



# ANNUAL REPORT

2018/19

TRUST IN FIFE



**Working together to promote social equality**

## FOREWORD

I am delighted to provide the foreword for this years' Annual Report.

The Public Social Partnership (PSP), mentioned in my foreword to the last four Annual Reports, is now substantially completed and has progressed from Work in Progress to Business as Usual. We continue to act as Lead Agent but the workload that existed throughout the development stage has now diminished to a degree. However, the responsibilities and ongoing tasks continue to place a significant burden on all those involved. I am delighted to report, though, that as a result of the commitment and dedication of all those that have worked on the project, the exercise has been a significant success with all objectives of Fife Council being met in full thus far. The contribution and support of both Fife Council and the other participants in the partnership have played no small part in this success to date.

We have faced much upheaval in the last 12 months in terms of staff turnover for a variety of different reasons but the transition by all at Trust in Fife has been met with the usual commitment, enthusiasm and professionalism and disruption has been kept to a minimum.

The Management Team have already started planning for the future and I have no doubt that they will produce a detailed, comprehensive and coherent set of proposals that will take Trust in Fife into the next 5 years.

Our extremely high reputation in the temporary homelessness sector continues unabated and it is imperative that we position ourselves accordingly to ensure this situation is sustained. I have absolutely no doubt that this will be the case and we will be totally prepared to face the operational and financial challenges which will surely present themselves. We operate currently in an environment of uncertainty and political turmoil but rest assured the Board and Management will do everything in their power to secure our future.

We continue to be grateful for the support we have received from Fife Council throughout the year, and I re-iterate again the comments from all previous Chairs that our work would be much diminished without their involvement. We continue to jealously guard our close relationship with them based on mutual trust, respect and enduring sustainability.

Despite the obvious pressures created by the above Trust in Fife continued to be run in its usually efficient and effective manner with all operational and business objectives been met in full. The management team and support staff, as always, carried out their duties and responsibilities with diligence and vigour and faced the expected challenges and increased pressures full on.

The Cairn Centres, as a result of the excellent work of the last three years, remain a positive contributor adding value. There are real signs that the trends are going upwards so very well done to all concerned.

For all of the above, on behalf of The Board, I offer my sincerest thanks to all management, staff and volunteers for their continued efforts in making Trust in Fife the excellent organisation that it is. There are many others who also provide support to the company in various ways and our thanks are extended to them also.

David Armitage  
Chair

## ABOUT OUR SERVICES



Trust in Fife provides temporary accommodation for 27 single people in hostels where staff are on hand to help make independent living easier (17 rooms in Oasis Project & 10 rooms in Valley Accommodation) for residents who are 16 or over and are registered as homeless.



Trust in Fife operates two charitable retail outlets, the Cairn Centres, in Kirkcaldy and Lochgelly, offering affordable, good quality re-used clothes, furniture, white goods etc.



Fife Keyfund is a Deposit Guarantee Scheme which assists people who are either homeless or threatened with homelessness into private rented sector by providing the initial deposit guarantee and offering ongoing advice and guidance to assist the person sustain their tenancy.

A Tenancy Share option is also offered for clients who are interested in accessing shared accommodation within the Private Rented Sector.

As well as being the Lead Agency for the Fife Short-Term Housing Support and Homelessness Services Public Social Partnership (PSP); the Trust also co-ordinate the Short-Term Housing Support provision across Fife on behalf of the PSP.

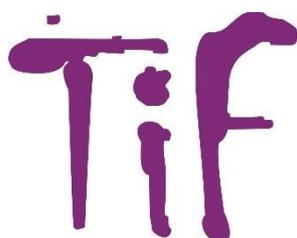


## INTRODUCTION TO REPORT

During 2018/19, Trust in Fife have experienced a turnaround of staff, therefore this edition will include a fresh perspective from new employees, as well as reporting statistical outcomes and client feedback.

A questionnaire was gathered for all staff that had been employed in 2018/19 to find out more about what they define their role as, how they help the company succeed in its mission and how well they have settled within the organisation.

Following are the responses received from John Brown and Megan Crombie, who are two of the Residential Support Workers; Claire Crawford, who is the Retail Development Worker for both Cairn Centre shops; and Alison Allison, who is a Community Liaison worker with Fife Keyfund.





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*"I help the company succeed by working to the best of my ability, taking on different tasks and dealing with any situation that may occur within the project."*

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John supporting clients at Oasis Project

Community Liaison:

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*"I am the front line worker which means I am the face of the company. I provide a consistent, non-judgmental approach to build positive relationships which creates a positive image for the company."*

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## **WHAT ACCOMPLISHMENTS HAVE YOU ACHIEVED SO FAR WITHIN TRUST IN FIFE AND WHAT ARE YOU ENJOYING MOST ABOUT YOUR ROLE?**

Community Liaison:

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*"I personally feel I have established many positive relationships with clients. I feel like I have settled in really well within the office and the community. I like to be positive in my daily routine, even when faced with adversity. I can overall say that I love my work, although it is difficult to pigeon hole the role. The role brings many challenges but it is one of the things I enjoy most about it. The client group for the most is of multiple issues and being able to help/support on a daily basis is a great accomplishment."*

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Retail Development Worker:

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*"I have been overwhelmed by the support from the volunteers' commitment and dedication to their roles. This is something that doesn't go unnoticed and is frequently commented on, resulting in the team having the confidence in dealing with daily shop matters. Volunteers come for many different reasons – part of my role is to make them feel valued and emotionally supported, which I find quite easy to do."*

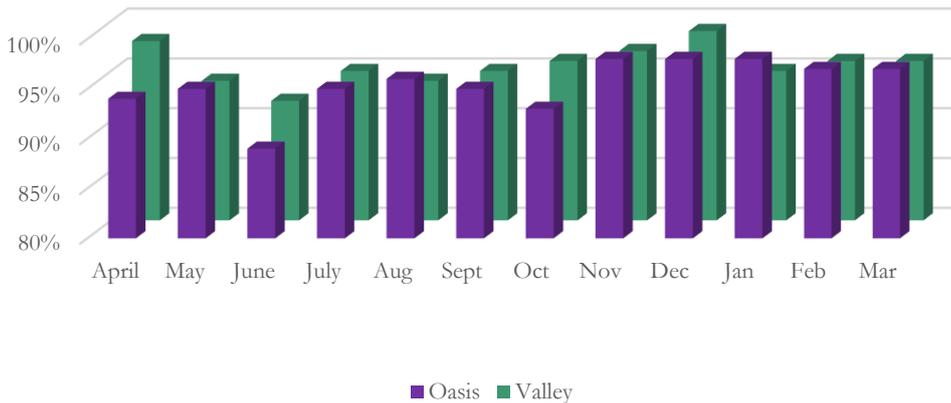
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Volunteer preparing for the day ahead

## How did we do?

### Residential Occupancy Rates 2018/19

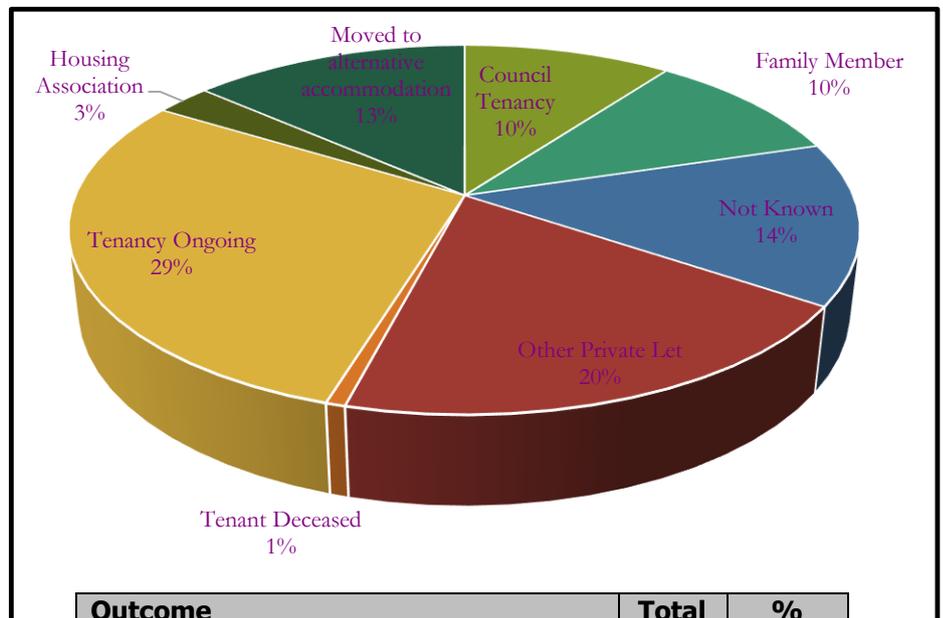


Residential occupancy rates are set at 90% for both units. As you can see, the rates for 2018/19 were uniformly high.

### Fife Keyfund Sustainability Outcomes for clients assisted in 2015/16

In January, 2019 a sustainability study was carried out encapsulating statistics from clients who had been accommodated, with the assistance of a deposit guarantee, for the financial year 2015/2016.

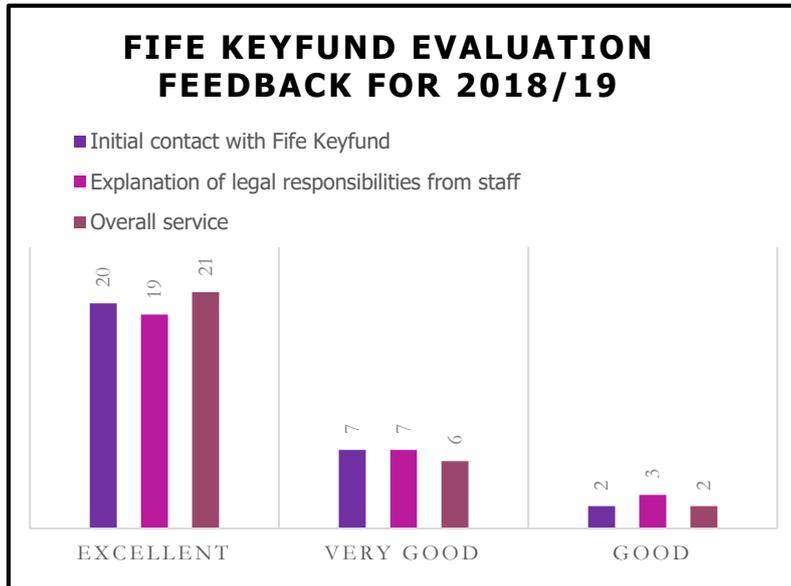
The study showed that 62% of known clients had continued to sustain accommodation; either through private, social or local authority housing. This includes the 49% of those still living in their original tenancy or other private let; evidencing that private tenures can be a sustainable housing option.



Outcome	Total	%
Council Tenancy	15	10%
Family Member	15	10%
Not known	21	14%
Other private let	29	20%
Tenant deceased	1	1%
Tenancy ongoing	43	29%
Housing Association	4	3%
Moved to alternative accommodation	20	13%

## What do our clients think of the service we provide?

Each quarter, clients are asked to evaluate the service they have received. This is some of the feedback.



### Fife Keyfund – Client Comments

***"Very happy with service and very helpful staff"***

***"I found Fife Keyfund very friendly and helpful"***

***"Would not have been able to do it without Keyfund assistance"***

***"Many thanks for excellent service and assisting me into a property"***

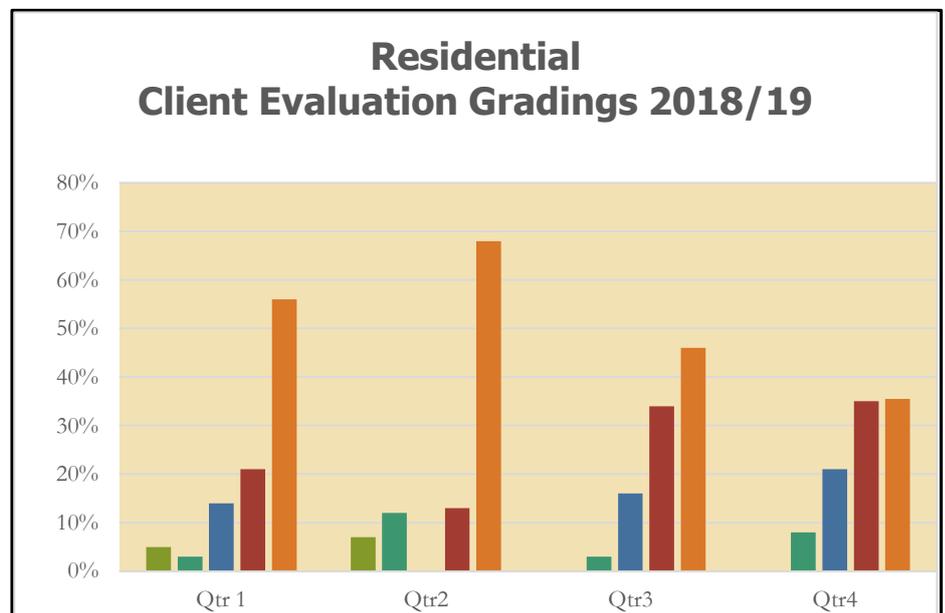
### Residents' Comments - Oasis Project and Valley Accommodation Unit

***"Very Helpful"***

***"Oasis has been my safe place; an oasis for me in my troubled life"***

***"Staff understand clients' needs"***

***"Having an unseen disability, I struggle with everyday tasks. Staff have helped me to source support"***



These are ratings taken from clients' overall experience.

Gradings:

- = Graded 1
- = Graded 2
- = Graded 3
- = Graded 4
- = Graded 5

(1 being the lowest; 5 the highest score)

# A round up of the year!



Staff Development Day  
February, 2019



BBQ to thank  
volunteers for all  
their hard work  
throughout the  
year



Valley  
Accommodation Unit  
– feeding the fish and  
furniture making  
workshop



Group activities for Oasis Project  
residents



Staff Night Out  
December, 2018



## PSP INTRODUCTION



I have pleasure in presenting this, our third Annual Report, on behalf of the Fife Short-Term Housing Support and Homelessness Services Public Social Partnership (The PSP).

I am always impressed by the strength of the shared vision and commitment of all the partners to making a real difference to the lives of those who use our services. These are challenging times but clear focus remains on achieving the best possible outcomes for people using our services. Whilst the past year has seen real progress in improvements to services as we implement Phase 2 of our ambitious development plans, we are looking forward to new developments in the coming year. I am convinced that the value of the PSP is far greater than the sum of its individual parts and service users will benefit from our unique partnership.

I am grateful for the continued professionalism and guidance provided by Trust in Fife as 'Lead Agency'; the support received from Fife Council as Commissioners; the ongoing commitment and support of all the partner organisations and, most importantly, the hard work and dedication of the frontline staff in supporting vulnerable clients in Fife.

Robert Aldridge  
Chair of PSP Governance Group.

## WORK OVER THE PAST YEAR

### Prevention First Services

*Priorities: Develop a New Model for local PF service delivery to be implemented jointly with Fife Council.*

Following the decision by Fife Council in 2017 to de-commission the housing options advice services delivered by the PSP, work on this strategic priority was put on hold. The Prevention First Project Group has not met since June 2017 and the PSP Governance Group has directed that this group remain 'in abeyance' until the conclusion of the de-commissioning process. Frontline Fife brought PF services to an end around the turn of the financial year, although they continue to deliver advice services.

### Shared Accommodation Process (SAP)

The proposal to improve the current Shared Accommodation Process, allowing clients within Hostels to be 'matched' with others wishing to share 2-bed accommodation temporary accommodation within the community, was approved by the Governance Group in August 2017. Following this approval, the Temporary Accommodation Project Group, led by a member of the PSP Lead Agency, were tasked with constructing a pilot service to be run for a period of 6-months, using the benefit of staff and client experiences of the current service provision and incorporating aspects of good practice from similar successful service providers. The SAP pilot

began in September 2018, running until the end of March 2019. A report will be provided to the PSP Governance Group and Fife Council, as Commissioners, in the new financial year. To date this process continues to run.

## Repeat Clients

The Repeat Client/Complex Needs Working Group focussed on incidents of clients returning to the service and the reasons behind this, collating information from Partners and clients. A report of their findings, including recommendations for provision of services in a way which is more suited to clients who wish to remain out with traditional temporary accommodation, was provided to the Governance Group in November 2018. The information contained in the report, combined with further recommendations arising from the PSP Temporary Accommodation Working Group, will be used as a basis for developing services for repeating clients as part of the Rapid Rehousing Transition Plan for Fife.

## Rapid Rehousing Transition Plan (RRTP)

The RRTP for Fife began development in summer 2018 and the PSP assisted Fife Council to develop areas of the RRTP Action Plan, particularly in relation to proposals for the reform of Temporary Accommodation and sustaining engagement with clients. Following consultation with the Convener and Vice Convener, a draft was submitted for initial consideration before the submission deadline of 31 December 2018. The draft RRTP was then brought before the Community and Housing Services Committee and the Health and Social Care Partnership for final approval, before being formally launched at the home of the PSP (West Bridge Mill) on 26<sup>th</sup> February 2019. Going forward, the PSP will play an integral part in delivering innovative and transformative short-term support and homelessness services for Fife over the next 5 years.

## PSP partner organisations in 2018/19



Please note that in 2017/18, Kingdom Housing Association became Kingdom Support & Care.

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**EXTRACT OF TRUSTEES' ANNUAL REPORT**

**Trust in Fife Limited**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**  
**Year ended 31 March 2019**

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**28. Public social partnership funding**

During the year funding of £5,803,835 was received from Fife Council and this was distributed as follows:

	2019 £
Barony Housing Association	257,668
Bethany Christian Trust	122,699
ENeRGI	47,443
Fife Women's Aid	746,294
Frontline Fife	1,146,391
Kingdom Support & Care	295,112
LinkLiving	461,963
Penumbra	308,997
The Richmond Fellowship (Scotland)	578,306
Trust in Fife	825,506
YMCA Glenrothes	585,109

Funds totalling £320,000 were held back, by the PSP, during the year to allow for future funding cuts.



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Scottish Charity No: SCO21786

## GRATEFUL THANKS

Our thanks go to all the people, and external agencies, who have assisted us with their time, talents and donations over the past year. With an especial thanks to the volunteers without whom the two Cairn Centre outlets would not be able to support the rest of the company as well as they do.

*Thank  
you*