

ReRefresh Training Initiative

Our bespoke training courses, working within our services, give the opportunity to gain work experience, build confidence and gain the skills needed to move on to employment. We look to address the multiple barriers people are faced with following a period of homelessness, and fight the stigma attached, to allow them to progress with practical support in place.

Mark joined the ReRefresh program to help build his confidence and help with anxiety. Through one of our corporate supporters, he has managed to secure a work experience placement with a joinery company and is really enjoying the experience.

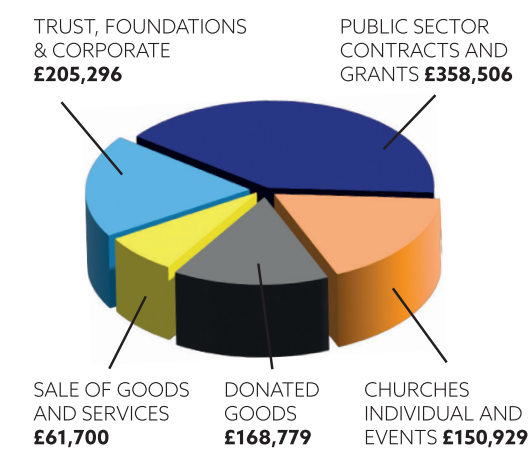
Financial information for 2021-22

Income: £945,210.00
Expenditure: £906,091.00

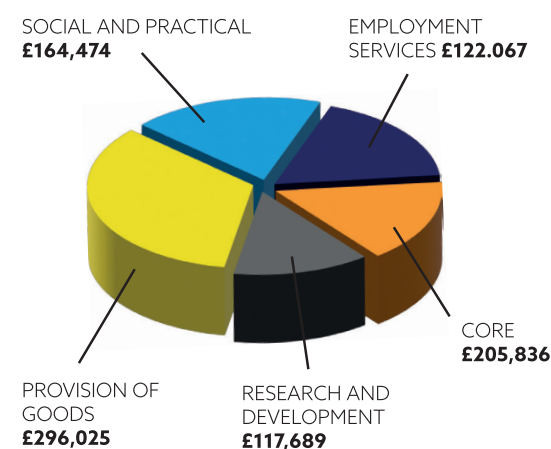
We are extremely grateful to every single funder, business and individual who has contributed financially throughout 2021-22, these vital funds ensure Fresh Start can support some of the most vulnerable people across Edinburgh on their journey out of homelessness.

This information is taken from our annual financial statements, audited by Whitelaw Wells CA. Copies of the annual accounts, incorporating the auditor's and director's reports are available by contacting Fresh Start directly.

INCOME



EXPENDITURE



PAT Testing

Our Pat testing social enterprise business provides training opportunities and an income stream to Fresh Start to allow us to continue to provide our much needed services. By being able to PAT test donations, we are able to reuse, recycle and distribute them to our service users, contributing to the 75,000 kg that is saved from landfill by Fresh Start each year.

Structure and Governance

Fresh Start operates as a company limited by guarantee and is recognised as a charity with the Office of the Scottish Charity Regulator. The overall governance and management is the responsibility of the Board of Directors. The Directors are either nominated by Christian denominations or co-opted as set out in our constitution and are legally bound to adhere to the Charities and Trustee Investment (Scotland) Act 2005.

Fresh Start's Board of Directors 2021-22: Gary Cameron (Chairperson), Dr Allan Gordon, Michael Green, Morag Hutchison, Alan Morrison, Sabina Kadic-Mackenzie, Louise Stirton

Ms Kadic-Mackenzie and Ms Stirton left the Board of Trustees in January and March 22 respectively, thank you for your time and service to Fresh Start.

In my message in the last annual review I talked about how all of our homes became so important to us in the days of lockdown. They were our offices, gyms, classrooms - our places of refuge. As restrictions eased and we all tried to get back to living 'as normal' many people felt uneasy at the prospect of re-socialising and being around others again. We're so pleased that Fresh Start has been able to help so many people in the transition with the timely opening of our Community hub, Welcome Space, Pantry and Community Kitchen.

Fresh Start may have grown but our aim remains the same "To Help People make a home for themselves" and to develop and provide services which aid in that. Looking forward we will be working with other organisations to identify individuals and families who are at risk of becoming homeless and try and provide help to stop that happening. Our growth would not be possible without the generosity of our volunteers who are at the very heart of our services and it's great to see so many

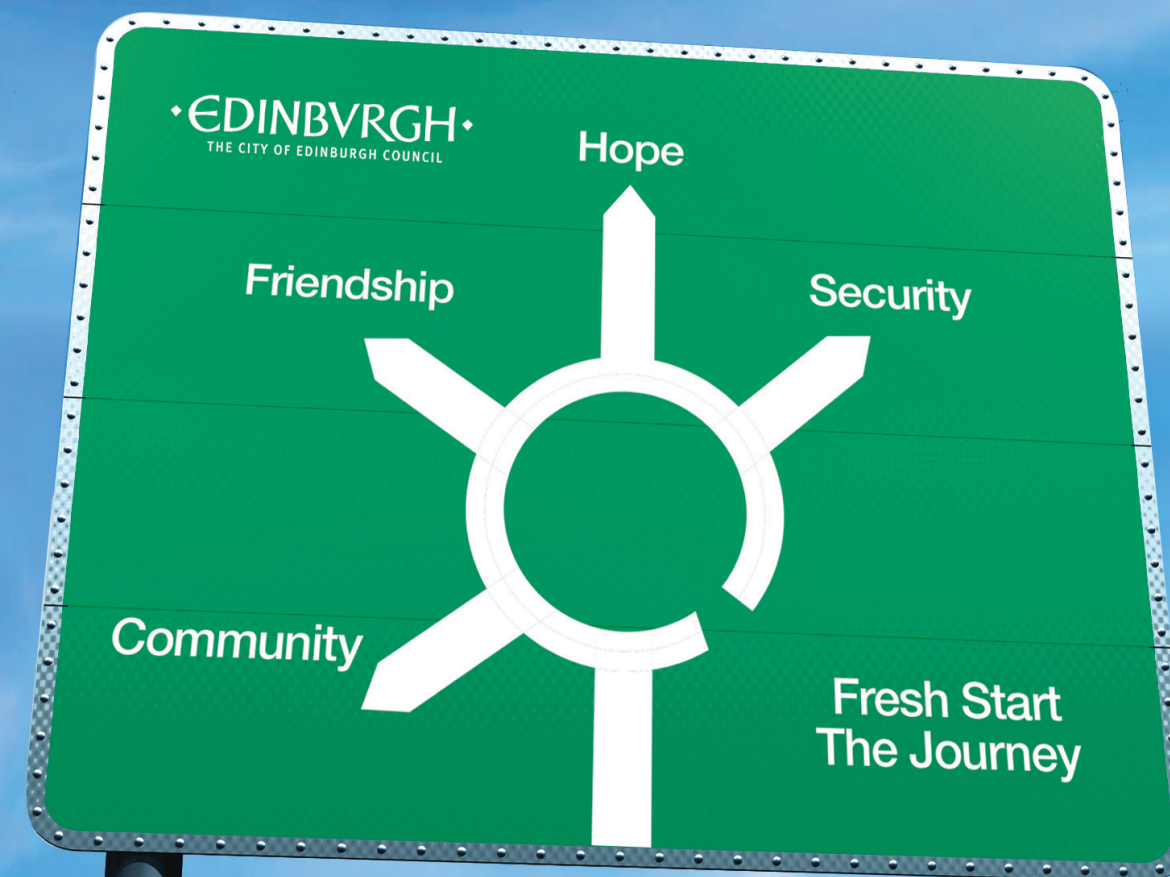
back in our warehouse, our garden and delivering hit squads.

I spent a heart-warming and inspiring afternoon at our community hub for our "Meet and Eat" session where volunteers made a range of incredible dishes to be shared with clients and folk from the local community. As Bidy always says "food is universal" and seeing so many happy faces sharing and chatting really brought it home to me how important our work is.

As we enter the winter there is more uncertainty ahead but what we can be assured of is with the help and good will of all our supporters, the inspiring work of our staff team and the leadership and direction of our board Fresh Start will be providing all the help that we can.

On behalf of Fresh Start's Council of management and staff, thanks to all the volunteers, businesses, organisations and faith groups that support us and allow us to continue our vital work.

Gary Cameron, Chairperson



FreshStart

helping people make a home for themselves



For more information about the charity or to find out how you can support us, contact:

22-24 Ferry Road Drive, Edinburgh, EH4 4BR

Telephone: 0131 476 7741 or
admin@freshstartweb.org.uk
www.freshstartweb.org.uk

Fresh Start (Scotland) is a company Limited by guarantee and registered in Scotland No. SC197784. Scottish Charity No SC029184

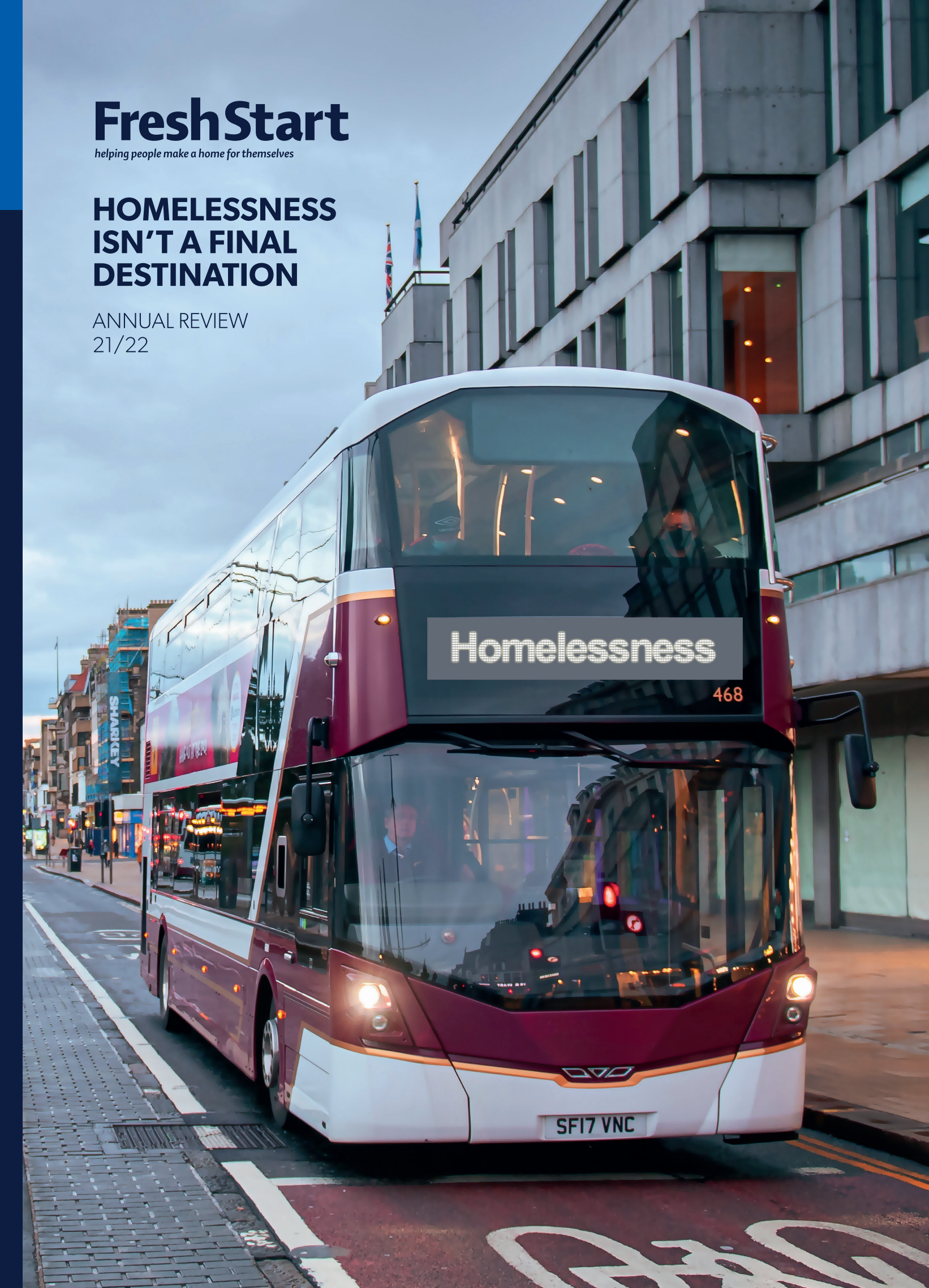


FreshStart

helping people make a home for themselves

HOMELESSNESS ISN'T A FINAL DESTINATION

ANNUAL REVIEW
21/22



Annual review 2021-22

We thought 2020 was a strange year and it was. But as we slid into 2021 the world was still a very uncertain place for all people, but more so for the people Fresh Start work to support. We were coming out of the second lockdown and told that we could "get back to normal". But for many the anxiety of doing this was crippling them.

During this year, we opened the Community hub - Welcome Space, Shop and Pantry and Community Kitchen. I am very proud to say the space is indeed very welcoming and during this year we have grown in the services we provide to allow people to re-enter into a "new normal", but also to provide a safe space for people to access a wider range of services - not just our own but those of our trusted partners.

As we go into a winter where we are unsure of what is going to be, we know that we will be needed more than ever but I am confident we can rise, yet again, to the challenge. I would like to acknowledge and thank the staff team, who have worked tirelessly to make sure we are there when people need us - building those ever-vital trusting relationships. Also, to thank our amazing volunteers - without you we couldn't do what we do. And, last but not least, to my Board for trusting in me and the team and giving us the support that we need.

Biddy Kelly, Managing Director



Our Values

Collaborate: we are committed to working in collaboration with one and other, our partners, service users, volunteers, and communities to achieve the best possible outcomes.

Respect: we will treat people with respect and consideration and provide our services without judging or discriminating.

Empower: we seek to empower all those with whom we work, building self-esteem and providing opportunities to learn new skills.

Starter Packs

These are packs of essential household items that allow someone to make a home for themselves and more likely to sustain their tenancy.

Tara had moved into her new tenancy with very little belongings after fleeing a turbulent family home. We were able to provide her with starter packs to make her house a home, just in time for her starting university in September of this year. We wish Tara all the best in her studies!

Our Aims

To provide goods and services which support people who have been homeless or at high risk of homelessness to make a home for themselves. (tackling financial poverty)

To provide opportunities for people to develop skills, confidence and social networks. (tackling loneliness and social isolation)

To provide volunteer-led services and opportunities for our service users to volunteer.

To involve partners in our work to end homelessness; statutory and third sector organisations, churches, corporates and community groups.

Community Pantry

The Pantry offers a dignified alternative to food bank usage and helps those facing food poverty that may threaten their health and security of their home.

Monica has a family of 4 and supplements her weekly shop by joining the Pantry. She can provide 2-3 dinners, breakfast and lunch for the week as well as accessing fruit and veg to provide healthy snacks!

White Goods

Fresh Start can assist in providing a cooker, washing machine or fridge freezer to those who have moved into their tenancy or who are struggling financially and unable to access statutory sources. These items can be too expensive to purchase when moving into a tenancy but are vital in day to day life.

Alana was heavily pregnant when she came to Fresh Start, having fallen through the system when she moved into her tenancy following 2 years in temporary accommodation. Alanna desperately needed white goods to allow her to care for her baby, Fresh Start were able to secure a fridge freezer and washing machine for her.

Volunteering

We, of course, could not deliver all these services without the dedicated support, determination and hours and hours of hard work of our brilliant volunteers! We are lucky enough to have such an enthusiastic and devoted team of volunteers across our services and would like to take this opportunity to thank each and every one of you!

We would also like to thank all of our corporate supporters and volunteers who take time out of their busy work schedules to participate in Fresh Start's services.

Hit Squads

Collaboratively working with volunteers and tenants the team will help to decorate a new tenancy. This service gives the opportunity for someone to establish themselves in their new home, gain new skills and transform their property that is often in a poor state of repair.

Fleeing domestic violence with her children, Crystal moved into her new tenancy after moving from several temporary houses. With the help of the Hit Squad Team, they were able to decorate the living room and kids' bedroom, all in colours of their choice.

Cooking Classes

We address the difficulty of cooking healthy meals on a limited budget and social isolation through our cooking classes, by building confidence and eating together in a social setting.

Katie suffers severe anxiety and has recently been diagnosed with bipolar disorder. She was really nervous about attending her first Family Friday with her kids, but was made to feel really welcome and loved making pizza dough out of yoghurt! She has since joined our Pantry, helping her budget her and the kids' meals throughout the week.

Community Hub & Advice & Information

Working together with partners, we are able to provide a multifunctional, safe space to seek advice and information on a number of issues, including debt management, income maximisation, housing advice, and benefits without in a non-judgemental, friendly setting. This also gives an opportunity for them to access Fresh Start's services and tackle their financial and housing issues that may threaten their tenancy.

By attending our drop in sessions, George was able to arrange a bus pass for his son, get school uniform from the School Uniform Bank and pick up a starter pack!

Growing Spaces

Our gardens throughout the city offer open ended volunteering and supported volunteering opportunities. The gardens not only promote a healthier, physical lifestyle for participants, but also combat social isolation and allow people to build relationships and bonds within their community. Connecting our services together, the produce grown in our gardens is used to stock the Pantry and in our cooking classes.

Stuart has been volunteering in our gardens and has found it beneficial in his long term support plan on his recovery from mental health issues. The gardens provide structure to his week and allow for social interaction to boost his mood and general wellbeing.

Starter Packs

Cooking Classes

Hit Squads

Shop

Pantry

Companionship

Gardening

Cookers

PAT Testing

ReFresh