

Our Story 2015-16



A Welcome from Trevor

Welcome to the 2015-16 Impact Report

Once again I am proud to be able to introduce the Society of St James's (SSJ) IMPACT Report, which describes some of the great work that we have achieved over the last 12 months.

As the Chief Executive, one of the best parts of my job is meeting staff and hearing the success stories that demonstrate the effectiveness of their work. These stories are about men and women who are having to deal with significant issues, and who have been able to make changes to their lives and increasingly live to their full potential, due to the support and encouragement from the staff. And there have been a lot of these stories this year, some of which are captured in this report.



SSJ is now 44 years old. I recently received a letter from one of the Church of England clergy who was working in the city in the early 1970's and who was involved in the Formation of SSJ. In the spring of 1972, a committee was formed to open the original night shelter, to accommodate the homeless men in Southampton who were living on the streets. Southampton City Council awarded a grant of £250 towards the running costs and SSJ was launched.

Many years later, we are now a complex and varied organisation, with teams of staff working in different locations in Southampton, Portsmouth and across Hampshire, managing a wide range of services. However, in spite of all this change, the core mission - to support vulnerable people and to offer them opportunities to address the underlying issues in their lives - has not changed.

I would like to thank the Board of Trustees for all their work over the year. As volunteers, they attend long committee meetings and plough through dozens of documents and reports, they visit projects and support the staff and they hold the senior team to account. Thank you for all you do. The Board has been led for many years by Noel Cato, who will retire from the Board in November. I would like to thank him for his encouragement and commitment and wish him all the best for the future.

Noel Cato, Chair of the Board of Trustees

A Few Words from Noel

In last year's report I highlighted the challenges we were facing in relation to the economic conditions and how this could affect our ability to continue to grow and develop.

Reductions to local authority budgets, changes within the Probation service and changes to the benefits system for service users have all materialised together with a few others, in particular, the proposal to cap local Housing Allowance. I am happy to say that the Society is working around these difficulties.

This year's IMPACT Report shows that the Society is still providing great service to the many vulnerable people we support and continues to contribute to making Hampshire a better place to live. I am very proud to be part of a team that knows it has to adapt, knows it has to learn and continues to apply that learning to the benefit of others.

Last years' Annual General Meeting was held in Portsmouth to reflect the growth in our service in the area. The Mayors of Portsmouth and Southampton and our Patron, Andrew Kent honoured us with their presence. It was an opportunity for members and supporters to get a good impression of the wonderful work being achieved in Portsmouth and to meet a cross section of the dedicated staff team in Portsmouth.

This report is also an opportunity for the Board on behalf of the Society to say thank you to our funders, supporters and volunteers.

The time and funds you give makes the difference between contracted care and the actual care provided by the Society of St James.

During the year the Board of Trustees helped to steer the successful growth and development of the Society. I would like to welcome Stephen Butterfield and Debbie Craggs who have both joined the Board and during the year we have also benefited from the advice of Paddy Hilary, now a co-optee.

The Board is acutely aware of the major threats facing the Society in the coming year, including further reductions in local authority funding and the uncertainty over the plans to link social housing rents to local housing allowance. However we are also aware of a number of significant opportunities on the horizon, and a great deal of hard work by our senior management team and Board members have placed the Society in a strong position for the future.



First Steps

Beyond a Roof

Southampton Intensive Homelessness Service

Southampton Street Intensive and Resettlement Service is a 24 hour service run in a 26 bed hostel, providing support to people with intensive needs with histories of homelessness and other complex needs, including: mental health problems, alcohol or drug misuse and offending backgrounds. Referrals come via the Street Homeless Prevention Team and the Assessment Centre at Patrick House.

In the summer of 2015 a groups of staff and service users from the hostel went on a two day camping trip to The New Forest, which for some service users was the first time they had ever been on a holiday type activity! The trip provided a fantastic learning opportunity as service users all had to help with the cooking and organising.



"The trip really brought us together and it was amazing to be there!"

St Theresa's and Lawn Road

St Theresa's supports people who have made good progress with their recovery and are taking further steps toward independence and independent accommodation.

70%

of residents
moved on positively

Jordan House

Jordan House provides single, self-contained flats for 26 people, all with complex needs but who, with the support from the staff team, manage their independent living and develop lifeskills that will help them eventually return to independent living in the community.

This is a challenge due to a shortage of appropriate move-on accommodation in the private sector and a lack of social housing.

In January 2016, Jordan House received a £2500 grant from Enterprise Cars with the

aim of enabling residents to engage in activities, including: swimming, rock climbing, kayaking, gardening projects.



Re-Cycle Bikes

Re-Cycle bikes is a not-for-profit project which has been running for seven years, providing volunteering and training opportunities to service users including access to a 12 week programme at Totton College and Bike Maintenance and Engineering courses.

The refurbished bikes are sold to those with low income, refugees, and students due to their low cost. Any bikes that aren't sold are sent to Africa—there are currently 80 bikes being transported!

13

residents (2 females,
11 males) positively moved
on to independent living

First Steps

Beyond a Roof

All Saints

All Saints Hostel is a 22 bed service for 16-25 year olds in Portsmouth who are facing homelessness.

All Saints Hostel is a 22 bed intensive support service for young people aged 16-25 facing homelessness in Portsmouth. We provide a wide range of support to young people to help them develop their lifeskills and confidence and move on to lead successful independent lives. We focus on helping young people reduce their substance use, improve their physical and mental health and engage with education, training and work by providing a safe, welcoming environment where they can develop their social skills and day to day living skills.



100%

of our residents achieved more involvement, choice and control of their lives

'I really enjoy my work; no two days are ever the same and its very rewarding seeing the young people achieve goals and learn and develop new skills that will enable them to successfully move on to more independent living. I am most proud of running activities/workshops where residents get the opportunity to learn new skills and also socialise, interact and communicate with others.'

All Saints staff member

89.65%

of residents entered work or training during their time at the hostel

One young person referred to the service came directly from the streets as no other service would accept him. All Saints gave him a chance, despite his extremely challenging and aggressive behaviour. His keyworker allowed him to be exactly who he was during sessions, which helped build a positive and trusting relationship resulting in a positive relationship. He began to settle and engage with the support and he has successfully moved onto lower supported accommodation and is now entering independent accommodation. He still visits his key worker and phones to tell her about his opportunities.

Portsmouth Substance Misuse

92.68%

of residents move on in a positive way

The Portsmouth Substance Misuse Accommodation Service provides accommodation to over 80 people in Portsmouth in a wide range of properties, providing a range of support and interventions to help people engage with recovery and overcome their substance use problems.

Over the past year, 67% of residents improved their management of substance use, and 80% felt they had more choice, involvement and control of their own lives, after going through the SSJ service.

The service provides a specialist resettlement support service to people who have moved on to independent living, helping them to maintain their accommodation and remain engaged with their ongoing recovery.

85%

of clients physical health is being managed better

Building Recovery Communities

Re-Fit

Re-fit is a sports and education programme supporting people who are affected by drug addiction, mental health issues, homelessness, offending history, isolation and marginalisation within Portsmouth.

The sports activity sessions improve participants' physical and mental health, self-esteem, social interactions, goal-setting and motivation, and Re-fit also provides a pathway to employment and volunteering opportunities.

77%

of participants significantly reduced their blood pressure

Craig's Story

Craig was raised by his grandparents as his mum died when he was 18 months old.

At 8 years he started smoking, leading to alcohol and drug use in his teens. He was stealing from shops and breaking into cars and became known by the police.

'At 16 I was staying out for weeks at a time

because I hated seeing my Nan upset over my behaviour. I thought if I was not there she wouldn't get upset.'

By the age of 18 he had a drink problem and a heroin and crack addiction. *'I thought I was on top of the world but the fun didn't last for long - I had to do more crime to fund my habit and ended up robbing someone on the street and being sent to prison.'*

Homeless in Oxford, Craig remained addicted to substances until he engaged with the drug and alcohol team. Despite their support, he relapsed for seven years, but realising his addictions were killing him, he went into rehab for 8 ½ months. It was the hardest time of his life but he learned how to cope with everyday life and to live without any substances.



80%

noted a decrease in their usage of drugs and/or alcohol

Craig describes his move to Portsmouth as *'Quite scary - a new town where I only knew a few people, but a friend said I should come along to badminton, where he went twice a week. I went along to SSJ's Re-fit Project and liked it straight away. It was very friendly and I felt comfortable with the other people there who were also in recovery. I was quite insecure and my self-esteem was bad but through Refit my confidence grew and I built a new network of friends.'*

I was offered the chance to become a volunteer, so I went to Southampton for the B2V volunteer training provided by SSJ and became a volunteer for the Southampton Drug & Alcohol Recovery Service, where I was involved in the Needle Exchange and Peer Mentoring programme. I can honestly say that Re-Fit changed my life - I have my family back in my life and I have made good friends and I enjoy my life now it's got a meaning'.

44

people gained full and part-time employment jobs

Building Recovery Communities

Saints4Sports

Saints4Sport is a sports, fitness and education service for people over the age of 18, who are vulnerable as a result of homelessness, addiction or mental health issues.

We continue to collaborate with the Saints Foundation, to provide structure and routine to the lives of service users. Saints4Sports provides at least two activity sessions a day, meaning that there is something available for everyone. People who join desire a positive change in their lives, and the project provides a foundation for building positive relationships with like-minded people.

165

participants have remained free from any form of substance

There is an average of 19 hours attendance per week, ensuring individuals have a diverse daily routine and stay away from old habits, whilst improving their physical and mental health.

With Saints4Sports, service users can obtain accreditations such as First Aid and FA Football Coaching Level 1. They can enrol onto as many of these as they wish—and the more the better—to obtain a diverse range of skills.

“A good place to be, when you’re in a bad place.”

Recently, Saints4Sport became enlisted on the timetable for DRR (Drug Rehabilitation Requirement) programmes. Those who have a DRR, on their last warning before being sent to prison, must engage in at least one meaningful activity a day. Saints4Sports programmes are now included as one of those activities and self-improvement of both mind and body helps prevent them from spending years of their lives in prison.



Saints4Sports also works with the MEDI trust, which helps female victims of sexual abuse, by creating female-only fitness session in a place where they feel secure and supported.

The project has delivered

297

sports and diversionary activity sessions

Hants4Sports

The Saints4Sport project has expanded, to Winchester and Basingstoke, as Hants4Sport.

Hants4Sport works closely with Hampshire Integrated Offender Management (HIOM), to reduce re-offending rates by using sport as the basis for change in the lives of the service users.

159

participants showed an improvement in physical health



“Good support network – nobody be-littles you, it gives you confidence”

Building Recovery Communities

Southampton Drug and Alcohol Recovery Services

In partnership with Solent NHS Trust, CLG and No Limits, SSJ provides a personalised substance misuse recovery service for people living in Southampton.

Support comes from many people, including experienced health professionals working within the service. They fully support people with drug and alcohol problems and work with the individual to provide them with the best care.

There is also a music group, open to anyone involved with SSJ, regardless of their ability level. The group performs at small, public events and participation improves service users' quality of life and mental health.



"A lot goes on here, mainly music."
– Lewy (drummer and singer)

Portsmouth Recovery Day Services

Portsmouth Recovery Day Services are for people in recovery from drug misuse.

This service comprises of two projects.

The Group Recovery Day Programme

Provides group sessions to support individuals' recovery from drugs. It structures their days, offers skill developments, and promotes greater awareness about themselves and their drug use.

Sessions take the form of peer support groups, recovery groups, wellbeing or education groups, and many more.

The Community Group Programme

The Community Day Rehab is available for people seeking rehab but who have family or childcare issues that make residential rehab unrealistic.

The programme builds people's skills (personal and general), enhances self-esteem and self-efficacy, changes beliefs and desires around recovery, encourages support from/engagement with families and communities.

Examples of current support groups include:

1. Cannabis Support Group
2. Acceptance and Commitment Therapy (ACT)
3. Creative art sessions
4. Mindfulness
5. Sports sessions

Getting Back on Track...

HIOM

HIOM Houses support people with a background in the criminal justice system, and help them to recover from addiction and reduce their reoffending. Our focus, on the offender and not the offence, provides a chance for individuals to change.

90%

of residents stop offending whilst in IOM houses

Over the past year we have seen several residents go on to volunteer with SSJ and, like the staff that had helped them, now support the rehabilitation of those in the criminal justice system.

86%

stopped reoffending after they left the IOM houseA

Last year we supported 61 people in total within three IOM houses in Southampton, Gosport, and Portsmouth.

"There aren't enough places like this"
Jim McNally, IOM Team

Kevin's Story '

"I was on drugs for 9 years. I wasn't interested in changing; I thought I was too far gone because I had hepatitis B and C. I thought there was no chance I was any good to society and so I determined that my life was over.

I had no hope. I thought I may as well just do drugs until I die. I was also in a co-dependent relationship with someone and we would use drugs together, which wasn't positive.

Then I was caught selling drugs and so I had to give clean tests to the court. I was trying but you've got to have three clean days in a row. I was doing one or two days clean, but I could never do three days. Eventually, I managed to have three days clean, and gave a clean test after 5 months of persistent trying. My first clean test showed I was 50% clean, the next month I was 85% clean, and the month after that, I was 100% clean.

When I stopped using drugs, I started to engage with the services offered through SSJ, like Saints4Sports and the various groups, because you've got to keep busy during the day, so I was doing everything on offer. After 6 months of not using street drugs, I become a volunteer. After 8 months of volunteering, I was offered a job as an assistant drug worker. I still have personal issues with my health; my hepatitis has consequences, but the job itself I really do

like. I know quite a few of the people there so they accept me, and I feel I am an inspiration to them because they can see that I have changed.

I am going to stay in this job and keep coming to work every day. I'm always working on my health, because I feel if I am healthier I will be able to do more. I will have more energy for life. I've got no plans for the future, just keep the job and see what happens, take it as it comes, but I do know that small steps take you places doors do get opened.

Being at the IOM house has done me so much good as it has given me the stability I have always needed. I've learnt and changed a lot and now have a degree in life skills! I had lacked self-esteem before, when I was doing drugs but once you start believing in yourself you realize that that change is possible.'



Getting Back on Track...

Through The Gate

Through The Gate works with offenders in HMP Winchester who are still serving their sentences.

'I am now looking forward to getting out to a new life and a new beginning and it's fair to say I have never felt so confident in my life.'

This helps prepare them for their release and supports them in their transition back into the community.

SMART (Self-Management and Recovery Training) is a group run by Through the Gate. This group supports both category B & C prisoners by helping them learn new skills and develop coping mechanisms that will support them in maintaining recovery upon release.



Some prisoners have been met 'at the gates' of HMP Winchester upon their release, and have been supported on their journey back into accommodation. Through the Gate helps reduce re-offending rates, which benefits not only their families, but their local community, and helps people access and engage with treatment.

'The guys that come out and give it a go – they inspire me. They leave prison, with the new skills we've helped them learn, and they give it a go. Rebuilding their lives and getting their families back, accessing education and gaining employment. It's amazing to see people move on from dependency addiction and offending turn their lives around.'

Gordon, Through the Gate team member

'Through The Gate' has given me great confidence and self-belief.



Jigsaw

Jigsaw is a service for people who have been involved with the criminal justice system and now need housing-related support.

Jigsaw Housing Support works in partnership with the private rented sector. The service works with landlords to help provide sustainable accommodation for people who are being supported by the Hampshire Integrated Offender Management (HIOM).

'I have learned so much, I am guessing that others have also learned from me too!'

Safe, Secure and Stable

Southampton Alcohol Accommodation Service

The Alcohol Accommodation Service supports adults with a history of long-term alcohol use and dependency.

Service users are encouraged to seek appropriate treatment and reduce their alcohol intake through managed drinking methods. The service aims to enable improved general health and wellbeing by helping people to better manage their alcohol use, live a healthier lifestyle and access appropriate healthcare services.

The accommodation consists of four shared houses providing different levels of support depending on individual need. Service users are encouraged to participate in the development of their own support plan to identify their needs, the aspects of their daily lives they need the most support with and their long-term aspirations for their future.

Mental Health

SSJ provides 82 units of housing related support in Southampton.

These accommodations are mostly shared houses, but there are some self-contained flats in two locations. SSJ provides two levels of support: short term and long term. Short-term is a higher level support whereby you would expect to have two contacts a week (5 contact hours). Clients receiving short-term support can maintain

this accommodation for up to 2 years. Long term is a lower level support whereby you would expect just 1 contact a week (2 contact hours), but without a time limit.

Approximately two-thirds of clients residing in either types of accommodation have a dual diagnosis, meaning that as well as suffering from mental health, they suffer from substance misuse and/or alcoholism.

Gemma's Story

I never thought that I would be homeless. By 23 I had a well-paid job, my own privately rented place and was very much settled. But in April 2013 everything changed.

My mental health had been gradually worsening over the past year and I had been unable to hold down my job, pay my bills or look after my day to day needs, and because of this had received an eviction notice on my flat. After months of struggling silently and slowly pushing everyone away, I finally reached out for help and was admitted into a psychiatric unit where I was diagnosed with Generalised Anxiety Disorder, Episodes of Severe Depression and Borderline Personality Disorder. While in hospital I lost everything and I wasn't even able to pack up my own belongings so all of my things were sent to the dump.

It was in my darkest hour that SSJ was mentioned as they not only housed struggling women but also supported them with their finances, health, education,



returning to work and all other day to day needs. After being in hospital for three months my doctors discharged me with the knowledge that I was being supported by SSJ. With every step I took I had hands reaching out to stop me falling back down. SSJ helped me to become financially stable again and to figure out what I wanted to do with my life. It was the first time since becoming ill that I realised I had so many things I could still do.

I had isolated myself from everyone I knew, but SSJ encouraged me to take part in group activities. Having these amazing people lifting some of the weight off my shoulders meant I had more energy to recover and get back on my feet. I started going to the gym and kick boxing with Saints4sport. I even returned to college and began studying again.

Three years later I can proudly say I no longer need the support St James provided. I have been able to return to work, have my own place and am even engaged to be married next year. None of this would have been at all possible without SSJ.

Safe, Secure and Stable

Dual Diagnosis

The Portsmouth Dual Diagnosis Service is for people with mental ill health and co-existent substance misuse problems.

The service provides housing related support to vulnerable people who have a dual diagnosis and as a result are at a very high risk of homelessness and/or relapse into severe mental health and substance misuse problems. The overall aim of the service is to increase independence and improve the ability to move on to lower supported and more independent accommodation.

"I thoroughly enjoy it here. I get on with the staff, I think they respect me, and I respect them. I'm really happy."

Dave, 48, moved into the Dual Diagnosis service in 2015 and stayed there for approximately one year. He enjoyed living in the house and found both the environment and the staff welcoming. He had support from his keyworker on a weekly basis but he knew he could easily arrange to see his keyworker outside of any planned sessions. Dave explained that while he was at the service he was supported with his benefits

"It's completely changed my character. The people here are great. I'm happy."

claim and gaining a concessionary bus pass and he was also supported with problems regarding his hearing difficulties. Whilst there, he felt he had an opportunity to improve his mental health, which has subsequently enabled him to move on to less supported accommodation.

St James Care

St James Care provides specialist residential care for people over the age of 50 who have severe alcohol dependency problems and/or mental health problems. Residents are allowed to continue drinking at this service, if that is what they wish, but this is managed through controlled drinking and money contracts, to ensure that no resident is consuming dangerous amounts of alcohol. This method has led to a significant

improvement in the resident's quality of life. It has also shown major improvements in both their physical and mental health. All residents are encouraged to participate in activities and events, and this contributes to the improvements shown in their lives. Staff at St James Care are available 24 hours a day. The team are experienced Support and Care workers, who provide personal care, emotional support and companionship to each and every resident. Each individual resident has a personal care plan which contains details of their specific needs and how their needs should be met.

"I think the staff are marvellous, they do a wonderful job, they have to put up with a lot. They treat all of us with respect."



Safe, Secure and Stable

Housing Management

Housing Management have continued to provide the "Housing Management +" service to an increasing number of residents; benefit support, rental income, repairs & maintenance, tackling antisocial behaviour issues, signposting to support, legal processes and void management.

There are 7 shared properties with 41 residents in Southampton & Portsmouth, 151 flats in Southampton and ongoing management of temporary accommodation of 4 buildings for singles and families for Rushmoor Borough Council including a new block of 7 flats in Aldershot.



HP+ Handyperson Service

The Handy Person Service (HP+) provides a maintenance and repair service for elderly vulnerable people who live in their own privately owned or rented accommodation, and for vulnerable families with children under the age of five living in the property.

HP+ has responded to

638

enquiries for assistance

The service works on minor repairs, maintenance and adaptations that would not normally be eligible for financial assistance from any other provider. HP+ aims to enable older people to stay living independently in their own homes by responding promptly to day-to-day maintenance issues. Not only does this solve the property issues, but it relieves the residents of any stress and anxiety that such problems can cause.

The HP+ Service works closely with the Hospital Discharge Liaison Team, which helps support people from hospital back into their own homes. This year the Hospital Discharge Team has increased their use of the HP+ service, with over 300 referrals.



Operational Security Team (OST)

Our OST provide an invaluable additional support service to our service users and projects.

Not only do they provide a security and emergency response service to 61 SSJ properties and 17 properties managed by CH1, Two Saints, Stonham, YMCA and Fledge, they also provide a great deal of additional emotional support to our service users when they experience problems at night and over the weekends.

They also remotely monitor over 30 CCTV installations from their base in Southampton,

resulting in the early detection of fires, incidents and overdoses that could have ended up with serious consequences if they hadn't been identified so quickly.

Although our OST are mainly nocturnal creatures they always have a smile on their face and are highly regarded by all of our staff and service users!

40

security visits
per night across
these locations



Skills and Employment

Saints4Sport – Pathway to Employment

Saints4Sports participants can enrol onto accredited courses, including: first aid training, health and social care, literacy and numeracy accreditations, child safeguarding, football coaching and many others.

This service also works on securing work placements. Our partnership with the Premier Inn offers service user's a two week work experience placement across 6-7 sites in Southampton, giving them an insight into catering, front of house and restaurant roles. This scheme has succeeded in gaining four clients full time jobs at the Premier Inn, despite any previous involvement with the criminal justice system.

The transferable skills and connections gained offer solid evidence and a reference for future job applications.

- 67 people completed at least one accredited qualification
- Supported 67 services to achieve 100 qualifications in the following areas:
 - 23 x First Aid (Red Cross), FA Level 1 Football Coaching x 9
- 2 construction work placements with Southampton City Council – 1 full-time job gained upon completion

B2V Project

This project has had success in helping people gain not only the necessary skills and training needed to move on into employment, but also has improved service users' self-esteem and confidence.

In the past year, volunteers have delivered a total of 8847 hours to the B2V project. Many of the volunteers involved in B2V are themselves in recovery and are able to give peer-support to people who are currently accessing treatment. Some of the things volunteers do include: delivering drug information talks to medical and social work students, as well as to other community groups.

‘Volunteering has boosted my confidence by being around people. I would usually keep to myself and am quite isolated – I am a solitary person. I have enjoyed working as part of a team instead of being on my own. My knowledge of drugs, alcohol and mental health issues has improved. Being part of something bigger is important to me now. I also have the advantage of having access to gaining qualifications through my volunteering.’

B2V aims to prepare people for employment and help them access training and education that will allow them to do so. B2V volunteers offer an example, and a layer of support and reassurance to other service users, that there is a life after drug use and it can be a good one!

- 39% of volunteers gained paid employment since volunteering
- 30% of service users moved onto further education
- 100% of B2V Volunteers engaged in various levels of training over the year
- Total of 1226 hours were spent training
- 63% had prior drug and/or alcohol abuse issues before volunteering, now 78% Remain abstinent
- 63% had previous involvement with the criminal justice system...
- 0% have reoffended...
- 100% have had no further involvement with crime in the community



Skills and Employment

Rewind

Rewind is a volunteering group for ex-offenders who wish to reach out to others and share their past experiences in order to help other people going through a similar battle.

"I want to change and believe I will, you have maybe even saved my life and kept me out of the box (prison) and I'll always use the knowledge and pass it onto my boys"

This group promotes awareness regarding the dangers of criminal activity and the criminal justice system. It does this by doing presentations in schools, colleges and universities. Volunteers on the Rewind programme also provide support for people involved with SSJ drug services, through facilitating peer recovery groups and encouraging others in their recovery. Rewind also provides peer support to young people who're at risk of turning to crime and addiction.

"Made me think twice about what I'm doing outside school and what harm you're doing to other people. Also what it's like to be in prison and what to do in life when you mess up."

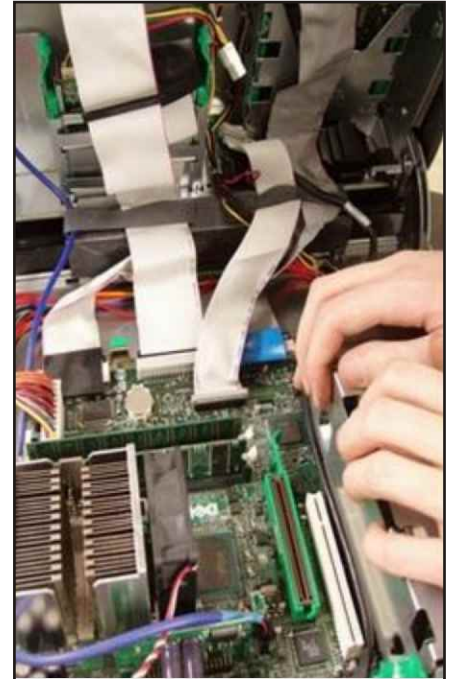
Jamie's Computers

Jamie's Computers is a computer recycling and refurbishment enterprise.

This service provides a free professional and secure IT disposal service to both individuals and businesses. Donated computers are refurbished and made available for reuse. Anything that cannot be reused is recycled.

Jamie's Computers also create much needed training and volunteering opportunities for socially excluded adults, as well as providing them with the housing, care and support that they need. The service also gives support with job applications and provides interview tips. The people involved in this service are mainly people associated with the Society of St James, but do include other agencies that also work with vulnerable people, such as the NHS.

Jamie's Computers aims to see an increase in self-esteem and self-confidence among volunteers. They also hope to see an increased ability among the volunteers in managing their anger. Engaging with Jamie's Computers allows volunteers to enhance their communication and social skills.



Opportunities

Volunteers

Our volunteers make a huge difference to the lives of our service users and the work of the organisation.

We are very grateful to all those individuals and companies who have helped us with so many activities in the last year, from decorating and gardening to helping make Christmas special for many of our service users in our homelessness services.

We also greatly appreciate our wonderful team of runners who ran the ABP Half Marathon, raising £6,277 for SSJ!

We can't thank them enough - we would be lost without their wonderful support!



Shoebox Appeal 2015 – The Result

Last year, alongside our Give A Dinner appeal, we asked if you could fill a shoebox of gifts for the people we support, and the response was overwhelming...

When we asked you if you could put together a shoebox of gifts for the people we support, we had hoped to be able to provide gifts to some of our residents in our supported accommodation, most of whom have very little. We were amazed and so grateful at everyone's generosity

- all of you really did all make Christmas a very special day, for local vulnerable people.

Mark from our Integrated Offender Management team said:

*The first two presents went to two young lads who were totally over the Moon, both with what they received and the fact that they were **gifts from unknown people**.*

There was a lovely note in one which was from a mother who's own son had been homeless for a while. It even had a

Starbucks gift card in it so he could go and get a hot drink and a bacon roll.

I was really touched by everyone's generosity.

Our Care Home were really pleased to share this photo of their Christmas tree, with all your gifts ready to be opened by the people we support on Christmas morning. Andy, who has lived with SSJ for some time, pictured above, said:

The Presents look amazing as we have not usually got many presents under our tree at the Care home

And our Housing Management team were delighted when hand-delivering your gifts, particularly when residents chased after them to thank them. Some people told them **this was the first Christmas gift they had in many years!**

Alongside shoeboxes from individuals we were very happy to visit Netley Marsh Brownies to see them create their boxes and would like to thank them for their thoughtful gifts.

We also had a great number of donations from local businesses, with Simply Finance collecting 100 boxes, distributed to SSJ and other local homeless charities.

SSJ Operations Director, Jane Smith, told the Daily Echo this week:

Many of the people we support have no family or social networks and Christmas can be a very isolating and distressing time and the generosity of local people has really been a huge benefit to them

We were truly overwhelmed by the response and would like to extend a huge "THANK YOU" to everyone who took the time to put a shoebox together and hope that you'll continue to support our shoebox appeal in coming years.



Festive Thank You

Throughout December we asked if you could 'Give A Dinner' and you did!

Christmas and the festive season can be a very difficult time for people who are homeless. At a time when most of us are settling down with families and friends to carry out traditions both old and new, the festive season can be a time of year that reminds many of the people we support of exactly what they don't have.

Our staff team go to every effort to make Christmas a special time for everyone living with us at SSJ, with our hostels even inviting back residents who have successfully moved on to their own accommodation during the year, but who would still be alone for Christmas Day.

However, we would not be able to make it special or provide a full Christmas Dinner with all the trimmings without YOUR help. We are so pleased to be able to tell you that thanks to your generosity we were able to provide EVERYONE in our supported accommodation with a special Christmas Dinner and we would like to extend a huge "THANK YOU" to everyone involved.

We would particularly like to thank: Irwin Mitchell, TW Metals, Sturge Taylor and Associates, Barnbrook Systems, Covec, Blue Fin Insurance, Southampton Science Park, Bond Dickinson, KI & Louis, Inspirations Positive Living, Williams Shipping the BBC Southampton and Stewart Signs for generous donations to our Christmas appeal on behalf of their companies.

We would also like to thank: Orchard Infant School and Hollybrook Infant School, Harmonise Community Choir and Ferio Saxophone Quarter for donating the proceeds of their Christmas Concerts.

And as always a massive 'Thank You' to the Southampton Ukulele Jam for donating £600 from the proceeds of their Christmas Cabaret.

If you donated to our Christmas Appeal, you really made a difference to someone facing homelessness during what can be a particularly isolating time and everyone at SSJ is grateful.

Thank you!



Sleep Out 2015

As part of the End Youth Homelessness partnership, we held our second EYH Sleep Out in Southampton, in November 2015.

The event raised an astounding £16,500 to support our work with this particularly vulnerable group.

Homed – Sleeping Out for Youth Homelessness

Homed is a student-run society dedicated to educating people about homelessness; reducing stigma and increasing awareness, we also help connect students to local volunteering agencies. Lastly, we fundraise to help support local charities on their endeavour to give back to those in our community who have been pushed to the margins and need help.

One of those local charities is SSJ, we acknowledge their great work in Southampton and work to get our students involved as much as possible. Homelessness is a complex issue that requires attitude change and multifaceted efforts to prevent and treat it. Together, we can provide the required network of compassionate care and services.

At SSJ, we are lucky to receive support from lots of different groups and Homed is a student-led society at Southampton University, that has been involved with us for a couple of years. Last year, members of Homed came along to our End Youth Homelessness Sleep Out*, and we're grateful that some of them are returning to Sleep Out with us again, this year.

Homed member and participant last year, Lorna Green, told us:

For me, last year, gave me a tiny insight into what people experience every single night, I remember the feeling of the cold hard concrete beneath me the sounds of people coming back from a night out as I tried to go to sleep, I did this in the knowledge that the next night I would be warm and safe in my own bed.

I'm doing it again this year, as a challenge to raise awareness for homelessness and raise money as walking around I see so many people who, for so many complex reasons, their bed has become the pavement; this is just one way in which I hope to make a difference!



Finance annual review 2015-16

The Society reported a surplus for the year of £100,509 which represents only 1% of income for the year. This small surplus will be reinvested in supporting the Society in its objectives in the coming years.

Income and Expenditure

This surplus is in line with the Society's expectations and its desire to ensure that the vast majority of its income is spent on supporting vulnerable adults.

The total level of income fell for the first time in many years by almost 10% due largely to Local Authority cut backs in many of the Society's contracts. Rental income increased over the period as more properties were taken on but this couldn't offset the reduction in other areas.

The majority (38% up from 33% last year) of the Society's turnover is made up of rental income paid to the Society by tenants, often supported by Housing Benefit. The other very large sources of income to the Society are the Supporting People contracts and Drugs Support Service grants. These make up 26% and 23% of turnover respectively.

However, this turnover comes with significant costs such as employing staff, paying for the properties in which we provide our services, and providing an excellent maintenance service.

We therefore continue to be extremely grateful for the efforts made by individuals, groups, companies and trusts that provide us with significant additional funding as well as 'in kind' support.

Whilst income reduced by almost 10%, costs were cut back slightly more which shows how well the Society can manage its budgets with a tight control also kept on administration costs, which accounted for just 8% of the Society's expenditure.

The Future

The Society operates in specialist area of housing provision that does not fit well with the changes the Government has made to sector at large; Government policy in relation to specialist housing has been developing and changing dramatically over the past year as specialist providers warn of proposed cuts risking services. The Government has seemingly listened to the sector and further announcements due in the coming months but what this will mean for the Society is unknown. In the meantime tendering opportunities still arise and the Society has been successful in this area. It has also developed particularly good relationships in the north of Hampshire which should allow for the further development of new housing services as well as being successful in applying for lottery funding for a new project.

Therefore whilst there is unprecedented change in the housing sector as well as reduced funding for contracts, the Society is responding effectively and continues to operate on a sound financial basis.

Year End Accounts

Summarised Accounts for the year ended 31st March 2016

Summarised Statement of Financial Activities

	2015/16 £'000s	2014/15 £'000s
Incoming Resources		
Net Rents Receivable	2,817	2,650
Housing Related Support Grant	1,919	1,965
Substance Use Related Support Grants	1,686	2,050
Other Grants and Donations	625	1,055
Jamie's Computers	256	338
Total Incoming Resources	7,303	8,058
Resources Expended		
Service User Support, Sustenance and Outreach	6,615	7,395
Administration Costs	575	567
Interest (received) / paid	12	12
Transfer (from)/to Reserves--	-	-
Total Resources Expended	7,202	7,974
Resources Generated to Improve and Develop Services	101	84

Year End Accounts

Summarised Accounts for the year ended 31st March 2016

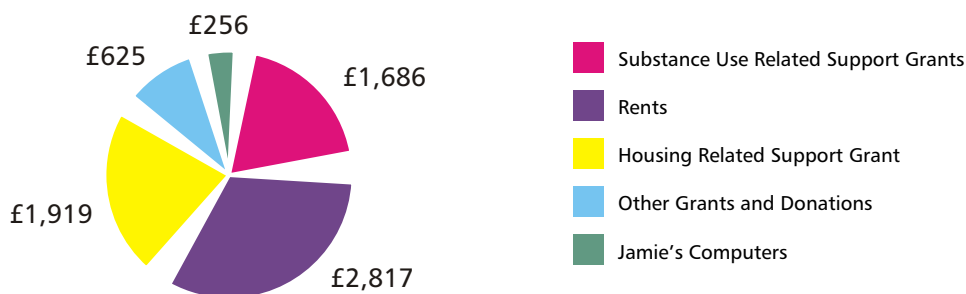
Summary Statement of Financial Position as at 31st March 2016

	2015/16 £'000s	2014/15 £'000s
Fixed Assets, Investments & Goodwill	3,674	3,780
	3,674	3,780
Current Assets		
Debtors and Cash	1,202	1,071
Less Creditors Due Within One Year	(838)	(896)
Net Current Assets	364	175
Creditors due After More Than One Year	1,243	1,256
Total Net Assets	2,795	2,699
Accumulated Capital and Reserve Funds	2,795	2,699
Total Capital and Reserves	2,795	2,699

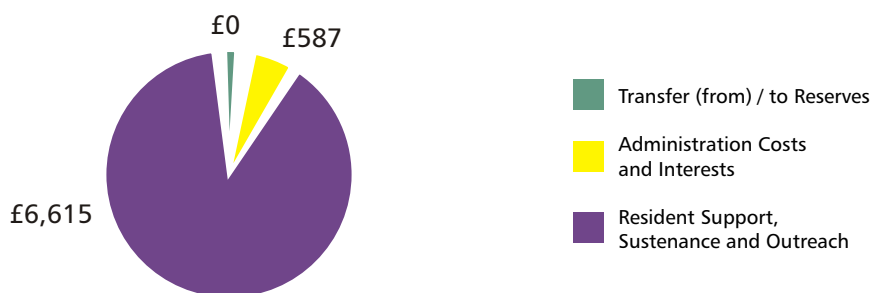
Year End Accounts

Summarised Accounts for the year ended 31st March 2016

How the Society is Funded £000's



How the Money is Spent £000's



Substance Misuse Awareness Day







125 Albert Road South, Southampton, SO14 3FR
t: 023 8063 4596 f: 023 8033 9026 www.ssj.org.uk
Registered Charity Number: 1043664 Housing Association Number: LH4337
A Company Limited by Guarantee and Registration in England No: 3009700

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st James >
believing in your future