



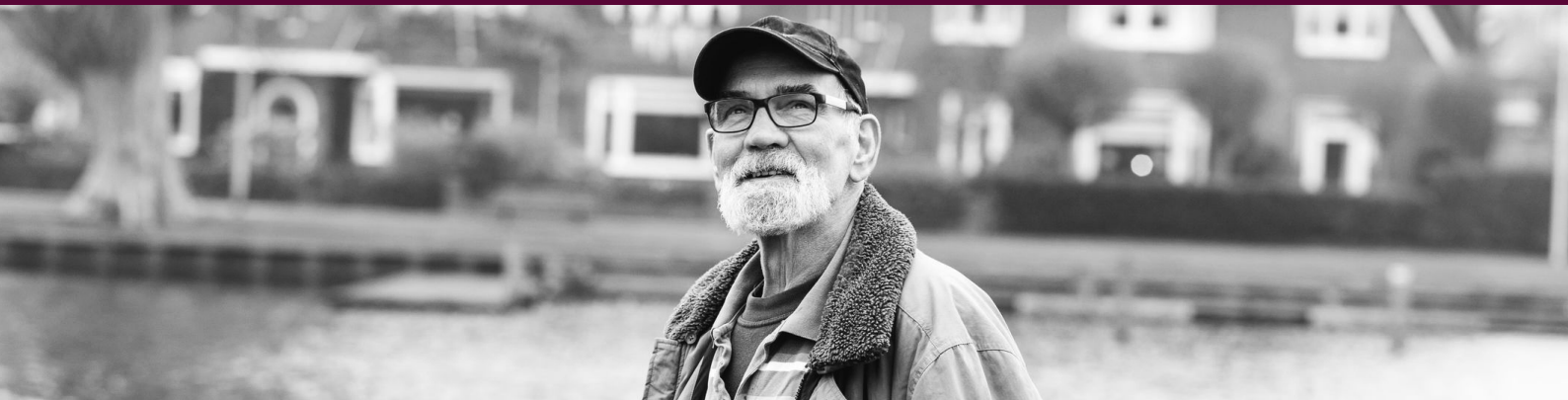
# Building Better Futures

Developing homes. Investing in people. Transforming lives.

2021 - 2026

## A TRANSFORMATIVE APPROACH FOR HOMELESS PEOPLE IN GREATEST NEED

"Having a place to call home makes me feel that other things could be possible. I've been helped to get my life back on track in all sorts of ways."



OUR AIM

A TRANSFORMATIVE APPROACH FOR HOMELESS PEOPLE IN GREATEST NEED

“THIS IS THE WAY TO END HOMELESSNESS. IT’S EXTREMELY IMPORTANT TO HAVE YOUR OWN FRONT DOOR.

“I’VE MOSTLY GOT TO THANK MY SUPPORT WORKER FOR WHERE I AM NOW.”

Framework’s charitable mission is to end homelessness and tackle disadvantage. At present, for many of those with the greatest and most complex needs, we could do better.

People who are homeless and have a combination of drug and alcohol misuse issues, mental health issues, an offending history, or are victims of abuse, are not receiving the package of housing and help that they require.

This brochure outlines why this is the case; explains what we propose to do about it; and seeks your support in doing so.

THE PROBLEM

In most areas where Framework is present there are no services designed to meet the specific needs of single homeless people with multiple and complex needs.

Where services do exist, the housing is usually organised as a pathway – from rough sleeping to hostels, through supported housing and into tenancies. This works for some but not for all: it is hard to break unhealthy habits while living alongside people who are also challenged by drug and alcohol misuse; and the one-size-fits-all nature of the support offered may not provide the right level or kind of support when it’s needed.

Outcomes are better when housing and support address the whole needs of a person over a sustained period; however most commissioned services focus on delivering particular outcomes against ever-tighter timescales which take no account of individual circumstances. We also observe that services, commissioned after lengthy strategic review and tendering, may not be the best response to need at the time

of delivery. In addition the continued reduction in the value of contracts means they are no longer financially viable to deliver safe, effective and fully-costed services.

To ensure that people with the greatest need receive appropriate support, Framework must now reconnect with its charitable purpose – to meet need as we see it, going beyond the limited scope and partial reach of what public bodies will fund.

Providing person-centred services that address the whole range of challenges faced by people with multiple and complex needs will require us to transform how we meet people’s housing, health, employment and support needs in all the locations where we work. It will also require a transformation in how that work is funded.

THE CONVENTIONAL HOUSING PATHWAY

Hostels can be difficult places to turn your life around. Accommodation and support in hostels and move-on flats is time-limited.

ROUGH SLEEPING / PRISON

SUBSTANCE MISUSE | MENTAL HEALTH DIFFICULTIES | HEALTH ISSUES | CHILDHOOD TRAUMA

HOSTEL

TARGET LENGTH OF STAY | DEDICATED SUPPORT WORKER | SUPPORT PLAN

MOVE ON ACCOMMODATION

SEMI-INDEPENDENT HOUSING | SUPPORT WORKER | SUPPORT PLAN | TIME-LIMITED SUPPORT

TENANCY

LOCAL AUTHORITY, HOUSING ASSOCIATION OR PRIVATE LANDLORD | NO FORMAL SUPPORT



## THE SOLUTION

The solution is a simple idea: give someone their own place to live – their own tenancy – and work with them to build the bespoke package of support, care and treatment that they need to keep it.

We have a proven model for this transformative offer: Opportunity Nottingham is a service for people in Nottingham with multiple and complex needs. It has an emphasis on systems change – using experience, evidence and outcomes data to influence the way in which services are designed and commissioned: over nearly eight years beneficiaries themselves have played an important part in improving the design and delivery of these services by pointing out shortcomings and ways to overcome them.

The most significant example of systems change by Opportunity Nottingham is piloting the principles of Housing First – an innovative approach providing housing ‘first’ rather than ‘last’. There are no conditions around ‘housing readiness’ before giving a rough sleeper a tenancy; instead, secure housing provides a stable platform from which other issues can be addressed: according to Opportunity Nottingham’s research

at least 66% of rough sleepers in the city present with two or more health conditions related to substance misuse, alcohol, and mental health.

This safe place to call home, and the intensive person-centred support that goes with it, gives people with the most complex needs the best chance to sustain accommodation, re-integrate into society and ultimately thrive. It is an approach which is kind, compassionate, and transformational. Each person has their own dedicated worker who visits on a frequent and often daily basis: this worker is there whenever the person needs them – for years if necessary: this is very different from the time-bound approach of commissioned services.

Based on the success of the Opportunity Nottingham pilot we want to extend our Housing First provision by developing 200 dedicated units in the next five years across Lincolnshire, North Lincolnshire, Nottinghamshire and Sheffield.

## HOUSING FIRST PATHWAY

Housing First offers a person-centred approach; it provides long-term accommodation with intensive support tailored to the needs of the individual and is not time-limited.

### ROUGH SLEEPING / PRISON

SUBSTANCE MISUSE | MENTAL HEALTH DIFFICULTIES | HEALTH ISSUES | CHILDHOOD TRAUMA

### HOUSING FIRST

TAILORED SUPPORT | NO TIME RESTRICTIONS | SUITABLE ACCOMMODATION

## THE EVIDENCE

## STUDIES IN THE UK AND OVERSEAS SHOW THE EFFECTIVENESS OF HOUSING FIRST

There has been extensive analysis of Housing First’s impact in changing lives, and its effectiveness as a contributory strategy in ending homelessness. The evidence is in and the literature is considerable. Below are two indications.

In 2008 Finland began building its homelessness policies around the Housing First ethos – transforming short-term accommodation into individual flats. The number of long-term homeless people in Finland has fallen by more than 35% and rough sleeping in Helsinki, where more than 50% of the homeless population live, has been practically eradicated.

Housing First requires significant investment: Finland spent €250m creating new homes and hiring 300 extra support workers, however a study showed the savings in emergency healthcare, social services and the justice system totalled as much as €15,000 a year for every homeless person in properly supported housing<sup>1</sup>.

In 2015 an observational study by the University of York<sup>2</sup> evaluated nine Housing First pilots across England and showed high levels of success in reducing long-term and repeated homelessness associated with very high support needs. Sixty service users reported that they had been homeless for an estimated average of 14 years; 80% of the group had lived in hostels

or temporary supported housing for two years or more, prior to using Housing First.

Key findings from these Housing First beneficiaries included:

- 78% were successfully housed for one year or more
- Positive physical health outcomes increased by 35%
- Positive mental health outcomes increased by 65%
- Alcohol use was reduced by 21%
- Drug use was reduced by 20%
- Social integration with neighbours and re-establishing links with families improved by 100%
- Anti-social behaviour was reduced by 32%.

In Opportunity Nottingham’s pilot, 80% of the former rough sleepers were still in their tenancy a year later – an outcome which is consistent with national data.

<sup>1</sup> ‘It’s a miracle’: Helsinki’s radical solution to homelessness. Jon Henley, *The Guardian*, 3 June 2019.

<sup>2</sup> *Housing First in England: An Evaluation of Nine Services*. Joanne Bretherton and Nicholas Pleace. Centre for Housing Policy, University of York, 2015.

“THE STREETS MADE ME LOSE MY IDENTITY. I HAD NO SELF-WORTH AND WAS AN EMPTY PERSON.”

“PRISON SEEMS A MILLION MILES AWAY FROM MY LIFE NOW.”

# THE LIFE-CHANGING IMPACT

Sarah\* was leading a normal life when her home was invaded at gunpoint while her daughter slept upstairs. This terrifying experience initiated a spiral of events which led to Sarah spending 14 years in a cycle between prison, homeless hostel accommodation and rough sleeping.

Sarah experienced trauma, was separated from her daughter, and was a victim of assault on numerous occasions; she developed destructive coping mechanisms, including substance misuse, which led to the deterioration of her mental health.

Opportunity Nottingham began working with Sarah in 2014 and she would often express an unbearable need for ‘a nest to rest in’. She would continually ask her worker for a home to clean and to cook in – somewhere for her family to visit her; however Sarah’s increasingly complex, violent and challenging behaviour created significant barriers to securing and maintaining mainstream accommodation.

Things changed in 2019 when Sarah settled in a ‘Housing First’ property provided through Opportunity Nottingham.

Housed in her ‘nest’, and with Housing First’s intensive support, Sarah began to rebuild positive connections with her family – her mum dropped off care packages and her brother helped put together flatpack furniture. Sarah also reconnected with her now adult daughter and began to spend quality time with her. She was helped to build skills to reduce her drug use and become almost completely clean; she returned to activities she once loved, such as swimming and listening to music, all of which supported the improvement in her mental health; and in May 2020 she was signed off from the probation service.

Sarah commented: “The streets made me lose my identity. I had no self-worth and was an empty person. Only drugs made me feel something, so I kept taking them, because I had nothing to live for.”

“Now I’ve got my own flat my favourite thing is to put music on. It’s given me my identity back and reminded me who I am. I walk down the street now and the police don’t recognise me. Prison seems a million miles away from my life now.”

*\*Name changed to protect her identity.*

## CHANGE SOMEONE'S LIFE

To transform the lives of hundreds of people like Sarah, the target for our Building Better Futures fundraising campaign is to raise £3,000,000 by 2026.

Our aim is to build or renovate 200 units of suitable accommodation across Lincolnshire, North Lincolnshire, Nottingham, Nottinghamshire and Sheffield. We also need to fund the intensive support that is needed to help people address the issues they face to enable them to live stable and independent lives.

We have broken down the target into a variety of different sums and projects with some examples below. We also suggest a variety of ways in which to make your contribution.

These are suggestions only. We welcome the chance to speak to you about the campaign and how you would like to support this important work to meet the needs of very vulnerable people.

£120,100

### BUILD A BETTER FUTURE

£120,100\* can provide someone with a fully-furnished home. Plus wrap-around support for one year. Naming opportunities available.

£10,000

### PUT A ROOF OVER SOMEBODY'S HEAD

£10,000\* can put a roof on one of our new homes.

£5,625

### LAY THE BRICKS FOR THE FUTURE

£5,625\* can lay the foundations for one of our new homes.

£3,000

### SUPPORT SOMEBODY THROUGH LIFE

Life is full of ups and downs. £3,000 can provide somebody with personal wrap-around support for one year.

£1,700

### MAKE A HOUSE A HOME

£1,700 can entirely furnish a flat, transforming a unit of accommodation into a welcoming new home.

£1,000

### OPEN THE DOOR TO A BRIGHTER FUTURE

£1,000\* can help provide the doors and windows to a new home.

\*Based on approximate costs per unit of accommodation.

## YOUR CONTRIBUTION

## HERE ARE WAYS FOR YOU TO MAKE A DIFFERENCE

### Give a Major Gift to transform somebody's future

A Major Gift of £10,000 or more will make a significant difference to our work, enabling either the provision of housing or personal wrap-around support, which can be truly transformational.

### Make a Campaign Pledge plan for the future

Planned giving is a fantastic way to support our Building Better Futures campaign, enabling you to make a commitment now to a major gift in instalments over the next 3-5 years. Making a commitment like this enables us to continue investing with confidence in the future.

### A Gift of Shares gives somebody a share of the future

Donating shares is one of the most tax-efficient ways to support Framework's mission to end homelessness.

### Leave a Legacy to build a better future beyond your lifetime

If you want to help build a better future for a vulnerable person beyond your lifetime, please consider leaving a Legacy for Framework.

### Make a Gift in Memory to lay the foundations of a new life

Making a donation in your loved one's memory is a wonderful way to honour a special person and support a cause they would have valued. In celebration of your loved one's life, why not help lay the foundations of a new life for a vulnerable person?

### Your support changes lives

Please consider making a commitment today. Details of the different ways to give are at [frameworkha.org/bbf](https://frameworkha.org/bbf) - also accessible by clicking or scanning the QR code below.

Alternatively please email our team at [fundraising@frameworkha.org](mailto:fundraising@frameworkha.org) or call us during office hours on 0115 970 9504.



Click or scan me.



## LEGACY DONATIONS

**"I WANTED TO MAKE A GIFT THAT WOULD MAKE A DIFFERENCE TO OTHER PEOPLE'S LIVES."**

### Some Framework supporters who are making a difference

"I have supported the work of Framework for a number of years so when my father Harry died, aged 99 in 2018, and left me a share of his estate I wanted to make a gift that would make a difference to other people's lives. In the 1970s and 1980s my husband and I had worked in hostels for homeless men and women in London and Southampton so we had seen how many could be helped by having somewhere to live and by receiving the support they needed.

"Since moving to Nottingham in 1985 we have supported homeless people in many ways, through work, our churches and in donations. Now I have the opportunity to help Framework further in the "Housing First" programme and bring hope to more people because of my father's legacy."

Carol

Harry and Carol pictured below.



Scan or click the QR code below to see Carol Phillips talking about the gift in memory of her father which will be the foundation donation to the Building Better Futures campaign. Alternatively please go to [frameworkha.org/gifts-in-memory](https://frameworkha.org/gifts-in-memory)

Making a legacy gift, either in your own Will or as a gift in memory of a loved one, is a wonderful way to celebrate life and express the values and beliefs we hold dear. There are many different ways you can leave a lasting impact that will help to support Framework's Building Better Futures campaign.

Click or scan me.



HELEN

**"LEAVING A LEGACY GIFT IS A WAY OF CONTINUING THE THINGS WE FEEL ARE IMPORTANT IN LIFE. I'M CONFIDENT OUR LEGACY GIFT IS IN SAFE HANDS AND WILL DIRECTLY HELP PEOPLE WHO ARE MARGINALISED OR SUFFERING".**

ADRIAN & HERMIONE HARRINGTON

**"FRAMEWORK FOUND OUR BROKEN, TROUBLED SON ED WHEN HE WAS LOST TO US AND GAVE HIM THE SUPPORT AND HELP HE SO DESPERATELY NEEDED. WE WILL ALWAYS BE GRATEFUL TO THE AMAZING PEOPLE AT FRAMEWORK, WHICH IS WHY WE DECIDED TO MAKE A GIFT IN MEMORY OF ED."**

SIR JOHN PEACE

**"I COMMEND FRAMEWORK'S HOUSING FIRST PROGRAMME TO YOU AND ENCOURAGE EVERYONE TO SUPPORT THE BUILDING BETTER FUTURES CAMPAIGN."**

"I am delighted to endorse Framework's Building Better Futures campaign.

"The measure of a flourishing society and a well-balanced economy is the manner in which it meets the needs of all its citizens, including those who are most vulnerable.

"There is clear evidence that the Housing First approach is a highly effective way of enabling people who face the most severe challenges to be helped to live stable and independent lives and make their contribution to our communities.

"For many years I have been impressed by the work that Framework does to support people in need of housing and support and have no doubt that they will be effective in delivering this programme.

"I commend Framework's Housing First programme to you and encourage everyone to support the Building Better Futures campaign."

Sir John Peace  
Chairman, Midlands Engine  
Lord-Lieutenant of Nottinghamshire  
Patron of Framework

## ABOUT FRAMEWORK

We are a charity working across Derbyshire, Lincolnshire, North Lincolnshire, Nottingham, Nottinghamshire and Sheffield. We deliver housing, health, employment and support services to people with a diverse range of needs. Regardless of their past, or the challenges they face, we empower people to discover a better, more independent future.

Each year Framework supports around 18,000 people and at any one time is providing accommodation for around 1,235 people.

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