

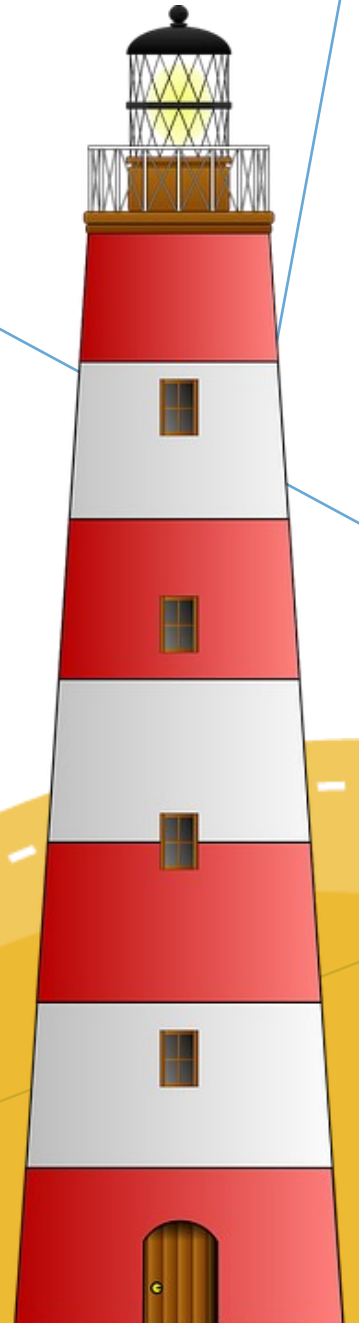


THE BRIDGE
homelessness to hope

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THE LIGHTHOUSE PROJECT
Delivered by The Bridge - homelessness to hope



The Bridge Homelessness to Hope has a set of values and objectives that aim to promote the mental health and well-being of our guests (homeless) in Leicester so that they feel valued and socially integrated.

Vision



That everyone in Leicester has a place to call home and hope for the future.

Mission



To provide support to and opportunities for those trapped in poverty or homelessness.

Values



Our operating principles are Compassion, Respect, Hope and Every Individual Matters.

OUR IMPACT

SINCE JANUARY 2020



327

Through our support services, our 327 guests have had an improvement in their income.



4718

Our work has helped to improve the wellbeing of people 4718 times.



13680

Our Hub services have been accessed 13680 times so far in 2024.

This is 52% up on 2023's figures – a huge increase in need!

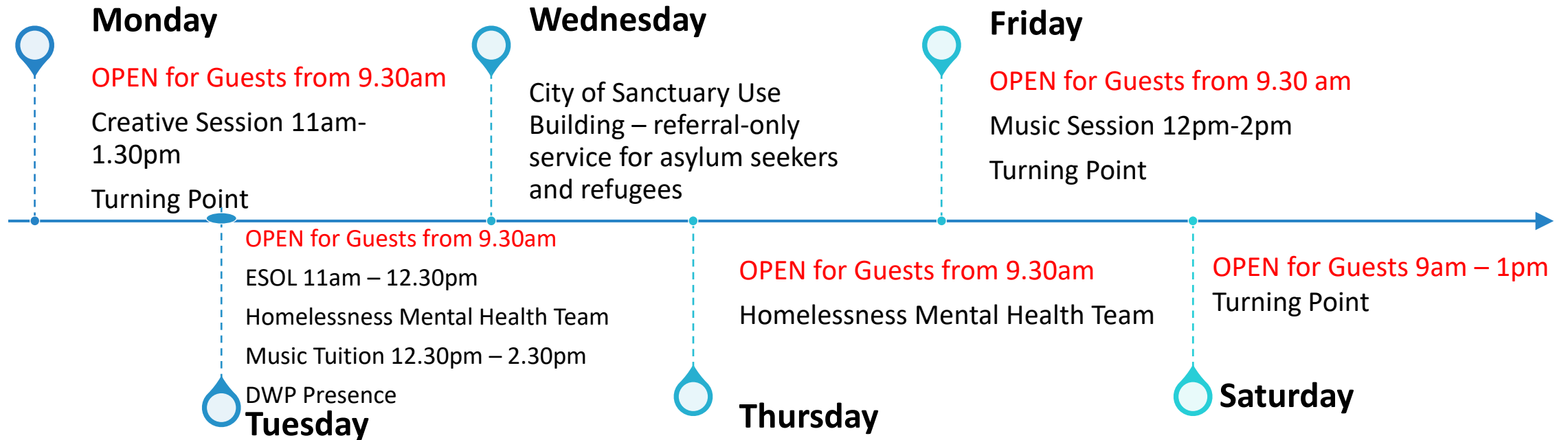


317

We have successfully housed 317 people in temporary or permanent accommodation.

Figures correct as of 1 October 2024

WHAT WE DO



Also happening: Reflective practice, mental health training & inductions.

THE PICTURE IN LEICESTER



- **A HUGE rise** in the number of people facing homelessness in Leicester means the city council is facing **extra budgetary pressures of up to £54million**.
- **Housing crisis** declared in 2022.
- Since then, there has been an **87% increase in numbers of people facing homelessness**.
- There are **1,072 households in temporary accommodation**, which the council describe as ‘the highest in decades’.
- In September 2024, **our service was accessed 1,814 times**. This reflect a broader **increase of 52%** of visits to the service since 2023.

WHAT WE DO

Case Work

Support for those needing housing, benefits, access to medical care and work advice.

- Must be 18+ years
- Be homeless in Leicester City (not County)
- Be willing to engage with our Case workers and take relevant advice
- Can't provide legal, benefit or medical advice.

The Lighthouse Project

121 Face to Face and Telephone Mentoring for 6 months to encourage social engagement and reduce isolation

- Must be 18+ years
- Experiencing some housing related difficulty
- Able to engage with 6 months of 1-2-1 mentoring and to benefit from it.

Referral Process for Case Work Support:

Call the office on: 0116 222 1161

Email: keith@bridgeleicester.org

Referral Process for Mentoring:

Call me: 07376365672

Email me: mentoring@bridgeleicester.org

WHAT WE DO

Medical Support – Health Clinics

Once per month we have 2 GPs and 2 Psychiatrists on site to provide medical and psychiatric care.

- Must be 18+ years
- Be homeless/facing housing issue in Leicester City
- Be willing to engage with our Case workers and take relevant advice once medical advice is provided
- Not at present engaging with their GP or receiving psychiatric support.

Regular Emergency Dental Clinics

Regular Free Eye tests and Glasses

WAYFINDER



THE BRIDGE
The Lighthouse Project



The Lighthouse Project aims to provide light, direction and hope to the lives of people who have experienced or are at risk of homelessness.



Mentoring is mentee led, our aim is to enable mentees to explore their situation and empower them to make changes.



This non-judgemental, professional relationship with a mentor increases mentees' confidence, reduces social isolation, improves mental and physical health and provides access to practical help.



The Mentor Coordinator will signpost for additional help where necessary.



K'S STORY

K had sought asylum in the UK due to their sexuality being considered a crime in their country of origin. K was referred to us by their GP as they were depressed, anxious and isolated. K spoke basic English, lived in temporary shared accommodation and had no family or friends.

- Paired K with a mentor after an assessment
- Donated a bike – learned their surroundings, had transport, bike rides for mental wellbeing
- Provided food and clothing donations when necessary
- Crisis support when mental health took a dip – psychological education
- Encouraged engagement with ESOL classes, maths and English and St Mungoes work experience course, engagement with LGBT+ charities
- Referred to a STAR worker when they were finally awarded a flat after 2 years in temp accommodation
- Provided with referrals and donations to make the flat liveable
- Attended first ever Pride with mentor and friends
- Successful in volunteer application to local LGBT+ charity
- Mentor is now a Trustee for same charity

THE LIGHTHOUSE PROJECT OUTCOMES

2023

100% of mentees said they have gained a 'new perspective or direction in life' at their exit interview

100% of mentees reported an improvement in physical or mental health at their exit interview

5x mentees have gained voluntary or paid work

All mentees have maintained their tenancy or moved into better accommodation

25x mentees have reported higher levels of confidence and self-esteem

25x mentees have reported reduced levels of loneliness

20x Mentees have engaged with medical services

Mentees have received donations in periods of crisis around 40 times

OUR VOLUNTEERS

Receive up to 6 hours training in PIE, Conflict Management and Mental Health Awareness and are all DBS checked

General volunteers are supervised and supported by our Volunteer Coordinator

Mentors receive an additional 2-4 hours induction training

Mentors also have access to at least 1 hour a month extra training and 2 hours a month support in a reflective space.

Mentors are supervised and supported by the mentor coordinators JoJo or Loki

We have a Peer Volunteer pathway carefully created to support people with lived experience to gain volunteering opportunities

PSYCHOLOGICALLY INFORMED ENVIRONMENT

It's an approach to supporting people out of homelessness, in particular those who have experienced complex trauma...

Here at The Bridge we work within a Psychologically Informed Environment (PIE)

(With expert support and guidance from Dr Suzanne Elliott, clinical psychologist with Leicestershire Partnership NHS Trust)

This is because research has found that:

- Experiencing trauma can lead to homelessness, losing your home can be traumatic and being homeless can be traumatic.
Goodman et al (1991)
- There is a strong link between homelessness and complex trauma (trauma in early childhood).
Nick Maguire et al (Southampton Uni)
 - 85% of those in touch with criminal justice, substance misuse and homelessness services have experienced trauma as children.
Lankelly Chase Foundation, (2015)

OUR GUESTS AND MENTEES

18+

Many of our guests may:

- Find it difficult to manage their emotions
- Be impulsive, not considering the consequences of their actions
- Be withdrawn
- Feel Isolated
- Be reluctant to engage or to change
- Exhibit anti-social behaviour

AIMS OF A PSYCHOLOGICALLY INFORMED ENVIRONMENT

- Increase safety
- Increase control
- Increase understanding
- Increase empathy
- Enable recovery to begin
- Decrease risk of secondary trauma
- Decrease likelihood of re-traumatisation

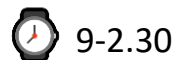


VOLUNTEERING OPPORTUNITIES

OPEN TO PEOPLE WITH LIVED EXPERIENCE OF HOMELESSNESS TOO



Community cafe volunteer



9-2.30

- Support kitchen lead
- Keep area hygienic and tidy
- Serving food and supporting guests



Store room support



Flexible

- Organising donations of clothes and food in the store room.



Film club



2-4.30 Thursday

- Facilitating a welcoming environment
- Joining in and supporting guests



Reception volunteer



9.30-2.30

- Welcoming
- Helping guests with small queries
- Helping with referrals



Telephone or F2F Mentor



Flexible

- Supporting a mentee by meeting or communicating with them once a week.

Contact our Volunteer Coordinator: volunteering@bridgeleicester.org



*THANKS
FOR
LISTENING*