from a vast amount of experience, that providing an individual with skills is key to their development. We also know, that training for some, particularly in a classroom environment can be extremely scary, so we do our very best to tailor the training provided, to the needs of the individual.

We often find that encouraging someone to start with a simple, short course, allows them to gain confidence and to feel more positive about their abilities. This then leads them on to bigger and better things, opening doors to opportunities a lot of our companions didn't realise were available^{3,4}.

Providing training is vital, but we also need to be able to provide experience in using the skills that have been learnt, this is where the Emmaus offering proves unique. When a companion undertakes training, we try to make it possible for them to be able to utilise those skills within our social enterprise.

The diverse range of roles within Emmaus, means that a vast array of skills are required to keep it running, drivers, warehousing, electrical, furniture repairs, cooking, IT, the list goes on!



Companions gain a real sense of pride from utilising their new skills within the community. Motivation and self-worth are increased, as they are not only improving their lives but also those of their fellow companions^{2,3,4}.

All of these skills can then be transferred to a CV, proving they have the skills and the experience, this makes a real difference to employment opportunities^{2,3,4}.

OUR WIDER IMPACT

Emmaus Sheffield has a huge impact on the lives of the companions who are part of the project, but it also brings a wider range of social and economic benefits.

In 2012, a group of researchers talked to companions and staff members in seven communities across the UK, trying to establish the main outcomes of Emmaus's work. Their research found that for every £1 invested in an established Emmaus community, £11 is generated in social, environmental and economic returns.



The full Social Return on Investment report can be found here:

https://www.emmaus.org.uk/assets/0000/2285/Making_an_Impact_-_full_report.pdf

Research carried out by Cambridge University in 2008 and adjusted for inflation to 2018, estimates the savings to statutory bodies, by having a companion resident at an Emmaus project, would be £41,000 per companion annually.



Emmaus Sheffield also has a direct impact on the environment. Based on data we have available for 2018/19, our retail sales figures and recycling levels, we conservatively estimate that our work prevents in the region of 250 tonnes per year, of unwanted household goods reaching landfill sites.

Our team of companions and volunteers work hard to come up with some very creative solutions for re-using items that are not suitable for resale. Items such as this small garden planter made from broken bed slats are very popular with customers and all help to reduce our impact on the environment.

BENEFICIARY OUTCOMES

The companions of Emmaus Sheffield can come from any walk of life, vary hugely in age, interests, skills and desires, but they all share the same problem of wanting to get away from homelessness. Providing the right level and type of support for such a diverse group, can be challenging and often requires a great deal of creativity.

When a companion first joins the community, they receive a thorough needs and wants assessment, this covers all aspects of life for an individual and is the first step in creating a training and support plan, tailored to them.

Each companion has a formal monthly personal development session with a worker, where progress is discussed and action plans are set in place. We start with the personal view of the individual, they provide a simple score from 1-5 on how they are feeling in different areas of their life, such as physical and mental health, aspirations, training, life skills and overall well-being.

We then combine those scores with a monthly assessment from their nominated worker. The worker will provide their feedback based on the daily interactions with the individual, which are a key part to the success of the Emmaus Sheffield project, reviewing where progress has been made or where they believe issues may be developing.

Over time, the combined reports and scoring help build a more complete picture for both staff and the companions. For an individual to be able to look back, see that their feelings and situation has improved and be able to attribute those improvements to actions that they have taken can be very empowering. It also provides us with a guide for areas that may not have improved, where we can reflect on actions taken and the support provided. Being flexible in our approach means we don't have to follow a 'one size fits all' method of working.

TO THE END OF 2018, THE TOTAL NUMBER OF FORMERLY HOMELESS MEN AND WOMEN WHO HAVE ENGAGED WITH EMMAUS SHEFFIELD EXCEEDS 200.

Our outcomes are monitored over four main categories, as follows:

Outcome 1

Companions living in the community report increased self-confidence, exhibiting improvements in self-reliance, restoration of dignity and creation of friendships.

21	Companions have reported that they feel less isolated. They have created friendships with others in the community and are actively engaging with the activities within the community.
20	Report that they feel a restoration of dignity and have increased motivation to engage in groups, social, sporting and team activities.
11	Show improved self-reliance, taking responsibility in community life and engaging with staff to make future plans.

EXAMPLE:

COMPANION A JOINED US AS A RECOVERING ALCOHOLIC, HAPPY TO ADMIT THAT RELAPSE WAS HIS GREATEST FEAR. SINCE BECOMING A MEMBER OF THE COMMUNITY, HE HAS TAKEN PART IN FIVE-A-SIDE FOOTBALL, CYCLING AND WALKING ACTIVITIES, BOTH WITH STAFF MEMBERS AND INDEPENDENTLY. HIS INVOLVEMENT IN THE ACTIVITIES HAVE ASSISTED IN CREATING FRIENDSHIPS IN THE EMMAUS COMMUNITY, BUT ALSO IN THE WIDER COMMUNITY. HE REPORTS FEELING FAR MORE CONFIDENT AND LESS ISOLATED, CHANGES WHICH HAVE RESULTED IN HIM RESTABILISING LINKS WITH HIS FAMILY.

Outcome 2

Companions receiving support report feeling more positive about overcoming difficulties, exhibiting increased motivation to make plans for independent living.

17	Have been assessed by trained workers and have shown a willingness to regularly access specialist services.
15	Companions have exhibited visible signs of improvement to staff and specialists and taken further interest in their health and fitness,
14	Report feeling more positive about overcoming their difficulties and display increased ability and motivation to make plans for independent living.

EXAMPLE:

COMPANION B JOINED EMMAUS SHEFFIELD AFTER STRUGGLING WITH LONG TERM DRUG ADDICTION. HE UNDERSTOOD THE ONLY WAY TO ACHIEVE THE THINGS HE WANTED IN LIFE WAS TO BE CLEAR OF DRUGS. HE HAS WORKED WITH THE SUPPORT TEAM AND INDEPENDENT SPECIALIST SERVICES TO TACKLE HIS ADDICTION AND IS NOW TOTALLY DRUG FREE. HE IS NOW ATTENDING AS MANY TRAINING COURSES AS HE CAN, IS SOON TO START TAKING DRIVING LESSONS AND IS FULLY ENGAGED WITH SUPPORT WORKERS IN PLANNING HIS OWN BUSINESS VENTURE, HE HAS EVEN COMPLETED HIS FIRST BUSINESS PLAN!

Outcome 3

Companions involved in meaningful work in the Community report feeling improvements in their self-worth and their prospects for employability.

24	Companions have engaged in meaningful work activity appropriate to their needs and abilities.
20	Show improvements in motivation levels, work and team performance and report increased feelings of self-worth.
18	Report overcoming individual barriers to employment and improved prospects for employability and discuss future job prospects with staff.

EXAMPLE:

COMPANION C HAD BEEN HOMELESS AND OUT OF WORK FOR A NUMBER OF YEARS, HE LACKED BELIEF THAT THERE WERE ANY REAL PROSPECTS FOR HIM MOVING FORWARD. HE WORKED IN VARIOUS ROLES AROUND THE COMMUNITY, SLOWLY TAKING TIME TO REBUILD SOME CONFIDENCE IN HIMSELF. HE WORKED WITH THE SUPPORT TEAM TO CREATE A CV AND LEARN HOW TO APPLY FOR JOBS USING THE INTERNET. HE HAS SINCE HAD AN INTERVIEW FOR A POSITION, WHICH SADLY WAS UNSUCCESSFUL, BUT HE NOW KNOWS THAT HE DOES HAVE PROSPECTS AND HE CONTINUES TO LOOK FOR A SUITABLE ROLE.

Outcome 4

Companions having access to training report increased confidence and skills, feeling better equipped to make informed decisions and life choices. Companions move on from the community in a positive and planned way.

24

Companions have been assessed, individual barriers identified and training and development plans established.

23

Have been involved in skills development activities, demonstrate improvements in life and work skills and report increased confidence and sense of purpose.

17

Report feeling better equipped to make decisions and life choices and have engaged with staff to plan their future in the wider community.

EXAMPLE

COMPANION D HAS WORKED THROUGHOUT MOST OF HIS LIFE, UNFORTUNATELY DUE TO A RELATIONSHIP BREAKDOWN HE FOUND HIMSELF ISOLATED AND HOMELESS, EVENTUALLY LEADING TO THE LOSS OF HIS JOB. HE HAS TAKEN A VERY ACTIVE ROLE WITHIN THE COMMUNITY, TURNING HIS HAND TO MANY TASKS AND TAKING TRAINING COURSES TO BOOST HIS WORK SKILLS. FROM A VERY LOW POINT IN HIS LIFE, HE HAS NOW STARTED TO MAKE CONTACT WITH HIS FAMILY, HE REPORTS FEELING MUCH MORE POSITIVE ABOUT THAT RELATIONSHIP AND IS WORKING WITH THE SUPPORT TEAM TO PLAN HIS FUTURE RETURN TO WORK AND INDEPENDENCE.

Emmaus Sheffield 2019