

St  
Martin  
in  
the  
Fields

Charity

# Impact Report 2023/4



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Please note, whilst all the stories in this report are true, individuals' names and images have been changed to protect their privacy.

Find out more about the work of St Martin-in-the-Fields Charity:

 [www.smitfc.org](http://www.smitfc.org)

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St Martin-in-the-Fields Charity  
5 St Martin's Place  
Trafalgar Square  
London, WC2N 4JJ

Charity no.: 1156305/261359



## Our Vision:

Everyone has a safe place to call home and the support they need to keep it.

## Our Goal:

Homelessness is prevented. When it does occur, people receive the best possible support that enables them to secure and keep a safe place to live.

## Our Purpose:

St Martin-in-the-Fields Charity works to end homelessness in three key ways:

### ■ Providing Funding

Giving essential grants both directly to people experiencing homelessness and to some of the unique and vital projects supporting them into safe and secure homes.

### ■ Supporting Frontline Workers

Connecting the UK-wide community of often over-worked and under-resourced staff, as they work together tirelessly to alleviate homelessness.

### ■ Advocating for change

Using the insights we gain from working with these groups to build support for solutions to homelessness amongst the public, funders and policymakers.



## CEO's Foreword

I was delighted to join St Martin-in-the-Fields Charity in June 2024.

The charity is doing vital work but sadly in an even more challenging context – homelessness is rising across the UK with records being broken for rough sleeping and the numbers of people in temporary accommodation. However, I am pleased to be able to report that, with your continued support, we have been able to make a difference. Throughout this report, you will see what we have achieved.

I pay tribute to my predecessor Tim Bissett, who over 10 years grew the charity to reach more people and to tackle homelessness in new and different ways – helping individuals directly into new accommodation, supporting and championing frontline workers and helping charities and projects tackle key issues causing or as consequences of homelessness across the UK.

Of course, none of this would be possible without the wide range of partners we are privileged to work with and the support of those who fund and donate to us, particularly through our cherished partnership with BBC Radio 4. Together we are able to ensure that thousands of people across the UK have a safe place to call home.

Thank you

*“That ability to work with our younger people longer term is not actually a luxury, it’s a necessity, and I think the value of funding such as the Frontline Fund means that that can happen. I know from talking to the younger people, that they feel valued as a person and that makes such a huge difference, knowing that you’re going to be able to sustain that work over a period of time”*

**Alv Hirst,  
Caring in Bristol**

*“I can’t put into words how my life has been improved moving to independent living and having long term secure accommodation... It has given me the stable base to rebuild my life on and have just started employment. I cannot say thank you enough.”*

**Emergency (VRF) grant recipient**

# Year in Numbers

## Emergency (VRF) Grants Awarded to Individuals

Number of grants awarded:

**4,508**  
(£1,780,676)



Average (median) grant awarded:

**£444.87**

Number of grants for Preventing Eviction:

**728**  
grants



Grants for Moving into New Accommodation:

**3,780**  
grants



Grant processing time:

**75%**

of payments were made within 5 days from application submission



**“Knowing he had a stable home of his own was very important, as the insecurity and instability of temporary accommodation was causing him a lot of anxiety.”**

**Frontline worker and emergency grant applicant, Gloucestershire**

## Grants Awarded to Projects/Organisations

**6** ongoing grants to projects

based across the four nations of the UK, providing access to healthcare, legal advice and mental health support to help people move on from homelessness.

**3** new grants to organisations

and charities testing new approaches to providing support around tackling mental health and homelessness together.

**3** research and development grants

to identify and pilot initiatives to understand their impact and scalability towards preventing and resolving homelessness.

## Supporting Frontline Workers

Training Programme:

**937\*** frontline workers

benefited from our training programmes across the four nations of the UK.

**71**

UK wide events delivered by frontline partners for 1,331 frontline workers to meet, learn and support each other

Annual National Frontline Network Conference:

**350 attendees**

**9 sessions**

**27 speakers**

**“The training I did, was on working with looked after and adopted children, complex trauma and art therapy, and this was hugely useful because basically everyone that I work with here has been through some sort of complex trauma.”**

**Training Programme participant**

\* some frontline workers may have participated in more than one opportunity

# Our Reach

At St Martin-in-the-Fields Charity, our work, and the impact of that work, covers the whole of the UK. Frontline workers across the country make use of our emergency (VRF) grants for their clients, helping over 7,500 people this year. We have nine Frontline Network local partners from all four nations who share knowledge, best practice and support for each other. We additionally provide funding towards the All in For Change Programme which works with the Scottish Government. We also have six organisations that we fund through the Frontline Fund across the UK and three funded through the Mental Health Fund.

## Frontline Network partners:

1. **Scottish Frontline Network**  
Cyrenians
2. **Frontline Network Wales**  
Cymorth Cymru
3. **Coventry Frontline Network**  
Coventry Citizens Advice
4. **Northern Ireland Frontline Network**  
Homeless Connect
5. **Pan-London Migrant Frontline Network**  
Praxis
6. **Blackpool, Wyre and Fylde Frontline Network**  
Streetlife Trust
7. **Leeds Women's Homelessness and Housing Frontline Network**  
Basis Yorkshire in partnership with Together Women and Leeds Women's Aid
8. **South Yorkshire Frontline Network**  
Depaul UK
9. **Brighton and Hove Frontline Network**  
Justlife
10. **All in for Change**  
Cyrenians, Homeless Network Scotland and Scottish Community Development Centre



## Emergency (VRF) grants breakdown:

A	East of England	£145,584
B	East Midlands	£220,505
C	London	£84,612
D	North East	£70,371
E	North West	£259,594
F	South East	£50,144
G	South West	£310,345
H	West Midlands	£245,105
I	Yorkshire & Humber	£177,230
J	Scotland	£64,692
K	Northern Ireland	£59,428
L	Wales	£92,567

## Frontline Fund

- Caring in Bristol
- TGP Cymru
- ▲ Legal Services Agency
- + akt
- ◆ Pathway
- ★ Extern
- × The Connection at St Martin's

## Mental Health Fund

- ◆ Rowan Alba in Edinburgh
- MAC UK in London and Kent
- \* Plattform in Newport and Cardiff

# Providing Funding: Individual Emergency (VRF) Grants

We provide small emergency grants (through our Vicar's Relief Fund) to provide immediate assistance to those at risk of losing their homes, or those who need to move into new homes that are safe and suitable for their current needs.

By addressing financial barriers directly, we prevent homelessness before it starts or resolve it quickly when it does happen. This allows people to maintain or regain their independence and stability.



## Gail's Story

In her late 60s, Gail found herself immobile and recovering from cancer – this after decades of living under her husband's constant coercion and threats of violence.

Gail was in poor health with chronic respiratory disease, diabetes, neuropathy and arthritis. She was also recovering from breast cancer, used a mobility scooter, had an oxygen cylinder and had to sleep in a hospital bed.

West Mercia Women's Aid was able to work closely with a local housing provider to find Gail safe, independent accommodation that eventually became a permanent home for herself and her dog. The initial cost to secure the housing though was beyond Gail's means.

An emergency (VRF) grant, applied for via West Mercia Women's Aid, paid her first month's rent in advance on a property, where she could finally start her physical and emotional recovery.

Gail has reconnected with her children and grandchildren and has settled well into the community. With the stress of living with abuse now removed, her health has improved and she is using her oxygen cylinder and mobility scooter far less than when she was first referred for help and support. We wish Gail a successful and happy continued recovery with her family in her own home.

**“The VRF has been fantastic in providing deposits that enable women to make their escape and move into safety and comfort, so that we can support them in their ongoing recovery.”**

**CEO, West Mercia Women's Aid**

# Providing Funding:

## Funding Effective Tailored Support

We've continued to fund six projects through our Frontline Fund, within charities working regionally, across the four nations of the UK, to provide specialist support to people experiencing homelessness. The charities were selected as they support our vision of everyone having a safe place to call home and the support they need to keep their home.

These charities, with our help, are developing and providing services tackling key issues and challenges facing people experiencing homelessness, such as legal support, counselling, support for young people, including specialised support for trans and non-binary young people, and people who have recently left prison.

### Spotlight on Extern

Extern is a leading social justice charity across the island of Ireland who speak up for and support children, young people, individuals, and families each year to overcome challenges, empower positive change and support family unity.

We support their work in Northern Ireland offering counselling to people, who often are unable to access mainstream services due to having been engaged within the criminal justice system.

From January to December 2023, **113 people were involved in 702 counselling sessions**

**through Extern. 78% of whom showed significant mental health improvements and 35% achieved improved housing outcomes.**

*"[it has] allowed me to chat about things openly and comfortably that I've never been able to speak about before. I feel my counsellor made me feel relaxed to address certain traumas I've had in my life, and she's given me ways to help improve day to day life and deal with these".*

**Recipient of Extern's counselling service.**

### Spotlight on Pathway

Pathway is the UK's leading homeless healthcare charity, working with partners to improve the health and wellbeing of people experiencing homelessness by developing and sharing best models of care, increasing specialist skills of workers in healthcare, influencing policy and reducing stigma in healthcare against people experiencing multiple exclusion.

With our support, they have been able to provide the legal advice needed in securing more stable outcomes for outpatients and help improve even more lives across the UK.

From January to December 2023, Pathway, with involvement from Praxis (an immigration advice charity and a Frontline Network partner of St Martin's Charity), **responded to 137 legal enquiries from people in hospital**

**seeking immigrations advice. 40 of them involved longer term casework. In 15 out of 16 of the completed cases reported, it had led to improved outcomes specific to immigration and housing.**

*"One of the benefits of having this relationship with the Pathway teams is that it provides us with referrals for people who are often some of the most marginalised, and some of the least able to access immigration advice services. Working with the Pathway teams allows us to support clients in a holistic way. We can provide immigration advice, but then we can work with the Pathway teams and also look at housing issues that somebody might have."*

**Daniel Ashwell, Advice Services Manager, Praxis**

# Spotlight on The Connection at St Martin's – tackling rough sleeping where it is highest

Rough sleeping across the UK is at an all-time high, with Westminster having the highest number of people sleeping rough compared to other local authorities in the UK. Data from CHAIN for 2023/4, registered 2,102 people sleeping rough in Westminster, which is 18% of all those registered across London.

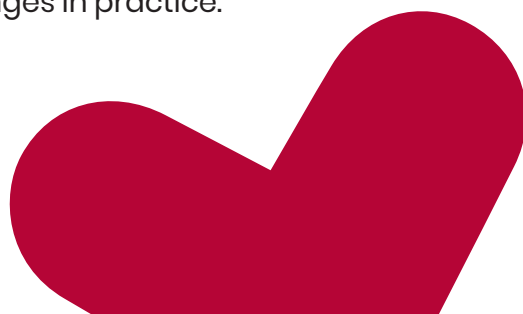
So, we've continued to contribute towards the work of the Connection at St Martin's in the centre of London, to deliver vital services to help keep people safe and support them to move-on from and sustain life away from sleeping rough. With our help, The Connection have been able to:

**1. Provide 1,230 health appointments** for people sleeping rough, including dentistry, podiatry, substance use, access to a TB van, Homeless Health Service (provided by the NHS) and counselling.

**2. Provide intensive and personalised support** to 146 people facing challenges including substance use, health problems and financial inclusion to support them on their journey to find a place they can call home.

**3. Support 80 people** to directly access new accommodation.

**4. Provide 202 psychological interventions** for clients, as well as 234 support sessions to Connection staff, in the form of training, reflective spaces, and consultation to support learning and drive changes in practice.



## Evie's Story

We supported Caring in Bristol to deliver Project Z to support young people facing multiple housing difficulties.

*"My life has changed drastically since walking through those doors three years ago. I now have a safe space and a stable environment to be in. I've gained confidence. I've figured out the career path I want to go down."*

*"When I think about the future, I feel confident in it and strong in it and that I am on the right path to kind of getting where I need to be and where I want to be."*

Evie, Project Z participant

## Meeting Mental Health Needs

The findings of several of our annual Frontline Worker Surveys highlighted the need for focused mental health support for people experiencing homelessness and was reflected in our discussions with other organisations in the sector. So, we established the Mental Health Fund to provide multi-year grants to three organisations to develop innovative specialist and targeted support around mental health and homelessness outside healthcare settings.

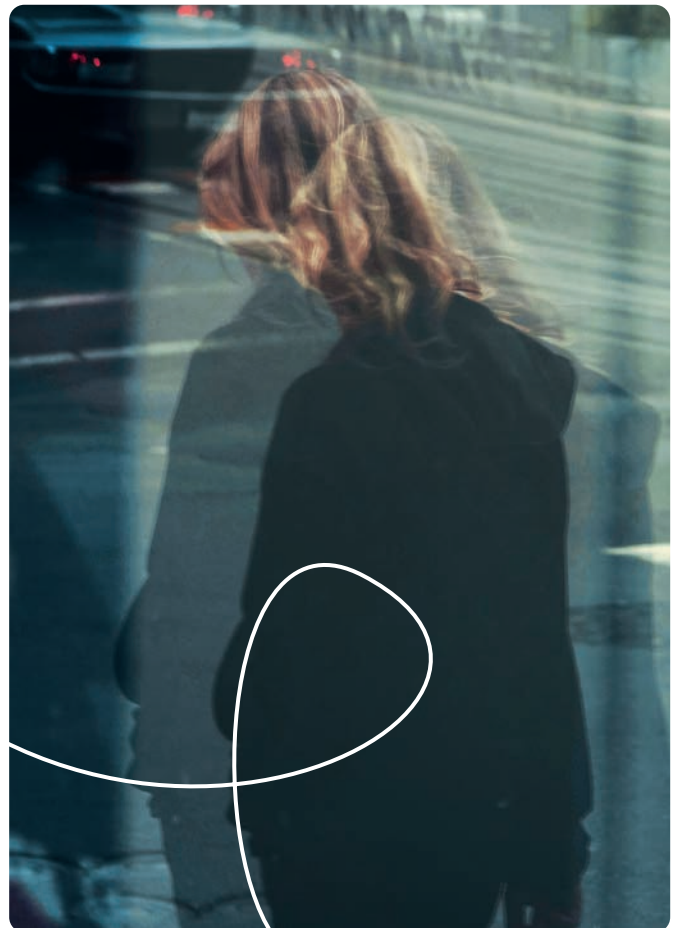
We are funding:

- **Rowan Alba (Scotland):** to embed a clinical psychologist in two supported accommodation services to deliver mental health support to people with long-term experience of homelessness and trauma.
- **MAC-UK/Look Ahead (London and the Southeast):** to provide an integrated team of psychologists, practitioners, youth workers, and academics in two of Look Ahead's supported accommodation services for homeless young people aged 16-25.
- **Platform (Wales):** to provide one-to-one coaching support (including advocacy and connection to relevant services and community resources) for people transitioning from 24 hour staffed mental health crisis houses, back into the community.

## Spotlight on MAC UK

**In the first six months of receiving funding and support, MAC UK focused on activities to create sustainable processes with Look Ahead to provide longer-term support for young people to improve their mental health by:**

- Investing in relationships and building trust and understanding with the young people, Look Ahead staff and management. This included creating learning spaces for training staff in Look Ahead teams and improved understanding and relationships across departments.
- Developing an employment framework and recruiting youth consultants, enhancing co-production and employment opportunities for young people.
- Identifying gaps in mental health support and recognising staff strengths in building therapeutic relationships with young people.



# Funding Learning-led Solutions

The results from our annual Frontline Worker Survey highlight the changing needs of those experiencing homelessness. This year, we have therefore supported the testing of three projects designed to meet these needs.

Two of the projects were focused on testing new ideas to evaluate their effectiveness in supporting more people to find or keep a safe home. The third was to further test and learn about a programme that has been proven to be successful elsewhere.

## 1. Homelessness Practice Incubator

Homeless Link have been identifying potential solutions to homelessness which could be further tested and / or scaled with investment. This has involved them scoping, gathering, exploring and developing resources around innovative, emerging, promising and evidence-based practice which has potential to achieve long-term impact. The aim of the project is to work alongside organisations to learn from, and test, the implementation of these practices. They have captured learning throughout the process, which can be used to develop a strategy and approach to deploy innovative solutions in homelessness service design and delivery in England.



**One example is modular housing which is quick to build, relatively cheap and easily replicable, so can start to address the issue of a lack of suitable and affordable housing.**

## 2. Frontline Worker Wellbeing Pilot

Our annual Frontline Worker Survey has consistently highlighted that low wellbeing and burnout of frontline staff is a significant barrier to staff retention and provision of effective support to people experiencing homelessness.

In response to this, we invested in a research project to trial an easy-to-implement and low-cost way to increase frontline staff wellbeing which was specifically designed to support those working in frontline roles.

The trial involved sharing relatable stories, with the aim of increasing workers' perception of social support and connection within their professional community. Participants were encouraged to read as well as share their own similar stories. By promoting shared experience and understanding, the project aimed to increase the resilience and wellbeing of frontline staff.

This trial engaged 400 frontline workers from across the UK, and across a range of organisations involved in homelessness support. The first phase of the project ended in July 2024. The final phase of data collection took place in August – October 2024. The results will be used to inform next steps.



### 3. Personal Futures

This project, a randomised control trial, was developed to understand the impact and potential effectiveness of a personal, direct cash transfer for participants who are at risk of homelessness.

The trial operated in Swansea, Edinburgh and Glasgow, North Lanarkshire and Oxford. It offered people experiencing homelessness a grant paid directly to their bank account, to enable them to meet their own needs without any conditions on how the money is spent.

81 people participated in the trial, with 34 being given a cash transfer.

Participants felt the transfer had made a difference. They described how it had created a foundation for them to build on, and changed their attitude. They also described improved feelings of happiness and wellbeing as a result of some of the changes they had been able to make, for instance being able to communicate more regularly with their family, or being able to make long-term choices, or leave situations they were unhappy with.

The study faced challenges at three key stages: recruitment, retention and attrition. These challenges meant that we have not yet been able to draw definitive statistical conclusions from the data available.



**Plans are being developed to expand and strengthen the trial incorporating lessons learnt.**

“ I think that cash... sort of created a foundation, you know, in my bank account, which... I don't want it to erode away completely.”  
**Cash Transfer recipient,  
Personal Futures  
Programme**



# Working with frontline workers to deliver effective solutions

We continue to support and champion frontline workers, their roles and value. We know that key to helping someone out of homelessness or to prevent it in the first place, is having a skilled, experienced, empathetic and effective frontline worker. They will reach out, engage, build a supportive relationship and work with other agencies to ensure they provide the support their clients need. Too often, however, frontline workers are undervalued and lacking support.

To ensure that people experiencing homelessness get access to the support they need, we empower and work with frontline workers so they are best able to support those they are working with.

We support frontline workers to build their skills and knowledge to deliver effective support. We also create more opportunities for sharing knowledge about what works, ensuring that practices are continuously developed, shared and implemented.

## The Frontline Network

We partner with a network of nine organisations (as shown on page 5) across the four nations of the UK to provide training, networking and knowledge sharing opportunities through thematic and geographically placed local networks. We also work with them to use their knowledge to influence decision makers and funders in their region.

### This year, our local network partners delivered:

**71 Partner facilitated events with 1,331 staff attending.**

These events focused on providing opportunities for staff to connect and share best practice.

Examples of the topics covered are:

- **Cuckooing, Adult Exploitation and Home Invasions**, delivered by Basis of the Leeds Women's Homelessness and Housing Frontline Network,
- **Dealing with Changes to Asylum Policy on Homelessness**, hosted by Praxis of the Pan-London Migrant Frontline Network.

### The Frontline Network Annual Conference

ran in June 2023 with a theme of 'working together'. 27 speakers from the four nations delivered nine sessions on a range of themes and a panel discussion with decision makers from across the four nations.

Key topics covered in the conference were Immigration, Housing Legislation, Temporary Accommodation and Wellbeing, provided by leading homelessness organisations including Cymorth Cymru, Groundswell, Homeless Connect, Homeless Link, and specialist organisations such as Just Life and Praxis.

**350** people attended

of which 65% attended the conference for the first time.

**94%**

of conference attendees who gave feedback rated the event as good or excellent.

**90%** of people agreed

or strongly agreed that they learnt from the event, and that it was relevant to their work.



**//** *I found the event to be very informative and I will be reporting back to my colleagues on the event. We are a small team, and it would have been great for us all to be able to attend. The fact that we can access slides is invaluable to us."*

**2023 Frontline Network Conference participant**

# Training

We offer a training programme to frontline workers who operate in often incredibly challenging situations, where they are short of time and resource to be able to support the people that they work with. Topics are informed directly by frontline workers via feedback from our annual conference and annual Frontline Worker Survey findings to ensure we offer the content they need in ways that work for them.

Frontline workers are responding to the evolving needs of the people they are working with, which can be multiple and complex. To address this need, our training programme offers a training fund, a suite of free training events conducted by external training providers and subsidised places to accredited training with Homeless Link and the Chartered Institute of Housing. This is supporting frontline staff across the UK to further their understanding, be upskilled and develop new knowledge and skills to effectively undertake their roles. This means better support and outcomes for those facing and experiencing homelessness.

## Frontline workers trained

**50** grants awarded for 422 people to receive training

**80** frontline workers received training for a level 3 accredited qualification

**435** frontline staff participated in outsourced training

### 1. Training grants:

We awarded 50 training grants, allowing 422 staff to attend various training sessions to support their personal professional development.

### 2. Subsidised accredited training:

We are committed to supporting frontline workers to gain recognition for their work, and to have the knowledge and skills needed to provide services that work for people experiencing homelessness. We provided subsidies for five cohorts for a total of 80 frontline workers to undertake training for a Level 3 accredited qualification in homelessness services developed by Homeless Link and the Chartered Institute of Housing to help raise standards across the sector.

### 3. Outsourced training:

We commissioned 38 free online training sessions, covering topics like Universal Credit, mental health, substance misuse, and housing legislation, reaching 435 staff across the UK.

**“**What we want our service users and young people to have is the most skilled person in front of them, to give them the best quality service. You have to think proactively about your training programme as an organisation, and about how you can take your workers to the next level. I think what the training fund represents is an opportunity for the whole industry to think about how we are training our workers, what we're training them in and what we want them to take out into the workforce.”

**Rob Swarbrick, Day Centre Manager at Streetlife**



**//** *We need big structural changes, including increased availability of social housing, funding of public services, and a transformation of attitudes towards homeless and multiply marginalised people. This is more than individual organisations can achieve alone and requires coordinated collective demands from the sector."*

**Frontline Worker, Manchester**

# Influencing:

## Amplifying voices of frontline workers

Our annual Frontline Worker Survey, which ran from January to February 2024, was completed by 1,050 frontline workers. It provides a snapshot of UK wide homelessness sector experiences, highlighting the complex challenges frontline staff are working in, alongside successes in supporting individuals out of homelessness.

We used this information to amplify the voices of frontline workers to inform practice, funding decisions, and policy change to improve homelessness services.

### Key Findings

The findings show that at a time when homelessness is on the increase, support workers face multiple challenges when trying to secure the required support and accommodation.

Increased demand for services:

# 93%

of frontline workers found it difficult or very difficult to obtain private rented accommodation for the people they support.



Limited availability of housing:

# 91%

of frontline workers found it difficult or very difficult to obtain social housing for the people they support.

**“**There is so little accommodation in this area across the board that when options do become available, competition is so high that people fall between the cracks.”

**Frontline Worker, North West**

There are significant burnout and wellbeing concerns from frontline workers:

# 51%

of workers reported always or often feeling at risk of burnout, with 81% in total experiencing this feeling at least sometimes.



# 64%

of frontline workers felt that their role had a negative impact on their wellbeing, up from 58% in 2022.

In addition, frontline workers are facing economic struggles:

52%

said they were struggling to pay their bills at least some of the time.



44%

said they struggled to pay their housing costs at least some of the time.

23%

worry about becoming homeless themselves.

47%

reported spending their own money on work-related costs at least sometimes.

“ Pay in the sector continues to be very low. Working in the sector has meant that I’ve had to put lots of other things in my life on hold as it simply does pay enough – for example, delaying having children. I find it difficult to imagine that I could afford to support children on my income and I think it’s likely one day soon I will have to choose between continuing to work in the sector and taking these next steps in my life.”

**Frontline Worker, London**

We shared the report and key findings with organisations across the sector. We also used key findings to inform the general public about the challenges faced by staff working to help people away from homelessness and some of the innovative ways they are providing the required support.

We will continue to use the findings to inform and influence decision makers in central and local government.

### **Influencing Across the Four Nations**

With our support, some of our Frontline Network Partners have also influenced key policy areas, including homelessness prevention and temporary accommodation, by engaging with decision makers and contributing to significant reports and recommendations.

Cymorth Cymru were able to hold a round of **Frontline Network Wales** meet-ups and gathered feedback from frontline workers to submit a response directly to the White Paper on Ending Homelessness in Wales from the Frontline Network Wales.

Homeless Connect who facilitate our **Frontline Network Northern Ireland**, Housing Rights and the Chartered Institute of Housing gave evidence to the Communities Committee NIFHA on housing and homelessness related issues. A written brief was put to the committee and emphasised the need to shift to a housing first culture; for legislative reform; and more affordable housing.

Praxis, who facilitate the **Pan-London Migrant Frontline Network**, hosted an event with speakers from the Greater London Authority (GLA) and Chartered Institute of Housing to discuss the likely impact of Streamlined Asylum Processing on the refugee community. The discussions from this event were shared by GLA to the Life off the Streets Executive Board who in turn wrote to the Home Office to raise these concerns.

# Our Generous Donors

**None of this work would be possible without the generosity of our donors, who support our mission of everyone having a safe place to call home.**

**For 97 years, BBC Radio 4 and St Martin-in-the-Fields Charity have partnered to support people affected by homelessness.**

Our Christmas Appeal in 2023, A Journey Home, raised over £2 million. We are so grateful to everyone who donated to us, especially during these tough economic times. Without our amazing supporters, we would not be able to continue our vital work with people who are facing homelessness. We cannot thank everyone enough for their support both during our Christmas Appeal and year-round helping us raise in total over £5m for our work.

Special recognition goes to the transformational support of: Julia Rausing Trust, Trevor Fenwick, The Mosawi Foundation, Frances Jacob, Oak Foundation and Reflex Marine.

**“** Homelessness is sadly continuing to rise across the UK with rough sleeping numbers at record levels. Winter brings added pressure to those experiencing financial hardship which is why Julia Rausing Trust is once again partnering with St Martin-in-the-Fields which works to end homelessness by providing fast emergency funding to individuals. Last year, their Vicar’s Relief Fund helped over 7,000 people who were either homeless or at risk of imminent eviction and we encourage others to support this worthy campaign.”

**Simon Fourmy, Director of Julia Rausing Trust**

The Mosawi Foundation have supported our vision, that everyone has a safe place to call home and the support they need to retain it, for over seven years.

**“** What makes St Martin-in-the-Fields Charity exceptional for us: It is the ...“Ever Open Door” that welcomes and accepts everyone.”

**The Mosawi Foundation**

**“** Reflex Marine is proud to be one of St Martin-in-the-Fields Charity’s key corporate supporters. Our funding reflects our shared values of caring for people, especially those that have fallen on difficult times. We care deeply about those experiencing homelessness and believe that everyone should have a safe and warm place to call home.”

**Reflex Marine**

**“** Oak supports organisations to end homelessness and create housing opportunity. We’re proud to support the Frontline Network with multi-year funding. It’s important that people working directly with those experiencing homelessness have the space and resources they need to connect, reflect and be at their most effective.”

**Brian Robson, Director, Housing and Homelessness Programme, Oak Foundation**

# Objectives for the Next Year

**We know that we need to do more and we will use what we've learned in delivering our work and what we hear from the frontline workers who are tirelessly supporting people away from homelessness.**

We need to find effective, long-term solutions to preventing homelessness that we can support and help evolve with the changing needs of people who are experiencing homelessness.

This year, we will be reviewing and developing our emergency (VRF) grants programme.

We will use what frontline staff are telling us, to do more to ensure the public are aware of the issues around homelessness and the work being done to address these.

We will increase our work advocating for change.

We will use our learning and insights from our programmes and annual Frontline Worker Survey to seek to influence policy and practice to better prevent and resolve homelessness and support frontline workers.

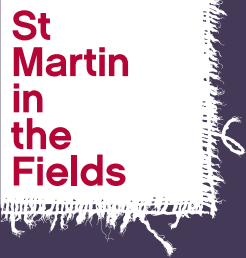
## **We commit to:**

- Providing emergency (VRF) grants that enable people to quickly access new and more suitable accommodation or stay in their existing homes.
- Investing in projects that focus on providing specialist mental health support.
- Continuing to support & champion frontline workers, their role and value, ensuring we are seeking opportunities to showcase the impact of the work they do and identifying ways to support their wellbeing.
- Providing support and access to subsidised training to frontline workers to enable them to keep abreast of best practice and apply it in their work.
- Using the findings from the annual Frontline Worker Survey to deliver more activity to advocate on behalf of frontline workers to ensure the Government, decision makers and funders are aware of the challenges and solutions available to support people experiencing homelessness.
- Support the development of a new Frontline Fund informed by learnings from the annual Frontline Worker Survey.



*The knowledge that he would have a bed to sleep in once moved to his new home meant the client found all the additional tasks much easier to cope with. He was able to have a comfortable and restful sleep enabling him to wake refreshed. A simple thing to many but one that really did make a huge difference to the client who now has a settled comfortable home without the risk of having to move again."*

**Support Worker, Northwest England**



# Charity

**Find out more about the work of  
St Martin-in-the-Fields Charity:**

 [www.smitfc.org](http://www.smitfc.org)

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