

Cyrenians

DELIVERING SUSTAINABLE SOLUTIONS FOR HOMELESSNESS SINCE 1968

For over 50 years Cyrenians have been delivering sustainable solutions for the causes and consequences of homelessness. Our values-led, relationship-based approach to delivering our services means we are able to offer person-centred support to those in need of our help. By reacting to both the consequences of homelessness and working to prevent homelessness occurring in the first instance, we are proud of our history of delivering life-changing support to those in our community.

FOR OVER 50 YEARS
CYRENIANS HAVE
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SUSTAINABLE
SOLUTIONS FOR
THE CAUSES AND
CONSEQUENCES
OF HOMELESSNESS.



Cyrenians

because life happens

2018 - 2019

OUR JOURNEY IN NUMBERS

Cyrenians supported

11,609

people at their time of need

86p 

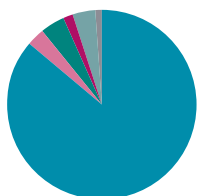
in every pound raised,
is spent directly on
frontline work

An additional
13,339
people participated
in our events, services
or training courses



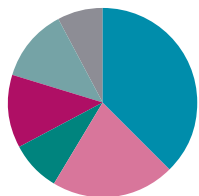
968
wonderful volunteers
gifted a total of
76,673 hours
of their time, knowledge,
support and experience to us

Expenditure 2018/2019: £4,406



Direct costs of project delivery: £3,806
Strategic development: £130
HR, finance & IT support: £183
Governance: £72
Fundraising: £173
Other: £42

Income 2018/19: £4,867



Local authorities: £1,832
Other public bodies: £1,029
Earned income: £417
Lottery funding: £615
Companies and trusts: £599
Donations: £375

Cyrenians

because

all

happens

“IF WE EXPERIENCE COMPASSION, WE WILL BE COMPASSIONATE. IF WE EXPERIENCE RESPECT, WE WILL BE RESPECTFUL. IF WE EXPERIENCE INTEGRITY IN THE ACTIONS OF OTHERS TOWARDS US, WE WILL ACT WITH INTEGRITY.”

– Ewan Aitken, CEO

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AT CYRENIANS WE CHALLENGE THE CAUSES AND CONSEQUENCES OF HOMELESSNESS

With over 35 projects, we build community and nurture trusted relationships through our values-led and relationships-based approach.

As an innovative organisation, we are always looking at ways we can continue to deliver real change and sustainable solutions for the causes and consequences of homelessness. Last year, we embarked on a new journey delivering the innovative and system-changing Housing First programme as the lead partner for the Edinburgh Consortium.

From operating four residential communities, to working with those who have travelled through the justice system; from our outreach teams to our employability courses; from our mediation and support work to our social enterprises; Cyrenians offers support to those who need it most.

We believe in the power of walking alongside someone as they move from a tough reality to a more stable future, whatever that may look like.

Our values continue to underpin all of our work. They shape our strategic aims

which keep us as resilient as possible in order to support people when they need us most and for as long as they choose:

- Increase the number of people we serve; growing the number we work with for more than one interaction
- Continue to add to the number of people who know who we are, like what we stand for, and choose to support us
- Develop the number of places across the country where we have the opportunity to support those in need
- Nurture the potential of our people, paid and unpaid
- Expand our capacity to generate unrestricted income, especially through Social Enterprises, for real sustainability
- Improve the impact we have on public policy debates which fall into our areas of expertise

We continue to be humbled by the individuals who trust us to journey with them from a tough reality to a place where they feel valued and valuable.



Ewan Aitken, CEO

WAYS TO SUPPORT US



It's a well-used phrase, but it's true – we couldn't do what we do without you!

From raising awareness to raising funds, our supporters make the work we do possible. There are lots of ways to get involved; from volunteering to running a marathon, and everything in-between.

If you're interested in getting involved please contact us at supporterrelations@cyrenians.scot

GET INVOLVED!

- Hold an event at your work
- Volunteer
- Take part in a team building event
- Support our social enterprises
- Come to an event or open day
- Become a Friend
- Make a donation
- Champion our cause

Find out more, visit [cyrenians.scot/fundraise](https://www.cyrenians.scot/fundraise)



DID YOU KNOW?

Last year **561** corporate volunteers gave over **3,100** hours of support to our services.

GOLDEN YEARS

Following a successful second year, our innovative Golden Years befriending service helps tackle isolation and loneliness for people over the age of 60 in Edinburgh.

Research shows the positive impact a listening ear and social interaction can have on an individual, and that's why we focus on delivering a person-centred service which provides a positive experience for everyone involved.

Our Golden Years Service delivers one-to-one befriending through a strong network of volunteers, group activities (including the popular GameChanger lunches) and also supports the delivery of the collaborative Hospital Discharge Support Project.

"It's nice to have a blether with someone as some days I can sit without speaking to anyone."



DID YOU KNOW?

Last year we recorded **1,300** attendances at our group activities and lunches.



We have a network of dedicated volunteers to help us deliver our befriending service. Last year they gifted us an incredible **5,192** hours of their time.

"Befriending has helped me really understand what it can be like to feel totally lonely. I get so much out of helping someone to get out and about." Volunteer



Sign up to volunteer by contacting volunteer@cyrenians.scot

OLDER PEOPLE, ACTIVE LIVES

Our Older People, Active Lives (OPAL) service supports older people in West Lothian to live active, independent lives.

By supporting people to continue living independently in their own homes we can help prevent the need for institutional care in hospital or a residential setting, whilst helping build strong community links.



Last year our OPAL service supported **126** befriending relationships!

Alongside telephone and one-to-one befriending, our OPAL service runs regular social groups which are open to members of the local community, last year 310 people accessed these groups on a regular basis.

Morag first came into contact with OPAL as a client, looking for support to get connected to a local walking group. Having a visual impairment meant Morag didn't feel confident joining the group alone. Naomi, our befriending support assistant, joined Morag for 6 weeks before matching Morag with a longer term volunteer who would be able to support Morag through the longer walks. When Naomi and Morag's time together came to an end Morag began volunteering as a telephone befriender as she was keen to support the team who had made it possible for her to get out and about again. Now befriending two people via telephone Morag says "I get as much out of the calls and conversations as they do, I love volunteering!"

Join our volunteer team by contacting volunteer@cyrenians.scot

FLAVOUR & HAVER COOK SCHOOL

At our Flavour & Haver Cook School we support people through access to food in a dignified way; improving health and wellbeing through food, and helping individuals develop skills and confidence around cooking.

Our innovative, purpose-built cook school based in the heart of Leith is home to a thriving community of novice and professional cooks. From beginners food health and hygiene courses, to speciality cooking classes and our Syrian Supper Clubs, there's always an opportunity to learn more about food and connect with others through our food education programmes.

We understand the value of sharing a meal with someone and that's why our cook school also helps coordinate over 20 community cook clubs throughout Edinburgh and the Lothians. These are free to access, and held weekly

or fortnightly providing people the opportunity to learn how to prepare dishes, or simply enjoy a nutritious meal with good company.



Over **5,880** meals were
cooked and shared across
23 Community Cook Clubs



FARESHARE



At our FareShare depot based in Leith a team of passionate volunteers and staff help distribute over 30 tonnes of surplus food a month throughout the South East of Scotland to fight hunger and tackle food waste.

This food goes to over 100 community food members who range from school breakfast clubs to community groups and other charity partners, all of whom support food-insecure members of our community.



Last year we distributed **410 tonnes** of surplus food which is the equivalent of an incredible **975,000 meals!**

The food redistributed by our depot is high quality, and often only comes into our warehouse for reasons which are not about the actual food, for example due to printing errors on packaging or surplus stock. By removing the cost barrier to quality food, our community food members are able to divert vital funds towards making an impact in other areas of their work.

Donna Lee from the Lanthorn Community Café said, "It's great to get all this food from FareShare, which our community café uses. The Community Café is going so well that all the food is getting used within two days. We are in the process of getting a larger Freezer, so we can hold on to more food and have the café open for longer. The amount of service users we are able to support keeps growing!"

COMMUNITY GARDENS



Poor mental health is one of the biggest causes of homelessness, that's why we work across a number of hospital sites offering therapeutic nature-based and gardening activities to support people's wellbeing.

Based at Midlothian Community Hospital Garden and the Royal Edinburgh Community Hospital Garden we work with patients and their families to offer green spaces to escape to, practical activities to improve wellbeing, and outreach work on patient wards for those individuals unable to join us in the garden.

Supported by dedicated volunteers our gardens are a hub of biodiversity and natural activity. We know that sometimes it's the simplest things that make the biggest difference to a person's recovery – getting out into fresh air, nurturing something or reminiscing about their own gardens.

"I've been volunteering here for seven years – been here since the beginning! I've loved seeing how it's done so much good, for so many people. There's a real support network here, it's totally classless and just very friendly. Everyone who visits always comments on how welcoming the people here are."
Ian Gilchrist, Volunteer



Last year we worked with over **350** patients, and we also delivered training in therapeutic gardening to over **30** NHS staff!

FARM



Our Farm is a bustling social enterprise which provides a safe and positive space for people from all walks of life, including those who may be at risk of homelessness.

Situated on the outskirts of Edinburgh our farm is a beautiful organic growing space, and home to one of our residential communities.

From selling organic veg bags across Edinburgh to help raise vital funds for



Last year we sold 2,477 veg bags stuffed full of healthy, fresh and organic fruit and vegetables.

our charitable services, to welcoming corporate volunteers for team building activities, our farm is a hub of activity throughout the year.

The farm is not only a space for growing food, but also growing people and community.

“We’ve had amazing feedback from staff who attended a volunteer day at the farm in July. It was a delight to be joined by some of the residents during our scarecrow challenge and we already have a number of staff who want to come back next time around.”

Laura Gemmell, SQA

FALKIRK SERVICES



In Falkirk we offer a range of services, working in conjunction with the Community Justice team, to support people in their journey towards employment.

Our people-centred approach to offering tangible support has seen the development of new services during 2019 including a new employability service (Camelon Connect) and a Male Mentoring project.

Fairstart

Our Fairstart programme provides a safe space for people to identify personal barriers, and discuss positive solutions encouraging problem solving within a peer group. By connecting people to their peers, we are able to foster a sense of community and support the sharing of local knowledge and signposting to appropriate agencies.

Through Fairstart we offer a range of ICT workshops, group discussions and improved communication skills, all of which support the move towards employment and helps individuals achieve their full potential.

Last year 47 Scottish Vocational Qualifications were achieved through our Fairstart programme.

Peer Mentoring

Working in partnership with Falkirk Community Justice, our peer mentoring programme started as a way to support women who had moved through the justice system back into work. Expanding in 2019 to support men in the same situation our peer mentoring programme has gone from strength to strength.



Last year we supported the delivery of over 374 mentoring hours!

Our mentors have experience of the community justice system, and are able to use this to offer valuable support to people currently moving through the system. By training our mentors to create boundaries, work towards achievable goals and provide person-centred support we are able to support individuals towards a more settled lifestyle including attending college, getting a job or going on to further training.

FALKIRK SERVICES



The Lighthouse Project

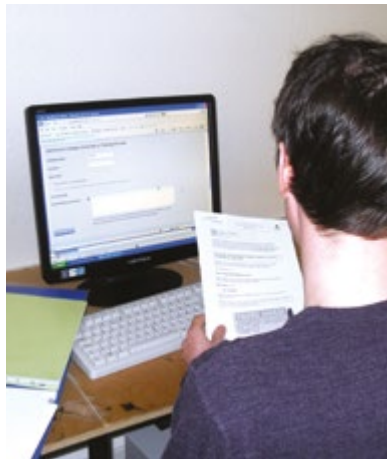
Starting in July 2018 the Lighthouse Project has become a well-established service in Falkirk. Supporting individuals at risk of homelessness with access to the DWP, addiction services and mental health support our Lighthouse Project identifies an individual's barriers and supports people to overcome these and move towards a more settled lifestyle.

Our Lighthouse Project has an 'open door' policy. We meet people where they are, when they're ready, and also understand that sometimes people need to take a break. However, they know that they are always welcome back and we pride ourselves on building trusted relationships that allow people to access support when they're ready.

By empowering people to take charge of their own journey we build confidence, support the development of key skills (including CV building, job hunting and more practical matters like accessing benefits) to support the move away from the justice system.



75% of the people referred to us last year have moved on to a positive outcome (volunteering, training or employment).



FALKIRK COMMUNITY JUSTICE

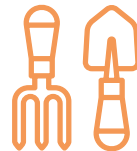
In Falkirk we offer a range of services, working in conjunction with the Community Justice team, to support people in their journey towards employment.

Alongside supporting people to gain practical skills, build confidence, and access the appropriate agencies, our Falkirk team also support people on community payback orders.

Based in Dollar Park, we utilise the walled garden and other bedding areas to provide meaningful work for those attending our groups through Falkirk community justice unpaid hours programme. By involving people in the development of these outdoor projects we are also able to introduce them to the other services we offer in our Falkirk team (Lighthouse, Peer Mentoring, Fairstart) giving them the opportunity to access more support if they so choose.

Feeling part of a bigger project, producing meaningful, visually pleasing work, helps us build trusted relationships with people who otherwise may not have felt particularly connected to their community.

“My dad was so proud when I told him I was helping to plant the floral clock, and it’s been a long time since he felt proud of anything I’ve done.”



Last year 3,964 visitors came to the walled garden to enjoy the incredible work completed by our Community Justice team.

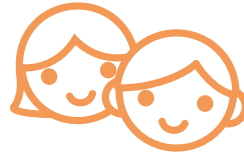
HMP ADDIEWELL VISITORS CENTRE

Our HMP Addiewell Visitors Centre service offers support to families experiencing the emotional upheaval of losing a loved one to imprisonment.

By supporting families to navigate through such a difficult time, ensuring they are aware of what financial help is available and signposting to external services such as employment and benefit help, we are able to be a listening ear and helping hand when life is particularly difficult.

Our open-door policy, and non-judgemental approach means we have been able to develop trusted relationships with those who may have faced stigma from their community, and in some cases their own families.

Supporting strong family connections reduces the risk of reoffending and can result in a smoother transition back into the community.



Last year we helped arrange **130 children's visits.**

Miss C, a visitor to the centre described our team as a **"massive support"** during her visits, and after her partner was released, continued to phone our team for support as she wanted to speak to **"a well ken't face"** and knew that our team would help her if she needed us to.



LEARNING AND WORK

Supporting people to move towards a settled and secure lifestyle means ensuring that people have access to the right support, at the right time.

Our Market Led Training and Foundations to Employment projects support people towards meaningful employment, providing them with the skills they need to access the job market.

Market Led Training

Our free training courses give people the skills and confidence they need to gain employment in specific sectors such as, Care, Customer Service and Construction. Alongside this training we offer practical help to write CVs, job search and apply for roles. Our courses also come with a guaranteed job interview at the end of their two-week work placement.



Last year **58%** of people who attended our courses sustained a job for 4 weeks. **71%** were still in employment 6 months later.

Foundations to Employment

Working with those furthest from employment we help remove multiple barriers by working one-to-one with our clients, providing uninterrupted intensive support. We give practical support and advice on finance, benefits, housing and social activities to help people add structure to their lives and move towards employment.

"I found it strange to be seen as person and not just a set of criteria."

Foundations to Employment client

KEY TO POTENTIAL

Our Key to Potential project is an early intervention programme for young people in transition from leaving school.

We work with young people who aren't engaging with other services, using our expertise to build trusted relationships with them, leading towards building positive engagement with other post-school services.

Our key workers work flexibly with young people, offering home visits and tailored career advice. Whilst their priority is ensuring young people do not become more marginalised after leaving school, our key workers also support the wider family to maximise the family income and understand what services are available to support them.

Through one-to-one support and group sessions with our Creative Natives team we are able to understand and help realise a young person's goals, supporting them towards a meaningful next step.



Last year we supported **65** young people towards positive destinations (education, employment, training).

"Hazel has no agenda – she is able to figure out where the young person's head is at and develop the relationship on their terms. The service is both holistic and bespoke. She has a great awareness of the local area and the options available."

Liberton Pupil Support Leader

COMMUNITIES



Over 50 years ago Cyrenians opened their first residential community for those who were experiencing homelessness.

Now, with half a century of learning and support behind us we manage four residential communities in Edinburgh supporting people with complex and multiple support needs. Our communities offer a diverse living and learning environment, where we support community members to work towards their own objectives including moving towards independent living.

Crichton Place

Our newest residential community based in Leith has provided a home to four people this year, all of whom have been discharged from Edinburgh Royal Community Hospital. Following their experience of long-term institutional care our community members have had to re-learn the basics of independent living – from food planning, to simply choosing their own bedroom furniture. With support from staff they have helped their community become a thriving, safe and social environment.

City community

Set in the heart of Edinburgh our city community is home to up to 8 young community members at any one time. The vibrant city home supports young people who may have experienced long-term care, and offers them a safe space to learn the basics of independent living while receiving support from our dedicated staff team. This year we provided a home and life changing support to 13 young people.

Coupled with a vibrant city scape our community is also home to residential volunteers from across the world. Volunteering for 6-9 months at a time our young volunteers live and work alongside our community members, sharing experience, learnings and family meals. In the last year our communities were home to 36 young people who joined us as residential volunteers.



COMMUNITIES



Farm community

Our farm community, much like our city community, is home to 8 young people and offers the same peer-volunteer opportunity. Set on our organic farm, the community is in the heart of nature despite only being a short bus ride out of the city centre.

Community members are able to get involved in the day-to-day running of the farm, supporting the harvest season and being part of the team that helps develop our farm social enterprise.

Like the city community, the farm community supports young people who have moved on from care to move towards more independent housing. This year we supported 12 young people at our farm community.

Social Bite Village

In 2018 the innovative Social Bite Village opened its doors to up to 18 residents. As a new model of housing, we were delighted to be asked to provide the support for community members who would soon be taking up residence in the iconic houses.

Following the successful model of our other residences, the Social Bite

Village offers the same person-centred support to our community members. We support individuals to work towards their own personal goals, with the view to moving on to more permanent residencies. This year the village provided a home and life changing support to 12 people who had found themselves homeless.

“When I was in the B&B I felt like I was walking on eggshells all the time. You’re in with people with significant issues and it can be really scary. The staff here have experience of working with people who are homeless which means that you can have someone to talk to whenever you need to. That in itself is an enormous relief... the main thing for me is just being able to relax and feel safe.”

Community Member



MEDIATION AND SUPPORT

Family conflict is the number one cause of youth homelessness in Scotland. Since 2009 our award-winning mediation and support service has offered an early intervention approach to prevent relationship breakdown using our unique AMBER model of mediation.



According to The Scottish Government Youth Homeless Table **59%** of young people present as homeless because relationships with their family breakdown.

We know that young people and families often require additional support to engage with the mediation process, that's why each family we support is assigned a trained mediator and a family outreach worker. Between them they offer one-to-one support and help

facilitate group conversations to ensure clearer communication and prevent young people leaving home, or support them to move out in a planned way. We also deliver workshops in Edinburgh and the Lothians which support young people aged 10+ to resolve conflict and manage anger.



Last year **98%** of the young people we supported remained/ returned home, or moved out in a planned and supported way.

"This was the first real support we received after a long and difficult period of time with our daughter. It helped being able to speak about the difficulties going on at home and having someone to listen to me and my daughter as individuals." Parent

SCOTTISH CENTRE FOR CONFLICT RESOLUTION

Our Scottish Centre for Conflict Resolution (SCCR) is a national resource promoting and supporting best practice in mediation, family conflict resolution and early intervention work with a particular focus around young people and families.

Conflict and disagreements happen in all our lives, often with minimal consequences. However, the impact can sometimes be devastating with over 4,000 young people becoming homeless every year in Scotland alone. Through a series of free training, events and digital psychoeducational resources we aim to nurture people to develop conflict resolution skills and change the culture of conflict in Scotland.

96% of parent/carers said that they had an increased understanding of how to better manage conflict at home after attending our one day training course.

81% of young people felt they were more able to deal with conflict in a positive and managed way after attending our Young Person's National Conference.



We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC Fund Grant.

OUTREACH

Our Outreach services work with some of the most vulnerable individuals in our communities. Often recognised as the most 'visual' signs of homelessness our outreach team support those who are currently homeless and may be rough sleeping.

In all our work we offer a person-centred approach to support, however this is particularly important when building a relationship with individuals who have likely experienced a difficult and potentially traumatic life. Often, those who are rough sleeping have encountered a number of services, but regularly these come with stipulations around attending appointments – appointments that can be particularly difficult to keep if you are sleeping rough.

We remove the barriers to support by keeping the door open. We understand that sometimes there isn't enough money to get a bus to meet us, so we come to you. We know that sleeping rough can be transient and sometimes you lose track of time, or are dealing with a more important issue at the time we agreed to meet.

But we keep trying. We keep reaching out, and we keep supporting people because they deserve our support, especially when life makes it more difficult to accept that support.



In 2019 our Homeless Navigator Project was recognised as an example of good practice for promoting the inclusion of people who are homeless and using alcohol and/or drugs.

Last year we provided casework support to 156 people who experienced severe and multiple disadvantage, and were able to assist many more through our 3 times-a-week street outreach work.

In 2018 we were delighted to receive a five year commitment of support from our partners Essential Edinburgh who are generously funding one of our Homeless Navigators.

OUTREACH



In January 2019 we welcomed our first person into a Housing First Edinburgh tenancy. By April, we were supporting 33 individuals, of which 15 were living in their own tenancy.

Our Outreach team work dynamically, responding to the needs of the people we support.

That's why we were delighted to be leading the Edinburgh Consortium for Housing First with 7 support partners—a system changing approach to responding to homelessness. Housing First gives people who have repeatedly been excluded from accommodation the opportunity to have their own tenancy. This is paired with flexible and ongoing support which promotes strong relationships between health, housing and support services to ensure individuals have the best possible chance at maintaining their tenancy, and choosing their lifestyle.

St Martins in the Field

Further to our outreach work with individuals, we also deliver the Frontline Network support for St Martins in the Field, helping bring together frontline professionals from across Scotland.

Through planned events and training opportunities we coordinate and respond to the needs of frontline workers involved in homelessness support. By creating a shared network of learning we are contributing to a more informed, skilled network of support workers.



Last year over 300 people attended one of our frontline focused events.