



FRESH START STUDENT AMBASSADOR INFORMATION PACK

FIND OUT WHO WE ARE, WHAT WE DO AND HOW YOU CAN GET INVOLVED
TO SUPPORT THOSE MOVING ON FROM HOMELESSNESS IN EDINBURGH.

THANK YOU FOR YOUR INTEREST AND SUPPORT!

We're incredibly grateful and excited that you want to be part of our work to support those moving on from homelessness in Edinburgh. These pages will provide more information about what we do at **Fresh Start**, and explore what it means to be a Student Ambassador for us.

If you have any further questions or would like to visit our warehouse, please reach out to our Fundraising and Community Engagement Officer, Maisie Jack, at maisie@freshstartweb.org.uk.

ABOUT FRESH START:

Fresh Start is an Edinburgh-based charity, founded in 1999 in response to the ongoing challenge of homelessness in the city. Established by members of the local community and shaped from the outset by people with lived experience of homelessness, 26 years on we still operate with the same simple yet powerful core mission: **we help people who have been homeless to move into permanent accommodation with the essential items and support services they need to live with dignity and stability.**

HOW FRESH START IS DIFFERENT TO OTHER CHARITIES:

There are lots of charities and organisations out there that help support people who are actively experiencing homelessness and poverty. **Fresh Start is different from other homelessness charities because we support people when they are moving on from homelessness, when they have access to permanent accommodation. We are the only homelessness charity in Edinburgh that focuses on this.**

Many people moving into permanent accommodation after homelessness are faced with empty properties, limited financial resources and no support network. This forces them to choose between going without essentials or falling into debt that immediately threatens their ability to remain in permanent housing. We meet them where they're at, and help them start a new chapter in their lives by offering a range of support services, which you'll learn about on the next page.

On top of this, our services also work to prevent poverty and homelessness before it happens, through social and mental wellbeing programs, as well as our innovative partnership program, NESSie.



OUR SERVICES:



Starter Packs

Packs of essential household items to help someone set up their new home or sustain their tenancy. These can include bedding and linen, crockery, pots and pans, small household appliances, cleaning items, toiletries, sanitary products and non-perishable food items.



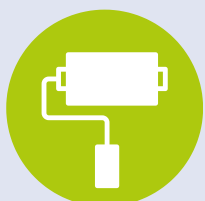
White Goods

This service supports those moving on from homelessness by providing a range of essential white goods, including cookers, washing machines, fridge/freezers and microwaves. This ensures that people have the appliances they need to maintain a healthy, hygienic and stable lifestyle.



Community Pantry

Providing an alternative to food bank usage for residents of Pilton, Muirhouse, Granton or Drylaw. For £5 per visit, Pantry members can choose a mixture of items equal to £25 worth of shopping, allowing them the dignity of choice and preventing food poverty in the community.



Fresh Rooms

Our volunteers work alongside service users to paint up to two rooms when they move into a new Council or Housing Association tenancy. This service helps people to feel comfortable in their new home, giving them a stable base to enter this new chapter of their lives.



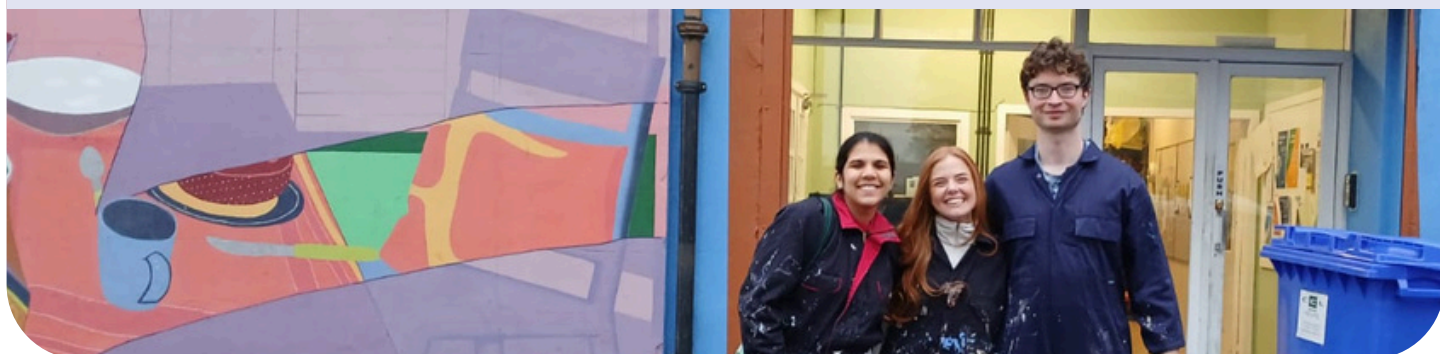
Growing Spaces

Offers the chance for those in need to grow fresh produce, gaining confidence, learning new skills, connecting with community and improving their mental and physical wellbeing. The program takes participants to our three growing spaces, located throughout North Edinburgh.



Community Hub & NESSie

Both our Community Hub and Nessie offer broader support services, including advice, information and one to one practical support on a range of housing, social and financial issues. Cooking classes are delivered in our Hub Kitchen, as well as a free Community Meal on Fridays.



FRESH START BY NUMBERS

20,020

The number of Starter Packs made and distributed in 2025.

113

Households supported across Edinburgh by our Fresh Rooms service 2025.

300+

Average number of households supported by the Community Pantry per year.

111,301

Kilograms of goods saved from landfill via Fresh Start services in 2025.

£30,126

Amount raised by the Cookers for Christmas Appeal 2025, to provide essential White Goods.

155

Number of volunteers who support Fresh Start, on average, each year.

HEAR FROM OUR SERVICE USERS

The Fresh Rooms service recently supported Max, who had experienced homelessness after leaving the care system. Max's new home was in poor condition, but he couldn't afford to hire painters and didn't know where to start with decorating by himself. Our Fresh Rooms team worked with Max to transform two rooms, using colours that he picked out.

Max said that the Fresh Rooms service was *"brilliant"* and that he had enjoyed learning the skills he needed to paint the rest of the house himself.

Max, Aged 19
Fresh Rooms Recipient

Sam accessed support from Fresh Start when he moved into his new home just before Christmas, and found that the kitchen didn't have a cooker. Our White Goods service secured a new cooker for Sam, helping him and his children get safely settled into their new home.

"The cooker has been such a massive help, I'm now able to cook hot healthy meals for me and my 3 girls and don't have to worry about how I will make them dinner. If it wasn't for this service I would have struggled and didn't have any other options...Thank you so much."

Sam,
White Goods Recipient

BECOME A FRESH START AMBASSADOR!

Gain valuable skills and work experience while making a difference by helping people transitioning from homelessness in Edinburgh.

WHAT MIGHT BE INVOLVED?

- Being the contact between your community and Fresh Start.
- Increasing student/society awareness and encouraging volunteering.
- Encouraging and organising donation collections.
- Fundraising eg. bake sales, sponsored sports, gaming events!
- Have other skills you think you could help us with? Let's chat!

WHY GET INVOLVED?

- An opportunity to give back to the community & help people in Edinburgh.
- Boost your CV and gain volunteering & leadership skills that universities & employees look for.
- Expand your perspective and meet like-minded individuals looking to make a difference.
- Flexible levels of involvement working around your commitments & studies.

KEEN TO MAKE A DIFFERENCE?

Reach out to maisie@freshstartweb.org.uk to express your interest in signing up to the programme or sign up through completing [this form](#).



THANK YOU FOR YOUR INTEREST IN SUPPORTING FRESH START!

If you're interested in becoming a Student Ambassador for Fresh Start, please get in touch with our Fundraising and Community Engagement Officer, Maisie, at the details below:

Maisie Jack

Fundraising and Community Engagement Officer

07730584579

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