

Ending Homelessness in Scotland

Social Bite Impact Report 2018-19



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SOCIALbITE

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* Names changed throughout for anonymity

Introduction

Social Bite is on a mission to end homelessness in Scotland.

Homelessness has an overwhelmingly negative impact on the lives of those who experience it, physically, socially and psychologically. It affects people when they are most vulnerable – when relationships break down, when a job is lost, due to mental health problems and trauma and above all when people experience poverty and cannot make ends meet. It leads to exclusion and exploitation and is a devastating waste of human potential.

The Social Bite story began with Co-Founders, Josh Littlejohn and Alice Thompson, who set up a social enterprise that connected unexpectedly to the issue of homelessness. Through our cafes, our Founders and staff got to know people who live on the streets and in other unsafe settings. An issue and a group of people that are largely invisible came into sharp focus.

Over time, we have explored the potential for our social enterprise to feed people, provide a safe place to socialise and opportunities for people to grow and develop. We realised that many other people wanted to help in this effort too so we have made it our mission to work collaboratively to end homelessness in Scotland – to ensure everyone feels included and empowered with a safe place to call home.

Our Vision

A Scotland where everyone has a safe place to call home.

Our Mission

1. We use our pioneering social enterprises to enable people affected by homelessness to transform their own lives.
2. We lead a movement to end homelessness by generating funds, awareness and action across all sections of society.

Social Bite's Logic Model

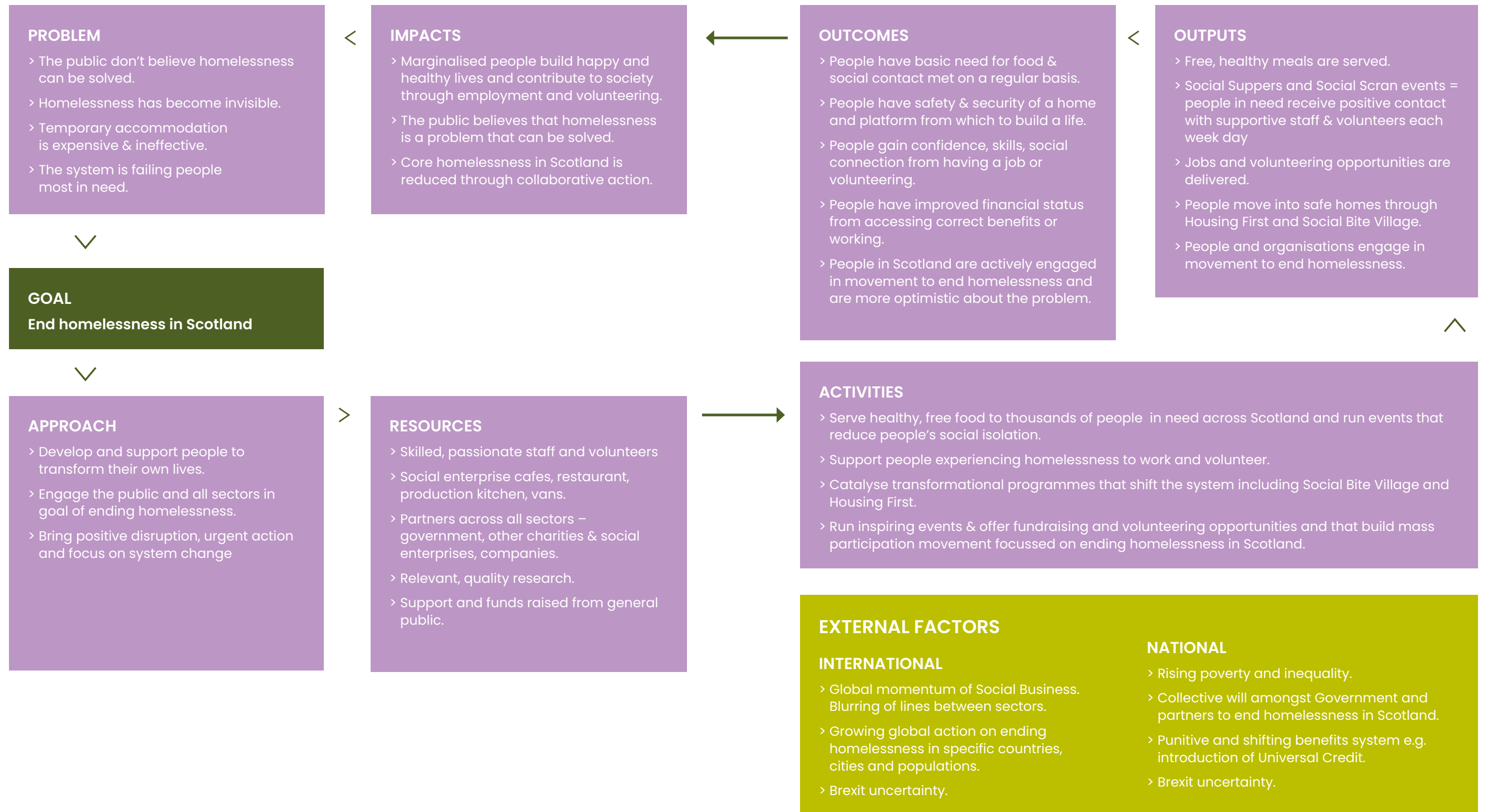


FIGURE 1: SOCIAL BITE'S LOGIC MODEL

The Social Bite Story

Social Bite was founded by Josh Littlejohn and Alice Thompson in 2012 as a sandwich shop in Edinburgh, which aimed to give away all its profits to good causes. The shop's central location meant staff got to know members of the homeless community and began offering jobs and free food to people affected by homelessness.

Social Bite Ltd. now employs 72 people and operates a chain of 6 social enterprise sandwich shops across Edinburgh, Glasgow and Aberdeen, and a food delivery business supplied by a production kitchen in Livingston. Our Social Bite Academy enables the

employment of people affected by homelessness (32 people in 2018) and supports homeless people to volunteer (28 people in 2018). We distribute healthy, free food (139,732 in 2018) via our cafes and run Social Supper events connecting 420 vulnerable people each week with food, support and opportunities.

In September 2016, we expanded our activities to launch a social enterprise restaurant, which provides a weekly sit-down meal for 40 people from the homeless community as well as training opportunities for our supported employees.

Since its inception, Social Bite has been successful in connecting the public to the issue of homelessness.

Our city centre locations are easily accessible, and mass fundraising events such as Sleep in The Park and Wee Sleep Out have inspired thousands to join our mission. High profile endorsement by well-known figures such as George Clooney, Leonardo Di Caprio, Prince Harry, Meghan Markle and most recently Malala Yousafzai have also raised our profile. We are committed to using this profile to be a positive, disruptive force in advancing the cause of homelessness in Scotland.



Social Bite's Rose Street cafe



Monday afternoon's Social Supper at Vesta Restaurant



Sleep in the Park Aberdeen



Malala Yousafzai with Social Bite Co-Founder, Alice Thompson and Wee Sleep Out 2018 participants

In 2017, our ambitions have widened to having an impact beyond our own social enterprises. We commissioned Heriot-Watt University, the pre-eminent UK body for homelessness research, to set out a framework for eradicating core homeless in Scotland's four largest cities. Simultaneously, we ran a mass sleep out for 8000 people in Princes Street Gardens, Edinburgh, called Sleep in the Park which raised £4 million.

In July 2018 we opened the Social Bite Village. Built in under a year, on an area of disused Council land in Edinburgh. The village provides an alternative to the ineffective and substandard temporary accommodation solutions which currently exist. It is home to up to 20 people in specially commissioned twin share 'Nesthouses' designed by Johnathon Avery and Tiny House Scotland. These high-quality eco-homes are energy efficient and sustainable, providing safe and comfortable accommodation in a supported community environment.



Social Bite Village Site: Before Build

This highly supportive community is delivered in partnership with the Cyrenians and Hillcrest Housing Association. The project is entirely geared to breaking the cycle of homelessness, building positive relationships and offering residents pathways into training, employment, volunteering and permanent accommodation.

During 2018, based on Heriot-Watt University's recommendations, Social Bite decided to invest a significant proportion of the funds raised by Sleep in the Park in the creation of our Housing First project.

This momentum continued in 2018 with 10,000 people taking part in Sleep in the Park across Edinburgh, Glasgow, Dundee and Aberdeen and 5,000 young people joining in our first Wee Sleep Out initiative.



Social Bite Village Site: After Build

Pyramid of Change – The Social Bite Approach

Our approach is underpinned by the work of person-centred psychologist Abraham Maslow who formulated a theory of human motivation based on a series of innate needs, known as Maslow's hierarchy of needs. Basic human needs such as food, shelter and relationships are fundamental to existence and are the foundations of the pyramid. If these needs are not met, a person is unlikely to be able to realise the higher needs of positive self-esteem and personal achievement.



FIGURE 2: SOCIAL BITE'S PYRAMID OF CHANGE

Building lives

At Social Bite, we recognise that all people have the same fundamental needs and rights. Our basic needs of food and shelter are human rights, along with the right to feel safe. These are the fundamental building blocks of life and without them we are unable to form relationships or find purpose.

At Social Bite, we meet many people who are missing many or all of these building blocks and we work with them to help them build up their capacity, resources and relationships.

A house is not enough. Recently we were fortunate to host Nobel Laureate Malala Yousafzai who spoke of her own experience of homelessness. She wasn't on the streets but was living in crowded conditions with a relative, with no access to any of the things she associated with home. Her words were: "Even in the presence of shelter you can still feel homeless".

We take these words to heart. A roof over someone's head is essential but we aspire to more than that. We recognise the imperative of good, trusted relationships and the strength and support these provide in finding purpose and joy in life.

Our approach is deliberately aspirational. We focus on people's strengths and we have high hopes for those we support and employ, firmly believing that through consistent, compassionate support we can enable individuals to discover the value and purpose in their own lives.

Food and Shelter

The harsh facts are that every year more people in Scotland are struggling to feed themselves and their families. There has been a rise in the numbers using food banks and some schools are reporting that children are coming to school starving. In many areas wages have not kept pace with rising costs and there are large numbers of families suffering from in work poverty. The situation is even worse for those who do not have a place to call home. Many cannot afford to eat and are surviving in places where they don't have access to cooking facilities and can't cook proper meals. We meet hundreds of people each week in need of food. Food is not just a physical necessity, it is also connecting us to one another. Sharing food and eating together creates acceptance and friendship. We welcome people into our warm cafes and provide hot, healthy and filling food to people who are hungry. We offer breakfast from 8am, the time most people have to leave their B&Bs and in the afternoons, Social Scrان, is served from 3.30pm - 4pm, ensuring access to a hot meal for those who want it.

Friendship and Fun

There is a wall of stigma surrounding people affected by homelessness. They are labelled, blamed for their own situations and written off. Rough sleepers tell us of humiliating physical and verbal abuse and of the pain of simply being ignored.

The reality is that many people's histories are dark. They have suffered abuse and neglect in childhood and have experienced chronic poverty. They have been trapped in a homelessness system that has damaged their mental and physical health and they have been offered no real help.

Social Bite offers acceptance and a warm welcome to people, who in most other situations are invisible, disrespected or rejected. We believe strongly that people are people and there is no divide. Everyone has value and we all have something to offer.

Homes to Live In

Despite Scotland having some of the most progressive homelessness legislation in the world, there are still hundreds of people sleeping rough in our major cities each night and many more people trapped in unsuitable temporary accommodation, without a stable platform on which to build a life.

In 2018, our work accelerated to provide real homes to people in need. A safe place to live is the cornerstone of a good life and we have been working relentlessly to get more people in need access to a home.

Jobs and Opportunities

Talent is everywhere. Opportunity isn't. We look to redress the balance by giving people affected by homelessness real jobs in a real commercial environment. We believe the best place to learn how to work is in a job, so we provide as many real, paying jobs as possible.

We encourage people to volunteer so they can give back to others who've experienced the same issues and so they can stand as role models for others on a similar journey.

We wrap extensive support around our job and volunteer opportunities so that people can put in place the other building blocks of their lives.

Purpose

We have high aspirations of all people involved in Social Bite. Don't just come and get a meal, when you're ready serve a meal to others. Don't just get clean, get healthy and build great relationships. Don't just get any job, work towards a job that's going to inspire and sustain you through life.

We aim to foster leadership in everyone involved. Give people a stake and a voice to influence what we're doing and a role in ending homelessness in Scotland.

Dr Adam Burley, Consultant Clinical Psychologist, provides training on Psychologically Informed Environments as well as reflective practice sessions for the Social Bite team. He highlights the fundamental nature of relationships when he says:

“Just as breathing is essential for physical life, human relationships are essential to psychological development and well-being.”

Social Bite Programmes

Pay-It-Forward board in cafe

Our programme of work to support and develop people affected by homelessness mirrors the different blocks of our pyramid of change.

Food & Shelter: Free Food Programme

Food is one of the fundamental building blocks to life, not only do we need it on a basic physiological level, as research shows, it is also tool in connecting us to one another.

Our cafes and our restaurant Vesta are in city centre locations making them easily accessible for people in need. They are at the heart of our work and are the base from which we provide free food support and opportunities.

In 2018 we gave away 139,732 food and drink items to people in need. We currently provide on average 2800 free food and drink items to around 420 people per week across Edinburgh, Glasgow and Aberdeen. We use food as an engagement tool – we meet people's basic needs for food and shelter and at the same time build positive relationships with individuals. Those relationships are key and a first step to supporting individuals in making a change.

A Pay-It-Forward scheme is available in all cafes and our restaurant, Vesta, which enables our customers to pay for an extra hot drink, snack or meal for a homeless person. Not only does this help customers feel closer to, and involved, in our mission it also helps those who need the service realise that people care and want to help.

Our free food programme is based on a deliberately non-judgemental ethos whereby we offer food to anyone who is in need without asking questions. We break down barriers creating a warm welcoming environment for everyone.

After wide consultation with people who use our free food provision, we have recently improved this service, now known as Social Scrان. We believe these changes better accommodate the needs of rough sleepers and those in temporary accommodation; who can now join us for breakfast between 08:00 – 11:00 and return for our 3.30pm offering of hot meals and sandwiches to take away.

Free Food – *John's Story

“On my first day of being homeless I was sat outside a vacant shop opposite Social Bite on Rose St. A Social Bite staff member on break spoke to me and told me about Social Bite and free food. She asked me if I was hungry and wanted a hot drink. She went into the shop and came back out with a bacon roll and hot chocolate.

She told me about free food and where I could go for help.

I didn't know where to go or anything about being homeless and I was still really down so all I heard was free food.

After two days, I spoke to someone else who was homeless and he introduced me to one of the support workers at Social Bite and she has been helping me ever since.”

Free Food Give Away

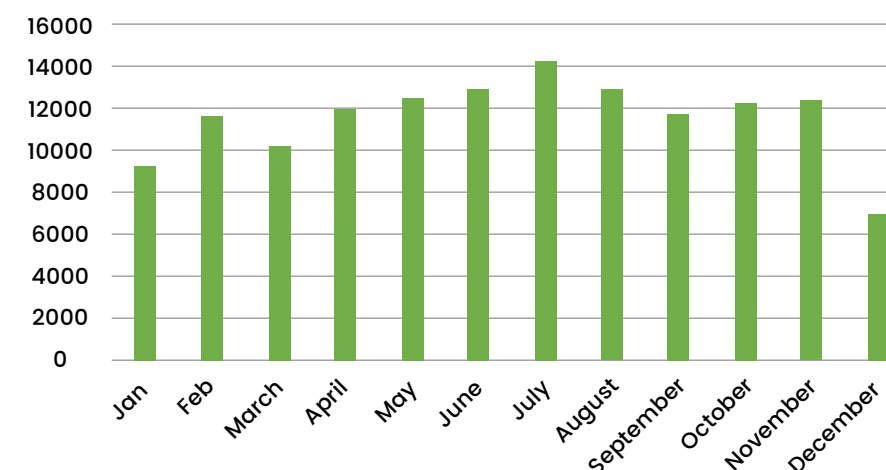
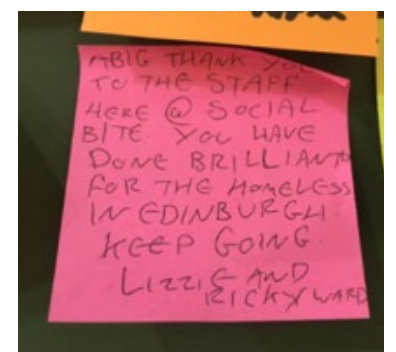


FIGURE 3: FREE FOOD ITEMS GIVEN AWAY IN 2018

WE GIVE AWAY LESS ITEMS IN DECEMBER AS SOCIAL BITE SOCIAL ENTERPRISE IS CLOSED FOR 2 WEEKS FOLLOWING CHRISTMAS DAY TO ENABLE STAFF TO TAKE A HOLIDAY.



Friendship & Fun: Social Suppers



Guests at Social Supper

Every week we host Social Supper events in Aberdeen, Edinburgh, and Glasgow, welcoming over 180 people to a warm, relaxed environment of good food, community, and support. These events are run by our Training and Support Workers, alongside a team of dedicated volunteers. In addition, we invite partner organisations to join our events to provide tailored support and advice to people attending. The events are designed to be fun and informal and often incorporate extra elements such as book club, haircuts and cooking.

Partnerships at Social Suppers

Prep Table, an organisation empowering people through food, which has become very popular – we have an average of seven people attending this monthly cooking event. Prep Table at Social Bite is creating a sense of community amongst the people that attend, all sharing and/or discovering an interest in good food from around the world, good music and good conversation.

We invited Fresh Start to attend our Women's Suppers, to promote their course – Jumpstart, a range of training programmes designed to develop personal effectiveness, motivation, skills and employability. Two of our regular female attendees successfully completed the SQA Personal Development Award.

Monthly visits from the NHS nurse gave women the opportunity to discuss any concern related to sexual health. This partnership with the NHS provided staff members and volunteers the opportunity to take part in Sexual Health Training at the Chalmers Sexual Health Centre, six team members participated in this training; enabling greater support for women who attend our Suppers events.

PREP
TABLE

FreshStart
helping people make a home for themselves

NHS
Lothian



Woman enjoying tea party before treatments at Lush Spa



Prep Table event at Social Bite Rose Street

A significant partnership with Victim Support started in 2018 after one of our drivers delivered a catering order and talked about his personal story of how he was affected by homelessness. A Victim Support representative has become a familiar face at the Women's Suppers and the aim of this partnership is to provide support to victims of crime. Women were provided with panic alarms which can be used in a risky situation to draw attention. We continue to work with Victim Support on defining a clear pathway for reporting crime.

Our work with vulnerable women has been strongly supported by LUSH (cosmetics retailer). LUSH provides women with toiletry products as well as opening their spa three times a year. In 2018 we celebrated International Women's Day with Lush, as well as Marks & Spencer who offered bra fitting, and we also invited Hey Girls who fight period poverty.

As part of the on-going partnership between Cyrenians and Social Bite, Nick Harold, Outreach Worker at Cyrenians Homeless Navigator Project, conducted, 3 outreach information sessions with Social Bite's staff and volunteers, as well as with other invited individuals from relevant partner agencies. These sessions involved a two-hour walk around the city centre, where Nick explained how and why Cyrenians Navigator Project work is essential, giving examples of the realities of street-life, discussed the housing system and how it works for the people we support.

Our partnership working approach spans beyond charities and retail, inviting all sectors of society to join our movement to end homelessness in Scotland. 2018 saw a partnership develop with CMS, top 10 Global law firm, who have provided pro-bono legal support and employee volunteering opportunities. Over the past year, 10 of their team have become regular volunteers at our Social Supper events in Glasgow and Edinburgh.

“Social Bite are doing amazing work to end homelessness in Scotland. Our people have embraced Social Bite's mission and have been contributing in a variety of different ways including fundraising, volunteering, sponsorship and awareness raising. We all have our part to play and, CMS are proud to be supporters of Social Bite's work.” **CMS, Glasgow**



In **Aberdeen**, we host a Social Supper event once a week where we see an average of 17 people attending.

In **Edinburgh**, we host 3 Social Supper events every week including a weekly two-course meal, each Monday, at our Vesta restaurant. The event promotes an idea of dining with dignity to people who may not otherwise get the opportunity to enjoy a delicious sit-down meal in a high-quality restaurant. On average there are 37 people attending the event at Vesta each week. We also host an event every Tuesday, welcoming an average of 46 people weekly, this is in addition to the women's only event each Wednesday with an average of 11 people attending. Each week, we welcome around 100 people across our various Social Supper events in Edinburgh.

In **Glasgow**, we host Social Supper events on a Monday and Friday evening with an average of 68 people attending across both nights. We also hold a women's only event every Tuesday, with approximately 10 women attending each week.

One regular guest shared:

“This place is a small island of peace and people (I) feel safe and welcome in a busy cold city. Thank you to all who give up your time to help others 10/10”.

We start by getting to know people's names and what they like in their tea. We get to know each other over the weekly quiz or have a dance to the live music at our Social Supper events. Over time, our relationship grows to finding out how we might help people get the support they need or to find an opportunity to connect to work or volunteering.



Sing along at Social Suppers



Social Supper events in Glasgow

Sometimes our staff support people directly with issues and other times they refer people to partner organisations, who provide support and opportunities.

In 2018, we made 161 referrals to help people access support as shown below:

Referrals classed as ‘Other’ include those made to organisations helping people who are at risk of violence, dealing with debts and/or needing access to basic amenities and services such as hairdressers. The range of referrals illustrate the vast array of needs but also the person-centered approach that Training and Support Workers are taking when working with people. Housing/tenancy support does not include The Social Bite Village or Housing First programme.

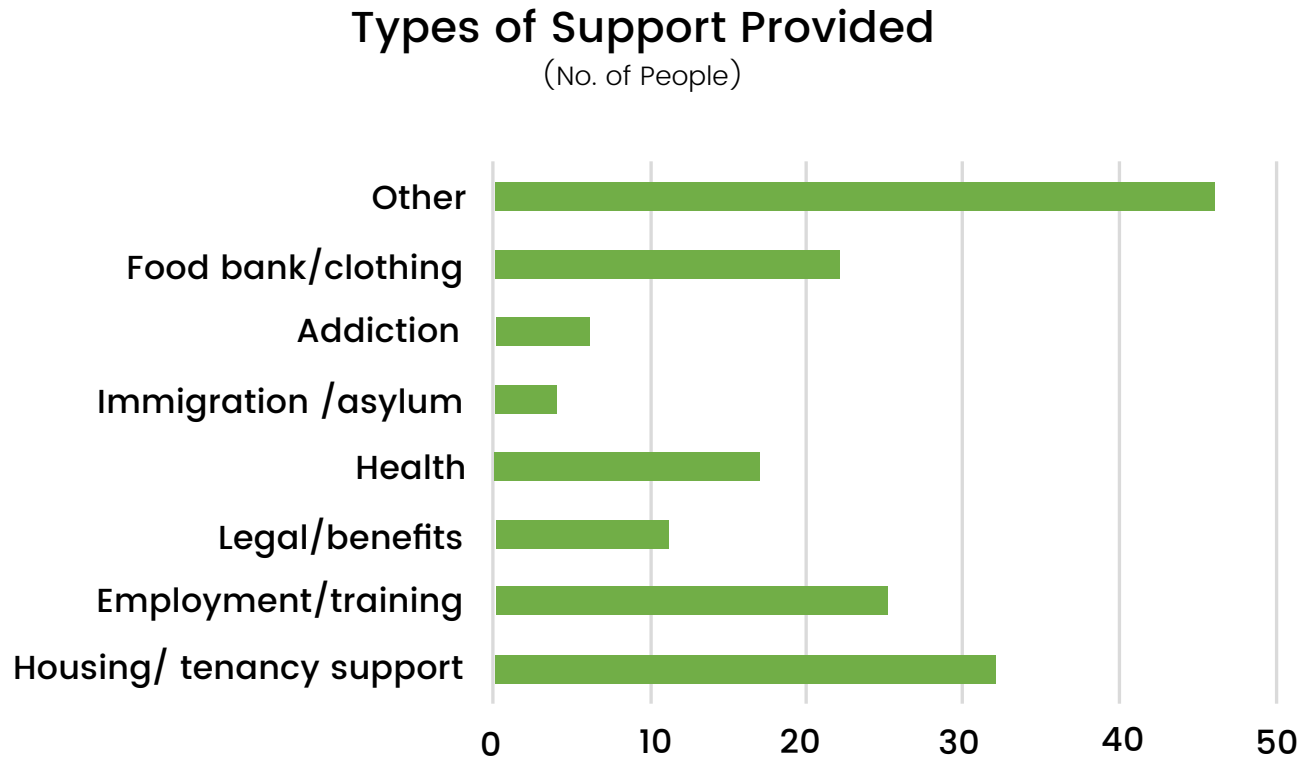


FIGURE 4: TABLE OF TYPES OF SUPPORT

Christmas Activities

Community and celebration are central to our ethos. Christmas can be a particularly lonely time, over the past five years we have hosted festivities on Christmas Eve and Christmas Day in Aberdeen, Edinburgh and Glasgow, for people who have nowhere else to go. These are days unlike any other, it is more than a meal, it is a chance to get together with friends old and new, to enjoy live music, some dancing, presents, and a three-course Christmas Dinner with all the trimmings. These celebrations are made possible by the generosity of people across the country who bought a voucher for a meal or present through our partners Itison.com, or paid it forward in restaurants across Scotland, as well as an army of our volunteers and staff team who wrapped, prepped, and peeled vegetables for days to make these events happen.



Christmas festivities at Social Bite

A Home to Live In: Housing First Scotland

At Social Bite we are working collaboratively to ensure everyone in Scotland has a safe place to call home, we believe this is not only a basic human right, but it is essential in creating a society where everyone has the opportunity to reach their potential.

Over the past few years this mission has seen Social Bite pioneer two initiatives, Housing First Scotland and the Social Bite Village, which are not only transforming lives but also generating much needed systemic change.

In 2017, Social Bite hosted Sleep in the Park – a mass participation event and, set an ambitious vision to lead a movement to end homelessness in Scotland by generating funds, awareness and action across all sections of society. With that goal in mind, Social Bite commissioned a key report by Heriot-Watt University entitled *“Eradicating ‘Core Homelessness’ in Scotland’s Four Largest Cities: Providing an Evidence Base and Guiding a Funding Framework”*. The report concluded that Social Bite could make a significant impact on improving outcomes for the most vulnerable people in Scotland by investing in a Housing First approach.

During 2018, based on Heriot-Watt University’s academic research recommendations, Social Bite decided to invest a significant proportion of the unrestricted funds raised by Sleep in the Park in the creation of our Housing First project. Social Bite has played a catalytic role in the establishment of the Housing First in Scotland as a key member of the Scottish Government’s Homelessness And Rough Sleeping Action Group.

Social Bite, in partnership with Corra Foundation and Glasgow Homelessness Network (GHN) launched The Housing First Scotland Fund, which will be one of the largest programmes of its kind in the UK. The Programme aims to bring hundreds of people sleeping rough and those caught in the homeless system into secure and supported long-term tenancies.

The project’s primary goal is to enable 830 people with complex needs who are experiencing homelessness to access a permanent home with extensive support for as long as is needed. This Housing First approach will help people with multiple support needs, who have been failed by the homelessness system, to access and maintain mainstream housing as well as improve their health, relationships and engagement in meaningful activity. Evidence shows that Housing First is singularly effective in helping people with complex needs to sustain a tenancy – resulting in an 80-90% tenancy sustainment rate after 2 years.



Social Bite believes this project signifies the dawning of a new era in how Scotland responds to the systemic issue of homelessness. The project's wider goal is to act as a catalyst for the adoption of Housing First across all 32 Scottish local authorities, so it becomes the primary model for combating homelessness as experienced by the most vulnerable people. We aim to cause a structural shift away from the use of unsuitable temporary accommodation that perpetuates repeat homelessness, towards people being housed as quickly as possible in permanent homes with appropriate wrap-around support.

The investment of £3 million, by Social Bite, in to the Housing First Pathfinders project saw a significant progression in a journey which began with Turning Point Scotland who ran a small Housing First pilot project almost ten years ago.



Housing First Pathfinder's Event in Dundee

The other significant contributor of funds is The Merchants House of Glasgow. The Scottish Government officially backed the programme and has pledged £4M to the first two years of the programme and an additional £2.5M for year three to support the transition to local authority mainstreaming of rapid rehousing.

The substantial developments made in 2018 towards rapid rehousing using the Housing First principles is testament to the collaborative working of many organisations across the sector. The voluntary sector, government and academic partners are strongly aligned in their commitment to make Housing First a reality.



Doug Gibson, Housing First Pathfinder Programme Manager

Key elements of collaboration include:

- **Alignment with the Scottish Government's Homelessness and Rough Sleeping Action Group (HARSAG).** HARSAG was a short-life strategic group convened by the Scottish Government between November 2017 and May 2018 with the aim of developing a strategy for ending homelessness in Scotland. Social Bite was a member of this group, which ensured our efforts to establish a Housing First project were aligned with national strategy.
- **Social Bite has obtained pledges of permanent housing for the project from diverse providers.** This includes EdIndex consortium of 20 housing associations in Edinburgh and the Wheatley Group.
- **Social Bite has commissioned Glasgow Homelessness Network (GHN) to coordinate the delivery of the Housing First Project.** GHN is Scotland's leading network for voluntary sector homelessness organisations and has been a long-time advocate of Housing First.
- **Social Bite has commissioned The Corra Foundation to support the process by which consortia would be selected to run Housing First in the five project locations.** Corra Foundation is also managing reporting by the 5 consortia and grant administration.
- **Turning Point Scotland is delivering a consistent training programme to all providers.** Turning Point Scotland (TPS) has been running a successful Housing First programme in Glasgow since 2010 for 22 individuals and has expert knowledge in how to successfully implement the approach.
- **Heriot-Watt University will be carrying out an external evaluation of the project starting in January 2019.** Heriot-Watt University are the pre-eminent research body in the UK for homelessness research.

Delivery Partners:

Consortia of leading homelessness providers have been selected to deliver Housing First in the five project locations:



Glasgow led by Turning Point Scotland with a consortium comprised of Simon Community Scotland, The Salvation Army and Loretto Care



Edinburgh led by Edinburgh Cyrenians with a consortium comprised of Turning Point Scotland, Rock Trust, Streetwork, Bethany Christian Trust, Gowrie Care and Barony Care



Dundee led by Transform Community Development with a consortium comprised of Salvation Army Dundee, Dundee Survival Group (DSG) and Addaction



Aberdeen led by Aberdeen Cyrenians with a consortium comprised of Aberdeen Foyer, Turning Point Scotland, Aberdeen City Council Housing Support Department and Aberdeenshire Council



Stirling led by Loretto Care with Barony Care offering support



Maggie-Ann Brunjes, Glasgow Homeless Network CEO & Dame Louise Casey, World's Big Sleepout Trust Chairperson



Progress to date:

Phase One of the project began in August 2018. Consortia in each of the five areas worked to finalise local structures and processes in order to ramp up delivery of Housing First tenancies in 2019.

The progress to date (February 2019) in individuals housed is:

Aberdeen/shire:	5 in tenancies
Dundee:	2 in tenancies
Edinburgh:	9 in tenancies
Glasgow:	27 in tenancies
Stirling:	3 in tenancies

Importantly, the number of tenancies sustained so far is 100% of the total tenancies started. No tenancies have been ended so far as a result of eviction, abandonment or planned move and so there have been no subsequent homelessness applications made as a result of someone leaving their Housing First tenancy.

Housing First Monthly Tenancy Tracker Targets

Year 1 : April 2019 – March 2020 | Year 2 : April 2020 – March 2021

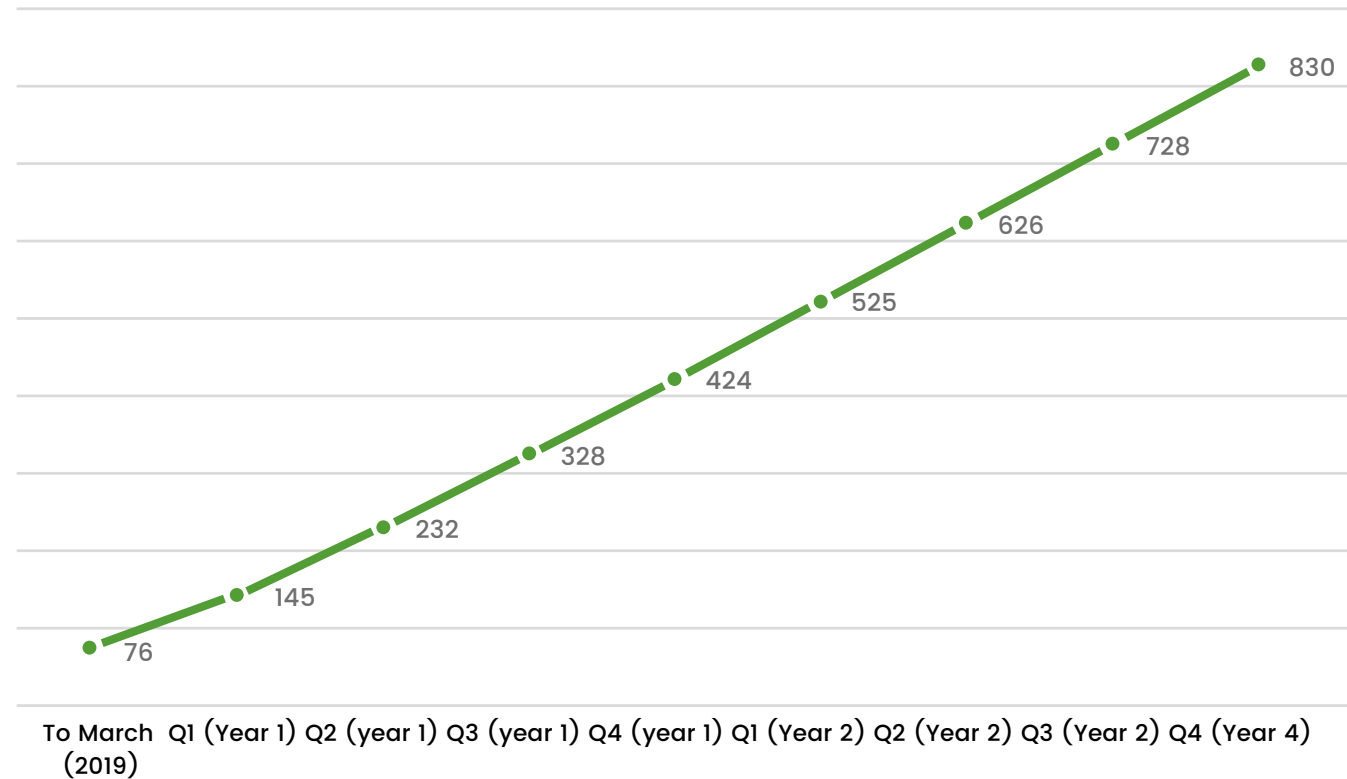


FIGURE 5: HOUSING FIRST PATHFINDER'S PROJECT – MONTHLY TENANCY TRACKER

Significantly, Housing First treats homelessness as a social justice issue and ensures each person is given choices of where to live and the wrap-around support they need.

There is a significant wider community benefit to the project in that it will support people to improve their health and well-being, their relationships and engagement in meaningful activity. In this way, the project will help individuals build positive connections in their community – in some cases supporting them to reconnect with friends and family and in other cases helping them create new social networks and contribute through paid and voluntary work.

Equally, the project will help to reduce the significant hidden costs of the current system, which contributes to vulnerable individuals' contact with accident and emergency services, crisis mental health services and the criminal justice system. International evidence shows that significant savings can be made to

the public purse after an initial set up and transitional period of approximately two years.

At organisation level, the project will develop a new generation of specialist Housing First providers, who will be trained in Housing First Principles, with each Key Worker supporting up to 7 people. They will deliver all the support services through consortia of 20 organisations across the 5 cities.

At a systems level we aim to cause a shift towards Housing First as a default solution, rather than forcing vulnerable homeless people into unsupported congregated hostels and stigmatising accommodation. We are confident that this fundamental shift will be maintained due to vastly improved outcomes produced and net savings to the public purse. The Scottish Government has also committed to the adoption of the Housing First model across all 32 local authority areas, so we intend for the project to have a national impact in the longer-term.



Hearing from people with lived experience at Housing First Pathfinder's event in Dundee

Housing First – Mick's Story

After losing his wife, kids, home, and job; he found himself homeless. Now, Mick is an example of how Scotland is leading the way in the movement to ensure safe and settled homes for society's most vulnerable.



When I first presented myself as homeless to the council office, they told me to go to a hotel for two nights. But when I turned up, I wasn't on the register so they wouldn't let me in. And because it was the weekend, there was no one to call to sort things so I had to sleep rough; although I didn't sleep. People on the homeless scene know the best places to go, but I've worked all my life so never expected to find myself on the streets and hadn't a clue. I kept going in to McDonald's for warmth and coffee and took all-day bus rides. I was glad to have a bed in the Salvation Army accommodation but locked myself in my room to keep myself to myself. People chapped my door every half hour, so it was impossible to have peace. Visitors weren't allowed so I couldn't see my son. That was the worst thing.

I spent nights under bridges not just because of the shelter but because I could hide in the dark and cry. I felt ashamed, drained, heartbroken, horrible and disgusting. I'd worked all my life but in a space of a week, after my marriage broke down, I lost everything.

When I was homeless, I felt hopeless and worthless. Now my self-esteem and confidence have built back up.

“Now I have my own flat I'm grateful for small things, like being able to make myself a cup of tea in peace. And for the much bigger things, like having my son to visit.”

I'm desperate to get back to work and am being supported through treatment for a long-term stomach condition, which means I keep vomiting and can't eat properly.

Now I have my own flat I'm grateful for small things, like being able to make myself a cup of tea in peace. And for the much bigger things, like having my son to visit.

My neighbours are lovely and having peace helps me feel normal again. I appreciate small things, like being able to have a quiet cup of tea. And I love cleaning and tidying – although I never let the flat get untidy. Best of all is being able to have my son here – I'm only a five-minute walk away. Having my wee boy here on his eighth birthday, just playing games with him, was one of the proudest moments of my life.”

A Home to Live In: Social Bite Village



The Social Bite Village is an innovative, highly supported community for up to 20 people affected by homelessness. The purpose of the Village is to offer the right support, living environment and opportunities for someone from a situation of homelessness to build an independent life.

The idea for Social Bite Village came out of conversations Social Bite had with people supported by and employed in our social enterprises, who had experience of living in temporary accommodation. They told us that B&B accommodation does not provide a suitable platform for people to escape from homelessness so we took action.

The Village is made up of 10 'NestHouses' – each shared by two residents plus an additional unit for staff. There is also a large, central Community Hub, which is the focus of community life – where residents can cook, eat and socialise together. The Hub is also the base for much of our training and support activities.

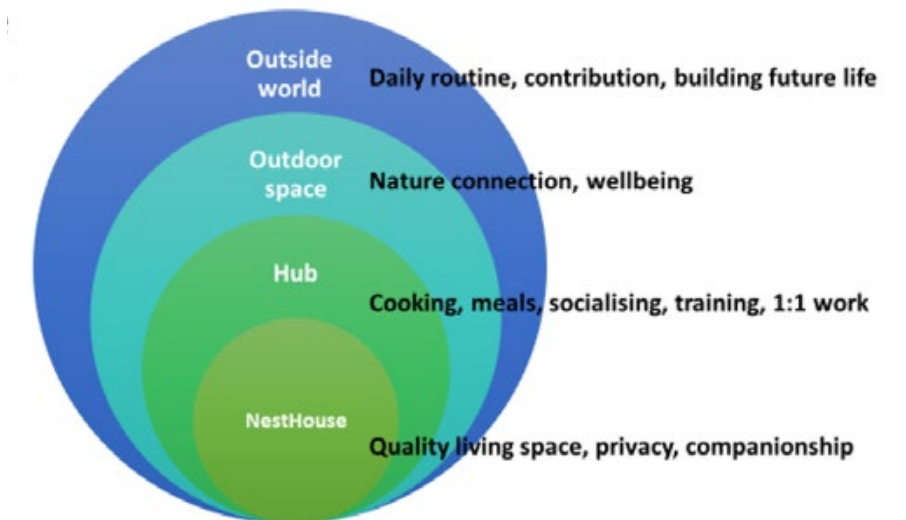


FIGURE 6: VILLAGE MODEL

At the end of 2018, there were 18 Community Members at the Social Bite Village. There are 14 males and 4 females, with the average age of a Community Member being 40.

The 18 existing Community Members were referred through various channels:

- * **6 self-referrals**
- * **3 Social Bite referrals**
- * **9 Agency referrals** (3 x Crisis, 3 x Your Home, 1 x Link-up, 1 x City of Edinburgh Council, North West, 1 x NHS)

Five Community Members have already secured paid employment, while a further five have enrolled on courses at nearby Edinburgh College or the Open University.

In addition, there is an active weekly timetable including opportunities ranging from yoga, 'daily mile', and bike rides, to a cooking club and DJ sessions. We anticipate Community members will live at the Village for approximately 12-18 months. Over this time, people will contribute to the life of the community, learn a range of new skills and engage in work and voluntary placements.

After 12-18 months, we will support residents into permanent accommodation and support them to make this transition 'stick'. As each person moves on, a new Community Member will join to be supported and mentored by their fellow community members. Community Members are people who were currently living in temporary/emergency accommodation including homeless hostels and B&Bs.



Social Bite Village: Community Hub, Gardens & Nesthouse kitchen

The Village is designed to be an active and highly supportive community. We have engaged partners, Cyrenians, to provide a highly skilled and experienced staff and volunteer team at the Village. Staff and volunteers are crucial in providing positive role models to residents, running a health and wellbeing programme as well as being a consistent and supportive presence on site.



In addition, Hillcrest Housing Association is a partner in the project and provides a Housing Officer who manages each resident's occupancy. Hillcrest also provide facilities management for the Village ensuring the buildings and site are maintained to the highest standard.



Social Bite believes for a community to be truly transformational, it is fundamental that Community Members are involved in the shaping and forming of it, at every stage. The Social Bite Village is an experimental project, built upon the expertise and lived experience of those who have created similar developments. The journey of the community so far, has been largely positive, with many lives being transformed. However, as with any environment that brings together people from different backgrounds, experiences, with varying preferences and habits; the community has gone through a natural process of forming and norming, with ebbs and flows of struggle and celebration as people have adjusted to, and at times struggled with, community life.

The Social Bite Village was built thanks to a massive collective effort from a range of companies and individuals, supplying everything from windows to project management expertise. The project spurred the public's imagination and stands as a tangible symbol for hope and doing things differently.

Social Bite Village – Alistair's Story

Alistair moved into the Village after losing his job and experiencing a family breakdown meaning he could no longer stay there.

He had no social circle or close friendships when he moved into the Village. However, he had already started volunteering with Social Bite. Alistair has quickly adapted to living in this community environment.

He is learning new life skills and attends a weekly cooking club within the village. Alistair is now starting to volunteer with Cyrenians cooking classes at their depot. He enjoys walking and taking part in the 'daily mile' on the Health and Wellbeing programme. He goes for walks with the Village dogs when available.

Alistair has also been successful in securing a part time job and has been enjoying his time there and is enjoying the purpose and income this generates.

We are now planning on supporting Alistair to learn how to ride a bike.

► [Watch a video of Alistair's story here](#)

Social Bite Village: Logic Model

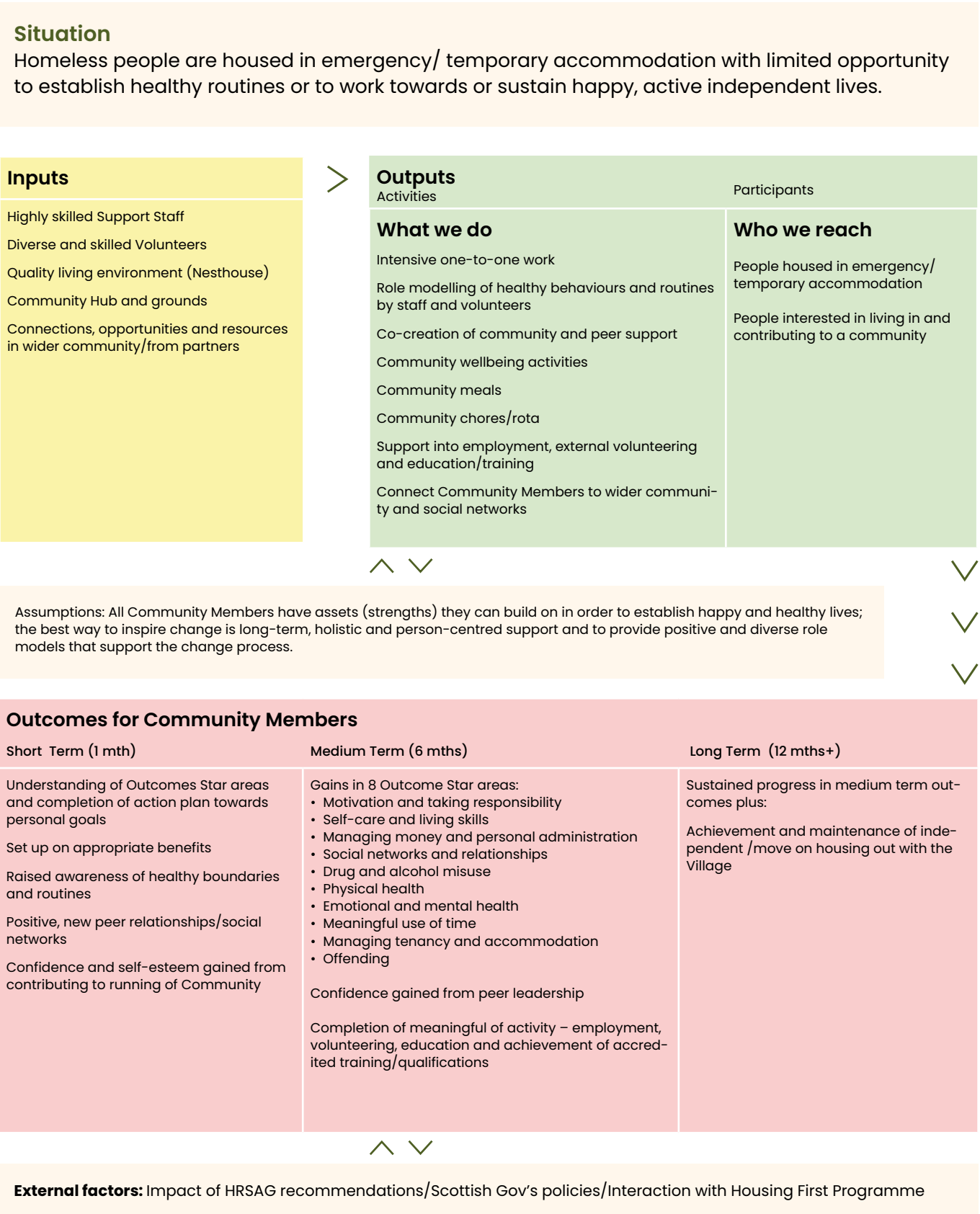


FIGURE 7: VILLAGE LOGIC MODEL

Opportunity: Social Bite Academy



Colin, Team member

Mimi, Manager at
Rose Street cafe

Social Bite Academy is an initiative run by Social Bite aimed at supporting people affected by homelessness into employment, providing a purposeful platform for individuals transform their own life.

The people we support would normally face insurmountable barriers to work. We provide a highly supportive and real, commercial environment where people can re-engage with work or, in many cases, start working for the first time. Work placements are offered for up to 21 months with a view to supporting people to move on to further employment or indeed to remain at Social Bite in a permanent role, dependent upon their interests, hopes and career plans.

Social Bite Academy follows a 'Place and Train' model - providing real jobs to people with extensive support alongside this to help people address barriers or issues in their wider lives.

We believe giving people a job and working to make it 'stick' is the most effective way of helping people with complex needs access and maintain employment.

When things don't work according to plan we don't turn people away. Making mistakes is natural and being supported through them is part of the process which leads to trust and resilience.

Five Star Employees

The following chart illustrates progress made by *Jack who has sustained employment with Social Bite for 5 months to date. The chart helps to demonstrate how consistent and reliable he has been as an employee in the time he has been with us to date. The Feedback Loop is carried out with the supported employee, the Unit Manager and Training and Support Worker.

Feedback Loop - *Jack



FIGURE 8: FEEDBACK LOOP

The below picture shows the 'ideal' pipe line of engagement, however people join us at various stages of the journey.

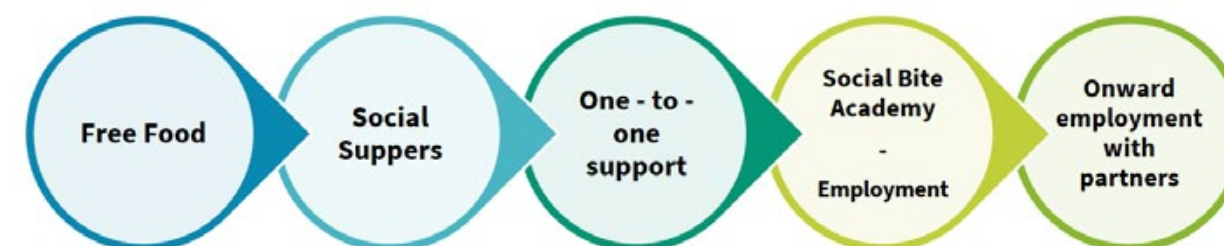


FIGURE 9: SOCIAL BITE ACADEMY PIPELINE

Social Bite Academy – *Maggie's Story

"During my time working with Social Bite I was made homeless. Within 24 hours my manager at the time, Barbara Haig, was with me supporting and guiding me. Barbara took me to the council and answered questions I didn't know how to answer. Once settled into a women's hostel my mental health deteriorated, I felt at that moment in time at my lowest.

I finally got the keys to my own place last May and felt like I was being dealt some good luck (and boy did I need it!). Once I started to settle into my new forever home it all hit me at full speed the last year of hell that I had gone through. My mental health took a bad turn which resulted in me attempting to take my own life. I was given time off work to ensure I get better.

During this time my manager met with me and family members and my mental health team to put a plan in place for my recovery.

My manager knew my worries about going straight back into working with the public so instead I was put on a placement to work alongside The Edinburgh Remakery. During the next few weeks not only was I back working but it helped me so much more than the obvious, it helped me get back into a routine, it helped me overcome the anxieties of leaving the house, to eat meals again.

Fast forward a few months and I am still in therapy and working on me. Looking back to see how far I had come and it was all thanks to the support from social bite and the academy. They didn't judge me, or make me feel uncomfortable, they hired me and took a risk. I am hoping they will say it paid off as now I have got my own place, a little kitten Rainbow and I am now a support worker helping others achieve the best possible life. I am in the process of looking into setting up my own social enterprise called ReadySteadyBreathe to help others with mental health."

The below Outcomes Star, is part of a family of evidence-based tools for supporting and measuring change when working with people. It is underpinned by three values – empowerment, collaboration and integration. This Outcome Star clearly tracks the significant growth Maggie made as part of the Social Bite Academy.

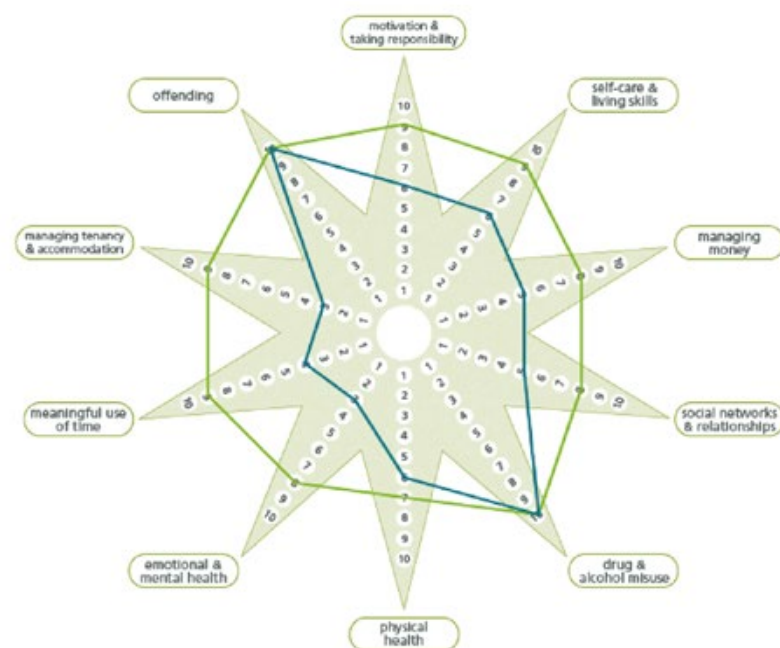


FIGURE 10: OUTCOME STAR

**BLUE LINE IDENTIFYING FIRST OUTCOME STAR AND GREEN LINE IDENTIFYING FINAL OUTCOME STAR OF MAGGIE'S SOCIAL BITE ACADEMY JOURNEY. (1 BEING THE LOWEST AND 10 BEING THE HIGHEST).

Purpose & Opportunity: Volunteering Programme



Volunteers at Sleep in the Park 2018

We believe volunteering plays a significant role in changing perceptions and the shifting narrative around homelessness.

People are people despite whatever issues they might be facing and when they work alongside each other this can make a massive difference in reducing stigma and promoting understanding.

During 2018, Social Bite worked with over 350 volunteers who gave over 15200 hours; this ranged from leadership and industry expertise as a member of one of our three boards, to gardening at the Social Bite Village and weekly volunteering at our Social Supper events.

Each week across Aberdeen, Edinburgh, and Glasgow we have over 35 volunteers working alongside our Training and Support Workers to deliver the Social Supper events; these would not be possible without the dedicated commitment of these volunteers.

Sleep in the Park's 2018 team comprised of over 200 volunteers who generously supported the event by handing out bivvy bags, providing hot drinks, giving directions, and answering questions.

Volunteers not only provide invaluable support across all areas of Social Bite, we also believe volunteering is an essential opportunity and platform to engage the general public and shift perceptions around the issue of homelessness.



Social Scrان volunteers

“I help serve out food and hot drinks and chat to people at the Social Scrان sessions in the Rose Street Cafe. There are several reasons I wanted to get involved – I am concerned about the numbers of people who are homeless. I have previously volunteered as a cook in a hostel in another city and that experience was enjoyable and interesting; my work contract ended recently so I want to use this time for something positive and not just on job hunting; I love Edinburgh and want it to be the best city it can for everyone. I'm learning, meeting people and have a sense of purpose.”

Sian, regular volunteer with Social Bite



CMS volunteers & Academy team member gardening at Social Bite Village

Supported Volunteering

People affected by homelessness are given a chance to volunteer at our Social Suppers events.

We believe that volunteering is a great opportunity to gain new skills and experience, as well as offering an outlet to give something back to others. We are committed to supporting people and helping them develop their skills. We also strive to promote individuals' strengths, providing an encouraging environment to try new things. In 2018, there were 28 supported volunteers engaged with Social Bite across Aberdeen, Edinburgh, and Glasgow.

Meet George, one of our Supported Volunteers:



4. Tea or coffee?

I drink both. I've got to be in the mood for a cup of tea.

5. When did you start volunteering?

I can remember the exact date, it was 8th August 2015 (one of our longest serving volunteers)

6. Why did you want to volunteer with Social Bite?

Well I used to be homeless myself, in a couple of different hostels. Once I got somewhere to live, I wanted to do something with my days so went to the volunteer centre, they told me about Social Bite. First, I came for food, then asked to volunteer.

7. What do you most enjoy about your role?

Everything, but especially (enjoy it) when you get to have good banter with the people who come in.

8. Best moment of volunteering with Social Bite?

I think it would have to be being part of the team helping at Sleep in the Park 2018 in Edinburgh. I got to meet loads of new people and felt part of something pretty special.

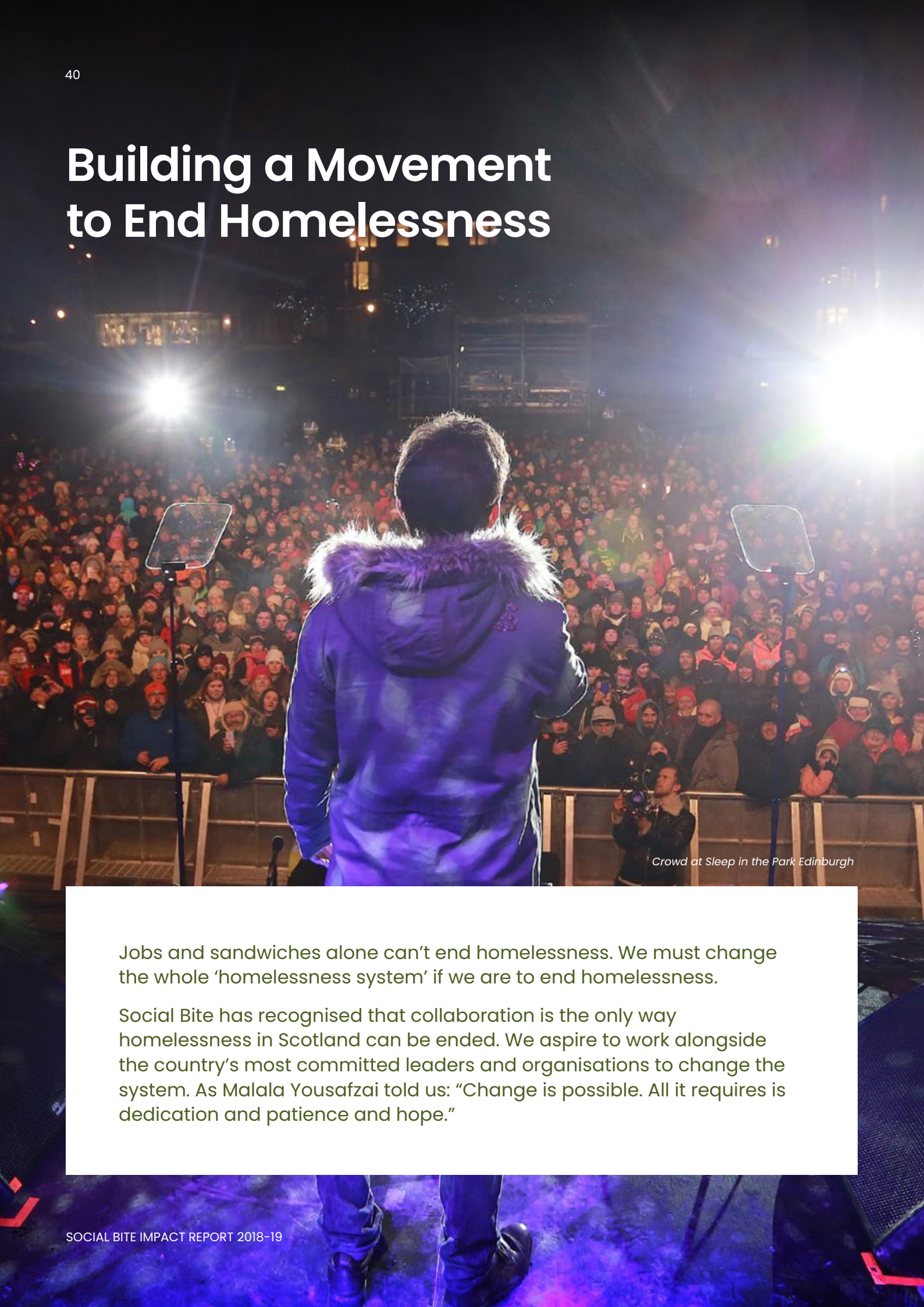
9. Best thing about Social Suppers?

It's cool, everyone gets on well (well most of the time!). People leave their troubles at the door, it feels like a safe place for people to be honest and be themselves. I feel like I am doing something that makes a difference.

10. Sum up Social Suppers in three words...

It's absolutely brilliant!

Building a Movement to End Homelessness



Crowd at Sleep in the Park Edinburgh

Jobs and sandwiches alone can't end homelessness. We must change the whole 'homelessness system' if we are to end homelessness.

Social Bite has recognised that collaboration is the only way homelessness in Scotland can be ended. We aspire to work alongside the country's most committed leaders and organisations to change the system. As Malala Yousafzai told us: "Change is possible. All it requires is dedication and patience and hope."

Sleep in the Park

In December 2017, 8,000 people joined the world's largest sleep out in Princes St Gardens to call for an end to homelessness in Scotland. The campaign caused a sea change in the fight against homelessness and funded a raft of major projects, including: the commissioning of 3 major academic studies to give a road map to end homelessness in Scotland, expanding the capacity of the Edinburgh Winter Night Shelter, the creation of Housing First Scotland, and the opening of the Social Bite Village.

Building on 2017's momentum, Sleep in the Park 2018 was the largest ever event of its type. Saturday 8th December saw 10,000 people join together to petition for an end to homelessness, for good.

We hosted four events, one in each major Scottish city. Each featured a busker set from superstar local and national acts, a bedtime story from an iconic local figure and, importantly, the voices of people who have experienced homelessness and housing insecurity. The crowds who joined for the night also included over 400 people who are currently experiencing homelessness.

Sleep in the Park 2018 raised funds for Social Bite's programmes in 2019, particularly Housing First, and made sure the political spotlight remains fixed on the issue of homelessness in Scotland.

Sleep in the Park is not an exercise in pretending to be homeless. An event like this can never recreate the true experience of homelessness, it undoubtedly can generate awareness and empathy and keeps the spotlight firmly on a situation which we believe should not exist in this country.



In a post-event survey, we asked participants of Sleep in the Park 2018 **"What, if anything, did the event make you think about homelessness?"**, this question was met with a resounding belief that change is possible, a shift in understanding and strong voice of solidarity:

"Humbling experience. Especially hearing stories from previously homeless people. Hadn't considered what they did to stay occupied during day. Was aware of others indifference to them and this was confirmed by their stories. It could be fixed if society was less selfish and made a collaborative effort to resolve and stop stigmatising people who are homeless. Change is possible." **Sleep in the Park 2018 participant**

"The public perception of homeless people is that it is due to their life choices, however, this event highlighted that this just is not the case. People deserve and need better support from the government and local services. Homelessness can be avoided given the correct support." **Sleep in the Park 2018 participant**

We believe change is possible and is in fact inevitable. Building a collaborative movement that invites and encourages every sector, industry, and individual to do what they can, with what they have, to see homelessness ended in Scotland. It is human nature to feel helpless and overwhelmed by issues in society. Sleep in The Park offered a unique opportunity for people to join a mass movement to raise funds, raise their voices, and raise homelessness further up the political agenda.

This year in Edinburgh, Glasgow, Aberdeen and Dundee 10,000 people joined the movement; with many more sponsoring, donating and providing encouragement; collectively raising £3.65m. The impact of mass engagement events such as Sleep in the Park is difficult to quantify. It can be estimated that the campaign made an impression on over 10 million people, which includes both on and offline mass media campaigns.

Wee Sleep Out

In August 2018 Social Bite launched its first Wee Sleep Out campaign. Wee Sleep Out was a fundraising initiative for 8 – 16s to run alongside Sleep in the Park, creating an avenue for young people to join our movement to end homelessness in Scotland. Wee Sleep Out was pioneered by Alice Thompson, Co-Founder, and a small dedicated team with the support of Scottish Government's Year of Young People. Engaging with schools and youth projects across the country the initiative empowered and enabled young people to host their own sleep outs – in their homes, gardens, schools, church halls and outdoors. Wee Sleep Outs were organised all over Scotland by young people and their supporting adults in their own communities with the majority taking place on Friday November 9th 2018.

The main aim of this initiative was to educate young people throughout Scotland on homelessness and Social Bite's work through inspiring workshops they can engage in, while

challenging them to create their own Wee Sleep Out to raise money and awareness to end homelessness. The team delivered 39 workshops to approximately 900 young people on the issue of homelessness, social enterprises and how to organise their own sleep out. Social Bite's Wee Sleep Out 2018 raised £169,043 engaged over 5000 young people in 179 events, empowering them to create change in their local communities; the impact of which spans beyond participants to supporting adults, teachers, and family members.

It can be estimated over 355,600 were reached through this campaign.



Wee Sleep Out at St Columba's Junior School

“Events like this not only serve to help the community, but serve to help these kids and empower them, and show them that they can actually make a difference”
“It gives kids the opportunity to give back to the community, and it really does encompass everything that the curriculum for excellence calls for us to teach our young people today”

Emma Sturm, teacher at James Gillespie's High School



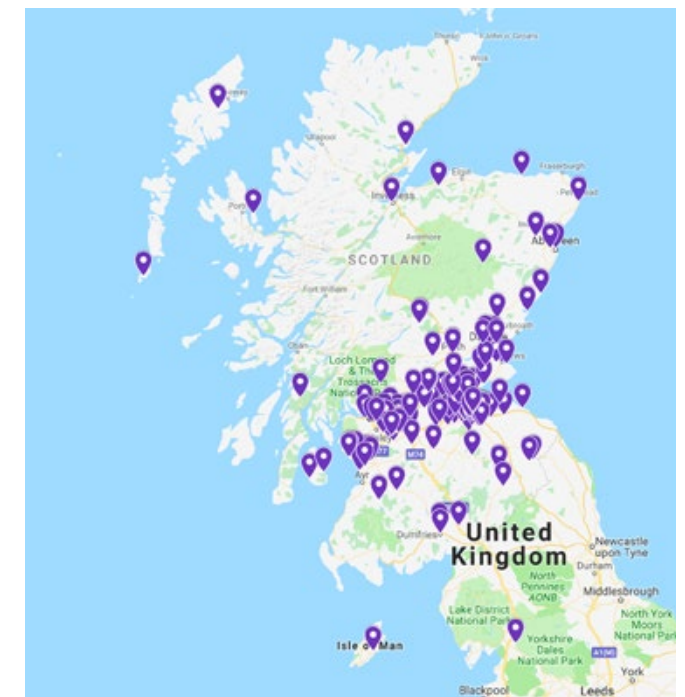
Wee Sleep Out at Larkhall Academy

“We may be young but we still have lots of ideas about how to raise awareness and money and it's important for us to know about what's happening in the world and if we start now we can help more when we are bigger”

Ollie, 9, Burnbrae Boys



Burnbrae Boys at Social Bite Shandwick Place



Map of Wee Sleep Out locations

Collaborations & Partnership Working



After the success of Sleep in the Park 2017, Social Bite chose to donate £100,000 to numerous organisations during 2018 as we work together to support people who are homeless and ultimately work to end homelessness in Scotland.

In order to ensure the money made the most impact, Social Bite sought advice from those with lived experience of using different services. Through a series of informal focus group sessions, we asked which organisations were most helpful during difficult times.

Focus Groups in Edinburgh, Glasgow, Aberdeen and Dundee discussed

the following criteria: best practice addressing rough sleeping, employment, substance misuse, complex needs, and mental health issues.

The insight provided by those with lived experience was essential in the decision process of where the money should be donated.

Donations were made to the following organisations:

Edinburgh: The Edinburgh Remakery, Serenity Café, Street Fit Scotland, Aid and Abet, Soul Food Edinburgh, Souper Saturday, Invisible Cities, Edinburgh Tool Library, Prep Table, Kids Love Clothes, Grassmarket Community Project, Streetwork, Cyrenians, Fresh Start, Chai, Rock Trust, Street Soccer Edinburgh, Heavy Sound CIC Bus Project.

Glasgow: Street Connect, Second Chance Project, GalGael Project, The Wayside Club Centre, Say Women, Includem, Move On, Glasgow Women's Aid, Refuweege, Govan Community Project, Glasgow East Women's Aid, Simon Community, The Marie Trust, Lodging House Mission, Scottish Families Affected by Drugs and Alcohol, Glasgow City Mission, Glasgow Night Shelter.

Aberdeen: Aberdeen Cyrenians, Street Friends of Aberdeen, Community Food Initiative North East, Toastie Club, Aberdeen Foyer.

Dundee: Transform, Dundee Survival Group, Jericho House, Positive Steps, Dundee Women's Aid.

Govan Community Project, one of the organisations who received a donation from Social Bite, was so inspired by how we included people accessing the services in our determination of where to allocate funds that they followed the same process for distributing our donation:

“Community members voted on how money donated by Social Bite should be spent to support the strategic goals. We are pleased to announce it will go towards providing training opportunities for community members”.



Christmas donation ready to go to Scottish Refugee Council



Clothes donation to Bethany Night Shelter

Our 2018–19 in Figures

420

weekly

Unique individuals provided
with free food

131

per week

Social Suppers (mixed)
across all locations

21

per week

Social Suppers
(women only events)

68

One-to-one work resulting
from Suppers, Volunteering
and Food Provision
engagement

25

Training Courses Offered
– First Aid, Cooking with
confidence

88

Regular Volunteers

37

per week

Social Suppers at
Vesta Restaurant

32

vulnerable people employed

Social Bite Academy
– supported employment

8

External placements for
vulnerable employees

355,600

Wee Sleep Out (Reach & Engagement)

10

Former employees
still Supported

28

Social Bite Academy
– supported volunteers

161

Referrals made
to other agencies

10,960,522

Sleep in the Park (Reach & Engagement)

267

Occasional Volunteers
(e.g. Events & Social Bite
Village Gardening)

18

Social Bite Village
(Community Members)

46

People housed by
Housing First programme

For more information please contact
info@social-bite.co.uk

