



Sheffield City Council
Tackling Inequality Grant Fund
Annual Impact Report 2018

Working together to end homelessness

OVERVIEW

Emmaus Sheffield provides a safe home in a community setting, support and work for formerly homeless men and women in Sheffield. Activities are designed to address the profound effects of deprivation and the barriers to achieving sustainable independence for our clients, or companions, as they are known.

Companion development is at the heart of all that we do and the grant provided by Sheffield City Council as part of the Tackling Inequality Fund has been used to help meet the salary costs of a Support Worker, whose focus is solely on the welfare of our companions. Providing easily accessible support, guidance, counselling and training is key to the success of the project and having a dedicated member of staff to meet those needs is essential.

£700,000 estimated savings for Sheffield, NHS, Social Care and the Justice System, based on Cambridge University formula

Estimated 150 tonnes of waste saved from going to landfill sites

The unique environment provided within our community means that the Support Worker is a key player in all areas, assisting companions with daily activities, work and personal issues from a holistic point of view. Understanding how to bring all aspects of life together brings a far more realistic experience for all individuals involved.

25 companions helped in this period

The report that follows provides evidence of that pastoral care and the positive changes that have been achieved for our companions and the benefits for the wider community of Sheffield. Throughout this report, we will reference the beneficiary outcomes (1-4), these were achieved with the support of the TIF Grant Fund, which in this year has provided us with a vital extra £15,000 in funding for the project.

SOCIAL ENTERPRISE



At the heart of the Emmaus Sheffield Community is our social enterprise. Set up in 2008 it collects, repairs and resells furniture, electrical items, bric-a-brac, books, clothing and much more. The majority of our Companions have a role within the social enterprise, which now provides 52% of the income required to maintain the whole Community. Work within the social enterprise is hugely varied and is always tailored to the specific needs of the individual.

The busy shop provides an excellent opportunity to gain retail, IT and customer service skills. This is a great training environment with a number of courses being taken alongside the daily work. Recently Companions have taken NVQ Level 2 in Business Administration and NVQ Level 3 in Retail Management. We also run in-house courses in till use, retail pricing and merchandising.^{3,4}

The team within the shop are not only gaining training and experience but also often report to staff the pride they take in making it their own and providing the best experience they can for customers. Adrian, one of our Responsible Companions, who is in sole charge of the shop at a weekend, says:¹

"This role and the training I've received has shown me I have the ability to do this kind of work at any level. It has increased my confidence and self-esteem and will enable me to look for work in the future"

The shop is very much the face of the Emmaus Sheffield social enterprise, but it doesn't suit all people. Being constantly in the public eye can be a challenging task, particularly for those who are lacking in self-confidence. We often find that when companions first arrive they prefer a role in one of the support areas, warehousing or collection and deliveries.³

Our Support Workers spend a great deal of time with each companion, establishing likes and dislikes and looking at how we can put a training and support plan in place that suits their needs and aspirations.⁴

ELECTRICAL TESTING – JOHN’S STORY

John is 49 years old; he has spent much of his adult life involved with the misuse of drugs. The chaotic and unsettled lifestyle eventually left him homeless. John applied to Emmaus Sheffield in the hope that he would gain the support required to change his life for the better.²

John has really embraced the Emmaus ethos, he has taken every opportunity for training and development that he could, gaining an NVQ Level 3 in Business Administration, City and Guilds in In Service Electrical Equipment Inspection and Testing and most recently Domestic Electrical Appliance Engineering.⁴

The success this has brought for him is easy to see: he now runs the Emmaus Electrical Testing area, responsible for the safety of all resold electrical items. He also works in the wider community, providing a PAT testing service to local businesses.^{3,4}

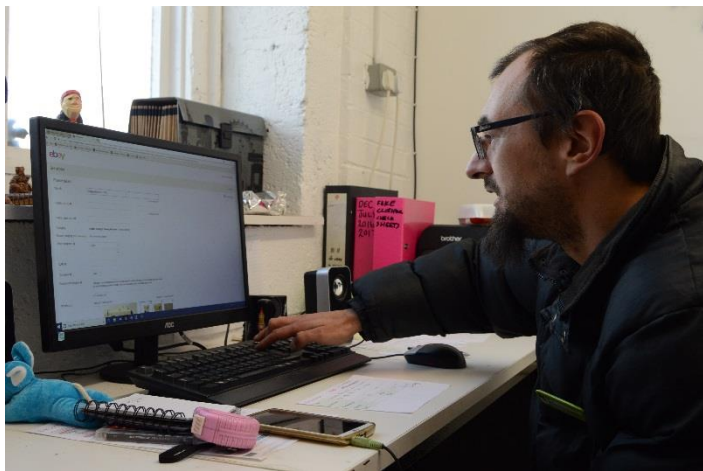
John is now really looking to the future, he plans to gain his driving licence and then make the move to independent living and employment later this year.¹

John says:

“During my time here I have received monthly personal development sessions that cover many issues including training needs. Through these sessions and with on-going daily/weekly support for the first time in my life I have been able to achieve recognised qualifications including; Level 3 Advanced Apprenticeship in Business Administration, various health and safety qualifications and City and Guilds in In Service Electrical Equipment Inspection and Testing”



E-COMMERCE – GARY’S STORY



out, photography took over. Gary now runs the eBay shop himself, dealing with all aspects, including talking to lots of customers!^{1,4}

To assist him in his future endeavours, Gary is now on a Social Media course; he really has turned his life around, gaining huge amounts of confidence, while remaining completely grounded.^{3,4}

Gary, very simply says:

“Emmaus Sheffield has saved my life”

View a very personal insight into Gary’s life in this film - <http://www.emmaus-sheffield.org.uk/news/gary-s-story>

COUNSELLING AND SUPPORT – DAVE’S STORY

Dave left school at 16 years old and spent years working in factories, painting and decorating, he worked in an office where he completed a Business Admin Course. He was very seldom out of work and has kept a varied amount of skills.

Following the break-up of his marriage, Dave’s mother passed away just over 5 years ago. Dave and his father had nursed his mother through her illness. He still blames himself for not doing enough for her and states that this was probably the start of his decline. After her death, Dave started to turn to drink to alleviate his problems.

Dave moved into a Night Shelter where the support worker there encouraged Dave to go to see his doctor as he was drinking heavily. The doctor diagnosed Dave with severe depression. It was at this point that he tried to commit suicide on several occasions, by walking in front of a moving bus and taking several overdoses. This was Dave’s all time low point.

On arrival at Emmaus Sheffield, referrals were made to Northlands Mental Health Team where he was assessed and prescribed medication for his depression and to SEAP for his alcohol misuse, where a combination of medication and psycho-social interventions (PSI) was recommended.^{1,2}

Dave fights a constant battle with depression and alcohol misuse, but with a combination of medication, help from our Support Workers and regular sessions with our independent alternative therapist, at this time he remains free from alcohol.^{2,3}

Dave says:

“If I had not had this help, I would have been on the streets again, or in a body bag”

THE NEXT STEP – TONY’S STORY

7 companions move to independent living

Moving from the supportive environment of Emmaus Sheffield and back to the world of work and independent living can be one of the biggest challenges faced by companions. Quite often, the thought of being alone in a flat can be enough to set back years of progress. We try to be as creative as possible to help companions move forward into an environment that suits them, never more so, than with Tony and his boat!

Tony has travelled the world and is a very skilled man, but like many had fallen on hard times and found himself homeless. After arriving at Emmaus Sheffield, it quickly became clear that Tony loved the canal (we are based just next to it) and his lifelong dream was to build his own boat, so he could live and travel on the canal network. This might have seemed like an impossible dream, but with 2 years hard work and a lot of assistance from our staff and other companions, his dream finally came true.^{1,3,4}

Tony took the hull of an old wrecked boat and with nothing more than a design he kept in his head, set off to waterproof, repair and then finally install an accommodation area.

To make sure he was safe on the water, we sent Tony on an Inland Waterways Helmsman course, this not only lets him drive his boat, but if he wanted to, he could get work transporting others around the network.^{3,4}

Tony now lives 100 metres away from Emmaus Sheffield, on the “Lazy Kipper”.²

Now working full time and loving life as part of the boating community, Tony had the following to say:

“Just a huge thank you! Being at Emmaus I felt that I belonged somewhere, I had meaning, purpose and of course my goal [the boat].”



BENEFICIARY OUTCOMES

Our report focuses on a small number of individuals who were very brave in allowing us to tell their intimate stories, but many more companions have been beneficiaries of the support provided with the assistance of the TIF Grant Fund.

Monitoring the progress of our companions is crucial to effective service delivery. We like to use an approach, which provides us with both a personal view from the individual, combined with a professional view from a trained Support Worker.

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.

The combined results are then collated and tracked as part of the on-going action plans for each companion. Suitable outcome achievements will then be allocated where appropriate.

Outcome 1	Companions living in the community report increased self-confidence, exhibiting improvements in self-reliance, restoration of dignity and creation of friendships.	
	22	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.
	26	Report that they feel a restoration of dignity and have increased motivation to engage in groups, social, sporting and team activities.
	24	Show improved self-reliance, taking responsibility in community life and engaging with staff to make future plans.

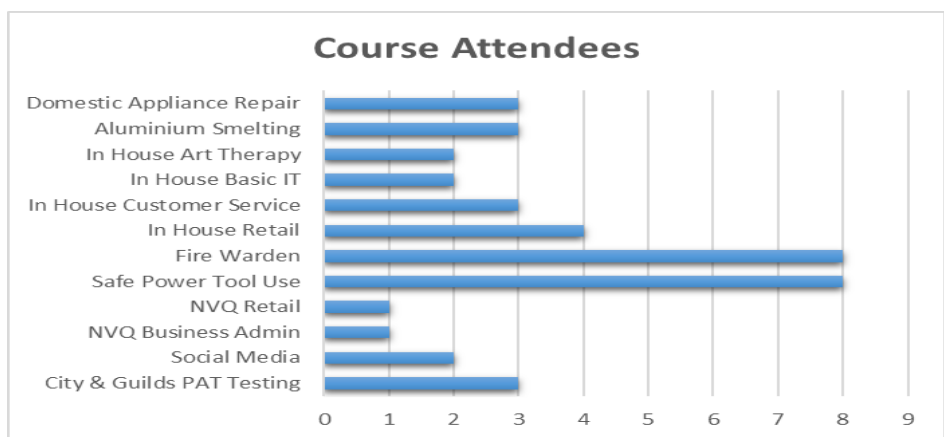
After arriving at Emmaus Sheffield, each companion is provided with a full needs assessment; this covers all aspects of life for an individual and is the first step in identifying the areas our staff need to target most.

Outcome 2	Companions receiving support report feeling more positive about overcoming difficulties, exhibiting increased motivation to make plans for independent living.	
	20	Have been assessed by trained workers and have shown a willingness to regularly access specialist services.
	13	Companions have exhibited visible signs of improvement to staff and specialists and taken further interest in their health and fitness,
	13	Report feeling more positive about overcoming their difficulties and display increased ability and motivation to make plans for independent living.

Often our companions have struggled to access the health care system, a priority for our staff is registration with a Doctor and Dentist. We will then look to access any additional services that are required. We work closely with other agencies within Sheffield, supporting our companions to overcome issues where possible or to put in place plans to effectively manage issues in the longer term.

Outcome 3	Companions involved in meaningful work in the Community report feeling improvements in their self-worth and their prospects for employability.	
	22	Companions have engaged in meaningful work activity appropriate to their needs and abilities.
	22	Show improvements in motivation levels, work and team performance and report increased feelings of self-worth.
	19	Report overcoming individual barriers to employment and improved prospects for employability and discuss future job prospects with staff.

A fundamental part of what we do is training, this takes on many forms and is always tailored to the individual's requirements. We provide courses that range from basic numeracy and literacy all the way to City & Guilds, NVQ and other vocational training. Recently three companions completed a 'Domestic Electrical Appliance Engineer' course, something they can now take forward and hopefully gain employment with.



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.	
	23	Companions have been assessed, individual barriers identified and training and development plans established.
	22	Have been involved in skills development activities, demonstrate improvements in life and work skills and report increased confidence and sense of purpose.
	15	Report feeling better equipped to make decisions and life choices and have engaged with staff to plan their future in the wider community.

The length of time a companion can stay at Emmaus Sheffield isn't fixed, we do not set an end date for our services as we believe that everyone is different. Some stay for a few months, others much longer and all are given the same opportunities to take advantage of the services we offer that suit their needs.

When a companion does decided to move on, we will do all we can to assist them with the next phase of their lives. We work with housing associations and private landlords to try and find suitable accommodation. We pay rental deposits, provide furniture and most importantly support. Moving to independent living can be an enormous challenge and experience has shown us this can be a point where an individual will fail, sometimes setting back years of progress. By having regular contact with our staff and knowing that our door is always open, provides a level of comfort and security in the early weeks and months.