

## END OF AWARD REPORT

Please complete and return this form by 31<sup>st</sup> March or within 2 months of project completion.

Please note this information may be made available to the public.

**Receipts (or good quality scans of receipts) should also be submitted with the report.**

PROJECT DETAILS				
<b>Name of Group:</b> Fresh Start Scotland – Starter Packs: <b>recycling household good to help people moving on from homelessness.</b>				
<b>Main Contact person:</b> Fanette Genais				
<b>Postal Address (if relevant):</b> 22-24 Ferry Road Drive , Edinburgh, EH4 4BR			<b>E-mail address:</b> fanette@freshstartweb.org.uk	
<b>Date of Grant Award:</b> march 23 for year 23-24			<b>Amount of Grant Award:</b> £20,000	
<b>Additional funding received:</b> 99,654				
<b>Source of additional funding:</b> Edinburgh Council Gateway, EIJB, Garfield Weston, Nationwide, Investing in Communities, KPE4, Improving Lives (Lottery) , Natwest, Places for People Foundation, ECCAN, Haydon Kirkwood Charitable Trust				
<b>Briefly describe your project aims (please refer to your original application and also note any later changes/developments to the project):</b> Click or tap here to enter text.				
PROJECT DELIVERY				
<b>Did your project achieve its aims? (please tick all that apply)</b>				
Fully <input checked="" type="checkbox"/>	Partially <input type="checkbox"/>	Not Really <input type="checkbox"/>	Still Working on it <input type="checkbox"/>	Achieved other unanticipated outcomes <input type="checkbox"/>
SPENDING YOUR GRANT AWARD				
Please give details of all the items funded by the grant. Copies of receipts for all expenditures <u>must</u> be supplied.				
<b>Item</b>			<b>Cost</b>	
Extra Supplies towards starter packs Q2			7,521.20	
Extra supplies towards Starter Packs Q3			9,454.74	
Towards staffing			4,023.52	
<b>Total grant amount spent by your group</b>			<b>20,000</b>	
<b>How many people were involved in delivering the project?</b>				
<b>Paid Staff:</b>		The project involves a total of 4 staff in the warehouse / 2 staff doing PAT		
<b>Volunteers:</b>		55 regular volunteers /450 corporate volunteers		
<b>Volunteer hours:</b>		2503 hours from general volunteers / 1,800 hours from corporate groups.		
IMPACT				
<b>Criterion 1: Create opportunities for community leadership and learning on climate change</b>				
If relevant, please tell us how your project met criteria 1 of the fund (300 words max):				

**Criterion 2: Reduce greenhouse gas emissions within communities and contribute to the net-zero agenda for Edinburgh**

- **Qualitative assessment: If relevant, please tell us how your project met criteria 2 of the fund (300 words max):**

Our project implements the three Rs of reducing, re-using and recycling which play such a key role in reducing the energy and resources taken to make products, reducing emissions and sustaining the environment. **In 23-24 we diverted 60.5 tons of goods from landfill through the starter packs.** extending the life of everyday household goods and reducing the emissions required to produce new.

More specifically our contribution towards a net zero transition include:

- We pick-up, assess, PAT test and deliver used white goods as part of our service to support people moving on from temporary accommodation. We can also provide donated white goods to people who are unable to afford replacements, picking up the broken appliances ensuring adequate recycling and avoiding fly tipping in the local area.
  - Green working alternatives: electric vans / we are paperless / flexible homeworking is encouraged.
  - Small donated electrical items are PAT tested and redistributed through our starter packs or other local charity shops.
  - Donations of broken good are sold as scrap metal. The same principle is applied to donations of fabric and clothing of too poor quality to be donated.
  - We negotiate partnerships with local food producers and supermarkets to avoid food and seasonal goods being thrown out – instead we accept their unwanted stocks which are donated through our starter packs, Pantry and shop, or passed on to other charity shops.
  - We have partnerships with several local Universities, Student accommodation providers and Hotels – we accept their donations of laundered duvets, blankets, bedding, crockery, utensils, toiletries, and towels; all stocks which would otherwise go to landfill.
- **Quantitative assessment: If relevant, please provide an estimation of carbon savings or any relevant data that could inform the estimation of carbon savings (e.g. additional amount of starter packs provided, average weight of starter pack/average number of items, weight sold as scrap metal vs landfill, weight reused instead of landfill, weight of food waste rescued)**

A further 14.8 Tons (goods which are not in a good enough conditions) have been diverted through scrap metal and others recycling service.

**Criterion 3: Generate sustainable projects for the benefit of local people to build resilience or adapt to climate change within communities.**

**If relevant, please tell us how your project met criteria 3 of the fund (300 words max):**

Click or tap here to enter text.

**Criterion 4: Build relationships between neighbourhoods of different socio-economic and ethnic backgrounds to work together on just, equitable and accessible climate and resilience activities contributing to the city's net zero agenda, also ensuring that activities work towards reducing or removing barriers for disabled people in the transition to net zero.**

**If relevant, please tell us how your project met criteria 4 of the fund (300 words max):**

Click or tap here to enter text.

**Tell us about the people who benefitted from your project. Please provide quantified metrics where possible**

**e.g. Overall numbers of groups/people, Number of events/workshops organised,**

**Number of charities/groups engaged in the project, etc.** Beneficiaries: Individuals and families who lack the financial and social resources to settle easily in new unfurnished properties following homelessness and people living with the isolation, stress and stigma that accompany extreme poverty - their choice is going without or getting into debt. **Over 23-23 we delivered a total of 17,964 starter packs helping 3,492 households.**

**Tell us about any other outcomes achieved.**

**e.g. What changes and/or benefit(s) did your project bring?**

**What did people feel was the most important or valuable aspect of your project?**

We requested funding to help us run **the Starter Packs service** – it helped us increase the amount of goods we can store, organise in packs and distribute to people moving on from homelessness. This is an essentials ask as the number of families facing extreme hardship is increasing across Edinburgh. Being able to make a home is a crucial step towards supporting tenants to cope with the trauma of their ‘homeless’ experience, reduce stress and anxiety and improve mental health and well-being. The Starter Packs provide service users with the essential goods they need to set up their home, reducing the stress and financial burden involved in the transition from homelessness to being rehoused. Our service-users typically have been living for long periods in temporary accommodation, have lost all their possessions and been allocated unfurnished properties which are often poorly decorated. They do not have the means to purchase household goods nor the skills or support networks to make improvements. Without our help, their options are to either go without or go into debts!

A real life story

When J. split from her partner, she realised she was not on the tenancy agreement. When it came to moving out, she couldn’t afford the rent by herself. J. had to live in a B&B for 2 years before getting an affordable tenancy. “I’d never had to deal with anything like that before. It’s hard because you are confined to one room. For the first 11 months I didn’t even have access to a washing machine or cooking facilities. It was lonely, isolating and restricted; sometimes you would just crack up.” J. was referred to Fresh Start “I was excited and filled with adrenaline the day I got my keys but it’s daunting, you are just left to it. All I had to move in was my clothes and a chair. It was great to get the help from Fresh Start, they provided all the basics I needed and helped me obtained furniture and white goods too and even helped with repainting some of the rooms. I feel content in my new home.”

## LESSONS LEARNED

**What worked well and what could have been improved?**

- Not so much what work well or could be improved but more a reflexion on challenges faced: Seeing the rise in needs increase so drastically over the past year. It puts a lot of pressure on service provision, staff morale and resources – 2023 has very much been another crisis year.
- The lack of long-term funding is another difficulty; it makes it difficult to plan and develop medium to long term projects to bring real change.
- The lack of larger funds adds to the difficulty described above and means that charities spend a lot of staff resources on raising funds from other sources, on administering numerous smaller funds and on finding alternative ways to stock our warehouse/shop and Pantry.
- While all these factors ensure we remain resilient, adaptable, and as efficient as possible, it also means a lot of energy and resources is diverted from helping people.

Luckily, Fresh Start and partner organisations have built strong partnerships and bonds over the years; we all share knowledge, skills, resources as much as possible and opportunities; without these strong relationships it would be difficult to achieve a much as we do. We also have a great staff team whose dedication,

commitment and continuous efforts is key to our continued success. Finally, while long term funding is helpful so are larger one-year grant as they can provide substantial match funding to put against other bids.

**EQUALITIES AND DIVERSITY**

Were people with [protected characteristics](#) involved in your project? Please detail groups, numbers and the nature of the involvement. Please describe outreach efforts made to include people with protected characteristics.

Click or tap here to enter text.

**PROMOTION**

Please attach or send (in electronic format if possible) photographic evidence of delivery of your project - this must be suitable for publication, so not showing faces.



Yes, photos attached    
  Photos coming separately    
  No Photos

Do you have any quotes from participants we could use or any feedback around participant satisfaction?

*“You don’t realise how much you need until you move into an empty flat.”*

*“It was really helpful, I had nothing of my own, I was sleeping on air beds on bare floorboards.”*

*“It has made a massive difference. Not had a cooker for 10 years so have been eating cold foods like sandwiches, we lived in a B&B so could use the microwave only between 6pm-7pm. We have started cooking every day and eat more healthy foods. Thank you”*

**FUTURE**

**Will you be able to sustain the initiative started with this project grant beyond this year?**

<input checked="" type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>	<input type="checkbox"/> <b>Unclear as yet</b>	<input type="checkbox"/> <b>Not relevant (a one off activity)</b>
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**If yes, please give details of how the project will be continued:**

The project will continue on a similar model, some of the funding is already in place and our team is continuing to seek further funds. The service has been running for nearly 25 years and in the current economic and housing context it is difficult to see the service ending soon.

**SIGN OFF**

**Your consent**

**By signing this form, I declare that I am a competent person to give consent to the City of Edinburgh Council to publish, republish or otherwise transmit still and moving images that have been submitted.**

**I understand that:**

- my information (including still or moving images and/or audio files will be stored electronically following with data protection guidelines
- information will be kept for seven years. We will not use your information/images/files after this time without asking you first
- I have the right to withdraw this consent at any time by contacting [communityplanning@edinburgh.gov.uk](mailto:communityplanning@edinburgh.gov.uk)

**Completed by:** [Fanette Genais](#)

**Position in group:** [Fundraising Manager](#)

**Date:** 24/04/2024

**Please return attaching copies of receipts**

Return Address [communityplanning@edinburgh.gov.uk](mailto:communityplanning@edinburgh.gov.uk)