



## **What we do**

Crisis is the national charity for solitary homeless people.

We work year-round to help vulnerable and marginalised people get through the crisis of homelessness, fulfil their potential and transform their lives.

We develop innovative services which help homeless people rebuild their social and practical skills, join the world of work and reintegrate into society.

We enable homeless people to overcome acute problems such as addictions and mental health problems.

We run services directly or in partnership with organisations across the UK, building on their grass roots knowledge, local enthusiasm and sense of community. We also regularly commission and publish research, campaign and organise events to raise awareness about the causes and nature of homelessness, to find innovative and integrated solutions and share good practice.

Crisis relies almost entirely on donations from non-government organisations and the public to fund its vital work. Last financial year we raised £5m and helped around 19,000 people.

Much of our work would not be possible without the support of over 3,700 volunteers.

Crisis was founded in 1967 and has been changing the lives of homeless people for 36 years.

## **Delivering services**

### **Crisis Changing Lives**

A project provides financial awards to people who are homeless or vulnerably housed so that they may achieve their vocational goals, fulfil their potential and become independent. The awards help them attend a training course, buy essential tools and equipment to get back to work or start their own business. 140 people received an award in the last year across the country, an increase of 16% on the previous period. This programme is proudly supported by Barclays.

### **Crisis Skylight**

This is a centre where homeless people can share aspirations, get active and be inspired. Opened in September 2002, the centre hosts a diverse range of free and practical workshops, including performing arts, repairing bicycles and yoga. Members have an opportunity to develop new or existing skills and talents, learn from one another, meet new people and integrate with the general public. By the end of June 2003, membership had reached just over 300 with, on average, 65 people attending the centre every day.

### **Urban village project**

A project under development in partnership with the King's Fund. It aims to create an integrated community where homeless people live alongside key workers in a thriving complex of around 400 flats. Homeless people will be able to feel included in a community and access on-site services such as counselling, benefits advice as well as employment training and job opportunities. The project will also provide a high quality affordable home to people such as nurses, teachers and transport workers that are often priced out of London's housing market. Currently looking for a suitable site for the project as well as funding.

### **Crisis SmartMove**

A nation-wide scheme which gives homeless and vulnerably-housed people comprehensive housing advice and helps them access private rented accommodation, settle down and live independently. In addition it also provides landlords with a guarantee in place of a cash deposit so that people can sign rental agreements. There are now 29 SmartMove schemes across the UK. Last year they provided housing advice to 5,959 people, an increase of over 11 per cent on the previous period. 762 of them were housed with a bond and 288 accessed other forms of long-term accommodation such as that provided by local authorities and housing associations.

**Crisis Open Christmas**

Open 23-30 December every year, the Crisis Open Christmas shelters provide an alternative family for many homeless and vulnerably-housed people who feel particularly lonely over the Christmas period. As well as companionship, the shelters provide people with over 20 essential services whether it's housing and benefits advice, having a full health check, recontacting their families thanks to the Internet café or developing skills and accessing further education at the learning zone. Vulnerable women, drinkers and those with high support needs may choose to go to smaller, specialist shelters. Over 1,200 people came last year and nearly 3,500 volunteers from all walks of life – 400 per shift – helped to make our shelters a success.

**FareShare**

A redistribution scheme of high quality surplus fresh food from manufacturers and retailers to centres for homeless people, enabling those projects to devote more budget to other services such as advice and training. FareShare relies heavily on volunteers some of whom have been homeless themselves. Over the last year it redistributed 1,500 tonnes of food from eight depots to 214 projects around the UK contributing towards 1.2 million meals. A Crisis service since 1994 FareShare is now being established as a separate charity with continued support from Crisis with a view to provide services to other food-poor groups in addition to homeless people.

**Sharing best practice**

Crisis is constantly developing and adapting services to meet changing needs. Some good practice guides based on years of service delivery are available free at [www.crisis.org.uk/bestpractice](http://www.crisis.org.uk/bestpractice).

## **Influencing and persuading**

Crisis regularly commissions and publishes research, campaigns and runs events to raise awareness of the causes and nature of homelessness, to find innovative and integrated solutions and share good practice.

For more information about our campaigning, research work and events, please go to [www.crisis.org.uk/campaigning](http://www.crisis.org.uk/campaigning)

## **Hidden Homelessness campaign**

There are 380,000 hidden homeless people in Great Britain living in emergency hostels, B&Bs, squats or on friends' floors (Crisis, *How Many, How Much?*, 2003). On 3 December 2001 Crisis launched its Hidden Homelessness campaign to highlight their plight and in the autumn of 2003 it ran a national poster and radio campaign. A series of publications have been published to map out the experiences of hidden homeless people.

## **New Solutions**

The New Solutions research programme is dedicated to identifying the major problems facing homeless people and suggesting innovative responses, designed to enable practical, long-term solutions to homelessness. It comprises some very influential reports whose recommendations have been put into practice or been the basis of policy initiatives.

## **Health Action**

Crisis Health Action is a specialist team within Crisis. It aims to improve homeless people's access to the full range of quality health and social care services. It undertakes research and evaluation work for voluntary and statutory agencies and produces reports, practice guides, leaflets and a newsletter to promote awareness of new solutions and share good practice.



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