



BUILDING FUTURES CREATING CHOICES

**Single Homeless Action
Initiative in Durham
Annual Report 2015-16**



Since 1998 Single Homeless Action Initiative in Durham has supported

3456

Young and vulnerable people throughout Derwentside.

.....
Between April 2015 and March 2016

187

Young people were supported as part of SHAID's Pre-tenancy and Floating Support services

In addition

175

Former armed service personnel were assisted through St Peter's Court housing project.



A WORD FROM THE CHAIR

It is yet again my pleasure, as Chairman of the Board of Trustees, to make a few introductory remarks on the work of SHAID during the year 2015-2016 in our organisation's 19th Annual Report.

With another year of government austerity measures, it is not surprising that many more young people, ex-servicemen and young families have called upon our services to help them resolve their individual problems. They are treated with respect by a very welcoming staff team, all of whom have completed various training courses and received certification in their specialist areas of work. Our clients often have several issues to deal with and SHAID will always seek the support of other agencies if we are unable to offer services directly.

I am regularly in the office and always make a point of saying

"Hello" to the staff on duty and in that way I can see their skills and efforts on behalf of the clients. I am very proud of all of them and see the results of their endeavours. Our clients deserve the best support possible and I feel our staff give them their best at all times!

Elsewhere in this report you will find details of all the services provided and numbers of clients helped, but I wish to place on record my thanks to the Managers and staff (including volunteers) and my fellow Trustees who bring to the organisation a large variety of experience and skills which help our projects to proceed and develop.

There are always disappointments of course and mine were the failure of Collaborate Durham to develop as we had hoped after a huge effort had been expended, and our failure to successfully



negotiate via the County Council Asset Management Team an application to manage Stanley Youth Centre.

On the bright side, however, we congratulate St. Peters Court, on receiving a regional award from TV companies at a Gala evening, and the successful negotiation of a further 10 year lease for St. Peters Court. We instituted an Independent external review (via Sounding Board) and the resulting report gave us a big "thumbs up" for the service offered. Well done to the staff of St. Peters!

.....
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.....

Many proposals and suggestions are already being considered for 2016-17 and I expect despite the usual political problems, we shall still be providing excellent and much-needed services this time next year.

J.W.Paine
SHAID Chair

A YEAR IN REVIEW

Each year brings different challenges, but a forward thinking charity such as SHAID can also identify and embrace opportunities. The world is changing and in response so does the national and local environments we operate in. Grant giving bodies as well as local and national commissioning are becoming more focused in what they support and how they prioritise. These changes have been instrumental in SHAID reviewing many of their services, looking at how and where they operate, looking at whether a service or project fits into local authority strategies, but more importantly whether the services we operate are having a genuine and positive impact on the client groups we serve. This is the evidence we will need to challenge and show grant givers and Commissioners that SHAID is an organisation which not only delivers both in terms of massive positive outcomes for its clients and wider community but also demonstrates value for

money because of its local delivery.

2015/16 has seen an increase in all services from Pre Tenancy Support through to St Peters Court Sheltered Accommodation, and as a result we needed to change and adapt service to meet this demand.

Early in 2016 we piloted a new look Floating Support Service where clients assessments identified the amount of support needed with SMART targets and actions, putting the client at the centre of a self-help programme with support. **This has worked extremely well and has increased capacity within the service by 90% and is still growing.**

The Drop in services we operate 3 days per week is well used and virtually eradicated waiting lists. A more open dialog with Private landlords and Housing Associations has seen a massive increase in housing opportunities for the clients we support with **46** young

people being successfully housed. 2015/16 has also seen opportunities for SHAID through the Crime Commissioners Fund, SHAID were able to lease their first two flats working with clients who would normally be unable to find housing due to recidivism, to date none of the clients we have housed have re-offended.

Stanley AAP and NHS Health funded SHAID to employ a Social Isolation Navigator to work with adults across the Derwentside area. The service commenced in December 2015 with a target reach of 100 people over the year, **we have surpassed the target in the first two quarters with overwhelming success and client satisfaction feedback of 100%**

One of the most interesting developments has been the development and acknowledgement of SHAID becoming a full delivery partner of Durham Works. This will enable SHAID to put a new level of support to all

our clients' right across the board allowing them to access training and employment support. To deliver this project we have set up a full IT training suite and become a partner within PACT House Wellbeing Centre in the heart of Stanley Town Centre.

We know there will be hard challenges ahead with the likelihood of severe funding cuts through austerity measures. The commissioning of services across local authorities with larger suppliers, will undoubtedly see the smaller more focused locally delivered charities bear the brunt of such measures. We must rise to these challenges, looking at alternative funding sources and business opportunities, challenging and informing policy makers and local elected members of the crucial role we play supporting the most disadvantaged people living in their communities.



SHAID Manager

"Our work would not be possible without the continued commitment of Employees, Volunteers, Funders, Commissioning Bodies and a very passionate and extremely supportive group of Trustees.

I am very proud to be at the helm of such an organisation and I thank you all for your continued commitment."



Kevin Howe



PRE TENANCY SUPPORT

It has been a busy year for SHAID's Pre Tenancy service with 127 young people accessing the service. Thanks to the excellent work of Alison Stephenson, SHAID's Pre Tenancy Support Worker, many of the cases have had a positive outcome.

SHAID have built strong relationships with housing agencies and landlords allowing for a smooth transition for those young people wishing to access accommodation.

- 127 - referrals made to the pre tenancy support service**
- 46 - young people rehoused**
- 40 - remained at home**
- 21 - did not engage with service**
- 20 - are currently still receiving support**



FLOATING SUPPORT

SHAID have provided Floating Support to the young people of Derwentside since 2002 .

The service, which is funded through Supporting People has proven to be a vital service to young people in their transition to independent living.

SHAID's Floating Support team provide housing support to **29**

individuals at any one time with support lasting up to 2 years depending on need.

Between 2015 - 2016 SHAID workers have assisted **60** young people enabling them to successfully maintain a tenancy.

The high demand for the service shows no sign of abating, thanks to the

reputation we have gained as a service provider with a commitment to improving the lives of young people who are starting out on their road to independent living.

- Referrals Received 2015-2016**
- 37 - new referrals made to the floating support service**
- 29 - young people supported at any one time**
- 3 - currently on the waiting list 01st April 16**
- 23 - successfully completed a planned exit from the service**

CREE GROUPS

May 2015 saw the development of a Men's Cree at the Fulforth Centre in Sacriston, this pilot project was intended to run for a period of one year, once established The Fulforth Centre would take over the running of the group. Initially the project attracted **6-8** regular members who enjoyed engaging in various joint activities alongside our Derwentside Cree members, activities included;

- **Beamish Museum Visits**
- **Theatre Outings**
- **Research Sessions** - the group took part in the making of a Grayson Perry Documentary exploring masculinity.
- **Scarecrow Building** - the group creating 'Andy Cap and his wife Flo' to exhibit at the annual Tanfield Village Scarecrow Festival
- **Art and Craft Sessions**
- **Board Game Days**
- **Quizzes**
- **Cookery Sessions** - attendees created meals and sat down to a shared meal
- **First Aid Training**
- **Food Safety Training**

- **Debating Sessions** (at times quite heated)
and much more besides...

In September The Fulforth Centre handed over running of the kitchen to an external catering firm which meant we were no longer able to utilise the kitchen facilities for food preparation and cookery sessions, resulting in a decrease in numbers attending, as cooking and sharing a meal, was one of the main draws for members. Following this change remaining Sacriston Cree members preferred to attend Derwentside Cree which gave them greater freedom and a home from home informal service. SHAID finally handed over the reins in May 2016.

Derwentside Cree continues to go from strength to strength with an average of **8-10** members accessing the service twice a week, engaging in the aforementioned activities.


Audrey Taylor Williams



A CREE Case Study

In July 2014 Tony was suffering long term abuse at the hands of his unscrupulous landlord leading to him to experience severe anxiety and depression , Jo Cordey helped to rehouse Tony at the same time she referred him to Derwentside CREE, as she recognised he was vulnerable and isolated. In addition Tony was self-conscious due to an extreme skin disorder which covered his entire hands causing them to crack and bleed, impacting on Tony's self-esteem and confidence. Tony states that joining the CREE helped him form friendships and become a person again. When Tony joined the CREE he was a regular cannabis user and a dedicated smoker, with the support of his partner and CREE workers he managed to quit both!

we don't see Tony now as he gained employed a long distance lorry driver, a job he's always wanted , Tony has been in a long standing relationship with his girlfriend Louise they had hoped to become parents, however after a long period of time it was identified that they would need IVF treatment. We were delighted to hear the news that the first treatment proved successful and in February next year they will be the proud parents of twins!

Tony received a bone marrow treatment five years ago with the hope that this would help improve his skin condition which has proven successful.

We wish both Tony and Louise every success for the future.



SOCIAL ISOLATION NAVIGATOR PROJECT

SHAID's Social Isolation Navigator project commenced at the beginning of January 2016. Funded through SHAID, Stanley Area Action Partnership and the NHS Health Improvement Fund the project aims to assist beneficiaries who live within the Stanley area and have multiple and complex needs integrate back into their community and help them access local services.

As of March 31st we had received **50** referrals to the project, however only **17** were able to access the service because of geographical restrictions. The other **33** were given information and advice. Many were also introduced to groups and support networks within their area of residence.

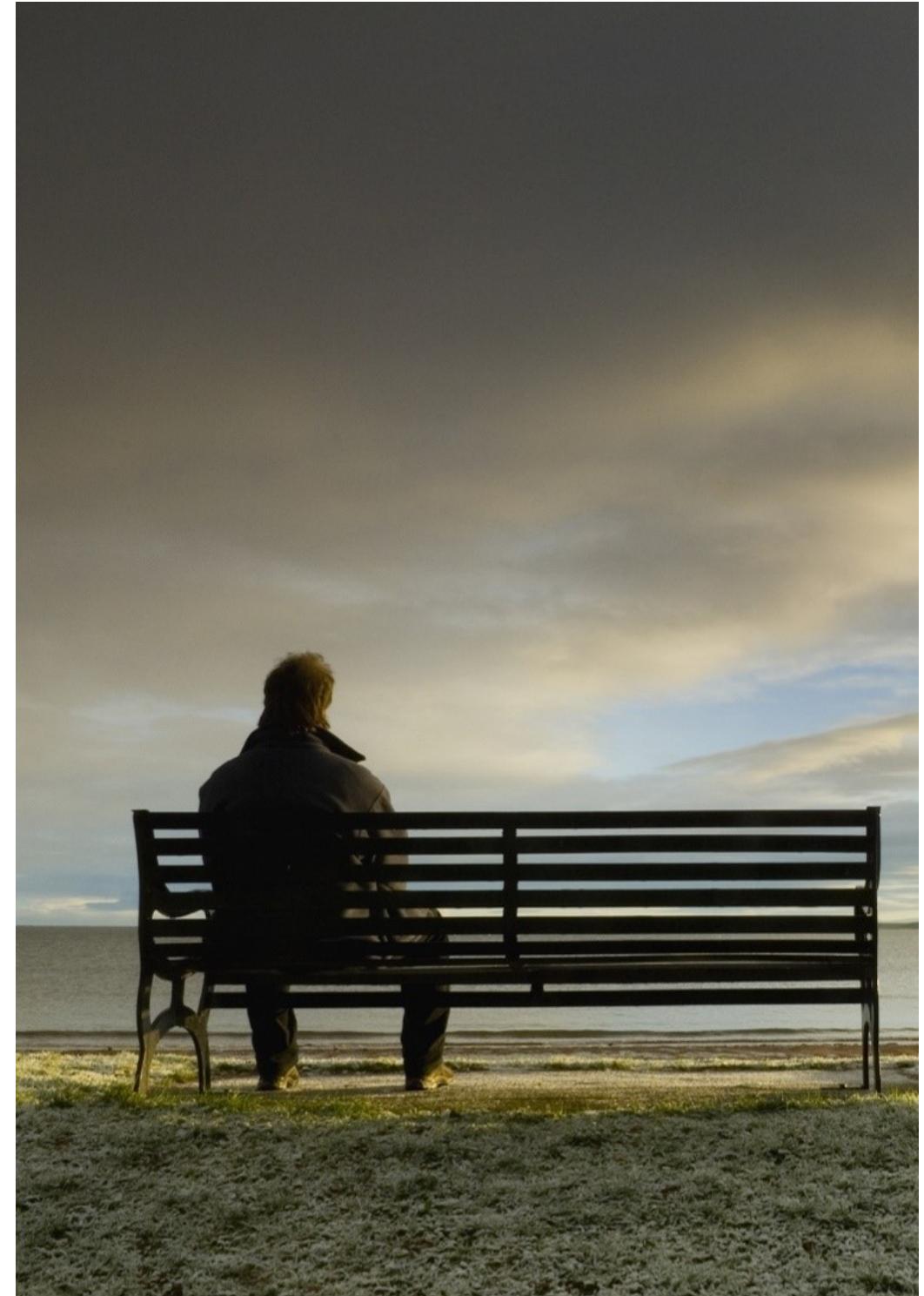
18 one to one support sessions have taken place against **10** clients who have accessed the service

10 clients have developed a personal pathway with Navigator support **4** have reached their goals and no longer require support. **6** clients are still receiving support.

4 clients have taken up training opportunities and are now volunteering.

Our Navigator has identified a lack of LGBT support groups in the locale and is currently working with two clients to develop a peer support group in Stanley. SHAID have allocated £100 seed funding for the formation of the group.

In addition, 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 now meet weekly first came together on Wellbeing for Life's 4 week healthy eating course and wished to continue meeting to swap recipes and prepare meals.



“You came into my life when I had nothing and you gave me hope and dignity. My life used to be so different, but in many ways I'm a better person.”

Anon



ST PETER'S COURT

175

Referrals received during the recording period

59

Former service personnel moved into St Peters Court

59

Former residents moved on to independent living

39

Residents accessed full time employment

59

Residents accessed training

7

Residents took up voluntary work whilst at the project

SHAID Trustees and Management would like to take this opportunity to thank St Peter's Court Friends Group and staff members for all the hard work carried out since the project opened.



What an excellent year for St Peters Court staff and tenants, not only did the project win County Durham Area Action Partnership Award. The organisation was awarded The Northeast Chronicle Finalist Award.

The project geographic networking continues to expand which has resulted in a high number of referral from external partner agencies. To date, St Peter's Court has received **981** referrals. The project so far supported **649** ex-service personnel helping them access permanent accommodation within the north east. In addition to offering supported accommodation to ex service personnel, St Peter's Court also supported early service leavers and serving personnel from PRU (Personal Recovery Unit) Catterick Garrison and Scotland access accommodation within County Durham and the North East.

The project recently provided in-house training on the following subject: Personal Safety, Healthy Eating, Bee keeping and Change for Life.

SHAID Trustees, Management, and Staff Members would like to take this opportunity to thank the following agencies for their support and funding of the organisation;

The Royal British Legion, Sir James Knott Trust, County Durham (AAP) Area Action Partnership.

**Tony Hammond
St Peter's Court Manager**

BALANCE SHEET

Year Ended 31 March 2016

	2016	2015
	£	£
Fixed Assets		
Tangible Assets	4,243	5,734
Current Assets		
Debtors	112,648	25,320
Cash at Bank and in Hand	436,687	426,618
	549,335	451,938
Less Current Liability:		
Amount falling due within one year	(7,672)	(189)
	<hr/>	<hr/>
Net Assets	541,663	451,749
	<hr/>	<hr/>
Total Assets Less Current Liability	545,906	457,483
	<hr/>	<hr/>
Income funds		
Restricted Funds	492,690	406,936
Unrestricted Funds	53,216	50,547
	<hr/>	<hr/>
	545,906	457,483

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 **37** in this reporting year. The grants awarded were both financial, totalling **£4544.98**, 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 Buttle Trust

Glasspool Charity

The Christ Hospital in Sherburn

League of the Helping Hand

County Durham Community Foundation

STATEMENT OF FINANCIAL ACTIVITY

Year Ended 31 March 2016

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Incoming resources from generated funds				
Donations and legacies	2,612	-	2,612	5,787
Interest received	57	-	57	56
Incoming resources from charitable activities	-	581,728	581,728	411,119
Total incoming resources	2,669	581,728	584,397	416,962
Resources expended				
Management & Administration	-	495,974	495,974	463,741
Total resources expended	-	495,974	495,974	463,741
Net income (expenditure) for the year/ Net movement of funds	2,669	85,754	88,423	(46,779)
Fund balances at 1 April 2015	50,547	406,936	457,483	504,262
Fund balances at 31 March 2016	53,216	492,690	545,906	457,483

THANK YOU TO OUR FUNDERS

As always we must not forget to thank those funders who continue to support SHAID.

Funders during this reporting period include:

- Durham County Council Supporting People
- Durham County Council
- East Durham Trust
- Buttle Trust
- Greggs Trust
- League of the Helping Hand
- Home Group
- Housing Benefit
- Glasspool Charity
- National Lottery
- Royal British Legion
- CDCF
- Lloyds Foundation
- Sir James Knot Trust



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