



BRADFORD CYRENIANS

Building stronger communities

2026

ANNUAL REVIEW REPORT

*Working with diverse communities and
valuing individuality whilst recognising
cultures, values and beliefs*

www.bradfordcyrenians.org.uk



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Introduction

Welcome to this year's annual report that has been produced in collaboration with our staff and beneficiaries. Preparing our annual report offers us an opportunity to reflect back on the year and recognise all that we have achieved. We hope you find our report both interesting and informative as we showcase the brilliant work our teams have delivered in meeting service users' desired outcomes, helping them to become 'tenancy ready' and move on into independent, safe and sustainable tenancies. Our data throughout the report demonstrates the positive outcomes that service users achieve through our accommodation, support and housing management services.

Reflecting on the year there has been a consistent issue around our service users' health needs and getting the right service at the right time to ensure that their health does not deteriorate. At the same time, we recognise how the NHS and public health continues to be facing increasing demands on their services/resources. For this reason, our article is going to focus on the poor health and wellbeing of our service users. Year on year we have reported higher demand for support services, service users often presenting with more complex and overlapping needs linked with mental health, substance misuse and multiple disadvantage; this continues to be a predominant issue.

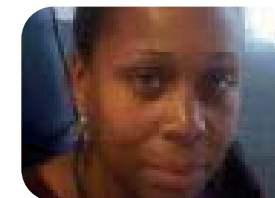
Experience tells us, however, that physical health needs are becoming more prevalent amongst this group of service users and without the right interventions, these health needs can only worsen with time. Addressing these issues as a priority is critical, therefore, this report explores health and wellbeing in its broadest context, drawing on some interesting research and what it means for the service users we work with.

In November 2025, Homeless Link presented their third report as part of their research series The Unhealthy State of Homelessness. This report introduces new insight drawn from Homeless Health Needs Audits (HHNAs) undertaken across 14 local authority areas between 2022-2025, representing 727 individuals experiencing homelessness in England. The findings show clearly that health inequalities are worsening; that many people are in poor health before they become homeless; that health is negatively impacted by homelessness; and that opportunities for prevention and support are being missed.

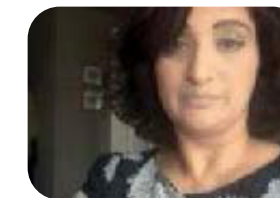
The data presented makes clear that the health of people experiencing homelessness has worsened and that many people are left to self-medicate for their mental health in the face of inadequate support. These are some of the many reasons why the supported housing sector (across the country) is critical in supporting the most vulnerable people within society. The evidence clearly suggests that supported housing is crucial if we are to deliver quality services and meet the rising demand.

Before we end, we want to take this opportunity to thank our staff teams, student placements and trustees and anyone else associated with Bradford Cyrenians.

Your unwavering commitment and loyalty make our services what they are.



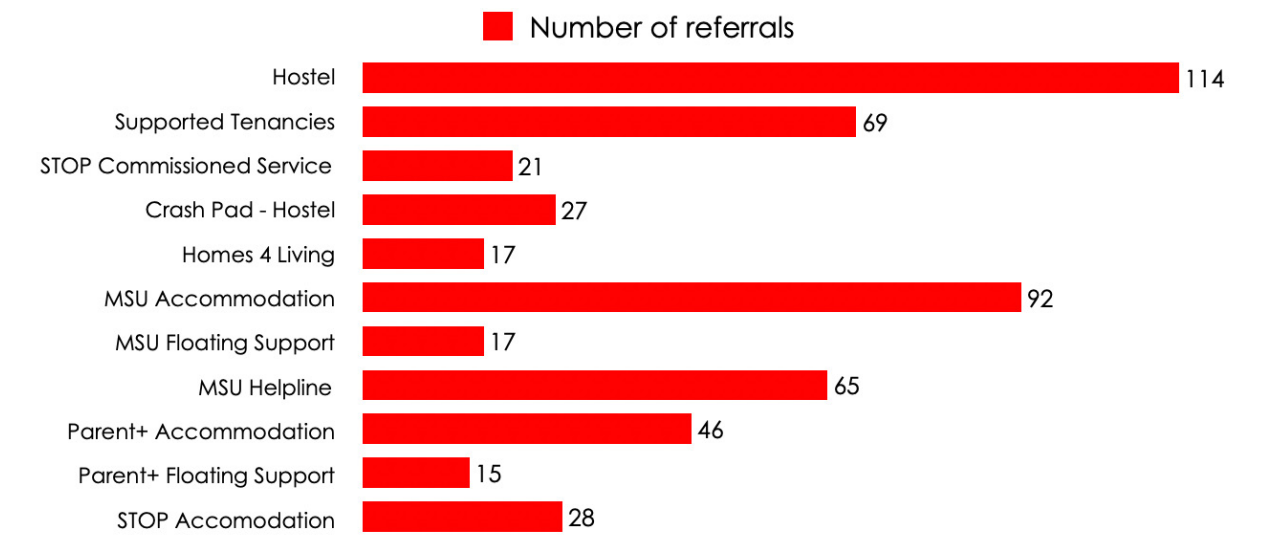
Paulette Johnson
Chief - Board of Trustees



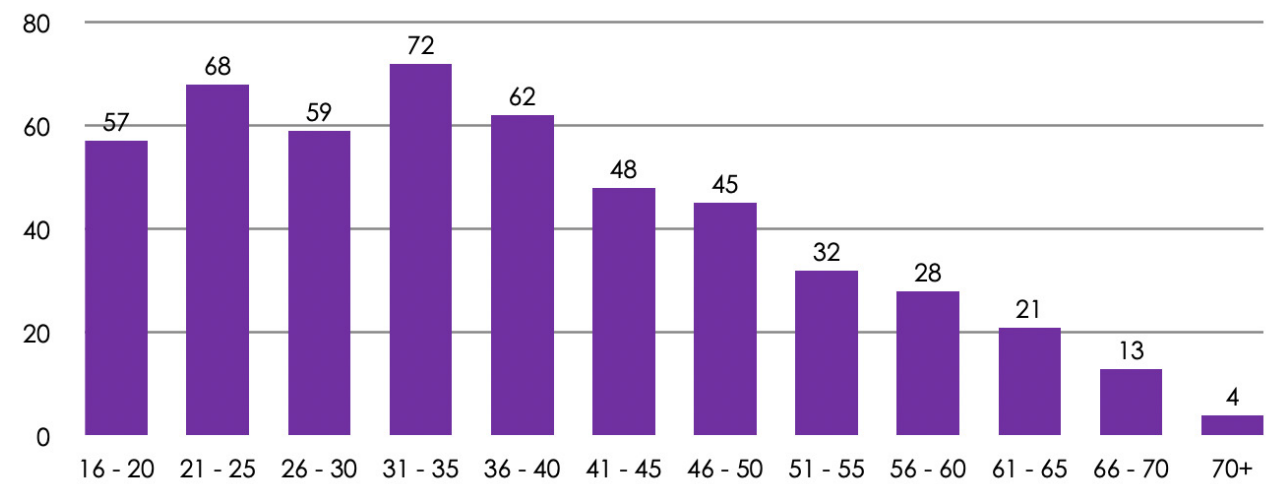
Rubina Bokhari
Chief Executive

Referral Statistics into all Bradford Cyrenians Services

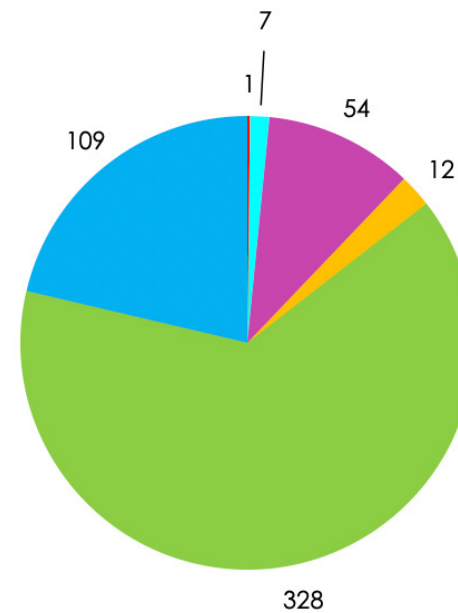
Total number of referrals into the organisation and between the different services within the organisation = 511



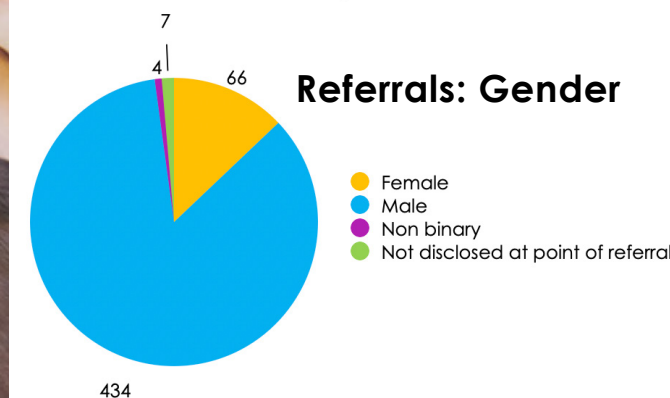
Referrals: Age



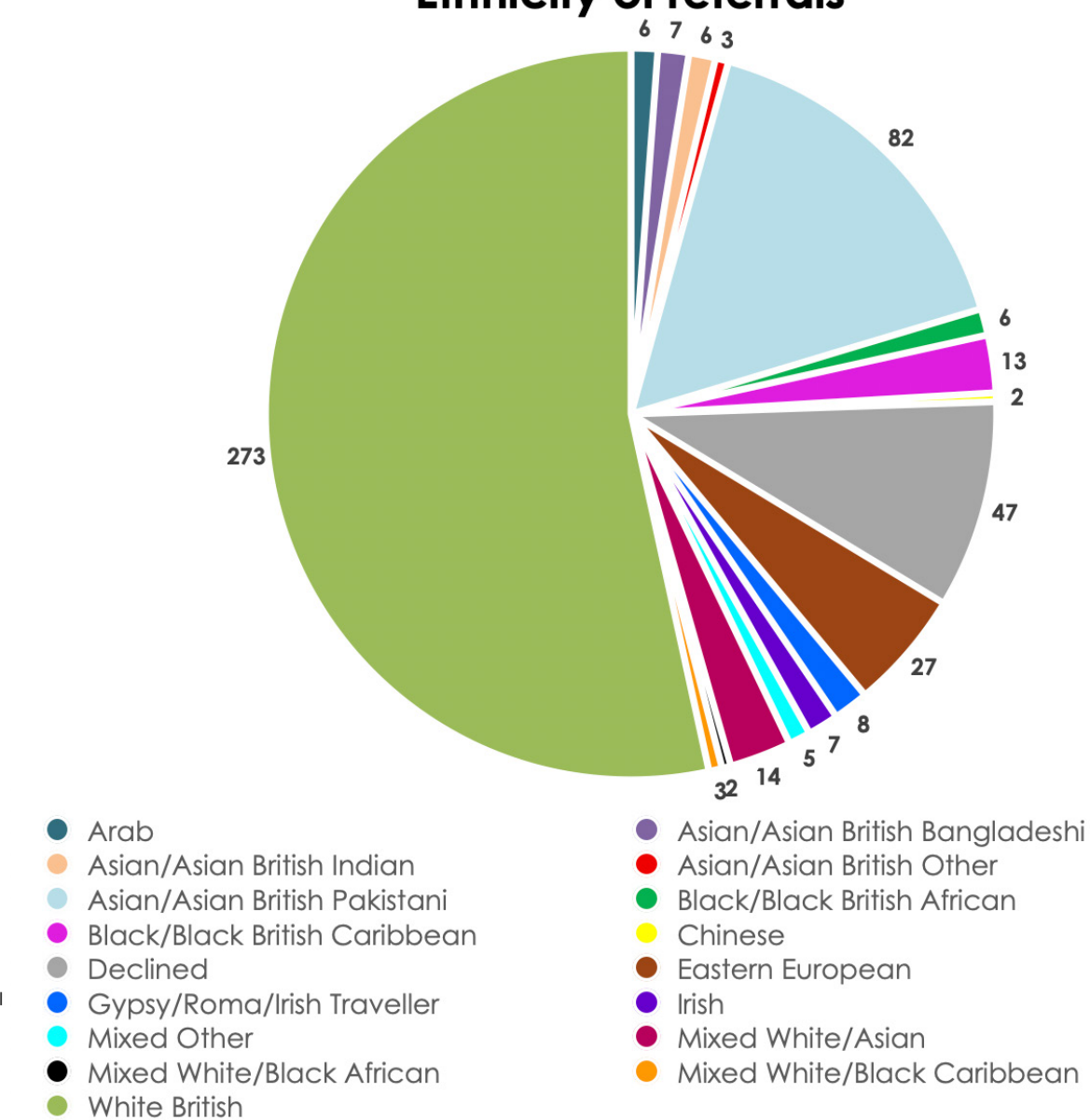
Referrals: Sexuality



Referrals: Gender



Ethnicity of referrals





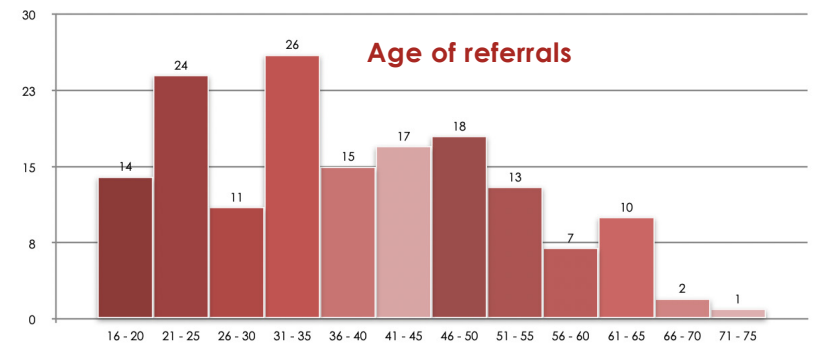
Hostel Service

Throughout the year, Bradford Cyrenians Hostel has continued to promote independence by encouraging individuals to play an active role in shaping their support, future aspirations, managing risks and making healthy lifestyle choices. The hostel provides accommodation and support to adult males experiencing homelessness, many of whom face multiple and complex barriers and support needs. Our trauma informed approach focuses on developing confidence, resilience, and practical life skills alongside multi agency working to meet the generic complex needs of our service users. We empower our service users to make decisions relating to their housing, health, wellbeing, and personal goals. We assist service users to build on their knowledge and self-belief which is needed to achieve sustainable positive outcomes.



As a service commissioned by the local authority, we work closely with housing teams and partner agencies to deliver coordinated support while ensuring the individuals we support remain at the heart of decision-making. This approach is particularly important when supporting vulnerable and complex needs individuals, as it increases engagement with us and the multi-agencies, we work alongside to provide a holistic support package. Comprehensive risk management and support planning promotes personal responsibility and encourages engagement with other specialist support services. Empowering the individuals we support to make informed choices and take ownership of their progress helps them prepare for successful move-on and long-term independence.

"When I first arrived, I was overwhelmed and didn't know where to start. The support workers treated me with respect and took the time to understand what I needed. They helped me with appointments, benefits, and building my confidence step by step. Having someone who genuinely listened made a huge difference. I'm now feeling much more positive about my future and working towards moving into my own home." SM



"The accommodation has been well managed, and I've always found the staff team approachable and helpful. Any repairs I've reported have been dealt with promptly, and the staff have kept me informed throughout. The hostel feels safe, clean, and well looked after, which has given me the stability I needed to focus on getting my life back on track." SB

[View more statistics for our hostel service](#)

[click here](#)



Supported Tenancies

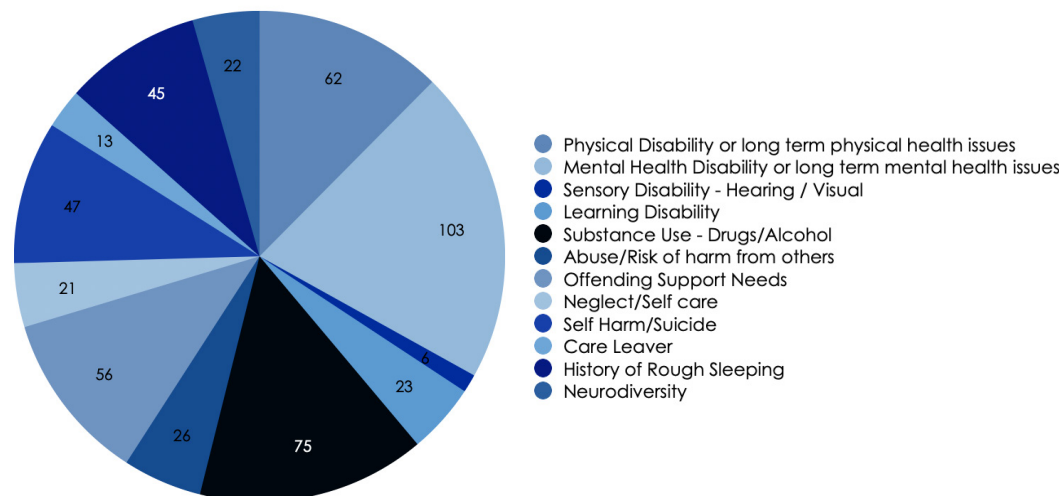
At Supported Tenancies, we provide temporary accommodation commissioned by Bradford Council to support service users who have all experienced homelessness. Many have complex needs, including poor mental health, substance misuse, trauma and long periods of instability.

We work alongside each service user to develop a person-centred support plan based on their goals, strengths and aspirations. Rather than doing things for them, we encourage service users to make informed decisions, solve problems and take ownership of the steps needed to become tenancy-ready and move from temporary accommodation into more longer-term accommodation.

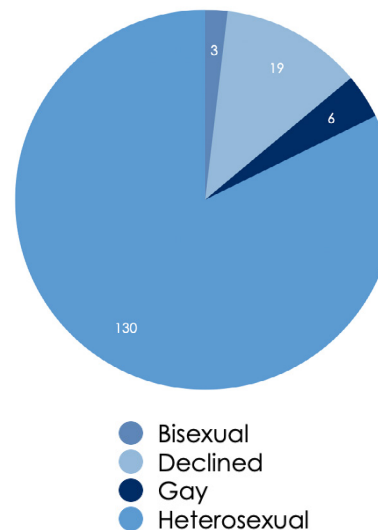
By placing service users at the centre of their support, we help build confidence, independence and resilience while encouraging them to take ownership of their journey. Through our multi-agency approach, we ensure service users are linked with the right services to meet their ongoing needs, so they have continued support in place when they move into independent accommodation. Our aim is not simply to help service users move into housing, but to equip them with the skills, knowledge and self-belief needed to sustain their tenancy, access support independently and reduce the risk of returning to homelessness.



**Homeless Commissioned Services
Disability, Vulnerability and Support Needs of
Service Users.**
All service users presented with multiple
vulnerabilities or disabilities



Sexual Orientation



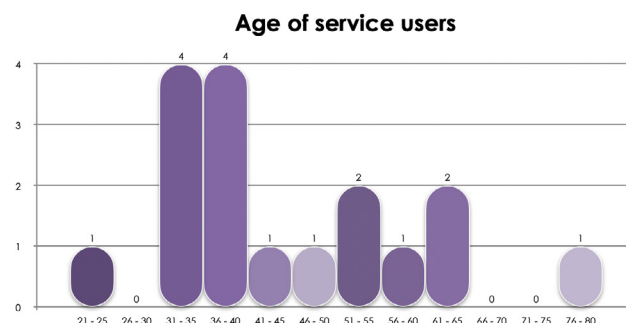
'My support worker is very helpful and all the staff I have met are polite. I struggle with my mental health, and my support worker has been supportive and understanding. My support worker has also supported me in becoming tenancy ready, so that when I move on, I will be able to manage any future tenancies. I appreciate the help and support I have received.' WW



STOP Service: How we prevent the cycle of re-offending & homelessness

Supported Tenancies Offenders Project

STOP provides supported accommodation for low, medium and high-risk individuals. The staff team empower individuals to make decisions about their own lives, and the support they receive promotes dignity, independence, choice and self-confidence. Holistic support provides many of the skills that service users need in their journey towards becoming tenancy-ready and sustaining permanent move-on accommodation. We work in a trauma-informed way to support and encourage individuals to take an active role in making decisions and positive lifestyle choices.



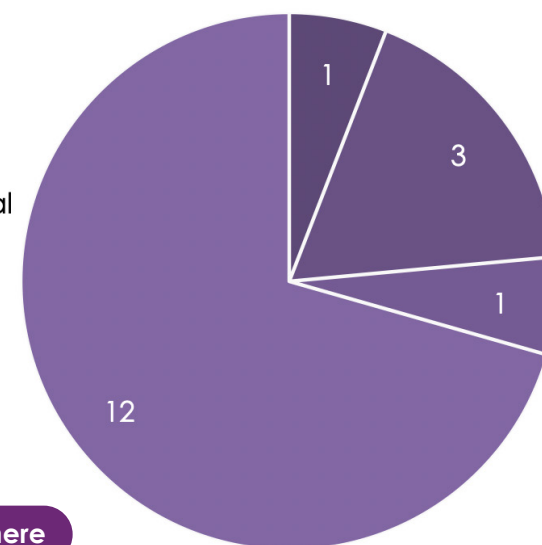
By placing each service user's views, goals and preferences at the centre of support planning, engagement is improved and becomes more sustainable for the individuals we work with. Empowerment also promotes self-advocacy; the individuals we support have often experienced situations which have left them feeling powerless or excluded from decision-making in their own lives. An empowerment-based approach allows greater responsibility, motivation and participation in positive change, reducing the likelihood of reoffending and the revolving door effect.

Many of the individuals we work with have experienced feelings of helplessness or being let down. We therefore focus on strengths and abilities rather than limitations, building trust and positive relationships between staff and service users. We ensure service users understand their rights and are able to participate in decisions that affect them, so that they feel valued, heard and respected throughout the time we work with them.

"I'm pleased with the support, I am happy with everything, I feel that staff are there to truly help me and it's not a job to them. They ask me about my support and allow me to make my own decisions. Repairs are carried out straight away, staff complete monthly health and safety checks and always ask if I am happy with everything. I am happy with my accommodation it feels safe" DS

Sexual Orientation

- Bisexual
- Declined
- Gay
- Heterosexual



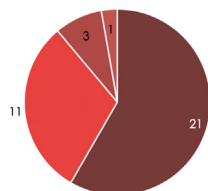
[more statistics here](#)

"I am happy with my accommodation, and I have felt supported throughout my time at Bradford Cyrenians, I have made a complaint previously and it was dealt with excellently, my life would be very different if I did not have the support of Bradford Cyrenians." DF

Empowering service users means giving them the confidence, knowledge and support to make their own decisions about their lives. When working with single parents, this approach is particularly important, as they may face a range of challenges including financial difficulties, balancing childcare responsibilities, limited support networks, emotional stress, fleeing domestic abuse or recovering from its effects. Empowering service users to make informed decisions and access the right support helps build confidence, promotes independence and enables them to create a more stable and positive future for themselves and their children.

"Bradford Cyrenians have been a big part in my life and helped me gain confidence, my support worker is always there when I need her and helped me with some of my struggles, she's always there to support me and my children I am very grateful." SJ

Supporting single parents and their children in an empowering way involves listening to their views, respecting their choices and involving them in decisions about the support they receive. We work in a trauma-informed way using a whole-family approach and provide comprehensive information regarding additional services, including benefits, childcare, education and employment opportunities, housing management and move-on. This enables single parents to understand their rights and make informed decisions. This approach enables service users to provide greater stability for themselves and their children, supporting them to become tenancy-ready and move into independent accommodation. We treat all service users with dignity, respect and equality, ensuring they feel valued throughout their time with us.

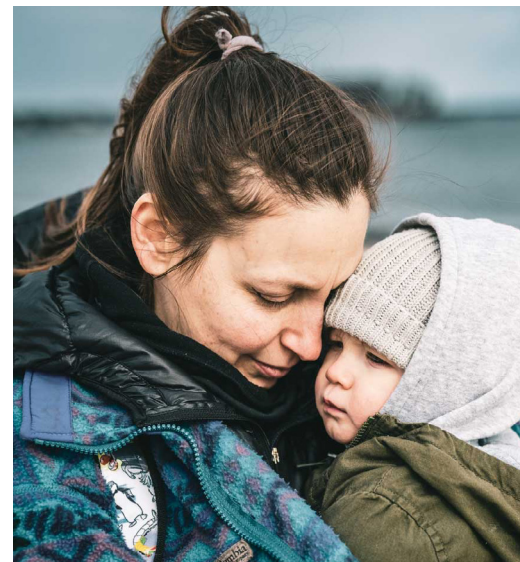


● Parent with 1 child
● Parent with 2 children
● Parent with 3 children
● Parent with 4 children

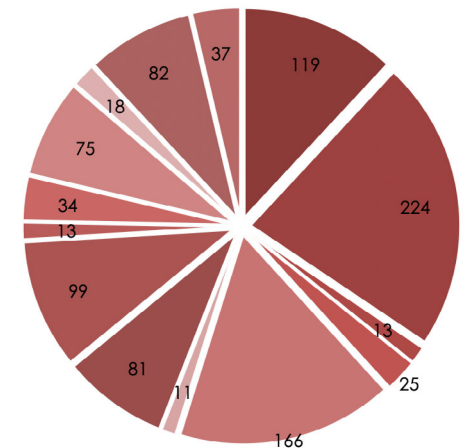
Accommodated Family Composition:
21 parents with 29 children in total

“

Bradford's Cyrenians have helped me by making sure I'm not at risk of being homeless while I'm with them. I have support from the Cyrenians team when I need repairs or have any issues with the property. My amazing support worker helps me manage any budgeting worries or how to pay bills. If I am unsure of anything, there is always help or advice available. My support worker helps me look for properties while I'm looking for my permanent address and makes sure there's monthly checks to make sure property is ok. I wouldn't have done as well as I have without the help from the Bradford Cyrenians team." LS

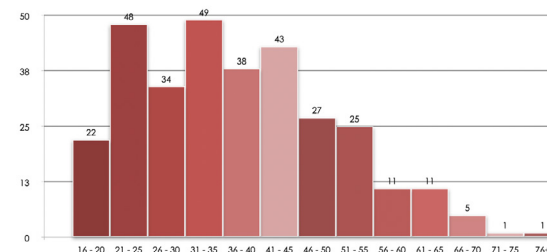


Disability, Vulnerability and Support Needs of Service Users.
All service users presented with multiple vulnerabilities or disabilities



● Physical Disability or long term physical health issues
● Mental Health Disability or long term mental health issues
● Sensory Disability - Hearing / Visual
● Learning Disability
● Substance Use - Drugs/Alcohol
● Pregnancy
● Abuse/Risk of harm from others
● Offending Support Needs
● Insecure Immigration/No recourse to public funds
● Neglect/Self care
● Self Harm/Suicide
● Care Leaver
● History of Rough Sleeping
● Neurodiversity

Service Users across all services - Age range





Men Standing Up (MSU)

At MSU, we support survivors of domestic abuse by providing safe, short-term accommodation, a confidential telephone helpline and floating support following move-on. For many survivors, domestic abuse has involved coercion, control and isolation, leaving them feeling unable to make decisions about their own lives. Supporting service users to regain that control is at the heart of everything we do.

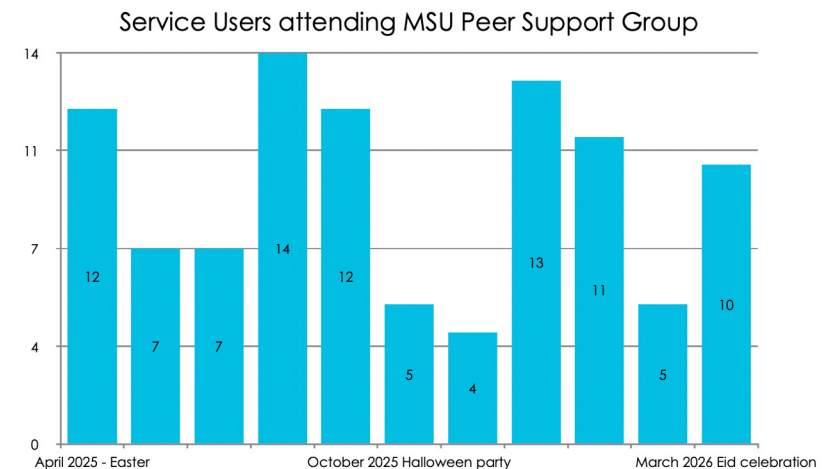


We work alongside each service user to develop support plans that reflect their individual needs, aspirations and pace of recovery. By providing information, guidance and encouragement, we enable service users to make informed choices, rebuild their confidence and take positive steps towards a safer future. Our monthly Peer Support Group plays an important role in this journey, giving service users the opportunity to share experiences, reduce isolation, build supportive relationships and recognise that they are not alone.

[View more organisational statistics](#)

[click here](#)

'I am very happy with support I have received from MSU, they have supported me by listening to me and making me feel heard, my support worker attends important appointments, and I have been invited to the peer support group meetings which have helped me build my confidence. I have also been referred to other agencies for more specialist support. I have now found my confidence because of this and have joined many support groups. I am now looking forward to my future' XB



Empowering survivors to take control of their recovery helps them rebuild confidence, self-worth and independence. Through our multi-agency approach and continued floating support following move-on, we ensure service users remain connected to specialist services and have ongoing support as they settle into their new homes. By helping survivors regain control over their lives, we support them to make lasting changes, sustain their accommodation and look to the future with confidence.

'I like my flat, if feel safe now and the team ensure repairs are reported and completed in a timely manner. I am always informed of when the repairs will take place to ensure my privacy is maintained. I am contacted after the repair to ensure I am happy with the results which I always am' AS



Homes 4 Living (H4L)

Throughout the year, our H4L service has continued to accommodate and support up to 20 individuals at any one time living in accommodation designed to promote greater independence. The service works with individuals from a wide range of backgrounds, including those with experience of the criminal justice system, mental health challenges, substance misuse issues and other complex support needs. Through a person-centred and trauma-informed approach, we provide tailored support that enables individuals to maintain their tenancies, improve their wellbeing and work towards achieving their personal goals and moving on to independent living.

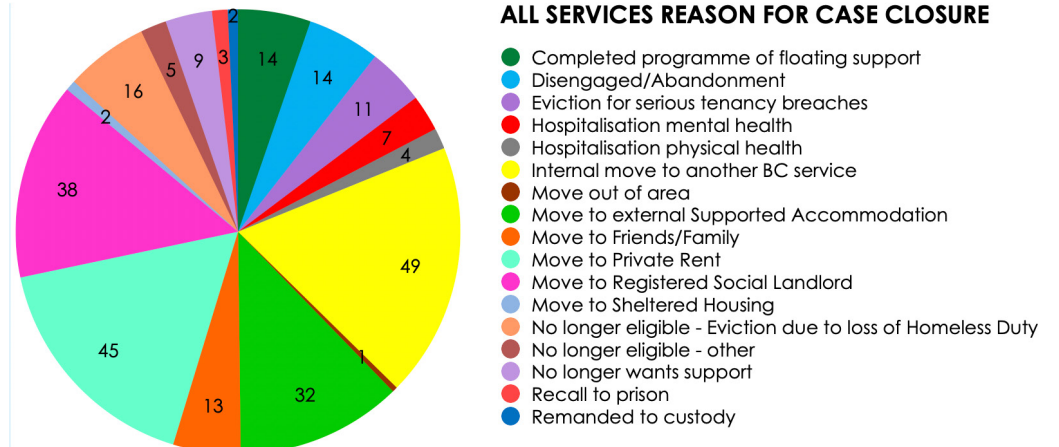


A key focus of the service is helping individuals develop the practical skills needed to become tenancy-ready for independent living. This includes support with budgeting, managing finances, maintaining tenancies, accessing healthcare services, attending appointments, developing daily living routines and building positive relationships within their communities. By encouraging individuals to take ownership of their decisions and actively engage in their support plans, we help build confidence, resilience and self-sufficiency, reducing reliance on services and preparing them for long-term, sustainable independence.

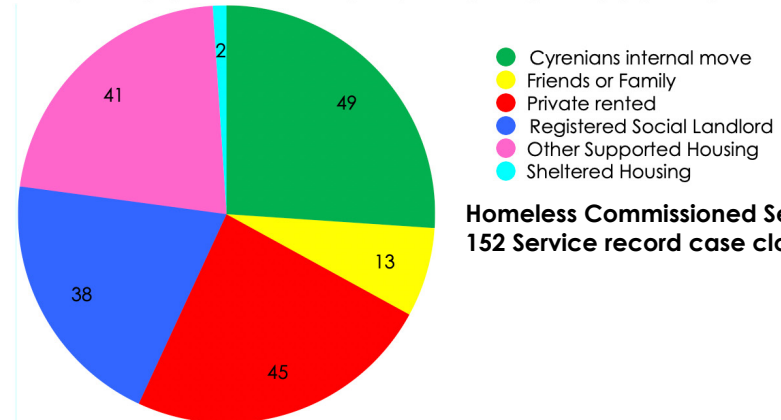
"Having support while living in my own flat has made a real difference to my confidence and independence. My support worker has been there to help me manage my tenancy, attend important appointments and work towards my personal goals. They always listen without judgement and encourage me to find solutions for myself. Thanks to their support, I feel much more settled and optimistic about the future." GL

"The Homes for Living team has always been professional, friendly and easy to contact. Whenever I've had a repair or needed advice about my tenancy, they've responded quickly and kept me updated. Knowing that my home is well managed gives me peace of mind and has helped me feel secure and able to enjoy living independently." NT

ALL SERVICES REASON FOR CASE CLOSURE



ALL SERVICES PLANNED MOVES - MOVE ON ACCOMMODATION BY TYPE



**Homeless Commissioned Services -
152 Service record case closures**

Service User Involvement

Bradford Cyrenians is committed to ensuring that people accessing support have meaningful opportunities to contribute to the development of the organisation and improve our services. Through service user meetings, evaluations, and other engagement activities, individuals are encouraged to share their views and participate in decision-making processes. Individuals are also encouraged to support staff in organising trips and activities by suggesting destinations, identifying areas of interest, assisting with planning, and evaluating events afterwards. This helps us ensure that activities are inclusive, enjoyable, and meet the needs of those using the service so that more service users feel they can be involved.

One of our service users highlighted it is beneficial to have a client forum or advisory group where they could share ideas and help shape how services are delivered. Our Men Standing Up, Peer Support Group acts as a way the service users can do this. It is important to gain insights from the service users about the level of their involvement as we value their ideas, and they can help us ensure our service progresses in a way that is truly beneficial to all.

The organisation also promotes service user involvement in the review and development of policies and procedures. Feedback gathered through service user meetings, service evaluations, surveys, and consultation meetings is used to identify areas for improvement and to ensure that organisational policies remain relevant, person-centred, and responsive to the experiences of those accessing support.

Regular Peer Support Groups, hostel house meetings and quarterly Speakout meetings provide a forum for open discussion, enabling service users to raise concerns, suggest improvements, and contribute ideas about how services can be developed. In addition, service evaluations and feedback forms are used to monitor the quality of support provided, identify good practice, and inform continuous service improvement. One suggestion we have had from service users is for the opportunity to give more regular feedback through surveys, suggestion boxes, or informal conversations. They felt this would give them more opportunities to share their views and help us improve the service based on their experiences. This is something we are working towards and are committed to acting on so our service users feel more able to be involved.

We have introduced a quarterly Speakout Meeting which gives service users from across the organisation the opportunity to voice their experiences around their tenancy and support service and improve the services that we offer. We have developed a Speakout charter using regulator of social housing consumer standards, which is displayed in all our offices.

Overall, this approach demonstrates the organisation's commitment to co-production, ensuring that service users have a genuine voice in shaping the services they receive and contributing to ongoing quality improvement.

[View our speakout charter](#)

[click here](#)

You Said, We Listened

Bradford Cyrenians encourages involvement across all our services, and we actively welcome complaints as a way of improving our services.

Complaints are a standard agenda item on all service user, staff and trustee meetings. This approach demonstrates our commitment to upholding consumer standards and providing quality, responsive services. We monitor all complaints and these are reported at our quarterly trustee meetings.

We draw up an annual complaints performance report and publish this on our website; this ensures that we are transparent and that we are compliant with the Housing Ombudsman Complaint Handling Code.

The number of complaints received in the period 1st April 2025 to 31st March 2026 is 29. The previous financial year we received 20 complaints in a 12-month timescale. This is an increase of 9 complaints over the previous year which equates to an increase of 45%.

We believe that the increase in complaints is for several factors:

- We regularly promote service users' rights and responsibilities and encourage them to voice any complaints that they may have.
- Our complaints and appeals policy is promoted widely across the organisation and is also promoted on the website should any external person or organisation wish to make a complaint.
- We continue to grow the organisation and take on more supported housing units which means that we can support more vulnerable people.

During the reporting period 59% of complaints were upheld, 21% were not upheld, 10% were partially upheld and 10% were withdrawn or unable to investigate.

If you want to read our full complaints performance report, please go to our website www.bradfordcyrenians.org.uk/contact/complaints-and-appeals/



When I first came to Bradford Cyrenians, I was not happy in my flat due to my health issues and not feeling safe so management moved me into a flat which I am now very happy in. I feel settled and safe in my accommodation. When I have an issue or repair, I raise this with my support worker and she tries her best to get these done quickly. I have had an issue with the landlord not coming when they say they are, but my support worker stepped in and resolved this issue quickly. Grateful for the continued support. - HA

MISSION STATEMENT

- Bradford Cyrenians is committed to delivering 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.

Registered Company Number: **1088965**

Registered Charity Number: **503434**

Registered Provider Number: **4860**



**BRADFORD
CYRENIANS**

Building stronger communities