



BRADFORD CYRENIANS

Building stronger communities



Annual Review Report 2019



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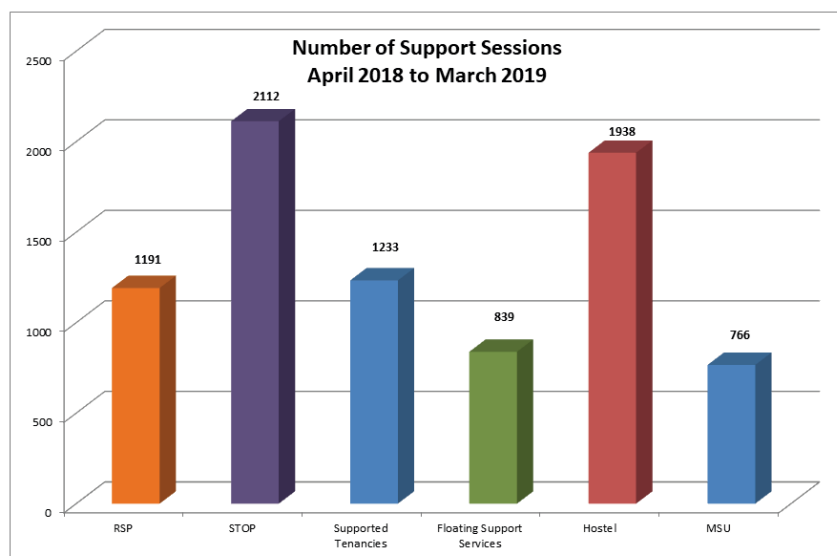
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Introduction to the Annual Review Report 2019

2018 has been a very successful year for Bradford Cyrenians in that we have fulfilled a number of our goals/ambitions that were part of our business planning objectives. One of our key objectives being that as a Registered Provider (RP) we are now focused on increasing our capacity and responding to the high numbers of referrals we receive. Another positive outcome has been that our teams are working with more clients than ever before whether this is through our supported accommodation or floating support/community outreach provision.

Having now developed our reach into private sector housing we have made some valuable links that have enabled us to enter into leasing arrangements rather than the traditional management agreement (MA) route. At a time when there is a lack of social housing supply, private sector housing enables our staff to support clients' move on as part of a planned resettlement programme. Through this work, we have identified the need to develop longer stay housing – recognising that not all our clients can achieve independent living skills within 6 – 12 months. As we end the 2018 reporting period, we are pleased to announce that we shall be rolling out our 'Homes for Life (H4L) service in April 2019.



This year's annual report is going to focus on our 6 core values namely: Creative, Dignity, Integrity, Enable/Empower, Non-Judgemental and Prevention. These values underpin everything 'we do, say and are'. These values drive and motivate us, enable us to go that extra mile and above all help us to empower and promote choice to clients who often feel marginalised or ignored.

Introduction to the Annual Review Report 2019



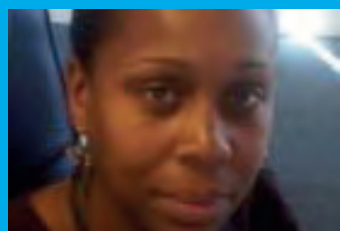
Each article has been produced with a particular core value in mind recognising that with the reduction in public sector services, our clients are presenting with even more multiple/complex issues. Added to this, are the extra dimensions that so many communities are facing through daily life:

- poverty and its effects
- the difficulties of claiming DWP benefits & Universal Credit
- poor health and wellbeing
- barriers to accessing safe and affordable housing

Despite these obstacles, Bradford Cyrenians and its loyal, committed staff teams demonstrate how their interventions help and support the most vulnerable communities and how we can, by working together, make a difference.



Rubina Bokhari
Chief Executive



Paulette Johnson
Chair – Board of Trustees



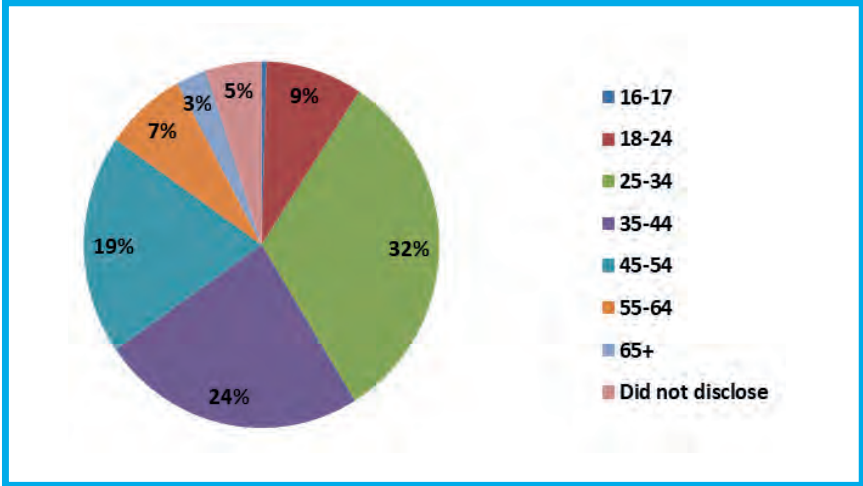
Men Standing Up reaches its 5th anniversary What have we learnt?

Men Standing Up (MSU) has been providing housing and support to male survivors of domestic abuse for nearly 5 years what an accomplishment it has been. The service has grown significantly over this period having developed a range of services with the help of our service users.

MSU provides a unique service, tailored to meeting our clients' needs. A service that is rooted in a client-led approach. We provide a range of services which support men from the beginning of their journey when they leave the abusive relationship to living freely without fear and intimidation in their new home. Our clients choose from the outset how they want support to be delivered and the direction they wish to pursue their goals.



Referral Age Group Breakdown -
September 2014 - March 2019





Working with male domestic abuse has its challenges and obstacles which MSU has faced over the years. The main one is that abuse directed towards men is, in many cases surrounded by secrecy and disbelief when shared. This is where our role as a service provider is vital. We provide a listening ear and emotional support to encourage men to come forward and to reassure them that they are being listened to, believed and most importantly they are not alone. This reassurance helps clients to overcome these barriers helps them to open up.

Our ranges of services are flexible and therefore victims pick and choose what works for them. They navigate through their issues, experiences and learn to make choices for themselves. Our role is to empower them to pursue their choices in a safe environment. Through this process of mutual support and help we enable victims to become survivors.

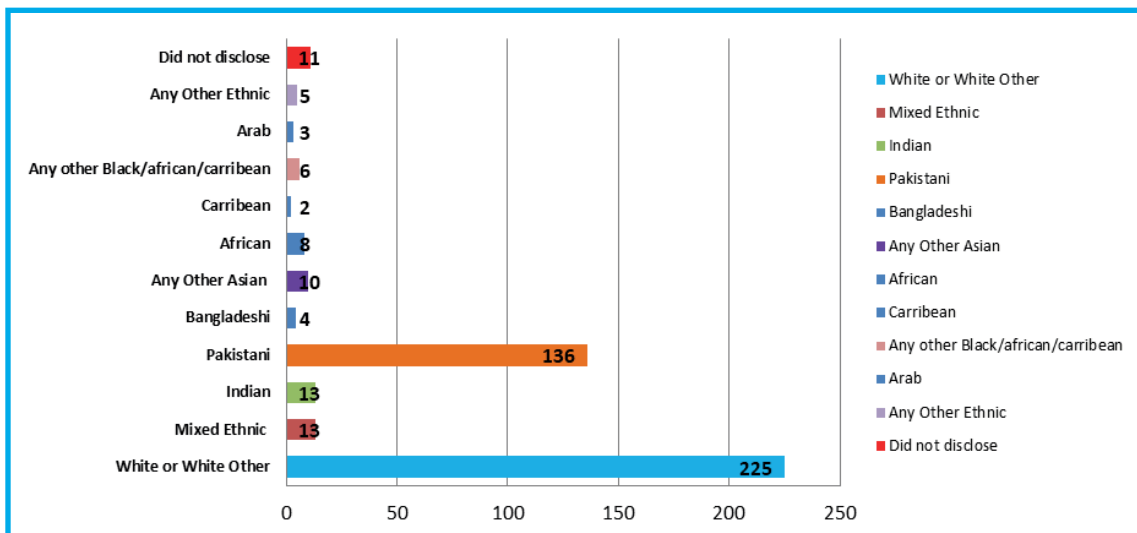
MSU has accommodated 250 men since we opened our doors in September 2014. We have supported men who have accessed our services from all parts of the UK.

We have supported 33 men in court helping them to gain non-molestation orders, stay orders or injunctions to enable them to have access to their child/ren. MSU is working more proactively within the family courts because male DV is recognised more. As a result, we hope to have our own specialist IDVA worker within the next 6 months.

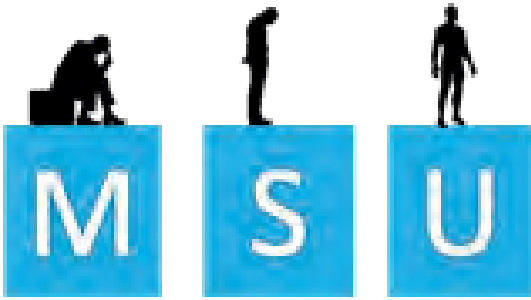
Our commitment is to deliver an open and inclusive service to all men including those from theGBTQI and BAME communities. We have worked with 6 Trans clients over the years which we are very proud to acknowledge.

Working at MSU is so rewarding because we get to see vulnerable men take charge of their lives and decisions and grow stronger again. We hope to continue to provide the best possible support and solutions to our clients and in the process we endeavour to learn from them and grow as a service to work with more male victims.

Referral Ethnic Origin Breakdown - September 2014 - March 2019



Case Study – Men Standing Up (MSU)



AA is a British Pakistani who was referred to us through the Immigration and asylum unit at Bradford Council. AA had suffered multiple abuse from his wife and was being prevented from seeing his child. The IAU were providing accommodation to AA as he had no recourse to public funds however the IAU team felt that AA had completely isolated himself and due to AA's severe mental health issues they felt it would be beneficial for AA to access emotional support from MSU. AA did not speak any English and had no friends or family living in the UK. His only support network was in Pakistan.

At the initial assessment it was evident how vulnerable and scared AA was, we therefore provided intense support and met with him every day.

In the first week AA's mood was very low and he was very depressed. He was not sleeping or eating and within a very short time began to self-harm and have suicidal thoughts. AA was supported to make contact with First Response (Mental Health Team) and his GP. AA was prescribed medication and began receiving support from the mental health team. AA was supported to access counselling, which he is still currently attending, delivered through Haven.

Over the last few months, AA has been supported on a range of issues such as Accessing Refuge Action to apply for his DV concession, reporting the abuse he experienced to the police, applying for Legal Aid to begin child contact proceedings and applying for Universal Credit

AA was also supported to attend the local mosque to fulfil his religious obligations which he greatly appreciated.

Because AA is now mentally in a better place and due to the support and encouragement he has received he decided to re-engage safely with his wife and child. He is currently in talks with his wife and is taking things one step at a time. AA continues to access support from us during this process of mediation.



What Stakeholders Say About Us (Agency Testimonials)



Getting the offenders engaged in rehabilitation work can be very difficult and requires time, persistence and commitment, qualities I have found STOP to possess. They continue to work with the most chaotic members of society, changing their lives for the better which reduces their offending behaviour. This reduces the impact on the community, reduces the amount of victims there are and the impact their offending has on other agencies including the police.

Nathan Gill
West Yorkshire Police

It's really good that the support carries on when you get your own place, sometimes it's hard when you have more responsibility but the support really helps.

Service User's G.P,
Bradford District NHS



CMHT have found the support given to service users by the Cyrenians very useful and a huge part of their recovery. I have found that the Supported Tenancies team was very supportive and went an extra mile in making sure that there was communication and good working partnership with other agencies. Without them, CMHT would have struggled with engagement with service users but their support made contact possible. I feel it one of the best services I have worked with in Bradford.

Zelda
Community Mental Health Team,
Bradford District NHS

The Floating support service are very supportive of our clients, adapting their ways of working to suit the individuals we work with. Great communication and person-centred support has helped us to achieve some great outcomes for the young people we work with.

Mark Hofsteede
Community Resource Worker,
Bradford Council



I believe our partnership is strong and that the service provided to men is invaluable as data shows that whilst men are vulnerable, they are less likely to acknowledge that they are victims of abuse. As a result, they are less likely to report to the Police. Any support that is provided to men has to be a positive for everyone

Inspector Julie Deacon
Domestic Abuse Unit, West Yorkshire Police

Bradford Cyrenians joined our district-wide Naloxone programme in March 2018. Naloxone is the life-saving medication used for opiate overdose. As a key organisation locally dealing with many people with substance misuse issues, we were very keen to have them on board alongside many other similar organisations.

To date, Cyrenians are the only housing association in Bradford to have administered naloxone by staff. It has been used to date three times, saving the lives of those affected. This is absolutely brilliant and we applaud the actions of staff, acting swiftly and decisively.

John Bolloten
Needle Exchange Co-ordinator,
Bridge Project



CORE VALUE – Creativity



At Supported Tenancies, there is literally never a dull moment. To say you need to be able to 'think outside the box' if you work in a support capacity in any services with homeless men and women is an understatement and more. You really never know what each day will bring. You can plan, you can diarise, you can use a Kanban board and you will still need to use time and resources creatively.

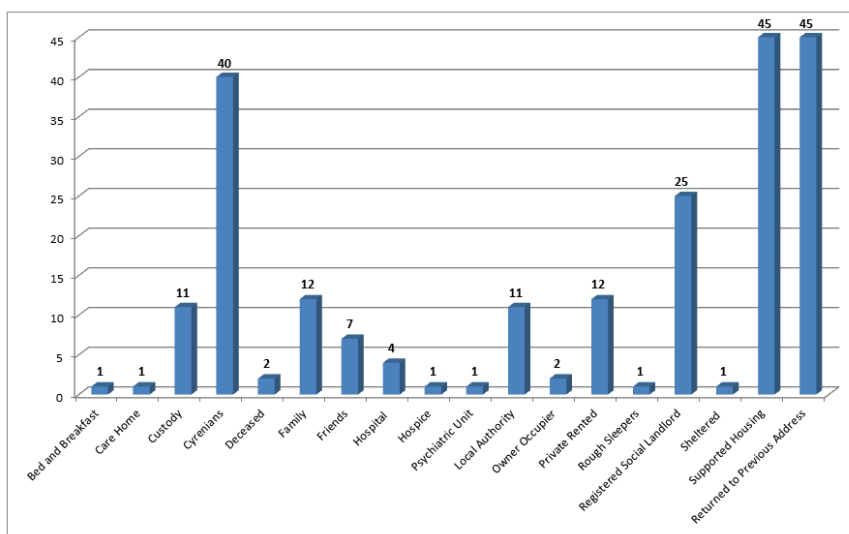
To start with, we know working creatively means taking risks (also seen as trying things out in a different way rather than the tried and tested way or the way it has always been.) One way in which we implement this as a team is to spend time in our Team Meetings focusing on service user issues and sharing good practice. The team have different, but complimentary skill sets and have been working together for a while and so feel quite comfortable trusting each other's perspective on a problem or challenging issue. The Team Meetings feed into our daily briefings, which concentrates on more day to day specifics – the who's where's and when's and the daily contingency plans.

We regularly approach service user issues in innovative ways. We use a client- centred approach we work with each service user in a way that meets their specific needs and we try to let the service user lead on this.

There is a lot of working alongside other support services to get outcomes and needs met, but it may also include 'going the extra mile' in a good many instances.

Many of the service users are not used to being in a routine and we need to be mindful of this and, if possible, support a better routine. This has been done recently by a team member with a service user who slept quite late and would miss key working or be tired and unfocused during the key works. By slowly making the key work appointments slightly earlier each week this helped, for two days at least, to support the service user to have a more regular daytime routine.

Graph showing move on destinations April 2018 to March 2019



CORE VALUE - Dignity

How can the Floating Support Service demonstrate the core value of Dignity within our work? It's a bit like riding a bike....., we don't always know that we're doing it, or how we do it, but we do know that by recognising and respecting peoples individual choices they are far more likely to engage with support and make a success of their new home.

The Floating Support Service delivers support purely on the service users' terms. Our person centred approach allows us to build strong, professional relationships with our clients, enabling them to achieve excellent outcomes. We continually reinforce the notions that, whatever their support needs are, the decisions on what is done is theirs and they decide the direction that their support goes. By working together we encourage, support and empower our service users to reach their full potential.

Our service users often move to unfurnished flats and there's usually a delay in sourcing furniture such as beds. We have a fold out bed that we can lend them so they don't have to sleep on the floor. This small act helps people maintain their dignity and get a good nights sleep. Making them more productive the following day!

Our work doesn't stop at getting people settled into their accommodation. On reaching this point, they often want to go on to address other issues. For instance, we regularly stop and reflect on their journey, seeing how far they have come and where they would like to go next This could be back to work, getting some qualifications, getting back in touch with family. It could be literally anything!



Case Study – Floating Support Service

V is a male in his late 40's, he has a learning disability and struggles to read and write. He has a diagnosis of Paranoid Schizophrenia and often uses alcohol and occasionally crack cocaine when he is struggling or stressed and often sleeps outside. He was accommodated through our RSP Project for approximately a year before securing a flat with In Communities with additional support from their Intensive Housing Management service. He also has support from a Community Psychiatric Nurse.

Floating Support Service supported V as part of a planned move to set up home. We sourced furniture through the Council's Assisted Purchase Scheme and supported him to maintain his ESA claim and his Housing Benefit although he continues to struggle with budgeting.

V's mental health began to deteriorate and his alcohol use increased and he was targeted by people who financially abused him. Following an incident of self-harm he spent 4 weeks in a psychiatric ward at the local hospital.

A safeguarding alert was submitted and Social Services are now looking after his money, ensuring his bills are paid and reducing the chances of him being targeted by others. He continues to improve and is saving up to buy carpets for his flat.

V will require continued support from a range of services and we have ensured that this is available to him alongside our floating Support Service until he is more settled.

CORE VALUE - Integrity

At Supported Tenancies Offenders Project (STOP), we believe Integrity is key in the delivery of providing care and support to vulnerable people.

We need to build up a professional relationship with Service Users and Stakeholders in a short space of time and in order to do this, and gain their trust, they need to feel secure in the knowledge that we are consistent, honest and completely ethical in our approach to offering a tailored package of support.

Our role is not to disempower the service user, but to encourage them to take an active role in their support in order to reach their goals and aspirations. We will support, coach and nurture but expect service users to accept responsibility for how they want their life to go. We are there as a tool. Reliable, honest and delivering our support with integrity.

It is also vital for the reputation of the organisation that we are known to provide a service where integrity is at the heart of what we do. As a result, we have an excellent relationship with a wide range of stakeholders who not only work alongside us when delivering support packages but also refer clients into our service.



Case Study – Supported Tenancies Offenders Project (STOP)

A is 61 years old and lives alone in a one bedroomed flat on the third floor of a block of 10 properties.

She has physical health problems that mean she struggles with the steps, both up and down and often is afraid of falling.

She also has been diagnosed with clinical depression and is very isolated in the sense that she does not mix with the neighbours and due to previous drug, alcohol and offending behaviour, has no relationship with her 2 children who live in Birmingham. She misses them very much.

Due to feeling lonely, depressed and isolated, A often feels suicidal and has attempted suicide once before but she rang emergency services who came out to her. She spent 2 days in hospital being assessed by the mental health services, who deemed her to be very depressed. However, before they could put some support in place she discharged herself and returned to her flat.

As time goes on, A makes acquaintance with a group of men who sit outside the flats, drinking spirits, cider and smoking cannabis. She drinks and smokes with them and starts letting them sit in her flat but then feels unable to ask them to leave. They start using her things and breaking them, stealing from her but A does not feel able to call the police as she feels it's her fault. She feels trapped. Her neighbours have started reporting her to the housing association for ASB in her flat.

How we dealt with this.

A was moved into a ground floor STOP property that was away from her previous property. She was advised not to tell her previous acquaintances where she has moved to.

With our support, A accessed mental health services and now has a psychiatrist who supports her with her depression. She was supported to access drug and alcohol services. In addition, we supported her to deal with her physical health issues.

A gained contact with her children and because she was settled they came to visit. Their relationship is now being mended.

Move on – due to her age, we felt that A was extremely vulnerable so we referred her to a sheltered housing complex where there was a 24 hour warden, quiet neighbours and support available.

She has settled in well and acts as a peer mentor for the other vulnerable people in the flats.

CORE VALUE - Enable and Empower



At Men Standing Up (MSU), our approach is to make our service inclusive to all men regardless of their situation. We are firm believers in tailoring our service to meet their needs. We work to break down barriers such as language, prejudice and we challenge stereotypes.

From the first point of contact with the service user we work to empower them to leave the abusive situation or to enable them to stay safe in the situation if they choose to do so. We enable service users to make their own choices and support them to rebuild their lives on their own accord. We enable service users to re-engage with family and friends and support them to seek specialist support in order to gain family contact, factoring in any potential risks. We encourage them to seek interventions and explore getting back into work, training or education as the majority of the survivors we work with have been isolated from these aspects in their life.

The main aim of our service is to enable service users to regain their lost confidence and self-concept and allow them to reintegrate back into the community.

We give our service users hope to move forward and help them to understand their rights as human beings. We empower by listening and offering goal focused support plans which are led by service users. This empowers them to implement their own changes and at their pace. At MSU, we hold a peer support group meeting which provides a platform for service users to empower each other to recover and know that they are believed and are not alone in their situation. The focus of the group is to allow service users to meet with their peers and enjoy activities which they may not have been able to do previously.

At the heart of all the work that we do within MSU is to enable and empower service users to help them on the road to recovery and ultimately become survivors of domestic abuse.





At the hostel, we have seen lots of big changes from the way that we run the hostel to how we deliver support due to the very challenging/complex needs service users present with when referred to us. Adopting a non-judgemental approach is an integral part of our work/ethos at the hostel. Staff work really hard to encourage service users to engage and access our support. From the outset, service users understand that we are here to support them and this helps us in building and maintaining positive relationships. Because we deliver a minimum of 3 key working sessions a week it is imperative that service users engage with us in order that they can accept our support and work towards moving from the hostel into more long term accommodation.

We have found that adopting this thought process has ensured that when we have received very high risk referrals from Housing Options (when previously we may not have accepted the service user due to their complex needs) we have taken a step back looked at the bigger picture and focused on the positive steps however small these may be that have been recorded on the referral form and not the negative, by doing this our relationship with Housing Options has gone from strength to strength and the “ can do ” positive attitude staff have adopted has benefited everyone.

Having a well-rounded positive staff team has been essential to running the hostel. We meet regularly and everyone’s contribution is valued. We have also learned to be more open and honest with each other and share good working practice to ensure that we can work openly and inclusively.

Due to the positive changes the team have made, our relationships and communication with the service users has improved and we have much better attendance at our weekly house meeting. We empower and encourage service users to have more say in how the hostel is run as we want the service users to feel like the hostel is their home and not just a room with shared living space.

At the hostel we like to ensure that we have an open door policy so we regularly consult with the service users either as a group or one on one and this has had a positive effect on the service users and is evidenced in our exit questionnaires.

Shared living can be hard to manage. Fifteen males all with very different needs, views and ideas can sometimes incite conflict. However, the hostel team have successfully adopted an approach of sitting down with the service users and mediating, using discussion rather than handing out warnings. We learn from each other. Our non-judgemental attitude is adopted by the service users and they in turn respect other choices and learn to value each other and themselves.

Case Study - Hostel

Mr A came to the hostel after his release from prison he was an older gentleman with lots of physical health problems including a brain injury. Mr A was very challenging to work with when he first arrived at the hostel due to never being in a hostel before or experiencing homelessness, he struggles to adapt to shared living and due to being fairly independent, he was reluctant to engage with staff.

Staff worked really hard to engage with Mr A and eventually he began to accept our support and recognised that he needed to secure long term accommodation. Staff identified Mr A as being a suitable tenant for our new Homes4Life service due to his good Independent living skills and the need for him to have his own space.

Mr A moved into his flat in February and has managed the tenancy really well. He has made the property his own and has enjoyed having his own home again. Mr A receives two visits a week from our floating support service and has really benefited from this support. The visits have encouraged him to be more organised, attend appointments and address his physical health needs. He has renewed his love for cooking and woodwork and has enjoyed meeting new people in his area. He has also looked at attending the local college.

Mr A has stated that “he is glad he gave the hostel and staff a chance and without the opportunity of this move he feels sure he would have ended up on the streets or back in prison”



CORE VALUE – Prevention

Throughout the year Re-Start Project have continued to show we are a service leading on preventing service users from becoming homeless/ rough sleeping again. We achieve this through our practices and interventions and is supported by our policies. The work we deliver is enhanced by the practical support planning and responding to risks. But central to all of this is that we encourage our service users to be fully involved in all these processes.

Once a service user is admitted into the service this does not mean they are out of risk of becoming homeless. The provision of accommodation and support is temporary, up to one year. During this time, we encourage service users to develop skills and knowledge to manage their own tenancies, the knowledge to know what to do and where to go should they find themselves in a difficult situation which could result in them becoming homeless or rough sleeping again.

Examples of support to service users are:

- coaching them around budgeting for food and utility bills
- signposting to and advocating with other agencies with specialisms in debt or financial inclusion
- working with service users to access services and breaking down barriers (language barriers, barriers owing to disability or addictions)
- support from other professionals for issues such as domestic abuse or offending behavior.

By the end of their support with RSP, the service user will have a good arsenal of skills and knowledge so that they can confidently support themselves in the community. The transition period can be quite overwhelming for some service users. It can become a very isolating time and tenancies can break down. As part of our commitment to prevention all our ex-service users are offered on-going support via our Floating Support Service. We will help them to establish them in their new home and help them achieve more long term goals including training, education and/or employment.



Case Study – Re-Start Project (RSP)

R ended up rough sleeping and sofa surfing as she had to leave her flat in London suddenly because she was afraid. She was living in a shared property. The Landlord was behaving in an intimidating and sexually inappropriate manner towards her. R began to experience anxiety and depression.

R is of Zimbabwe descent. She is aged 21 years old and is a practising Christian. R was alone in the UK in terms of her immediate family apart from an elderly maternal Aunt.

R was referred by her friend in October 2018. She was sofa surfing at her friend's home in Wakefield. R needed to apply for benefits and leave the property quite soon as her friend was in hospital and wanted her to move out before he was discharged. Her friend made the initial enquiry to the Re-Start Project and passed her details to the RSP worker who took the referral before assessment and she was offered the next available flat a few weeks later.

Since R's stay at the RSP project she has registered with her GP and requested counselling (she does not want medication). She has been referred to MIND and Together Women who specialise in women's health issues and has been directed to local Churches to help meet her faith needs.

I assisted her in joining the local library so she could enjoy her love of reading and access computers and information on Bradford events and resources. R is presently considering 3 options for voluntary work in the community around supporting young people in a Youth and Community setting.

R engaged well in accessing our help and support has become tenancy ready. She has maintained her flat well. Her main goals now are to take up her own tenancy and to return to work when she feels ready.



Financial Statement 2019

Bradford Cyrenians Limited

Statement of Financial Activities
for the Year Ended 31 March 2019

	Notes	Unrestricted funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	223,511	163,934	387,445	303,836
Charitable activities	3				
Contractual income from HRS		195,000	-	195,000	206,738
Provision of Accommodation		598,624	-	598,624	507,318
Other income		189	-	189	666
Total		1,017,324	163,934	1,181,258	1,018,558
EXPENDITURE ON					
Charitable activities	4				
Provision of Accommodation		952,395	28,638	981,033	865,829
Men Standing Up		-	113,159	113,159	144,710
Total		952,395	141,797	1,094,192	1,010,539
NET INCOME		64,929	22,137	87,066	8,019
RECONCILIATION OF FUNDS					
Total funds brought forward		159,392	42,655	202,047	194,028
TOTAL FUNDS CARRIED FORWARD		224,321	64,792	289,113	202,047

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

Just the fact that you do anything..... It's the first time that support actually gets followed up

Supported Tenancies Offenders Service (STOP)

I am so grateful to God that I found MSU for support. I am new in this country and I had no support from anyone. My support worker has really helped me to get my life back on track, thank you very much for everything

Men Standing Up (MSU)

You are very nice people, very supportive.

Supported Tenancies

I think the hostel has been great. I like all the staff and feel safe because they are always around. I have had lots of help with my appointments and my housing and I am moving to my new flat soon

Hostel

A brilliant service Saved my life and I would not be here if it was not for Bradford Cyrenians.

Supported Tenancies

When I got told that I was coming to a hostel I didn't want to come because I have been in them before and not had good experiences but this hostel has surprised me. The staff have made me feel really welcome. I like my room we have been on trips out to the cinema and we get to participate in house meetings. I feel really at home here

Hostel

As a Trans client I was lucky to find my support worker at the right time as she was already supporting one of my friends. I originally accessed the service in 2015 and then disengaged as I had completed my support. I have now re-engaged as of 2019 for further support from my worker and she has really helped support me through the Courts and with the Police

Men Standing Up (MSU)

My keyworker, how much effort she put in. Everyone is respectful, nobody looks down on you

Supported Tenancies Offenders Service (STOP)

The support's been great, helps me make better decisions, think I would have lost this flat by now if I'd not listened to Paul!

Floating Support Service (FSS)

