



BRADFORD CYRENIANS

Building stronger communities



Annual Review Report 2018



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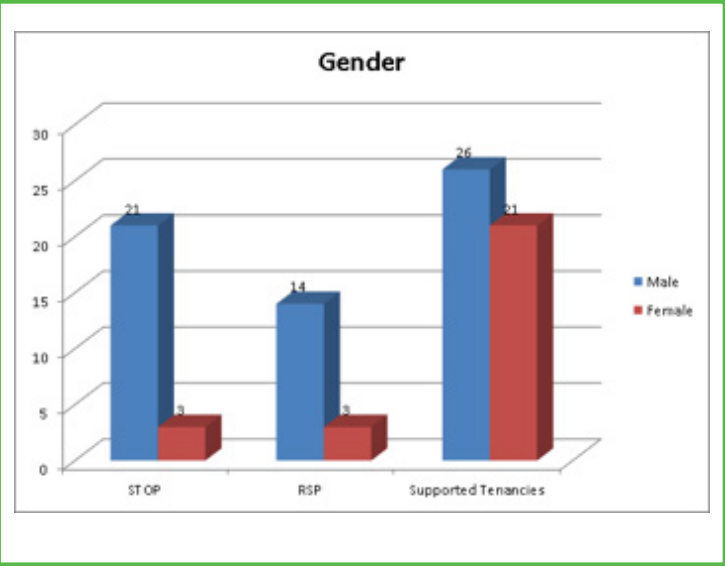


Introduction to the Annual Review Report 2018

The last 12 months has been a period of consolidating new working practices and systems to ensure that we work proactively with the council's Gateway system and accommodate homeless clients through the statutory homeless route. Both our Hostel and Supported Tenancies team have worked proactively to adjust to the new systems. Management have worked hard to ensure that staff have the appropriate tools to deliver services to clients who present with multiple, complex issues, particularly health and challenging behavioural issues.

The hostel renovation programme was fully completed and handed over in September 2017. The outcome of which has resulted in a modernised and multi-functional hostel, one which allows improved access to residents, particularly for those with physical health related issues.

September 2017 also saw Bradford Cyrenians become a Registered Provider (RP) with the Homes & Communities Agency (HCA). This offers us new opportunities as we begin to look at sourcing new properties as we continue to develop our portfolio.



Universal Credit roll out in Bradford has been extended to 20th June 2018. It has been important to access training for our staff teams so that they understand the implications of moving from a range of benefits to 1 single payment. Our concerns echo those of other housing providers – both local and national who are concerned that UC will undoubtedly lead to increased homelessness as people struggle to manage a single benefit being paid monthly.

Introduction to the Annual Review Report 2018



As you will see from the articles further on in the report, we have had a successful year in meeting all our funding outcomes. We have secured continuous funding for our Men Standing Up (Domestic Abuse service for Men) and Floating Support Services (Pre-tenancy and outreach services) as well as secure 3 years financial stability for our Re-Start Project (Rough Sleeping service). The humbling part of securing these funding streams has been the recognition of funders. All of whom have observed the difference our support/interventions are making to the lives of vulnerable communities. This is testament to the hard work and dedication from our staff teams. Their resilience and determination to help overcome the barriers that many disadvantaged people face in their lives is a daily challenge and one that they rise to time and again.

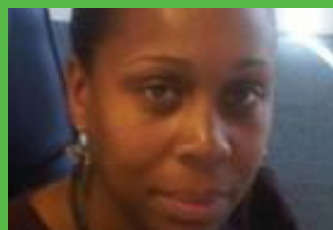
Another key aspect of our business plan was to develop into new areas of working. To meet this objective, Bradford Cyrenians has begun working closely with Bradford Council's Through Care Team supporting a new cohort of vulnerable clients, namely Unaccompanied Asylum Seekers. This is a challenge in itself due to the multi-faceted issues that has affected their lives. Working with young people who have faced trauma and extreme situations due to political and civil unrest in their home countries and travelling to a new country with barely anything with them is the most frightening and unsettling time.



Moving forward the sector faces a huge overhaul in how our housing services are funded. Currently this is through housing benefits however after a number of consultation proposals Government office is considering introducing what is termed as 'Supported Housing Funding Framework'. It is imperative that we work closely with our local authority and other key stakeholders to ensure that we are ready by April 2020 when the framework will be implemented.



Rubina Bokhari
Chief Executive



Paulette Johnson
Chair – Board of Trustees

The Re-start Project (RSP)



The Re-start Project (RSP) continues to go from strength to strength with Lloyds Bank donating the generous sum of £75,000 over 3 years. This cash injection offers stability to the service and ensures that it can continue to work with the most disadvantaged service users namely rough sleeping men and women. RSP has firmly established itself as a service provider gaining recognition from the local authority as well as agencies such as No Second Night Out (NSNO) the Police, Probation, Health Services and Housing Options

As RSP is now supporting more vulnerable women, we are building bridges and receive referrals from Together Women, Simon on the Streets and other women only services such as domestic abuse.

RSP's referral criteria is flexible and responds to the needs of former rough sleepers in that we accommodate people who often do not meet other agency's criteria or may have been deemed 'intentionally homeless' due to their lifestyle choices.

RSP is able to offer an 'off the street service'. This means, we are able to take a referral from anyone coming into our offices or when staff are 'out and about' we may approach a person who is rough sleeping. We often talk to individuals who are at crises point and unsure as to where they can go for help. We let them know who we are and give them information about our service and arrange for them to visit us. The RSP service is city wide and covers the whole of the Bradford Metropolitan District. Because rough sleepers are a transient community we can often work with people who have come from other areas outside of Bradford and help them to settle here or help them return to their home town.

At RSP, we work in a 'person centred' approach with our service users. In practice this means, we work to support individuals according to their needs; at a pace that they can manage at a given time in their stay with us.



The Re-start Project (RSP)

The maximum length of stay is 12 months however we can be flexible to offer longer stays to those who may need more time to gain the life skills to live independently. We work with service users to help them to become Tenancy Ready and equip them with the tools to help them to move on into their own accommodation and become self-reliant. This is sometimes not easy for service users as it is dependent on their life experiences and how long they have lived on the streets. Their health alone may have deteriorated and their mistrust of agencies is apparent.

Building strong working relationship is key to getting good outcomes for each service user based on their support needs, goals and aspirations.

The freedom of not working within set periods of time means the transition from street life to helping individuals build their confidence can take place with dignity and respect.

Whilst the role is demanding and challenging we have the support from within Bradford Cyrenians and other external agencies who work closely with us to deliver robust packages of support. We would also like to recognise the support that we gain from our RSL partners namely Accent and Yorkshire Housing who work closely with us to move our service users into permanent accommodation when they are ready to take up the challenge of moving.

In the period we have exchanged some of our properties for new units which offer a better standard of accommodation and facilities which suits the needs of our service users. We currently work with 10 service users and now that we have financial stability one of our goals is to assess whether we can take on more units and support more vulnerable clients in the city we operate in.

Case Study

My case study is (A) single female who immigrated to UK, alone, from Liberia over 10 years earlier. She settled in England, worked and achieved her Indefinite Leave to Remain (ILR).

She is an intelligent, well spoken, healthy young woman but unfortunately she fell into abusive relationships. She then came to the attention of Social Services and Mental Health Team. These experiences in her relationships resulted in her having a 'breakdown' and developing an enduring Mental Health Illness. A – was referred to RSP as an 'out of county' referral from a Domestic Violence Unit, she was homeless. A - was very shy, introvert and lacking in self-esteem and confidence. On fleeing her area, her ILR and personal belongings, family pictures were withheld by the perpetrator. A - was very distressed and cried a lot during our first interview. At the time she couldn't believe that she was going to get the support and accommodation she so badly needed. I linked her into MIND that offered her advocacy, support to recover her things from her last address; I attended a singing group with her at MIND and learned that she had a beautiful voice. Over the next few months with support from RSP, Health services and MIND, her mental health improved so very much. Her confidence, trust and self-esteem went from strength to strength. Housing Options were able to offer her a lovely, quiet flat with lovely gardens with nearby access to transport, shops and town. We both sat together on the bench in her garden area as I prepared to say goodbye to her. We talked about her future, her new home and her application to College for September (she was later accepted on her chosen course) she was smiling and laughing, she became her own success. A's – experience at RSP is what makes my work worthwhile.

Suzanne Jones RSP – Supported Housing Officer



What stakeholders say about us

I have joint worked a case with Supported Tenancies team for the last 10 months and feel that it has been highly effective as it has meant that other agencies can concentrate on their own specialism rather than try and manage housing services as well. Supported Tenancies have been great at keeping in touch, attending meetings and sharing information and that is why I feel Bradford Cyrenians are a valuable service to work alongside.

**Senior Recovery Practitioner
Bridge Project**



**WEST YORKSHIRE
POLICE**

I am impressed by the work shown by the STOP staff team, who show a genuine commitment to help changing the lives of their clients. I have referred some of my offenders to STOP for their services. Staff have always gone above and beyond what I have expected. Staff approach issues posed by the clients from many angles, seeking new ways to assist some of society's most chaotic people. I hope to continue to work with STOP and hope that they can continue with the excellent work that they do..

**Offender Manager
Prison Hub**



**Bradford District Care
NHS Foundation Trust**

Since my client moved into Bradford Cyrenians I have noticed a positive change in his life. With the intensive one to one support from Hostel staff they have managed to build a trusting working relationship with him. They have supported him, not only with his physical needs such as dietary and keeping up with his personal hygiene, but they have also met his emotional and mental health needs. I have found working with the team to be very successful and a good experience.

**Community Psychiatric Nurse
Bradford Community Drug & Alcohol Team**

We are very grateful for the Men Standing up Service for moving one of our homeless clients into the Crash Pads due to safeguarding reasons.

**Housing Options Officer
Leeds City Council**

Working with Bradford Cyrenians Re- Start Project has been a very positive example of collaboration between 2 agencies. It has contributed to effective delivery of a more complete service to the client, more so by each party being accountable for the element they deliver, whilst at the same time working together towards one common objective- benefitting the client. The key has been effective communication and keeping those lines open, but just as important has been the commitment that comes from individual workers to ensure that we all don't lose focus in what can sometimes be a very complicated arena of client work

Mental Health Social Worker



**City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL**

Communication is good with Bradford Cyrenians Teams and we talk on the phone regularly. We work flexible together to accommodate clients and are working together to improve the service to vulnerable communities.

Housing Options Bradford

Over the past 18 months we have developed a really positive partnership with Bradford Cyrenians and WYFI and this has led to several good quality interventions for beneficiaries who have multiple needs. The rapid assessments provide by your services is valuable and carried out in a timely approach. The Partnership goes from strength to strength.

Wyfi lead Navigator



The 4 Women's Service would like to say that the STOP team provides an excellent service to support people with an offending background. Your intensive support gives our clients a commitment to being helped and a chance to turn their lives around. The teams flexibility and knowledge of working women has enabled us to jointly assess very chaotic women being able to access your accommodation with a wraparound support package. Without your service our clients would not be able to achieve the positive outcomes evidenced.

Coordinator



Commissioned Services : Hostel & Supported Tenancies

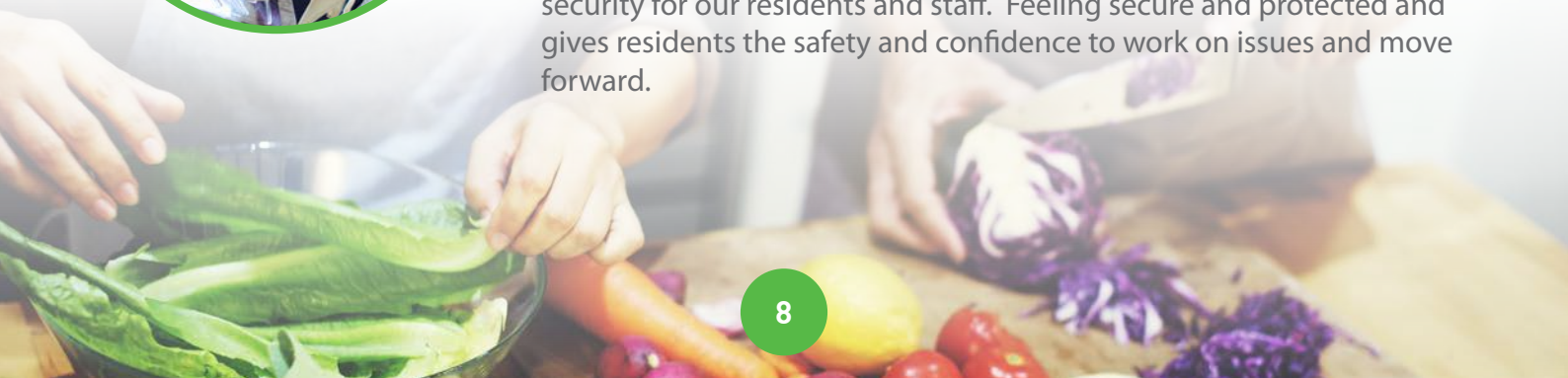


Addressing poor health and diet through our hostel provision

The past 12 months at the hostel have been challenging and yet rewarding. Our service user group are presenting with more complex issues particularly health – both physical and mental wellbeing, which constantly brings daily challenges to the Support Team. Nevertheless, their ability to rise and respond to differing and more complex needs enables our service users to reach their potential and work towards independence.

Residents often arrive needing intensive housing support to adapt to independent living and many have life changing medical conditions, which means that staff are working more alongside care based and primary health providers. Residents are very appreciative and complementary about the service they receive and understand the commitment the team provide on a daily basis. A poor diet which may have been lacking previously because of their homeless circumstance or sleeping rough is addressed as a priority. Breakfast is provided until 11am and our Chef provides a 2-course, daily evening meal. We provide organic fruit and vegetables and work with residents to serve wholesome food as part of menu planning. Our 'cook & eat' sessions are popular amongst our residents and this is an opportunity for them to work closely with our chef and learn new skills. Addressing health needs has become more of a priority whilst working towards tenancy ready skills – all of which is addressed as part of individual needs assessments and ongoing keyworking sessions/support planning. Multi-agency working is a pre-requisite to helping all our service users, regardless of which service they are accessing within Bradford Cyrenians. Working in partnership with a variety of agencies/ professionals enables us to collectively achieve positive outcomes for our service users enabling them to take up the challenge of independent living.

As part of the Hostel refurb which was completed in September 2017, the new wet rooms enable our residents easy access to washing facilities particularly those with mobility and other health issues. Greater efficiency due to new boilers and windows has enabled us to pass on savings to service users through reduced services charges. We have invested in CCTV and lighting to ensure a good standard of security for our residents and staff. Feeling secure and protected and gives residents the safety and confidence to work on issues and move forward.



Commissioned Services : Hostel & Supported Tenancies

Hostel Case Study

Mr S came to the hostel in September 2017 following a family breakdown. He was alcohol dependant and drank every day. Mr S was quite anxious and depressed and thought of himself as worthless. To help with this he was referred to our Men Standing Up (MSU) service and this helped him with his self-confidence and self-esteem with the DV issues he presented with.

After a couple of months of being in the hostel through the support we offered, he decided to cut down on his drinking and eventually stopped on his own with no external help. He was very proud of this and felt a sense of achievement. However he needed something to fill his spare time up. We suggested adult colouring and he seemed very interested. We printed out a couple of colouring sheets that really helped him take his mind off his worries and troubles and this seemed to work. We also suggested he help us with maintaining the front and back hostel gardens. This helped with his anxiety and low mood as he began to do this regularly. Mr S often wanted to share his life experiences for the hostel newsletter, which is printed quarterly and gave regular articles.

As his confidence grew he said that he felt better in himself but still had his down days from time to time, but he defiantly felt better in himself and was looking forward to moving out of the hostel to start a fresh. We supported him into his own tenancy through Incommunities. During his stay at the hostel he engaged well with staff and the other residents that were using the service. When he left he said that he was grateful for all the help he received from the team.



Supported Tenancies

During the year Staff at the Supported Tenancies have worked with Bradford Housing Options Team to temporarily accommodate and provide support to men and women who are deemed statutory homeless. We have accommodated all our tenants in dispersed properties throughout Mannigham and within a purpose built estate in Bradford 5 - all properties are within walking distance of staffed offices. As our teams have grown, we have developed another office at our Church Street site which enables our service users to access services confidentially. This year has been the first full year that we have worked with Yorkshire Housing and the Housing Options Team to support service users under a more flexible occupancy agreement.

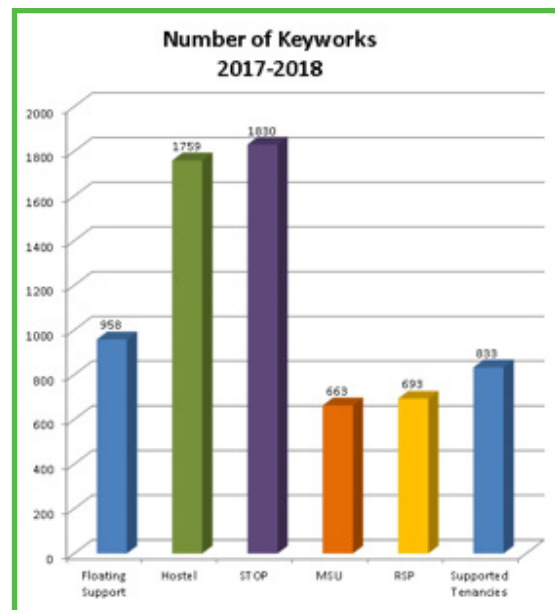


Commissioned Services : Hostel & Supported Tenancies

All properties in the Manningham area are let under an Excluded License Agreement which better fits the needs of the service and our contractual obligations. Having a more flexible occupancy agreement means that we can work more effectively housing individuals on a short term basis.

Some of our service users have been rehoused quite quickly - in some cases within a week - where as others are able to make the most of the Staff teams' experience in support and housing whilst they are awaiting to hear if they have been awarded a full duty status.

We have had some super feedback from our service users in the past year. We have dealt with some difficult and challenging issues supporting tenants with high levels of need and support, particularly health related issues. Our excellent working relationships with other agencies mean that we work positively with a range of professionals to benefit our service users. We work well with the DWP in maximizing our service users' rights to benefits and are currently accessing training on Universal Credit, getting teams ready for the eventual UC roll out.



Supported Tenancy – Case Study

CR was a tenant with Bradford Cyrenians for approximately 8 months. He had been a drug user in the past and whilst he was using he jumped off a roof and now is severely disabled. He has not used drugs for 5 years. During his abstinence period he had become isolated due to his disability and issues with his mental health and trying not to mix with past associates.

CR struggled to get out due to anxiety the only time he would leave his property was to attend appointments with his drug worker and to pick up his methadone. CR felt that he was not being listened to during his drug sessions so as part of his support planning it was decided that his support worker would attend some of his meetings. This helped him express himself better in terms of being clear about what would happen when he further reduced his methadone. In the five years that CR had been isolated he had not cut his hair so we supported him to go to the barbers, which was not easy as he had very low self-esteem and felt that he was going to be judged by the stylist for not cutting his hair. It took three attempts to actually go into the barbers and he did not open his eyes while he had his hair cut. When he did the look, he was surprised that he could look so much better and felt quite pampered. Due to his disability, he struggled to stand for long periods, so could not manage to cook for himself and his diet consisted of takeaways which he bought in bulk. He also experienced frequent panic attacks. As part of his support plan we started to go to the super market for a coffee to get him used to being in busy places as this is when anxiety and panic attacks would kick in. With this support he felt confident enough to go on his own and eventually began to shop for himself. We also made a referral to social services occupational health so that they could fit some adaptations to his property to make it easier to use the bathroom. As part of his planned move from us we talked to social services about organizing 'meals on wheels'. We began to see changes in CR's mental and physical wellbeing and he began to work positively around his move into the community. CR is now in his own property living independently and coping well.



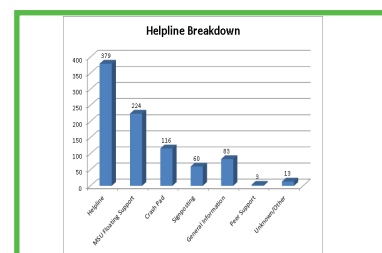
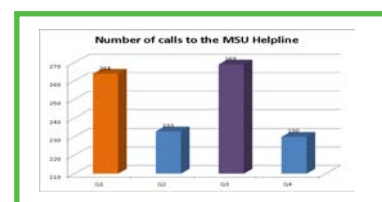
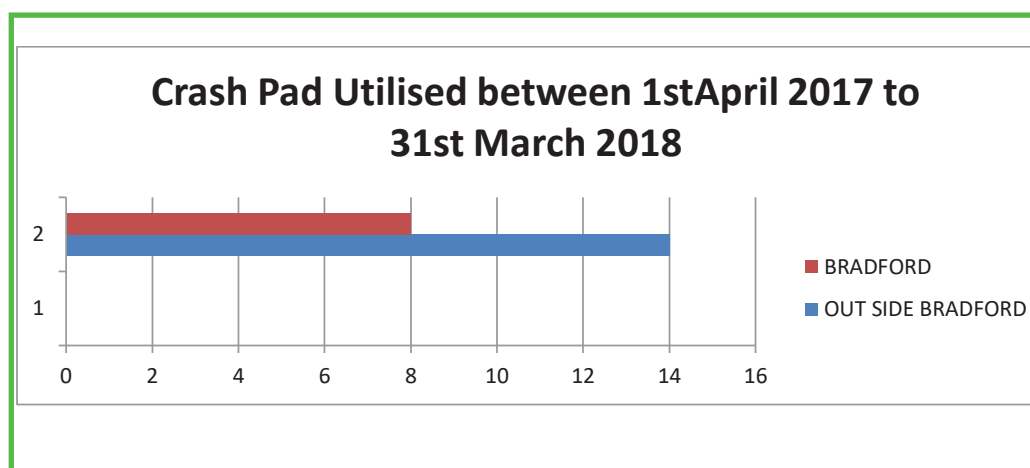
Men Standing Up Service



We start the report by confirming the excellent news that we have secured continuation funding for another three years from the Lotteries. This means that as well as offer support to our existing clients the new bid allows us to develop our accommodation so that we can offer more support to men, particularly those leaving our crash pads. The funding also allows us to recruit a third support worker which will enable us to increase our capacity over the next few years.

We received a total of 96 referrals within the reporting period, from various sources throughout the country. This alone demonstrates the level of need and that sadly domestic abuse does impact on the lives of men.

Our helpline continues to offer a lifeline to male victims and the graphs demonstrate how we can offer a variety of support as well as the numbers that we are supporting.



We began offering long-term supported accommodation to male victims to give them more time to work on their issues and live safely without the fear of abuse, intimidation or oppression. We as a team are very proud to be the first male domestic abuse service in the region to provide this. Since opening the service this has run at 100% occupancy and holds a waiting list.

Our emergency accommodation for men in a crisis situation is growing in strength and has been running at 85.5 % occupancy with over two thirds being supported from out of area and into safety.

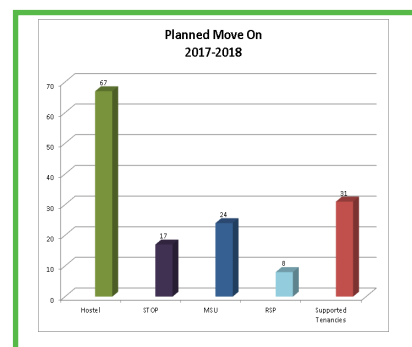
We have good attendance at our Men's Peer Support group and have organised some fun days as well as some therapeutic sessions such as art and pottery activities. The trip to Bridlington in August was particularly well received as it was an opportunity for our clients to engage with other survivors in a group activity away from Bradford.



Floating Support Services – Working towards independence

It's been a busy year for the Floating Support Service, lots of challenges and changes. Firstly, we are pleased to report that we have secured a further 3 years funding from The Henry Smith Charitable Trust, allowing us to continue to provide support to those leaving Bradford Cyrenians accommodation and setting up their own homes.

	2016/17	2017/18
Number of people supported to their own tenancies.	95	107
Number of people supported to access health services.	53	77
Number of people encouraged to access community organisations and volunteering.	51	73
Number of people supported to re establish relationships and support networks.	50	72



Earlier in the year the FSS began work with our first female client, historically Bradford Cyrenians was a male service but we have been accommodating women through our Supported Tenancies and Re Start Project, some of whom have now come through to the FSS for longer term support.

We have also been providing support to Unaccompanied Asylum Seekers, working in partnership with Bradford Council Children's Services. We are supporting 3 young men to live independently and to integrate them into the community. As our knowledge and experience grows we hope this will be an area of growth for Bradford Cyrenians. We continue to build the service, supporting more people each year and achieving fantastic outcomes for our clients. We're looking forward to the next 3 years!



Case Study

S was one of the first females that the Dispersed Tenancies housed, she was alcohol dependent, had fallen out with her family and suffering from depression. She worked well with support, achieved her Tenancy Ready status and managed to secure her own flat. FSS supported S to move in but she struggled to get furniture. We applied for an Assisted Purchase Scheme loan from the Council but she was refused as she had a Council Tax debt. Her flat was empty, no bed, no carpets, no curtains and no means of cooking. Her drinking began to spiral out of control and her mental health deteriorated. We contacted CHAS St Vincent De Paul and explained S's situation. Within 3 days S had a bed, a cooker, a couple of arm chairs, some curtains and a host of household items. S was over the moon, she began to realise there was hope and began to make some changes in her life.

S was supported to maintain her contact with the Piccadilly Project to help her with her alcohol misuse and to access a local GP where she was helped with her mental health. She started to speak with her Mum again, reduced her alcohol use and her mood lifted. S continues to access support to stop drinking and her life is more stable. She has managed to gradually get more things for her flat, which is now decorated, thanks to a visit to Bradford Re Paint! We're still supporting S and we are seeing her monthly for support as she is now able to manage her life more independently.



Supported Tenancies Offenders Project



Supported Tenancies Offenders Project
For men & women

The STOP service has gone from strength to strength, in the reporting year of 1st April 2017 to the 31st March 2018 with a total of 27 clients supported in accommodation, 5 clients supported via floating support and 50 plus clients supported via outreach.

We received a total of 150 referrals from various sources with the main being Catch 22 based at Armley prison.

Learning from our service users through a variety of consultation mechanisms, we have applied some changes into our service delivery. Year 2 has seen us accepting referrals from offending couples and we have expanded our outreach work into satellite clinics at various locations such as the Sunbridge Road Mission and the Probation Service at Fraternal House. We are reaching potential service users by partaking in the rough sleeper outreach service that runs weekly alongside other agencies.

We have begun rolling out our Basic Skills Training Course, developed by the STOP staff team, which ties in with the Bradford Tenancy ready Framework and have successfully completed the course with a number of service users.

We submitted a successful End of Year Report to the Big Lottery Fund and whilst year 2 has been aimed at consolidating our services to ex-offending men and women we are looking to grow and develop our provision further as we approach our third year.



Case Study From SD

Since I came to STOP 10 months ago I have achieved so much because of my support workers help. I have stayed out of trouble with the police, I have a flat that I call my home and I feel safe. I am now registered with a GP and am dealing with my health issues, I have got through my probation which was for 12 months. I have a good relationship with my family now because I am more focussed on being a better person. I have achieved all of this because of STOP! My worker keeps me on track. She rings me all the time and comes to see me 3, sometimes more times per week. She doesn't listen to any excuses that I might have.

I think STOP is a brilliant service and it does change lives.

Financial Statement

Bradford Cyrenians Limited

Statement of Financial Activities for the Year Ended 31 March 2018 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Income and Endowments from:					
Donations and legacies	2	152,189	151,647	303,836	237,561
Charitable activities	3	714,056	-	714,056	687,350
Investment income		666	-	666	-
Total Income		866,911	151,647	1,018,558	924,911
Expenditure on:					
Charitable activities	4	(864,995)	(145,084)	(1,010,079)	(913,607)
Total Expenditure		(864,995)	(145,084)	(1,010,079)	(913,607)
Other recognised gains and losses					
Net movement in funds		1,916	6,563	8,479	11,304
Reconciliation of funds					
Total funds brought forward		157,936	36,092	194,028	182,724
Total funds carried forward	14	159,852	42,655	202,507	194,028

The funds breakdown for 2017 is shown in note 14.

Fair Access, Diversity & Inclusion



Bradford Cyrenians strives to be an inclusive service provider and employer. Our ethos, principles and beliefs underpin the values of equality and diversity. We are proud that we employ a diverse workforce who bring their own skills and this adds value to the work that we deliver. We continue to be true to our Mission Statement, which states:

Bradford Cyrenians is committed to the provision of safe and secure housing, advice and support to vulnerable communities.

Using an empowering approach we will work towards enabling vulnerable service users to find positive solutions whilst respecting their individual rights and choices.



What stakeholders say about us

So helpful, the best support,
I am so delighted with my
support worker, she should
be awarded one of the best.

**IJ Supported Tenancies
Tenant**

I finally feel that I can rebuild
my life again, thank you MSU

CN – MSU Service User

Thank you to all of you, you
have all been great and I
have been supported with
all my needs, I couldn't have
managed without your help.

Hostel Service User

I don't know how I would have
coped without MSU support

GB –MSU Service User

Staff at the hostel were very
helpful, supportive and
respectful.

Hostel Service User

Service and quality of the
staff is excellent.

Hostel Service User

The RSP service has helped
to turn my life around, I
now have a flat and can
look forward to my future.

RSP Service User

If it wasn't for the STOP team
I don't know where I would
be. The teams help has put a
smile on my face. Thank you
for turning my life around.

BPH - STOP service user.

I have been with STOP since
my release from prison in May
2017. Without the support
of STOP and my keyworker
I would be homeless and
possibly back in custody.
The STOP team have always
been helpful and supportive.
Thank you.

KC STOP service user





BRADFORD CYRENIANS

Building stronger communities