



BRADFORD CYRENIANS

Building stronger communities



ANNUAL REVIEW REPORT 2016



HOSTEL



TRAINER FLATS
CHURCH STREET



TRAINER FLATS
RIPLEYVILLE



TRAINER FLATS
PARKFIELD



RE-START
PROJECT



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Introduction to the Annual Review Report 2016

Chair & Chief Executive's Report

We started last year with some uncertainty over the homeless contract with a further extension applied. Thankfully procurement began in earnest towards the middle part of the year & in partnership with Horton Housing we were pleased to secure the contract for homeless services in the Bradford district. As expected, there was further efficiency savings applied to the new contract however there is some stability due to the contract period being potentially for the next 7 years.

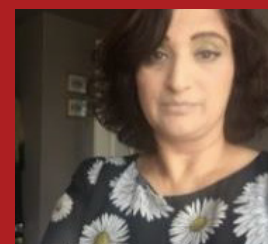
As a result of commissioning decisions, Bradford Cyrenians agreed to continue to run its Re-Start Project, funding this through external sources. With no funding restrictions we have been able to rebrand the service extending it to former rough sleeping women. The team have risen to the challenges of working with women in a very positive way and we look forward to seeing the outcomes being achieved.

We continue to actively seek external funding and 2016 was no exception. We generated income through a variety of small funding providers including the PCC and Santander. In terms of larger project funding, we secured 3 years funding from the Lotteries to develop a new service for ex-offending men and women working closely with the prison services. A new team will be appointed and the service will open in July 2016.

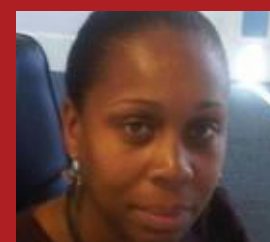
At the beginning of 2016 government funding through the DoH was announced via the Homes & Communities Agency. The capital investment funding will enable us to remodel our hostel provision and improve facilities to our residents. This was achieved through effective partnership working with Council officers and a big thank you is extended to those involved in the project. The modernisation programme will formally begin in September 2016 and we look forward to unveiling the new hostel in February 2017.

We couldn't end the year's report without making reference to our staff teams who continue to perform beyond all expectations. The pressures and demands of working with clients who present with complex issues is hard to encapsulate into a few sentences. The rise in psychoactive substances (formerly known as legal highs) has a detrimental effect on our service users and the pressure is on for staff to manage this behaviour without it impacting on others as well as taking into account their own safety. The focus on getting individuals tenancy ready within 6 months means service user engagement is paramount.

On reflection, the last 12 months whilst challenging has given rise to some new opportunities for Bradford Cyrenians. We continue to operate in an environment where financial constraints continue to exist. Nonetheless, we as an organisation go from strength to strength and look forward to the challenges ahead.



Rubina Bokhari
Chief Executive



Paulette Johnson
Chair - Board of Trustee

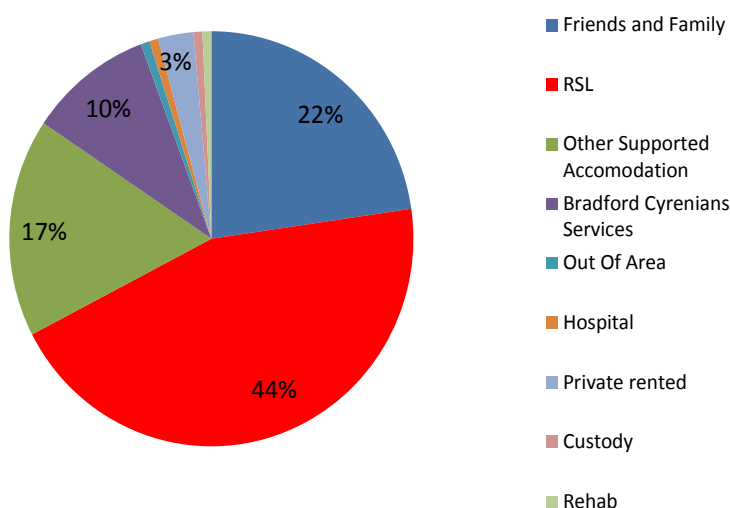
Hostel

In the hostel service we have seen an increasing number of our residents presenting with mental health (MH) issues. Some of these are young people who are self-harming and often using legal highs. The prevalence of legal highs, (although banned in June 2016), has proved a troublesome development due to their availability in and around Manningham. In the year 2015-16 we estimate that a total of 120 residents, 80% of our intake had MH issues. The majority of our residents are in receipt of ESA, usually for anxiety and depression and we also estimate that a large number have an undiagnosed MH issue.

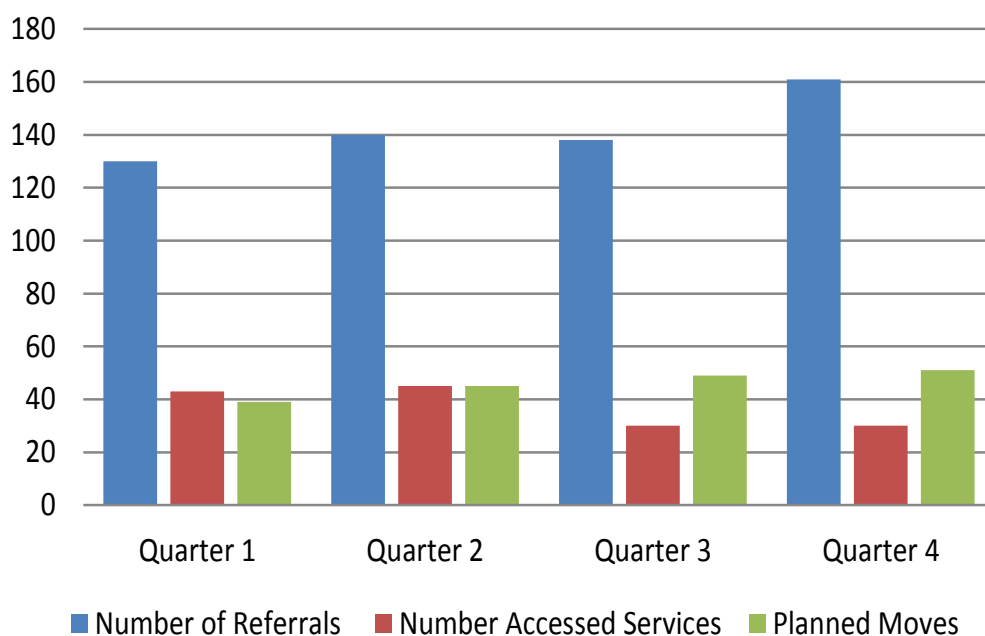
To help us deal with these problems our staff team have worked with our partner agencies to keep up to date with the latest service developments from Bridge, Disc's Wy-Fi service and also MIND. The First Response team which is now a first port of call for anyone in Bradford suffering mental health issues has also provided a useful resource that is available 24 hours, particularly at the hostel, where residents can access support at any time if they are in crisis. At our staff training day in February staff received training on mental health issues and how to approach clients struggling with these problems.

To help with rehousing issues we have developed links with the mental health rehousing worker at Lynfield Mount, to provide wrap around support for people leaving hospital accommodation.

Planned Moves Across Bradford Cyrenians Services



Service User Access and Exits 1st April 2015 to 31st March 2016



Supported Tenancies and Floating Support

Referrals to our Supported Tenancies, Floating Support and Re-Start Service have noticed a sharp increase in the number of referrals with mental health and substance misuse issues. Only a few of the referrals received had links to mental health services and these were, at best, tenuous. The impact of providing housing related support to tenants with mental health issues and those who meet the criteria for dual diagnosis has been quite startling and a challenge for the team.

Staff have accessed ongoing mental health training, which has helped to update their skills/knowledge on recent recovery strategies and assertive intervention methods as well as general information on specific mental health diagnosis'. As a team we are well aware that poor mental health can be both a cause and a consequence of homelessness. We acknowledge that good quality, safe and affordable housing underpins good physical and mental health and we do our best to provide a safe and

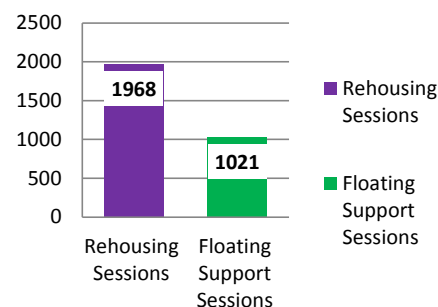
comfortable home with intensive housing support to tenants who can feel they are working towards developing the necessary life skills set to manage a tenancy external from our services. Our Floating Support Team has received additional funding from Henry Smith, which has funded another Staff member and this has added value to the outcome being achieved. In practice, staff are working proactively in supporting ex tenants for the first few weeks or months in their new homes. It works very well especially for the increasing number of referrals with mental health issues.

A higher percentage of referrals have come in that present with undiagnosed mental health issues. They report anxiety, depression, suicidal ideation and a range of self-harm issues and report having been prescribed medication in the past but since being homeless have not visited a GP, may have experienced high crisis intervention with no follow up - or they have not accessed follow up appointments and as such have fallen off the radar. Being homeless with mental health issues and a substance misuse problem severely limits your housing options and they are more likely to end up rough sleeping.

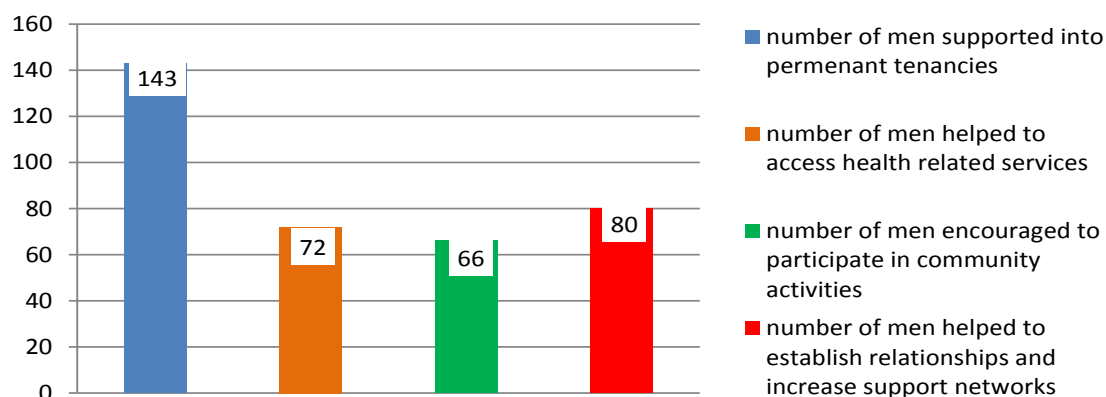
As frontline teams we have endeavoured to forge working relationships with key agencies that provide mental health services and consulted as far as possible with CPN's, Mental Health Support Workers and Psychiatrists to provide a support package for tenants that meets their needs and encourages them to access and engage with those services. Teams also attempt to establish some history of a referrals mental health issues prior to them moving into our properties and try as best as we can to avoid the argument 'housing first or treatment first.' Getting well and managing mental health requires a holistic approach which involves a range of services that can be accessed by the tenants we support, not just through regular medical appointments, but through our Service User groups such as Chill Chat and Chew and our Coffee Mornings. Recently quite a number of tenants we house have turned up for the Good Mood Food afternoon we held where two CPN's gave an informal chat on how our diet impacts on our whole wellbeing and made fruit and vegetable smoothies with tenants.

Going forward the challenge is to engage more with mental health service providers in order that our tenants can access services quickly and efficiently in order that they can remain in their homes for the duration of their tenancies and achieve successful outcomes in their lives.

Rehousing Sessions and Floating Support Sessions 1st April 2015 to 31st March 2016



Floating Support Team Outcomes 1st April 2015 to 31st March 2016



Men Standing Up Service

MSU confidential telephone helpline

The telephone helpline has been operational since December 2014 and to date we have received 773 support calls through the MSU helpline. The telephone helpline has enabled men to self-refer to our services but also accepts agencies to refer victims of domestic abuse. The telephone helpline is a valuable resource that helps men access support and talk about their issues whilst remaining anonymous.

Floating Support Services

The MSU service has supported 61 Male Survivors of Domestic Abuse (DA) and has successfully moved on 43 service users into alternative safe accommodation. We continue to receive referrals from diverse organisations such as the Police, Housing Options (across the country), Equity Partnership, solicitors etc. We are currently supporting 18 male survivors of DA who present with a range of support issues such as legal support, access to their children, benefits support, emotional and tenancy ready support.

Crash Pads Accommodation

The crash pads accommodation was set up in May 2015 due to the need of emergency accommodation for male victims of DA who were in danger of serious risk/harm. With the aid of DCLG funding, we are able to offer 2 crash pad units. We have supported 20 men thus far via our crash pads with a view to them moving on into safe accommodation with our support.

Peer Support Group

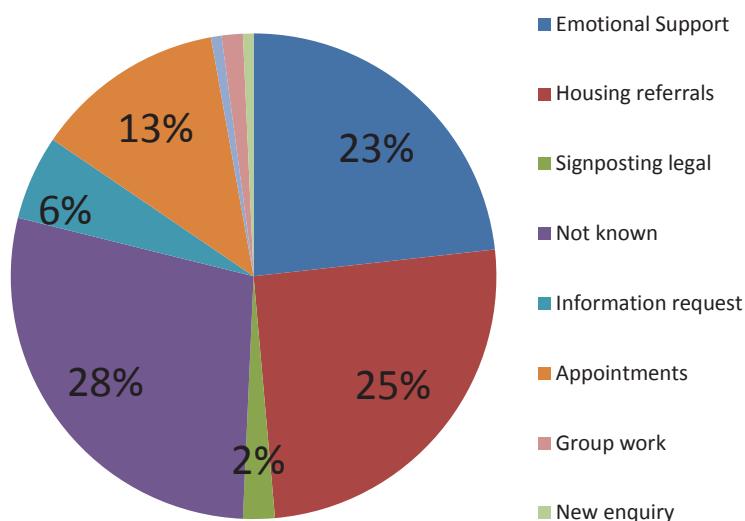
The Peer Support Group received some additional funding through the Safer Communities Fund. This has enabled MSU to offer a safe environment whereby survivors can talk about domestic abuse issues. Seeking support from their peers and in turn developing their confidence and self-esteem.



"In these difficult times it is more important than ever that those who can do all that they can to offer help and assistance to charities like Bradford Cyrenians which is why I supported them through my Safer Communities Fund to help the charity with its work. The money has helped raise awareness of the charity's work to help support men who are experiencing domestic abuse. The money for the fund comes from the proceeds of crime the police and prosecutors have helped secure from the ill-gotten gains of criminals. Once taken from them the money can then be reinvested back into the local community and organisations like Bradford Cyrenians. I have welcomed the opportunity to help Bradford Cyrenians spread its message as far and as wide as possible."

Mark-Burns Williamson
West Yorkshire Police and crime commissioner

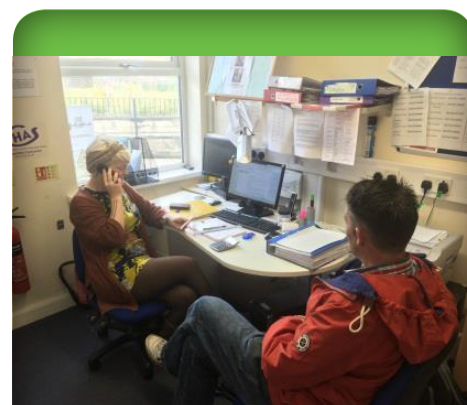
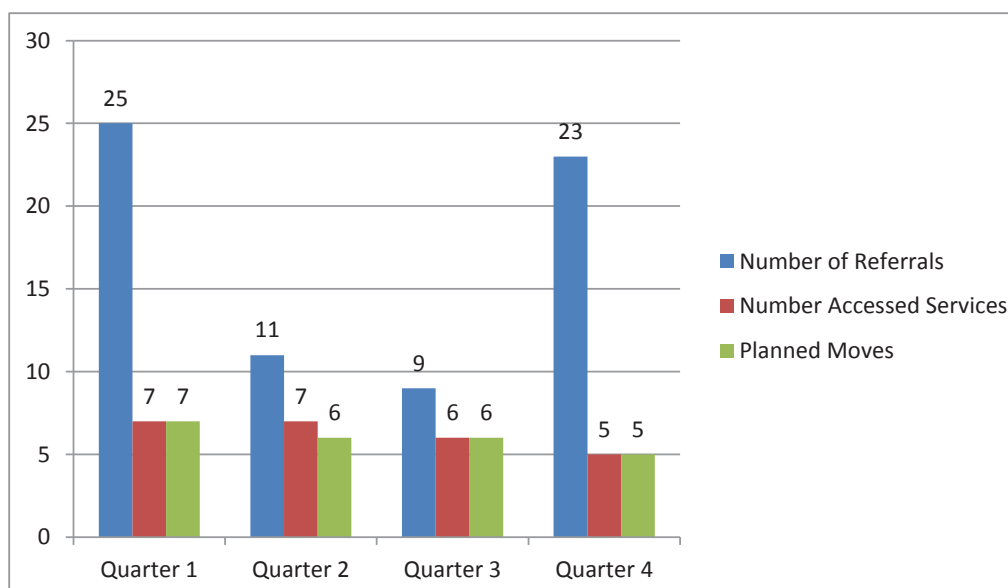
Breakdown Showing Type of Support Requested from Helpline



Re-Start Project



Outcomes achieved by Re-Start Project 1st April 2015 to 31st March 2016



"Bradford Cyrenians is good. I like coming around and spending time with staff. They let me pop in for a coffee when I am not feeling well. Staff are good and get stuff done. My flat is nice and big"

RSP service user

John came to us from Hope Housing he was alcohol dependent and drank daily. John carried little notes for appointments in his pockets. I asked John why he carried them and he said he didn't know. After John moved in with us I noticed he seemed to have a problem with his memory as he could not remember where he lived and who people were. I contacted other agencies that had previously worked with John and no one was aware of any memory problems. John began rough sleeping as he did not know where he lived. I contacted all agencies/ free food places that John attended and gave them his address and I wrote it on paper for him to keep on him. John contacted me one day to say he was lost; I drove around and found John and took him home.

I referred him to adult services who asked me to refer him to CDAT as they believed his memory was due to his alcohol intake. I made the referral and continued to keep my eye on John by liaising with other agencies. I referred him to Arch outreach as I thought they could help him in the community when I was not able to find him. I took John to his first CDAT appointment and they were very concerned about his memory. A memory test was done twice and John was given 3 injections over 3 days of vitamins to try to boost his memory, however this did not work.

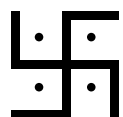
I continued to take John to CDAT and work with Moira at Arch; he was admitted to hospital for having fits and banging his head. John continued to rough sleep and his memory was deteriorating. I referred him to adult social care again and made a referral to a residential care home. John had a viewing at the home and he really liked it. I continued to work with the other agencies including doctors, epilepsy nurse, CDAT and Social services.

Bevan house did an assessment for John to go into residential care. Social Services came and did an assessment whilst John was in hospital. John's social worker did not believe John needed to go into residential care.

Social service took over John's Finances as he struggled to pay his bills. Referral made to Millhaven. He was accepted and moved on. A week later I saw John and he was looking very well, he was clean and clean shaven. John said he was doing well and lowering his alcohol intake.

RSP service user case study

Fair Access, Diversity & Inclusion



INVESTORS
IN PEOPLE

Staff and services users have taken part in a variety of activities and celebrations this year to both acknowledge and learn about diverse faiths, cultures and traditions that reflect Bradford's community.

Our fair access, diversity and inclusion champions have developed a champion's board for service users in the communal area of the hostel to promote different events, activities and services available to them.

In the past year we have celebrated a number of festivals such as; Easter, Chinese New Year, Shavuot, Ramadan, Eid, Worlds AIDS day, Christmas and New Year.

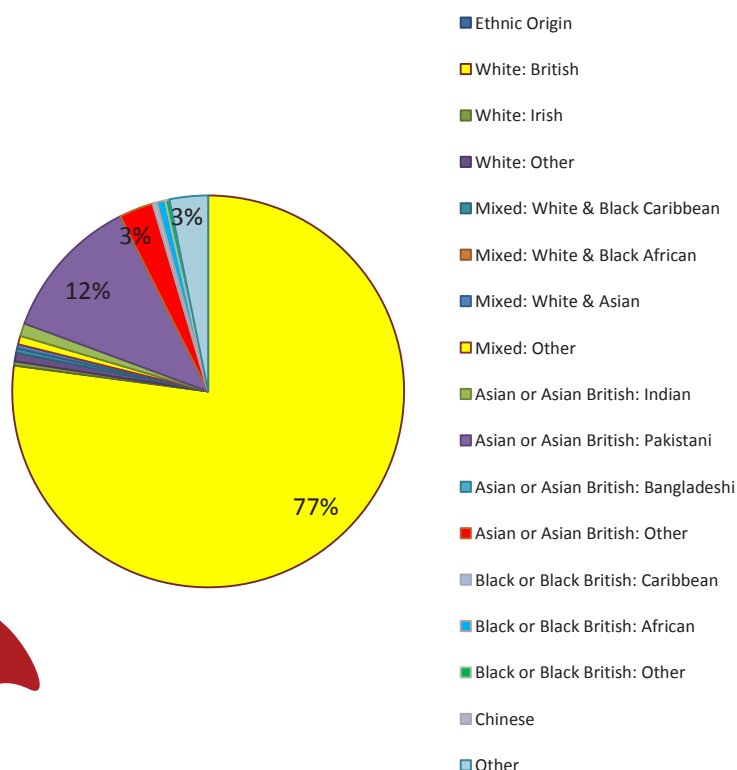
Bradford Cyrenians is committed to ensuring that all staff, service users and external partners are treated with respect and dignity, celebrating diversity.



"It has been a great asset to have the MSU drop-in service here in the Equity Centre. We have been able to refer our group members to the drop in to seek support around domestic abuse issues. It continues to be a pleasure to work with a team of experienced and skilled professionals who understand the needs of gay and bisexual men and provide a service that is accessible to this under-represented client group."

Rachel Nauwelaerts
Community Development Co-ordinator
Equity Partnership Centre

Ethnicity of Service Users



Stakeholder Testimonials

"Bradford Cyrenians has provided invaluable support to some of the District's most vulnerable residents for many years and continues to deliver a reliable, essential service and works closely with Bradford Council to tackle the many challenges we face as a District."

City of Bradford MDC

www.bradford.gov.uk

Yusuf Karolia

Head of Service: Housing Access, Strategy & Homelessness



"It was a genuine honour to be asked to be the chair of both the initial MSU Launch Event and the subsequent MSU Anniversary Event. These events not only cemented the need for a Male Victim Service, they harmonized the passion and desire of all at MSU to make a difference.

The MSU Steering Group identifies both local need and addresses gaps in service provision. In addition, MSU continues to raise awareness within the local community regarding the taboo subject of Male Victims of Domestic Abuse. However, crucially, MSU is a critical lifeline for the many men who no

longer need to suffer in silence as they can come forward to MSU knowing that they will be believed by all at MSU and that they are not alone.

I cannot help but wonder and reflect and ask myself "IF ONLY" MSU had been available when I managed to escape my own horrific abuse. Knowing then what I know now about MSU, my own journey to recovery would not have been so challenging as I would not have felt so scared and so alone."

Ian McNicholl

MSU Steering Group Member & Honorary Patron of Mankind

ManKind Initiative



"Since contacting MSU service in January 2015 via a referral from West Yorkshire police, I have had a very difficult 20 months filled with many trying obstacles.

Throughout all of this, Rachel my worker, has provided terrific support in a great many situations. She helped rehouse me in a wonderful little flat in the exact area I wanted to live in. She helped secure a MARAC on my abusive ex-wife which in turn assisted towards securing a Non molestation order. She has accompanied me on many difficult appointments in court, police stations, school, government offices etc. And has always been a big help and very reassuring.

Rachel visits me regularly at my flat and assists with many things she feels I need help with and has brought much appreciated food packages when I have been in strong need of them. I feel very comfortable in contacting Rachel at any time and she makes herself available whenever possible. In the past 20 months I have been, and continue to be very happy and grateful to have Rachel in my life."

Testimonial from MSU service user

DWP Department for Work and Pensions

"In my capacity as a community work coach I have built up a good working relationship with Bradford Cyrenians and those who work there. The support staff have a real commitment to helping people overcome what are sometimes seen as insurmountable barriers. I enjoy working in partnership with them to the mutual benefit of our clients and look forward to continuing to do so in the future"

Becky Wright

Community work coach, DWP



Client Involvement & Engagement

Bradford Cyrenians continues to encourage service users to become involved in shaping our services.

The Service User Participation Champions run monthly meetings (Called Chill, Chat and Chew) which are client led and all service users from across services are invited. Issues can include anything from discussing and revising policies, keeping service users informed of changes to the organisation, informing service users of changes to government policy that may impact on them as well as having fun such as organising games and quizzes. Thanks to Staff at Bevan House we ran a 'Good Mood Food' session and the trainer taught us all a trick or two about blending fruit smoothies to get the best flavours to create delicious drinks that help give us a healthy body and mind.

All individual schemes approach tenant inclusion in different ways. At our supported tenancies we encourage tenants to report repairs themselves rather than their keyworker doing this for them. Most of the tenants are happy to do this and, the repairs teams do act faster if it is the tenant that is making the call rather than a third person.

All tenants are encouraged to raise complaints if they are not satisfied with the service. We also make sure there are a variety of ways for the service users to feedback to us. For instance, we ask each service user individually at their keywork sessions, gather information from surveys, discuss issues at House Meetings and take note of suggestions via Exit Interviews.

It can be difficult to engage some service users as some are not with us long enough or are disinterested in having a say. However, this does not deter Staff from seeking out their views giving them an opportunity to have their say and make a contribution to service delivery.

Jacqueline Bradley
Client Involvement Champion



Financial Statement

Bradford Cyrenians Limited

Statement of Financial Activities for the Year Ended 31 March 2016 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Income and Endowments from:					
Donations and legacies	2	9,070	124,415	133,485	55,412
Charitable activities	3	853,011	-	853,011	1,020,444
Investment income	4	-	-	-	895
Total Income		862,081	124,415	986,496	1,076,751
Expenditure on:					
Charitable activities	5	(767,406)	(118,218)	(885,624)	(1,108,146)
Total Expenditure		(767,406)	(118,218)	(885,624)	(1,108,146)
Other recognised gains and losses					
Net movement in funds		94,675	6,197	100,872	(31,395)
Reconciliation of funds					
Total funds brought forward		81,852	-	81,852	113,247
Total funds carried forward	16	176,527	6,197	182,724	81,852
The funds breakdown for 2015 is shown in note 16.					



BRADFORD CYRENIANS

Building stronger communities

Bradford Cyrenians would like to thank the following funders and stakeholders who continue to support us



LOTTERY FUNDED

City of Bradford MDC

www.bradford.gov.uk



The
Henry Smith
Charity

founded in 1628

LLOYDS BANK FOUNDATION

England & Wales



INVESTORS
IN PEOPLE



YORKSHIRE
HOUSING



Investors in Diversity



Police & Crime Commissioner
West Yorkshire



HOSTEL



SUPPORTED TENANCIES



RE-START
PROJECT



M S U

Hostel & Duty

Support Team

255 Manningham Lane

Bradford, BD8 7EP

01274 481 039

Supported Tenancies

Trainer Flats

9 Apsley Villas

Bradford, BD8 7EX

01274 498 041

Re-Start Project

3 Church Street

Bradford, BD8 7NP

01274 480 120

Men Standing Up
Service

01274 214 631

Helpline:

0300 303 0167

Fax: 01274 498 107 | www.bradfordcyrenians.org.uk



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Building stronger communities