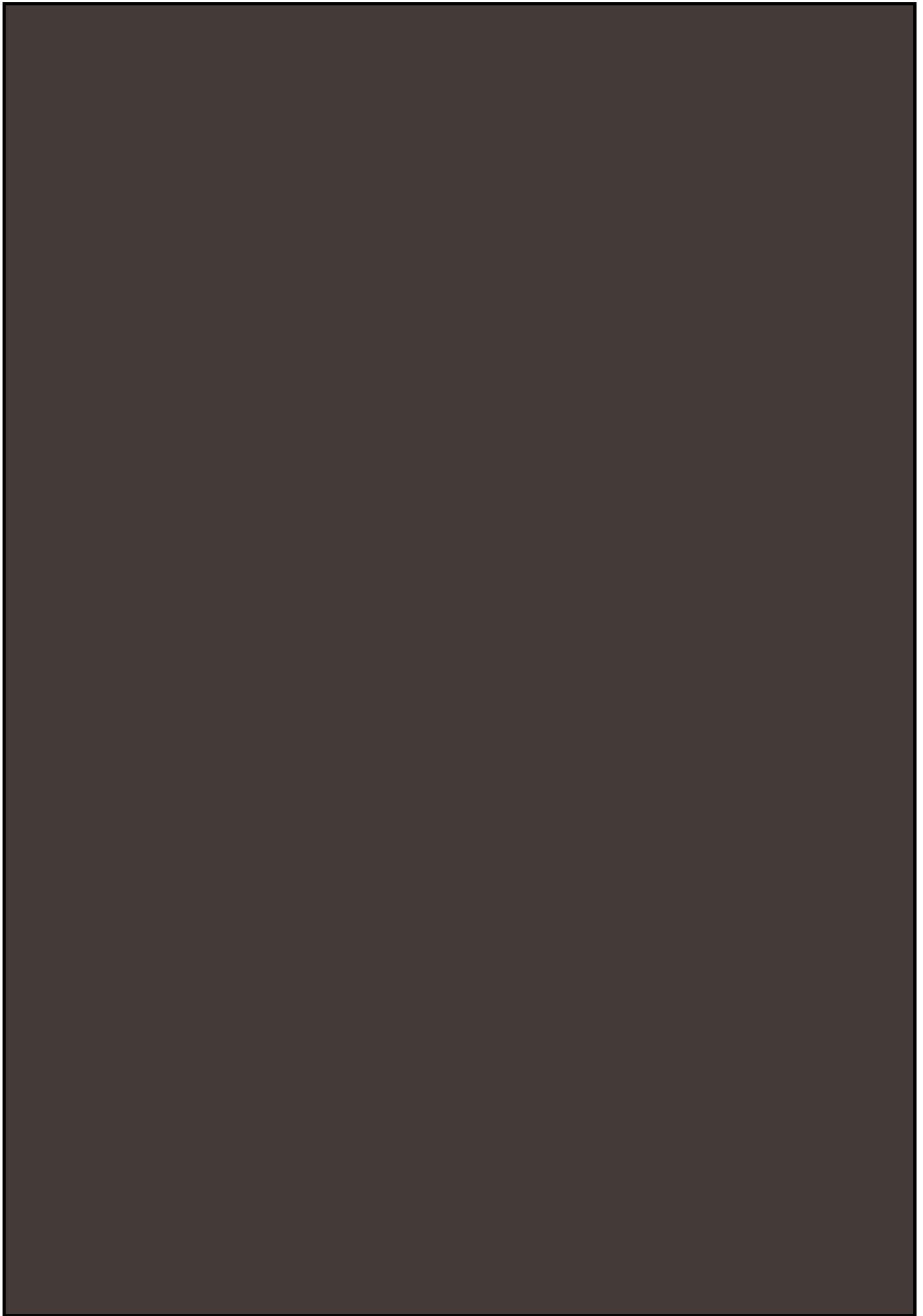




SH A I D

ANNUAL REPORT 2016-17



A Word from the Chair



**Trevor Paine
SHAID Chair**

It is my pleasure - yet again - to make a few introductory remarks on SHAID's work during 2016/17 in our 20th Annual Report.

More austerity measures from the government; the referendum on Europe and the implications of BREXIT; the change in Prime Minister, and the increase in homelessness and use of foodbanks seems unlikely to give encouragement to our staff and clients. And yet, SHAID though being informed of pending cuts to our Supporting People funding continues to make progress in providing support for our local community.

The development at PACT HOUSE (the former Lloyds Bank Building); the continuation of Pre-Tenancy Support, Floating Support Service, Plan4Life programme and the Social Isolation Navigator initiative are all making progress addressing the concerns of those in need and less fortunate than many of us.

The effect of their contributions shows their commitment (by all our staff) in every project they undertake. This was exemplified when they realised there was a need for emergency funding in many cases when clients are referred to us, and so they organised a sponsored "Sleep Out" outside the Community House on Wear Road. In the foulest of weather they highlighted the dangers of "sleeping rough" and the need to do more to alleviate this growing problem. They were joined by a local councillor who provided great support to their efforts.

Thank you to ALL our staff.

St. Peter's Court continues to provide support for ex forces personnel and with the purchase by SHAID of properties adjacent to St. Peter's - soon to be developed as Hollyacre Centre - we will increase our ability to assist more ex-soldiers etc, to be assisted towards independent living. More one-bedroom apartments and even a family room will allow the continuation and development of our service. I have met with the tenants on two occasions and have been convinced of the needs that they have and that we as an organisation must continue with our work.

As I write these notes, news has been received that the "Homelessness Reduction Act" has received the Royal Assent and new duties on local authorities to prevent Homelessness is likely to commence in 2018. The implementation of this Act of Parliament will mean so much to organisations like ours.

I wish to thank the Trustees for their support and efforts during the past year and to the managers and staff I can only hope that you have the strength to continue with your valuable work in the coming years.

Int'lair

**Trevor Paine
SHAID Chair**

A Year in Review



Kevin Howe
Chief Executive Officer

2016/2017 has been a very exciting year for SHAID, not only did Durham County Council continue to support the much needed Homeless prevention services we operate but we also began a number of innovative developments. This will be seen as the year SHAID made it's first capital investment with the purchase of the Hollyacre Centre on the site of St Peter's Court (armed forces sheltered accommodation unit) an old vicarage care home and bungalow unit which is presently being renovated to create another **16** flats and a family room.

Life continues to be very tough for homeless people. The numbers on the streets having reportedly risen by **134%** over the past 5 years (National Homeless count November each year) with an increase to SHAID's services supporting these statistics having an increase in clients of over **60%** during 2016-2017 and there appears to be no let-up, with all services operating at full capacity.

During the reporting period we have supported over **700** individuals across all services.

The dedication of our Staff, Trustees and Volunteers, and the financial contributions from a wide range of groups and individuals, helps clients change their lives. The impact of the services we operate however, goes much deeper. It has transformed many lives due to the wrap around support they receive. SHAID does not believe in the revolving door culture we face in accessing other services. We bring the support to the clients, so that all needs are met within the one agency, SHAID. This has only been possible due to the full commitment of partner agencies and the will to work together for the better good of the clients we support. Partner agencies are wide and varied and include DCC services including Childrens, Wellbeing for Life, Police, NHS, Schools and Colleges, Probation, Food Banks, PACT House, Stanley Town Council, Local Surgeries, Domestic Violence, Local Elected Members, all of the armed forces service network and many more .

We treat the people who use our services in the way we would want to be treated in the same situation. We are truly blessed with amazing staff and volunteers who never stop trying to find solutions to what can sometimes seem to be insurmountable problems. In an economic climate in which more people are ending up on the streets, the impact we make is important. We give people the dignity they deserve, link them in with the specialist services they need, help them find employment and accommodation, and ensure there is ongoing support available after they have moved on.

Despite potential further cuts to come in our contracted funding, we are determined to ensure that SHAID continues to be the place that people can turn to when there is nowhere else. I am very grateful to everyone who ensured that we had the funds to carry out these much-needed services and that SHAID was there for those who needed it the most. SHAID has strong values and principals, we challenge where challenge is needed, open our doors and hearts to partnership working, share our knowledge and learning to anyone who will listen, and, time permitting get involved with anything that will result in better services for the people we serve. They say "Kindness is the key to hearts" and while most of us will never have been homelessness, we have all experienced inner homelessness: times when we have suffered bereavement, loneliness, or have been at a loss to know what to do. We remember the person we turned to in that moment of crisis, and the support and care they showed for us. This is why SHAID operates at such a high success rate and why past clients never forget.

Pre Tenancy Support

SHAIID's Pre-Tenancy Service continues to be in high demand. During this reporting period SHAID received **106** referrals from young people aged 18-25 who were in need of housing advice.

In addition to the age group mentioned we also had contact from **17** individuals aged 26+ requesting help in accessing housing.

Alison Stephenson SHAID's Pre-Tenancy Support worker has worked hard to build relationships with housing providers enabling us to successfully house **67** individuals within this reporting period.

Statistical Information

Number and Age of People Accessing SHAID's Pre-Tenancy Support Service

Age Range	Number of Individuals	Age Range	Number of Individuals
16-17	18	22-25	36
18-21	70	Over 25	17

A Case Study

Amy presented to SHAID when she was 8 month pregnant. She had been told to leave the parental home when she informed them that she was pregnant. Amy had no other option but to move in with her partner Daniels family who's home was already overcrowded with Daniel and his younger brother sharing a small bedroom.

When Amy presented to SHAID the couple were getting very stressed with their current living situation and were desperate for a home of their own before the birth of their son. With the help of SHAID's Pre Tenancy Support Worker, the couple were able to secure a property through Derwentside Homes.

With very little disposable income they were unable to furnish their new house so SHAID's worker applied for a Welfare Assistance Grant. The couple were successful with the grant application which meant they could furnish their new house making it a home.

Amy has now given birth to a healthy baby boy, and the couple are both looking forward to starting on their parental journey in their new home.



Floating Support

SHAIID have provided a Floating Support Service to young people since 2002. Since the commencement of the service we have supported **649** young people enabling them to maintain their own tenancies.

Between April 2016 and March 2017 the Floating Support team provided support to **43** young people.

The type of support included;

Advocacy

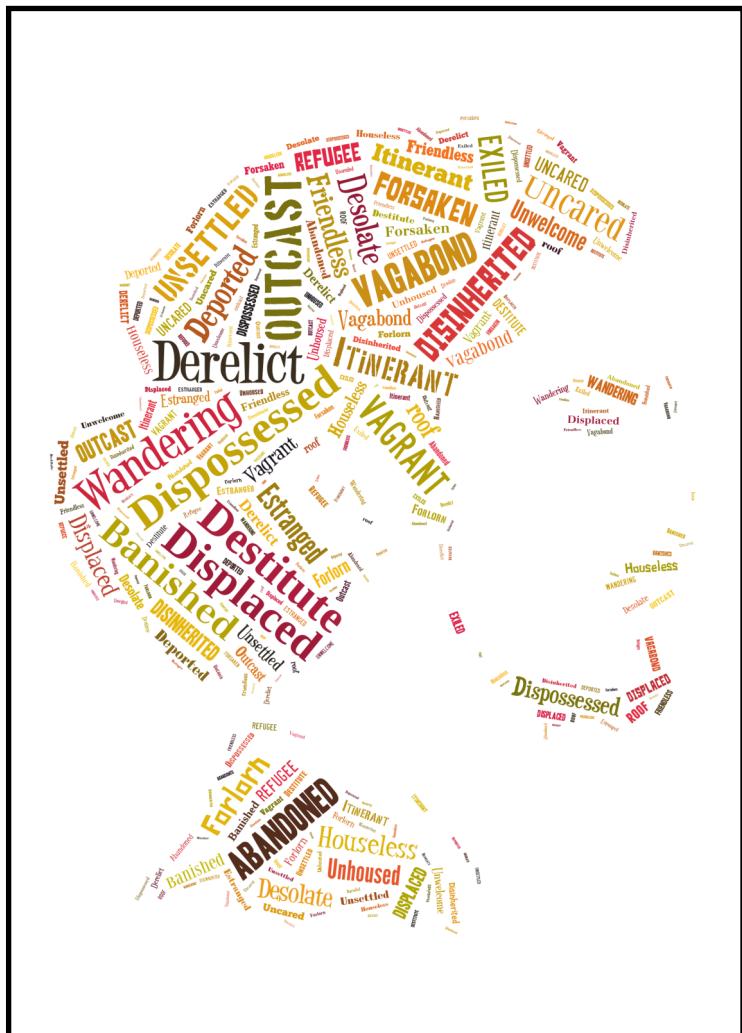
Budgeting

Befriending & Emotional Support

Info on Housing Rights & Responsibilities

Help Applying for Benefits & Grants

Advice on Education, Training or Employment



A Case Study

Gail accessed SHAID during this recording period, she moved to the Stanley area due to her estrangement from her mother and a relationship breakdown.

SHAID's Pre Tenancy Support Worker was able to secure an affordable property for Gail, where she continues to reside. In this time Gail also became the care giver to her younger sister, tenancy support was put in place to help Gail in developing the skills needs to live independently in addition SHAID's Tenancy Support worker supported Gail with her Job Seekers claim, claims for the benefits needed to support her sister and access support for her mental health.

Gail had been given many diagnoses for her mental health and went through many assessments however was never given any support. Her low mood and vulnerability were having an effect on her day to day living. Through the months on tenancy support, support was given to access a GP and advocate on her behalf to ensure she received the correct medication and treatment.

Gail's mental health has improved over the months, and she was able to successfully secure employment. She has maintained her home very well and has increased her confidence and feels settled in the area.

St Peter's Court

What an excellent year for St Peter's Court staff and tenants, not only did the project win County Durham Area Action Partnership Award. The organisation was awarded The North East Chronicle Finalist Award and Armed Force Covenant Employee Bronze award.

The projects' geographic networking continues to expand which has resulted in a high number of referrals from external partner agencies. To date St Peter's Court has received **1025** referrals. The project so far has supported **767** ex-service personnel into accessing permanent accommodation within the North East. St Peter's Court not only offers supported accommodation to ex service personnel; it also supports early service leavers and serving personnel from PRU (Personal Recovery Unit) at Catterick Garrison and Scotland in accessing accommodation throughout County Durham and the North East.

The project recently provided in-house training on the following subjects: Healthy Eating and Art Classes.

SHAIID Trustees, Management, and Staff Members would like to take this opportunity to thank the following agencies for their support and funding of the organisation; Sir James Knott Trust, ABF Soldiers Charity, The Royal British Legion, County Durham (AAP) Area Action Partnership.

Funding

Sir James Knott Trust funded St Peters Court £25,000 for tenancy support workers position.

ABF Soldiers Charity, funded St Peters Court £36,500 for project manager position for one year.

County Durham Area Action Partnership Councillor's donated £12,000 to the project for refurbishment.

Statistics for April 2016 to March 2017

220	Referrals received	15	Entered fulltime employment
45	Individuals moved into St Peter's Court	5	Commenced Volunteering
45	Accessed training	29	Successfully moved on to independent living
23	Unable to access employment or training through health issues		



St Peter's Court cont ...



Case Study

Mr Philip Webb and Mr Jonathan Farrelly attended Newcastle Theatre Royal to participate in a play call **Wor Story** with other ex-service personnel. The play was funded by the Royal British Legion and was a great success.

Mr Philip Webb was invited onto ITV news to talk about the play alongside other ex-service personnel who were also involved in the play. The play was based on the ex-service personnel own personal experience while serving in the Armed Forces.

In addition, Mr Philip Webb was also invited to tell his personal experience why he became homeless on BBC's Inside Out Program.

Future Progress Plan

SHAIID Board of Trustees have successfully agreed a ten lease with St Peter's Court Landlord.

SHAID have purchased Hollyacre Care Home as part of SHAID future progress plan.

SHAID Trustees and Manager Kevin Howe would like to take this opportunity to thank St Peter's Court Friends Group members and staff for all the hard work they have done since the project opened.

St Peters Friends Group

Mike Donne - SSAFA Branch Secretary

Jim Cordon - County Durham Councillor

John Falcus - Veterans AID

Pam Fry - SHAID Board Member

Caroline Dick - Rey Canon

Heather Liddle - Sacriston Councillor

Jen Younger - Manager YMCA Chester-le-Street

Ruth Wright - SHAID Board Member

St Peter's Staff Members

Tony Hammond - Project Manager

Tina Burrell - Administration Worker

Sharon Hudson - Tenancy Support Worker

Christopher Jackson - Project Technician

John Clough - Concierge

Steve Dodd - Concierge

Michael Miller - Concierge

Michael Hall - Concierge

DurhamWorks - Plan 4 Life

SHAD are a main delivery partner for DurhamWorks, which is a European Social Funded, Youth Employment Initiative led by Durham County Council. Our project which is known as Plan 4 Life commenced in April 2016 with the aim to equip 16-24 year olds with the skills needed to reach their employment goals.

To date we have supported 55 young people enabling them to take the first steps to employment. Plan 4 Life's main source of referrals have come through word of mouth by existing P4L participants as many have had a positive experience whilst on the programme. In addition referrals have been made through The Red Team, One Point, Catch 22, and via SHAID's Pre-Tenancy Support Worker.

It has been found that **95%** of our client group suffer from acute anxiety, poor mental health and zero self-confidence which impacts greatly upon their daily activities and prevents them from fulfilling their employment potential, participants often require 1 to 1 advice, support and crisis intervention.

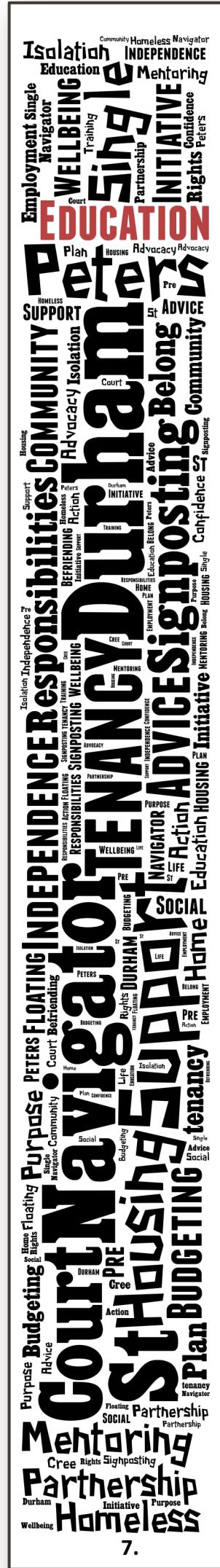
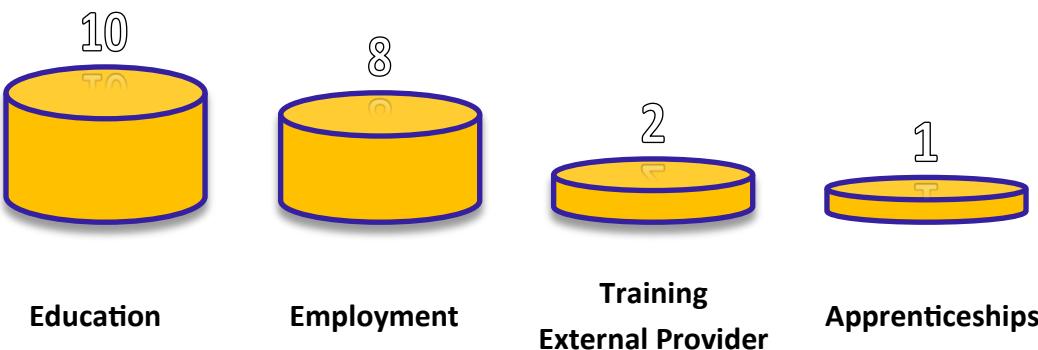
The project has proved to be successful in its outcomes with regard to participant's progression, achievements and employment. Some participants, who have moved into employment however continue to volunteer their free time to help in PACT House's Community Café and other building projects.

Statistical Information

Number of Participants That Have Engaged in P4L Activities

28	Basic and Key Skills Builder	16	Employability
25	Volunteering	10	Art Therapy
11	Outdoor Activities	10	First Aid Training
20	Financial Capability	3	Food Hygiene

Progression Route for P4L Participants



Social Isolation Navigator

SHAI'D's Social Isolation Navigator project commenced at the beginning of January 2016 its principle aim being to help individuals with multiple and complex needs reintegrate into their community.

Statistical Information

Within this recording period the Navigator has provided assistance to **245** individuals.

400 one to one support sessions have taken place.

100 clients have taken up training opportunities and have entered employment or are now volunteering.

245 individuals have been signposted to other agencies, groups, etc which best meet their identified needs.

50 have engaged with the Navigators Canny Cooks project.

Mark's Story

Mark was referred to the Social Isolation Navigator project by his stepmother. She was very worried that Mark lacked the life skills needed to live independently and was very isolated as he did not have any friends. Mark was diagnosed as having learning difficulties at an early age, since reaching adulthood Mark has been on Disability Living Allowance as he is unable to work, which has impounded his feeling of isolation.

Mark currently resides with his Grandfather, for whom he acts as carer to some degree. However, due to Marks difficulties his grandfather does not give Mark any responsibilities other than running errands to the shop and doing the weekly shopping where his Grandfather will take him and wait in the car park for him. He does not cook or clean within the home.

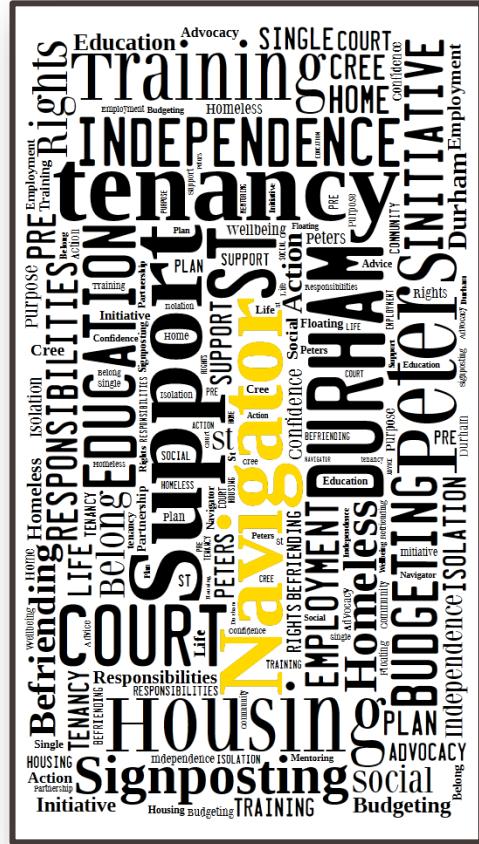
On meeting Mark, SHAID's Social Isolation Navigator, Christine Fairley, found him very reluctant to attend any social groups suggest to him. Christine eventually persuaded Mark to attend the "Canny Cooks" group as it was one she facilitated. This was in June 2016, since that time Mark has attended the group almost every week. Christine usually picks Mark up for the weekly cookery sessions but on days when she could not attend he has made his own way to the group, this in itself is a massive step for Mark.

Since attending the group Mark has made friends, so much so that he has felt comfortable enough to opened up about personal issues.

Christine has liaised with Mark's family as she felt his diagnosis of learning difficulties needed to be reassessed, if she was to help him in his goal of becoming independent and a fully integrated member of society. Mark is currently going through the reassessment process.

Mark has gained in confidence since being referred to SHAID's Social Isolation Navigator, so much so that he has agreed to attend training courses in both Food Hygiene and First Aid.

Mark still has some way to go before reaching his full potential but his outlook on life is much brighter since engaging with the Social Isolation Navigator project.



Complementary Projects

Freedom Zone

The Freedom Zone is a social group for members of the Lesbian, Gay, Bisexual and Transgender Community (LGBT) aged 16-25 who live within Derwentside. The group, which formed in September 2016 are supported by SHAID and DISC's LGBT Worker.



The groups aims are to;

- To relieve isolation
- Empower members of the LGBT community
- Build peer support networks
- Promote Equality & Inclusion and raise awareness of LGBT issues.

The group have **9** members who enjoy fortnightly drop in sessions, outings, guest speakers, wellbeing courses and arts and craft sessions. Presently the group are planning a trip to Durham Pride in May 2017 and are designing hats for the event.

Canny Cooks

SHAID's Social Isolation Navigator has been instrumental in the establishment of a weekly healthy cooking group known as The Canny Cooks. The group, who meet weekly at Wear Road Community House currently have **50** members with **8** regular attendees.

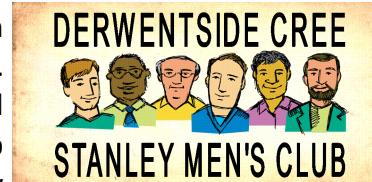


The group has proven to be a great success with group members forging firm friendships and helping to break down isolation.

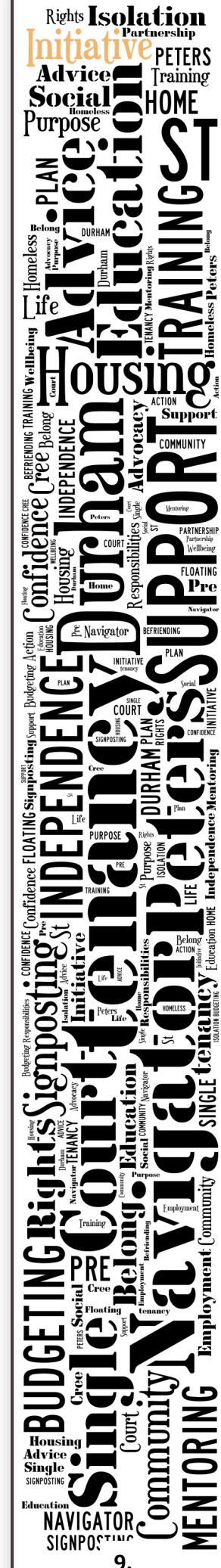
The confidence gained by attending the Canny Cooks sessions has led group members to explore other creative outlets. **10** of the group have recently signed up to a **6** week pottery course which is due to start in April.

Cree Services

SHAID's Cree Services commenced in May 2015 with an average of **8-10** members attending weekly sessions. Due to internal restructuring within SHAID and constraints on worker and volunteer time the group transferred services from Wear Road Community House to PACT House where members were encouraged to attend Art Therapy Sessions and the weekly community meal.



In January 2017 services resumed at Wear Rd.



Balance Sheet

Year Ended 31 March 2017

	2017	2016
	£	£
Fixed Assets		
Tangible Assets	203,864	4,243
Current Assets		
Debtors	115,148	112,648
Cash at Bank and in Hand	338,601	436,687
	<hr/>	<hr/>
	453,749	549,335
Less Current Liability:		
Amount falling due within one year	(20,084)	(7,672)
	<hr/>	<hr/>
Net Assets	<hr/>	<hr/>
	433,665	541,663
	<hr/>	<hr/>
Total Assets Less Current Liability	<hr/>	<hr/>
	637,529	545,906
Income funds		
Restricted Funds	584,313	492,690
Unrestricted Funds	53,216	53,216
	<hr/>	<hr/>
	637,529	545,906



Charity Finances

The Project

SHAID is pleased to report yet another year of sound financial management and the excellent fundraising efforts of the staff. The following is a summary of information extracted from the full annual accounts approved by SHAID's Board of Directors.

Copies of the full audited accounts have reported without qualification. Copies are available upon request from the SHAID office.

Grants & Gifts in Kind

SHAID have been successful in their applications for grants for the young people, receiving **18** in this reporting year. The grants awarded were both financial, totalling **£2,400**, and gifts in kind such as carpets, cookers, fridges etc.

We very much appreciate the continuing support of grant making trusts in helping us to provide vital necessities for those young people who wish to achieve independent living.

Those trusts being:

The Greggs Foundation

The Christ Hospital in Sherburn

The Buttle Trust

County Durham Community Foundation

Statement of Financial Activity

Year Ended 31 March 2017

	Unrestricted funds	Restricted funds	Total 2017	Total 2016
	£	£	£	£
Incoming Resources from Generated Funds				
Donations & Legacies	-	-	-	2,612
Interest Received	-	-	-	57
Incoming Resources from Charitable Activities	-	587,325	587,325	581,728
Total Incoming Resources	-	587,325	587,325	584,397
 Resources Expended				
Management & Administration	-	495,702	495,702	495,974
Total Resources Expended	-	495,702	495,702	495,974
 Net Income (expenditure) for the year/ Net Movement of Funds				
Fund Balances at 1 April 2016	53,216	492,690	545,906	457,483
Fund Balances at 31 March 2017	53,216	584,313	637,529	545,906

Thank You to our Funders

Durham County Council

East Durham Trust

Supporting People

Buttle Trust

Greggs Trust

Home Group

Glasspool Charity

League of the Helping Hand

County Durham Community Foundation

Lloyds Foundation

Sir James Knott Trust

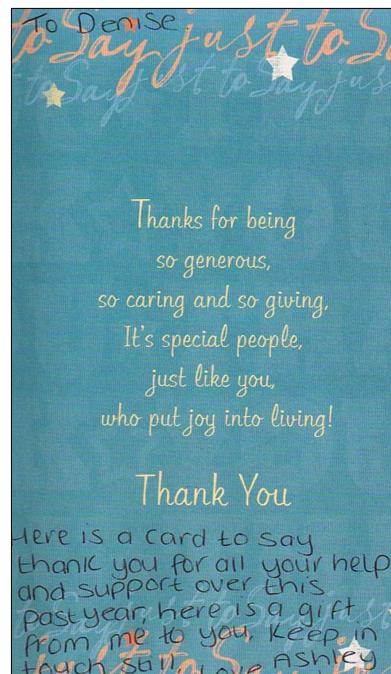
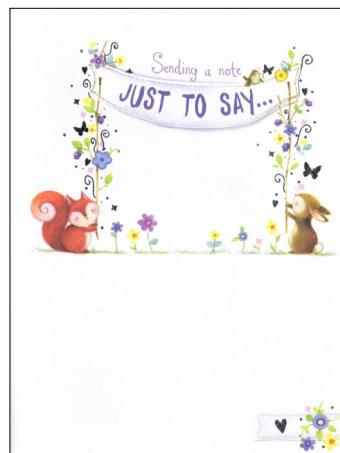
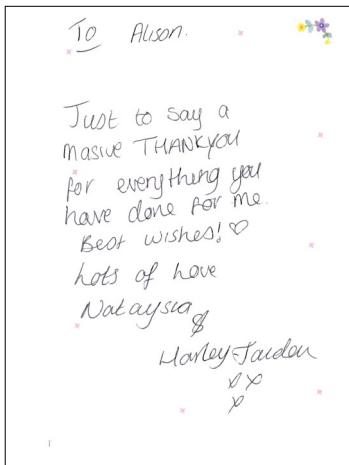
ABF Soldiers Charity

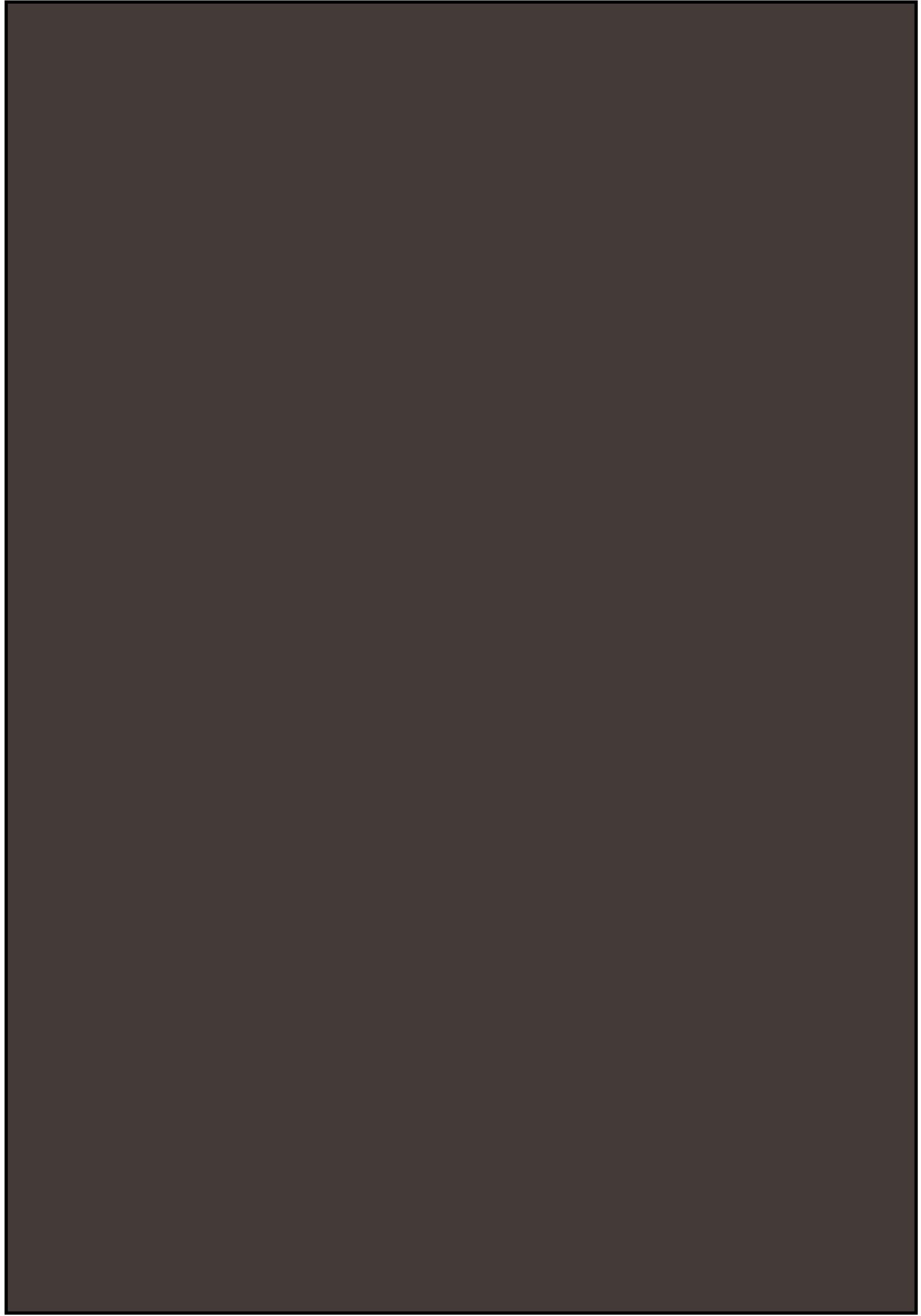
The Royal British Legion

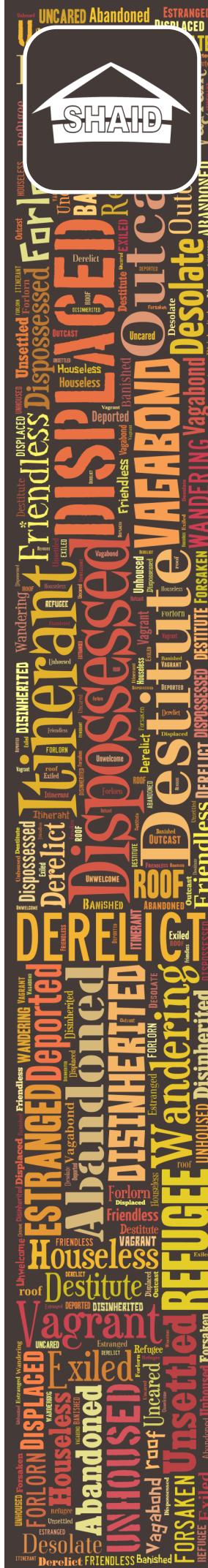
County Durham (AAP) Area Action Partnerships.



SHAID's Thank You Scrapbook 2016-17







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**Single Homeless Action Initiative in Durham Ltd is a registered company, number 3659370
and a registered charity, number 1074505**