

Building Concrete Futures



CONCRETE

The value of lived
experience and strong
partnerships in the
coproduction and delivery
of services to create
lasting change



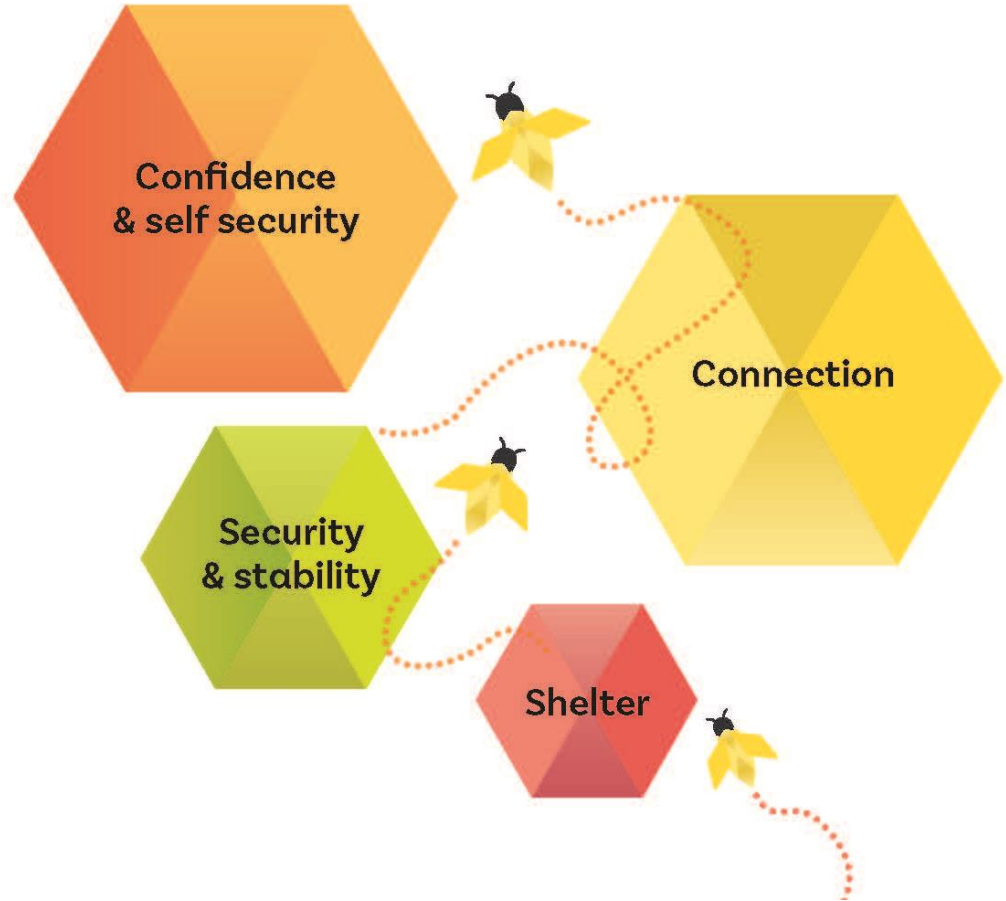
HONEYCOMB
GROUP

Champions for
Happy Homes



WHAT MAKES A

HAPPY HOME



Confidence
& self security

Connection

Security
& stability

Shelter

MAKING HOMELESSNESS HISTORY



MAKING HOMELESSNESS HISTORY

It's a big statement, but we're not alone in achieving it.

We're part of a national movement tackling homelessness from the inside out, addressing the factors that cause it as well as giving people the tools and knowledge they need to prevent it.

Through our work and dedication today, the issue of homelessness will be revolutionised, making it a chapter in history defeated by better policies, better education and better support systems.

The future is Concrete.

OUR SERVICE APPROACH

Homelessness isn't just what you see on the streets, so our support goes much deeper into the root of the issue so everyone who needs our support can achieve a more concrete future. When we go into a community, we work to make homelessness history in four ways. This is our approach.

ADDRESS

Raising awareness and educating our community on the realities of homelessness and what they can do to prevent and minimise their risk.

Education programmes

Community outreach

SECURE

Direct support for people at immediate risk of losing their homes, working with landlords, local authorities and tenants to help keep people within their homes.

Tenancy crisis support

Landlord/tenant mediation

CONNECT

Connecting those without a home to a home that's fit for their needs, providing dedicated support to connect housing and care needs into one access point.

Supported housing

Refugee resettlement

Private lettings

EQUIP

Providing 1:1 guidance and support to help people develop skills to live independently for the long run.

Skills training

Advice & guidance

Flexible support packages

WE'LL STICK WITH YOU

You're not alone. No matter what you've been through, our team is here to support you through thick and thin. When you need someone to be there, we won't leave you behind.

WE'LL PUT OUR HEART INTO IT

We see the suffering and cries for help and we see the struggles of the many without a backup plan. We care for every person that's struggling through. We'll keep fighting to the end because we genuinely want to create a better future for you and everyone.

WE'LL GIVE YOU A VOICE

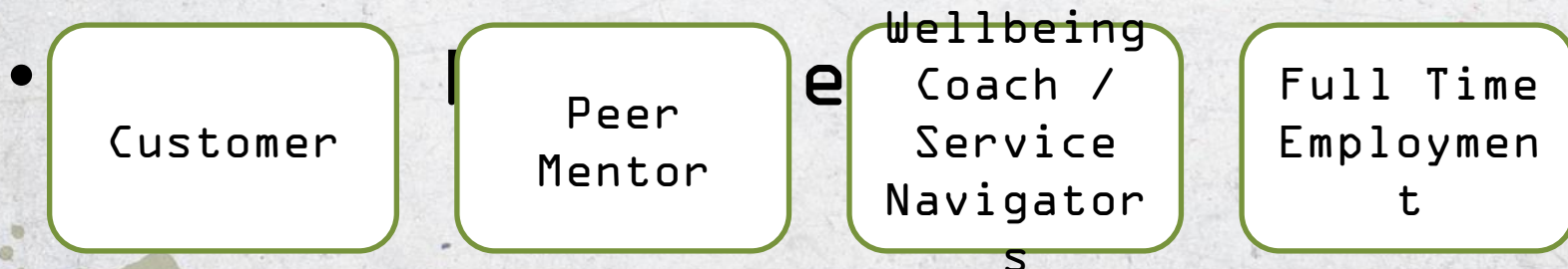
We're not here to just push our ideas. We're here for you. This is your life, your needs and your journey, and your voice matters. You get a say in everything we do, from the team that works with you to the plan of action.

WE'LL SEE A PERSON, NOT A LABEL

Underneath it all, we're all just people who need a little help along the way. We're not here to judge, stereotype or label you. No matter who you are, what your story is or what your next step is, there are people here to help.

Services & Recovery Pathway

- Supported Housing
- Care Leavers Accommodation Project
- Mental Health Wellbeing Accommodation



Customers

Supported Housing 2018/19

- Supported 186 people in our Supported housing.
- 83% of which left better able to manage their mental and physical health
- 75.6% had engaged in training, education, volunteering or employment
- 75.6% had addressed substance misuse issues
- 74% had addressed their offending behaviour
- 82.8% left able to maintain their accommodation with a reduced risk of repeated homelessness
- 28% of our customers are aged 25-34 closely followed by 18-24 year olds (27.8%)
- 71% male



“When I walked in for the first time I didn’t feel judged. There was no us and them, we were in it together. The genuine care and levels of support that I received are why I am where I am today.”

**MARK
CUSTOMER**

CONCRETE



“Its changed my life, I feel heard...understood. I’m able to live the life I want”

DEAN
NAVIGATE CUSTOMER



Peer Mentors

- Current customer 18+
- Managing tenancy and rent arrears
- Good communication skills
- Positive outlook / role model
- Flexible, patient, supportive
- Enhance practical life skills and overcome challenges of 'matched' customer
- 17 Peer Mentors trained over the past 18 months (all active)

“When I was approached about peer mentoring it made me feel believed in.

It was scary at first because of mistakes I’d made and my old associates, but the training helped me reflect and learn from my own experiences.

The opportunity to go on the peer mentor journey has meant everything to me, its given me purpose and I now believe in myself.”

**JAMIE
CUSTOMER**



**MAKIN
HOMEL
H**



Service Navigators

Role

- Service coordination for people with a history of rough sleeping and custodial sentences who will be NFA on release
- Assertive in-reach into prison, 3 months prior to release
- Engage, collaboratively assess support needs
- Pull in other services to meet wider needs
- Work with landlords to secure accommodation
- Accommodated 11 customers leaving prison, 9 into long term accommodation since project start (Apr 2019)
- Further supported 22 for non-accommodation based outcomes

"I was involved in drugs and crime and stuff for over 20 years. Having come from a background of addiction and stuff I can really see where guys are at. I know how hopeless things can become because I have been there myself.....you can have a lot of empathy with them"

Anthony, Service Navigator

“What an honour and a privilege to be part of Concrete.

To be in a position like I am today, I am privileged having come from a background similar to most of my clients.


We want the same end processes for our customer, hopefully to live a drug free life, you know out of prison, have a family, work, whatever aspirations that person has that’s our goal, restoration, what a beautiful thing.”

PHIL
SERVICE NAVIGATOR



**MAKING
HOMELESSNESS
HISTORY**





“To see, to know, to learn, to grow, become the best I can be, using the past to change the future.”


JASON
SERVICE NAVIGATOR

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Wellbeing Coach

Role

- Engage customers in collaboratively addressing their support needs
- To help realise their potential and self worth
- To assist overcoming barriers to recovery
- To provide emotional support
- To uphold a positive culture in our accommodation and help people feel safe



“I feel blessed to be part of this project. The team are committed to unlocking the potential of the most lost and broken people in the city.”

STEVE
WELLBEING COACH

CONCRETE

Benefit of volunteering / Coaching/ Peer Mentoring Roles

- Develop leadership and management qualities
- Improve communication and personal skills
- Learn new perspectives
- Engage in a volunteering opportunity, valued by employers
- Gain personal growth and satisfaction
- Gain recognition for skills and experience
- Learn new skills
- Increased confidence and motivation
- Enhance CV, pathway to employment

Partners



Ministry of Housing,
Communities &
Local Government



City of
Stoke-on-Trent

Private Rented
Sector

"We watched a lot of men leaving but then returning to prison. Listening to them we started to realise there wasn't as much support as what we believed there was"

"I managed to stay out of prison with support alongside, if could do that so could others. I thought what if that support came from those just a little way ahead in their recovery"

"The best way you are going to achieve change is by listening to people who have gone through that change themselves"

Impact

- Since Oct 2018 Concrete have facilitated 22 voluntary placements for people with lived experience recovering from addiction, homelessness and offending
- 18 people have gone on to secure part time paid employment with Concrete and other partners
- 7 full time employed with Concrete
- Retained expertise and passion within the sector
- Co production - leading the way in shaping future services
- Harnessing the heart of the private rented sector
- 1 properties brought back to life for

Contact Us

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