

Our Story 2016-17



Trevor Pickup, Chief Executive

Hello!

Welcome to the 2016-17 IMPACT Report!

The Society of St James (SSJ) has had a vibrant and exciting year which is reflected in the various items in this report, showcasing our wide range of services.

If you have not heard about SSJ before, we are a registered charity and housing association, operating in Southampton, Portsmouth and across Hampshire, employing 250 people and operating with an annual budget of £8.5 million. Our aim is to provide housing, support, care and treatment to vulnerable people often with backgrounds of homelessness, mental health or substance misuse.



We are proud of the range of services we have developed, which are described in this report, each one working to help create opportunities and engender change for our service users through varied approaches.

This has been an exceptionally busy year with demand for services increasing as homelessness continue to rise and people's needs become more complex. This comes with added pressure from local authorities who are themselves under huge pressure to ensure their resources are being used effectively. Over the last 12 months we have opened a number of new services, including the Integrated Substance Misuse and Accommodation Service in Portsmouth and an emergency accommodation project in Aldershot. The Portsmouth contract is the single largest contract we have ever taken on and the scale and complexity of it is groundbreaking for SSJ. We have also successfully retained the management of a number of our long standing services in Southampton and have invested in new properties to increase opportunities for people to live with greater independence.

The country is in the middle of a huge housing crisis, which means that the most vulnerable people are least able to compete for somewhere to live. With the cuts to welfare spending, this picture is expected to deteriorate further. Going forward, the demand for our services is only likely to grow, in order to meet the needs in our communities.

David Scott, Chair of the Board of Trustees

Welcome!

It is a privilege to introduce this report which documents another remarkable year for SSJ.

We ended the year with more staff and a higher turnover than at any point in the Society's history and we extended the range of our services both geographically and in terms of pioneering new ways of working.

Figures can never tell the whole story. More than anything else SSJ stands for a quite remarkable commitment to people whose lives are often blighted by the misery of addiction and the attendant problems of poor health, homelessness and mental illness. Every time I am with our front line staff and volunteers I am inspired by their drive and belief that change for the better is possible.

Our staff will not give up on people, and many use their own experience of recovery to model the conviction that sustained change is possible. Some of the barriers people have to overcome are seemingly insurmountable but as we heard at our Staff Conference each of our teams take on these challenges often with extraordinary outcomes.

Nothing ever stands still with SSJ, nor should it! We are proud of our record of innovation and this year we responded at short notice to set up the Winter Beds Service in Portsmouth and started working with the local authority, the Army and the private sector to tackle homelessness in Aldershot. Our excellent reputation for providing effective services is the result of strong teamwork both at the front line and through our key central services which equip our teams with the infrastructure they need to flourish.

Thank you to all our staff, volunteers, managers and supporters and to all our partner agencies with whom we work closely to manage risk. I would like to express my appreciation also to our Trustees, themselves volunteers, who work tirelessly to ensure our governance is strong and effective. Finally, during the year we said goodbye to our former Chair Noel Cato who served SSJ with distinction for nine years, and Jon Diaper whose commitment as a Trustee was of great value to the Society. We wish them well as SSJ looks forward to another year of achievement and innovation.



Building Recovery Capital

At SSJ we are 100% committed to helping people experiencing homelessness build their confidence and resilience so that they can change their life circumstances for the better and all of the support we offer is focused on positive change.



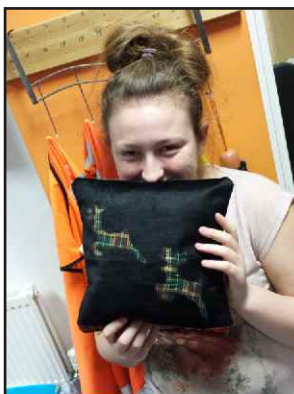
All Saints Young People's Service

Providing support to 22 young people aged 16-25, All Saints offers a warm and homely environment, with 24 hour staffing seven days per week.

18

young people successfully
moved into paid work

There is an extensive activity programme offering lots of opportunities for our young residents to learn new skills and socialise with one another.



Our Lifeskills Programme, which is an integral part of the support, enables all the young people to learn the essential lifeskills they will need, such as money management and budgeting, to help them sustain independent living in the future.

24

young people
engaged in training

52

moved into more
independent accommodation



In December 2016 the young people hosted a Christmas Fair at the hostel making all of the items they sold themselves, raising over £800, which in turn paid for a group of them to participate in an outdoor activities weekend in the New Forest in March 2017.



Building Recovery Capital

Social Enterprise

Recycle Bikes Project

Our Recycle Bikes Project is based at Jordan House and provides opportunities for our residents, from across our services, to volunteer and they can also now gain an accredited qualification in bike maintenance through our partnership with Totton College.



Jamie's Computers

Jamie's Computers continues to be a successful computer recycling venture dealing with hundreds of tonnes of IT equipment every year, some of which is refurbished and sold at low cost to local people, the rest recycled for other uses.

We also provide volunteering and training opportunities to people living in our services and to people undertaking community orders through the Probation Service.



Jordan House

We support 26 individuals at Jordan House to live as independently as possible in their own flat and manage their tenancy to help them prepare for move on into fully independent living.

We offer different meaningful activities every day and have supported people with very complex needs to achieve stability and improve their confidence and self-esteem.



Building Recovery Capital

Homeless Day Services, Portsmouth

In November 2016 SSJ took over the running of the Homeless Day Centre where people who are experiencing homelessness can access shower and laundry facilities, have breakfast and hot drinks and receive support from the staff team to access accommodation, either through the supported housing route or through private renting. The service sees between 35 and 45 people every day and we expect this to continue for the foreseeable future as the numbers of people facing homelessness continues to rise.

Locksway Road, Portsmouth

We provide 18 rooms in this service for people who have been homeless and need a helping hand to rebuild their skills and confidence to enable them to become more independent. We offer different activities every day for people to help them learn new skills, but also to remind themselves how rewarding some leisure activities can be, such as cooking together

Successes this year include:

Sean has managed to get full time employment at the Parade Tearooms where he is highly thought of by his employer and Sean really enjoys his work.

Employment throws up some problems such as having to pay all your rent addressing debt but Sean has tackled these problems with a responsible attitude and now has standing orders for his rent payments and his outstanding debts.

Conor moved to Portsmouth from a different area to try and deal with his mental health problems. He does struggle with social interaction but is working really hard to overcome this and pushes himself to attend football, go to the gym and go to work even though his anxieties are high and he isn't comfortable in the work environment.

Winter Beds Service, Portsmouth

From 9th December 2016 to 12th March 2017, SSJ provided an emergency Winter Beds Service on behalf of Portsmouth City Council. Working closely with the SSJ Outreach Team, local police and our Homeless Day Services we provided safe and warm accommodation for between 35-40 people every night, with 11 people being successfully housed!

41

people moved into
independent accommodation



Southampton Street

This 26 room hostel offers intensive support to people with complex needs and histories of homelessness and substance misuse. Every day brings a new challenge but also brings huge rewards when we see our service users benefiting from what is offered through the service. The most recent reward has come through the Big Issue.



@ Southampton Street

At the beginning of last year the Big Issue became homeless in Southampton and had nowhere to distribute the magazine from.



We agreed to be a distributor for the magazine selling to established sellers and signing up and badge new vendors in May 2016. We saw this as a way to help people help themselves and to encourage our own residents an alternative to begging. This has gone from strength to strength and has led to The Big Issue and Southampton

Football Club launching a unique partnership which will see a special Southampton FC edition of the magazine sold by vendors in the Hampshire region, and distributed as the official match-day programme at the club's first game of the season versus Swansea City on Saturday 12th August 2017. As part of this initiative, Big Issue vendors, in collaboration with The Big Issue Foundation, will also be provided with the opportunity to enroll in an eight-week employability programme, run by the Saints Foundation, which will equip them with job-ready skills and offer work placements across the club. Upon completion of the course, vendors will then be able to apply for long-term appointments with Southampton Football Club. Improving the lives of vulnerable adults and the poorest members of



society is at the core of both Saints Foundation and The Big Issue's missions – '**Turning Potential into Excellence**' and, of course, our own '**A Hand Up, Not A Hand Out**' mantra – and in coming together, we hope to create long-term job prospects for Big Issue vendors in the local area.



North Lane Lodge, Aldershot

North Lane Lodge is a short-term supported accommodation scheme designed to reduce barriers that prevent people who are street homeless from accessing accommodation. We aim to give vulnerable people who have been street homeless a period of stability coupled with a structured intervention programme to help them improve their daily living skills and address their substance misuse so that they can once again enjoy successful independent living.

We believe that once people's basic needs have been met they are then in a position where they can start to think about other possible changes they would like to make in their life. Every day there is an activity or a workshop for the residents to take part in and they are encouraged to help one another and enjoy trying new things.

Jonathan's Story

Jonathon came to North Lane Lodge after his relationship broke down and was left with a house he couldn't afford. He moved to a shared house but things spiraled downwards and he was evicted due to his substance misuse. He spent some time sofa surfing before becoming street homeless for almost a year before coming to North Lane Lodge.

Jonathan finds socialising difficult so was really pleased to build good friendships with the other residents, which helped him focus on his recovery and achieving his aim of getting back into work. He has participated in all the activities provided at the Lodge and has really benefited from the acupuncture therapy offered.

He got a job and started working 11 hours per week with the aim of increasing his hours. Starting work was difficult due to his diabetes and the early mornings so he has worked on his routine to gain structure and manages this daily.

By accessing the local substance misuse service he managed to significantly reduce his drinking, and he has made such an impression on his employer he is now a permanent member of staff and is frequently being offered overtime. Jonathon is now planning his move back into a council property. Jonathon says his time at the Lodge has been "helpful in getting a bit of distance from the lifestyle I was once so used to and given me a stepping stone back to normality."



Recovery in the Community

At SSJ we provide community-based support services to help people take positive action towards their recovery whilst still living in their own homes.

SMST (Substance Misuse Support Team), Southampton

Connie's Story

Connie was referred to SMST in October 2016 after being arrested for the first time. She said that she had an anger issue that she needed to control as when in drink she had 'blanked out', 'saw red', and assaulted a female that she had a long standing issue with.

Connie and her support worker agreed an action plan with a focus on positive interventions that would help her learn to better manage her emotions, make better decisions, improve her financial management skills and work through a plan to drink more safely.

At her final appointment with SMST Connie announced that she had achieved all the goals she had

set herself and more! She said that "SMST has given me good tips to assist me with my anger management" adding that she benefitted most from "one to one support where together we worked out a plan to reduce the risk of me re-offending, using friends to support me". Connie also attended the drug and alcohol workshop and on completion stated that she did not know as much about alcohol as she thought she did.

Connie scored 30/30 for satisfaction with our service and we are very proud to have been able to help Connie find her way again.



Andrew's Story



When Andrew first came to SMST he was very low in mood and lacking any hope that change was possible. During his time with SMST he engaged with the workshops but due to his anxiety found the one to one support more effective. He was supported to think more positively and practice mindfulness. By the time he left the service he was happier and more confident and able to play a more supportive role within his family and he was able to take his two daughters out for the day to celebrate one of their birthdays. Andy says *"I have gained hope and the knowledge that I am able to achieve positive change in my life."*

Community Day Rehab, Portsmouth

SSJ has been running the Community Day Rehab in Portsmouth for over five years and in November 2016 this service became part of our new Integrated Substance Misuse and Housing Recovery Service that we deliver on behalf of Portsmouth City Council. People are supported to engage and maintain their recovery within their own community, which we believe is a more effective approach than residential rehab and already many vulnerable people are benefiting from this exciting approach of bringing different support services together to help achieve the best possible outcomes for vulnerable people.

Leon's Story

"I have a history of substance misuse that spans from the age of 13 to 42 (29 years in total, I'm 44 now), which includes cocaine, heroin, ecstasy, LSD, amphetamines and alcohol. I first experienced severe panic attacks at the age of 26 and it would take me over a decade to realise they were linked to physical addiction. I also suffered heavily from stress and episodes of depression, and when my father died four years ago my drinking increased to over 300 units a week and I became very ill.

I underwent a detox and joined the Day Rehab feeling very scared and unsure. I needn't have worried the staff were incredibly warm, sensitive and patient, which helped me to build trust and engage and begin focusing on my recovery. After the first few weeks I began to realise how close to death I had been and resolved to make every

second at the day rehab count. I had a go at everything on offer and encouraged my peers as much as I could it was exhausting!

Halfway through my programme I began to understand the ACT model, which is taught very well at the Day Rehab. I never really gelled with other therapies, but for me, ACT made sense – it was practical. I gained confidence and a greater understanding about myself and how to live my life well. I now have a set of effective tools that help me deal with any obstacles that come my way. I have been abstinent for over 22 months, I quit smoking 2 months ago and I've lost over 35lbs in weight and am able to live a positive life because I believe in me now.

After graduating from the Day Rehab I returned as a volunteer, partly to help others experiencing the same problems as me but also to keep myself in a safe

environment. I volunteered for over a year, during which time I set up an art group and gained experience of co-facilitating groups. I am now a relief worker for SSJ and divide my time between CDR, the Recovery Hub and shifts at the various housing services in the city."



The Recovery Hub, Portsmouth

Another element of the Integrated Substance Misuse and Housing Recovery Service is the Recovery Hub.

Alan's Story

Alan was on a Methadone prescription for over 10 years, had been drinking alcohol excessively for many years and was also homeless.

16

successful community
alcohol detoxes

Alan's journey has been a long one with many ups and downs along the way but his Recovery Worker continued to discuss the possibility of change and the health improvements, both physical and mental, that he would benefit from by reducing his alcohol, consumption and not being on a long term prescription.

67

community clients
successfully completing
community rehab

After talking about this for many months, Alan started to address his alcohol use, reducing down to occasional use, and then began to reduce his Methadone very slowly. In February 2017, Alan was offered a local authority flat, by which time he had managed to reduce himself to 60mls of Methadone and had made the decision that he wanted to be free of all substances. Alan continues to engage with his plan and continues to live happily in his new flat.

183

successful completions of
structured intervention course

Anonymous:

A woman came to the service seeking support with her alcohol use. At the time she was staying in unsuitable accommodation and sleeping on someone's sofa. Her recovery worker completed a comprehensive assessment of her needs and worked with her to establish what was most important

700

people engaged with
the Recovery Hub

to her. The client identified that she wanted to stop drinking and had strong support from a family member. Together with the client and her family, the recovery worker established a safe reduction plan and she was able to cut down from a bottle of vodka per day to being alcohol-free. She participated in ACT groups delivered by the Recovery Hub, where she felt supported by others people on similar journeys. Good joint working between the Recovery Hub and Housing Options meant that the client was supported with a plan to move into sheltered accommodation to support her with her poor mobility, where she now lives happily and remains engaged with her recovery.

80

people accessed the Day Rehab

Recovery in the Community

Saints 4 Sport

Saints4Sport is a sport, education and employment programme run in partnership with Southampton Football Club's charitable arm, The Saints Foundation. This hugely successful and popular programme offers a wide array of activities and services including Box-Fit, Kickboxing, Football, Golf, Tai Chi, Cycling and a multitude of NVQ courses and employment opportunities.

In total the service offers 20 activities with approximately 200 people attending each week. These activities help support addiction recovery and treatment, reduce crime rate and improve the mental wellbeing of people experiencing homelessness.



The programme has been instrumental in helping people with very complex histories to make huge changes to their lives. We believe that sport enables people to develop their social skills, increase their fitness levels, and gives them positive endorphins that can replace the 'rush' they may have experienced through their substance use. The programme also develops leadership and communication skills, encourages teamwork, increases social networks, increases confidence and self-esteem and challenges social prejudices.

Matt's Story

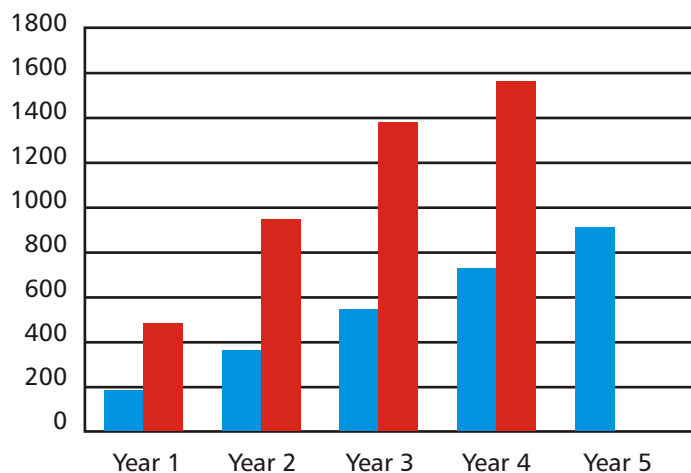
Matt has always cycled. Throughout his youth he used to get on his road bike and to go on long and fast rides around Hampshire and Buckinghamshire. However, unlike most people he wasn't cycling simply for sport or for enjoyment – he felt that he needed to 'punish' himself after going on a drinking binge. Matt struggled with alcoholism and addiction for years, and would



have drinking sessions that lasted for several days, which would only be broken up by going out on his bike. Matt says, 'I wouldn't call it an exaggeration to say that cycling has saved my life. It provided me with a sort of focus to stop and get out on the road instead.'

Although Matt had cycling as a positive focus, he was still trapped in vicious cycle of drinking and drug abuse, which also affected his ability to be physically active. He heard that a cycling group was being set up by the Saints4Sport programme. Matt has become an important team member and helper with the rides. Through Cycling UK, he has obtained training as a mountain bike leader and as a First-aider. He now plots routes for the group to ride, helps to set up the bikes and the trailers, and helps to lead the rides.

KPI 1: Number of People That Access the Project and Regularly Take Part in Sport

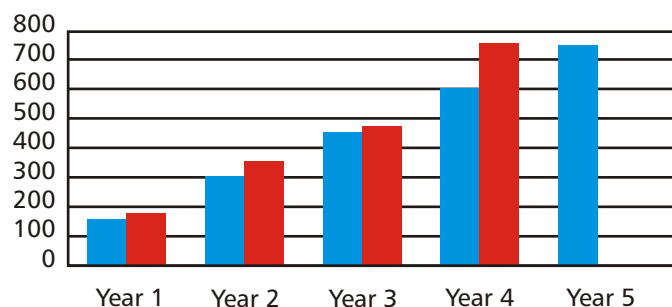


84.75%

of current clients
still positively engaged

■ Target Total of people attending
■ Actual accumulative number of people attending

KPI 2: The Number of People Reporting Decreased Drug and Alcohol Misuse or Maintaining Abstinence

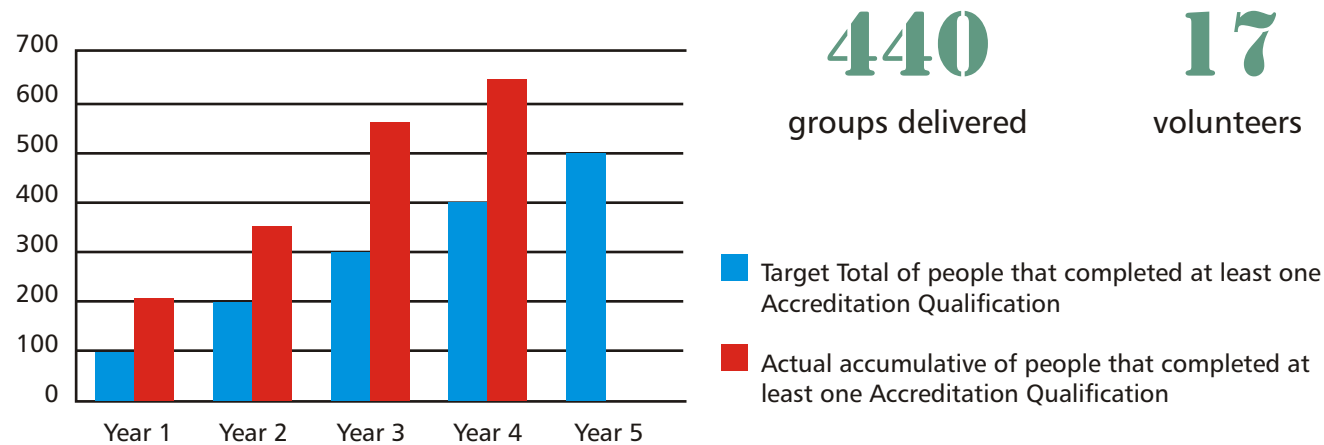


83

successful
completions

■ Target Total of people reporting decreased drug and alcohol misuse or maintaining abstinence
■ Actual accumulative of people reporting decreased drug and alcohol misuse or maintaining abstinence

KPI 3: The Number of People That Complete At Least One Accreditation Qualification



Refit

Based in Portsmouth, this activity programme is delivered in partnership with Pompey in the Community, which is Portsmouth Football Club’s charity. Refit offers a huge choice of activities that help people experiencing homelessness, substance misuse problems and social exclusion to improve their mental wellbeing, learn new skills and build new and positive social networks. Activities include archery, boxing, cycling, canoeing, climbing, golf, table tennis and chess, along with many others. Through Refit’s ‘Redeploy Project’ people are also able to undertake NVQ courses in Health & Social Care up to Level 3.



Rochelle's Story

Rochelle had a strict family upbringing. She liked school but felt she wasn't very academic and felt trapped at home. Through studying Performing Arts at college she was able to mix with other students and with this came access to drinking and smoking weed, which then escalated to her taking pills and cocaine. At 18 her first serious relationship was with a drug dealer and she soon progressed onto crack cocaine and heroin. The relationship became abusive and by the time she was 20 she had left university, he was in prison and Rochelle's life was spiralling downwards.

She was evicted from her flat and when her boyfriend was released from prison she ended up living in squats and cars with him, committing crimes to fund their habit. Rochelle eventually ended up with a six month custodial sentence. In 2014 Rochelle entered a treatment centre and came into contact with Refit. Accessing the programme was instrumental in helping her get her life back on track and she is now working at the Recovery Hub doing pre-assessments for new clients and she continues to help run groups and gives talks to young people in schools about the dangers of alcohol and drugs.



1550

people attended
sports sessions

620

people took
nvq courses

52

people enrolled on
premier inn work
programme with 11
gaining employment

29

people attended
43 nvq sessions

153

people have attended
444 sports sessions

16

people have
become volunteers.

115

people have
remained abstinent

Recovery Housing

Our supported housing services in Portsmouth that we have been running for over five years also became a part of the Integrated Recovery Service in 2016.

Working to a new model of housing provision where people are supported to live where it is most beneficial for them and receive the support they need, rather than living in a property that has a specific label such as 'clean and dry' or intensive'. This approach is really helping people to feel secure in their accommodation, which in turn promotes better engagement and better outcomes.

Lifeskills are a key part of the support provided and everyone living in the recovery houses is encouraged to take part in the lifeskills programme to develop and learn new skills. Cookery is always very popular along with arts and crafts.

Jim's Story

Jim moved into Foster Road in August 2015 after separating from his partner. Jim suffered from an extreme depressive episode and intentionally overdosed on both illegal and prescription medication on several occasions. His addictions left him with rent arrears and convictions for shop-lifting and Jim remembers feeling hopeless and unsure of how to move forward with his life.

After some intensive work by the staff at Foster Road, Jim started to engage in a recovery plan. He started a substitute opiate prescription with the Recovery Hub and engaged with the 12 week Community Day Rehab programme. With this support, Jim started to address his obsessive compulsions, his substance misuse and his emotional health.

When he looks back at what he has achieved, Jim cannot believe he used to be the person who first moved into supported accommodation. He has cleared his rent arrears, is now free of substances, and has started writing birthday and Christmas cards to his daughter. Although Jim still has some physical health issues, he remembers a time when he would 'bury his head in the sand' and ignore them. Now he engages with his GP surgery and has recently started with a smoking cessation clinic.

Recently Jim was accepted for a Direct Nomination to a Council property and is looking forward to having a permanent home.



Specialist Support Services

Supported Alcohol Accommodation, Southampton

SSJ has been running this service for many years, and was once again successful in retaining the service following the recent retendering of the supported housing services by Southampton City Council. We work with 24 people in four different properties, one of which is alcohol free for people to move to when they have achieved their goal of becoming alcohol free. We help people to reduce their alcohol consumption over an agreed period of time and help them learn to better manage their money. We provide a range of lifeskills activities all aimed at helping people return to successful independent living again in the future.

Michael's Story

Michael was arrested in 2015 and ended up staying with a friend when he was on bail, but after two months this arrangement ended and he found himself street homeless. Through the Day Centre he managed to secure accommodation in one of SSJ's shared houses but then had a spell in prison. When he came out he found that he couldn't handle being around people who were still using substances so his Probation Officer referred him to the alcohol service. He moved into the alcohol free house and did well for a long time but then started drinking again. We were able to move him back to another one of the alcohol accommodation houses and support him to address his alcohol use again. He managed this in a few months and has now moved on from the service into his own flat, where he continues to stay alcohol free and is enjoying his new life.



18

people have been involved with positive activities

3

people have gained employment

17

people moved into independent living



Dual Diagnosis Service, Portsmouth

We support six people with complex needs relating to both their mental health and substance misuse, focusing on helping them to better manage their mental health and engage with support to reduce their substance use. We encourage service users to do at least one positive activity every day and take part in the lifeskills sessions – cooking is very popular – and one resident even decorated their own bedroom, which really helped his sense of wellbeing and achievement!

88%

of all service users
supported to participate
in positive activities

One service user, who wished to remain anonymous agreed we could share his journey

He has lived in the service for quite some time and since he's been here has been struggling with a long-term abusive relationship, which has been detrimental to his mental health and resulted in an increase in his substance use. He had virtually stopped in engaging with mental health, recovery and the service. Staff raised concerns about the decline of his mental and physical health but he had little self-regard and would spend an increasing amount of time away from the service, coming very close to losing his accommodation.

All agencies involved with him tried various interventions which had varying short-term results however he continued to return to his previous behaviour. Earlier this he hit a real low point in his life, but through a combination of consistent and non-judgemental interaction from staff has managed to pull through this and has re-engaged with staff at the service, mental health and recovery support. He is now actively addressing his issues and is now working actively towards moving on to more independent accommodation.

86%

successful moves
into independent living



Specialist Interventions

St James Care

This is our specialist care home where we provide specialist residential care for 16 vulnerable people with enduring mental health problems and long-term alcohol dependency. Many of our residents want to continue to drink and this unique environment enables them to do so in a safe, managed way that prevents anyone drinking to dangerous levels. The impact of this approach has significantly improved the quality of life for many of our residents and has helped improve their physical health and mental wellbeing, which in turn enables them to take part in the wide range of activities offered daily.

We are extremely proud that St James Care won the Southampton Dignity Champions Award in October 2016, after being nominated by the Safeguarding in Providers Team from the city council! We believe that every person, no matter what their circumstances, is entitled to be treated with dignity and respect and this award is a tribute to the dedication of our staff team who work extremely hard to ensure that all of the residents are able to live their life with dignity.



HP+ Handyperson Service

We provide this service in Southampton to people over the age of 60 living in their own privately owned or rented accommodation and to vulnerable families with children under the age of five living in the property. Commissioned by Southampton Council we have been delivering this service for over six years and have helped many people deal with the type of small general maintenance and repair issues, including fixing leaking taps and cisterns, changing light bulbs and mending locks.

We also support the hospital discharge team to speed up discharge from hospital for vulnerable older people by installing grab rails and other minor adaptations to enable them to return home.



Specialist Interventions

Hampshire Integrated Offender Management (HIOM)

We have three shared houses where we support people involved with the criminal justice system as a result of their substance use. The main focus of this hugely successful service is helping people engage fully with their recovery from their addictions and avoid re-offending when they leave prison.

With a requirement to participate in at least one positive activity every day and to share the responsibility for keeping the houses clean and tidy, people are able to find a new focus in their lives and move back into successful, independent living.

Success Stories (names withheld to protect identity)

K has had a long-term issue with illicit substances and spent his life regularly offending and surrounding himself with negative associates. He was also homeless and spent a long time sofa surfing. Between 1982 and 2015 he was convicted of 51 theft offences to fund his addiction however since arriving at the HIOM house in Gosport in April 2016 he has committed no offences and has used the house as a positive step in his recovery.

He states that there was nothing positive about his life before he came to the house and felt that he was caught in a rut, which he couldn't get out of but was just trying to survive. He regularly attends the About Turn Project, which supports people with substance misuse problems and histories of offending, and he also volunteers with the Bridge2Volunteering programme where he has used his lived experience to help others make positive changes to their lives.

"I have been given an opportunity to change my life for the better through this service, and I am looking forward to my future!"

26 OF 37

people moved on into independent living; 51% of service users engaged in volunteering and 22% moved into employment, against a target of 13% set by the county.



Specialist Interventions

H was subject to various community orders and conditional discharges including a custodial with offences ranging from theft, burglary, public orders, drug offences and firearms spanning from 1980-2015. He was residing in temporary accommodation and when his time there expired he faced homelessness. This increased the risk of H reoffending and it was agreed with Probation that he would benefit from the structure and support of the HIOM House in Portsmouth.

He has been living in the house since August 2016 and has engaged in a variety of activities and groups including acupuncture, fellowship meetings (now a committee member), and has remained engaged with the Recovery Hub to address his substance use.

"My life before wasn't good... I still had that criminal mind-set and bad behaviours that came with it! Not trusting, dishonesty and not open minded. I just needed to use and not feel. I now have a really good support network, I

R was serving an eight week prison sentence for assaulting a PC before he came to the HIOM house in Southampton. Prior to this sentence he had been living on the streets of Winchester for around two years, going in and out of prison for short spells on a regular basis. While homeless he used anything drug wise he could get hold of to help him cope with living on the streets and was looking for a way out but couldn't seem to see a future for himself.

He had known about the HIOM service but didn't really consider it as an option until he had been banned from every homeless hostel in Winchester and had no other option. He had already been identified as vulnerable on the streets and 'unlikely to get through another winter on the streets'. R engaged really positively when he moved in and really took to the Substance Misuse Groups run by SSJ at New Road and very quickly became an active participant in the Relapse Prevention, Access and Smart Groups. He has also engaged with Saints4Sports and has taken part in their workplace programme.

"before coming to the house my life was disastrous, but now I feel I have something good to look forward to."



Specialist Interventions

Housing Management

As a registered Housing Association SSJ has its own generic housing stock, both owned outright and leased from other housing associations.

We not only manage the upkeep of the properties, we also provide what we call our 'Housing Management Plus Service' and this ensures that our residents are safeguarded from external factors that can threaten their safety and wellbeing. Our Housing Management Team works very closely with other agencies to ensure that our residents receive the support appropriate to their needs and help them remain in their accommodation.

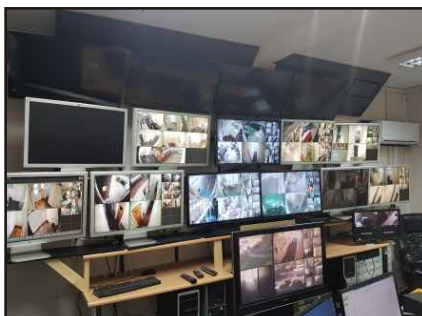
The team currently manages 328 bed spaces across Hampshire in shared houses, blocks of flats and hostels.



Operational Security Team (OST)

Our OST provides not only an invaluable security and emergency response service to all SSJ properties, along with properties owned by Two Saints, Stonham and Fledge, the team also provides a great deal of additional emotional and wellbeing support to our residents outside of the normal working hours for our services.

Visiting services across the county throughout the night and over weekends gives the vulnerable people in our services a sense of safety and wellbeing, knowing that they can call for assistance at any time. The team also monitors CCTV systems in over 40 properties from their base in Southampton and this has ensured that action has been taken very quickly in situations that could have resulted in serious consequences for the buildings and individuals, such as fires and overdoses.



"The team are amazing and their response to each and every individual crisis is based on 'How can we help?' approach. We wouldn't be without them!"

Volunteers & Fundraising

In the last year members of the public and students have volunteered over 1200 hours to support our housing services, head office functions and fundraising events! We have also benefited from 7,752 volunteering hours through our Bridge2Volunteering Service.

We are immensely grateful to all the individuals and companies that have supported our work in the last year with a wide range of activities from decorating and gardening projects to helping us distribute over 850 shoe boxes we received through our Christmas Shoe Box Appeal in December 2016.

We thank the amazing team of runners who raised £13,000 for SSJ through their participation in the ABP Marathon event in

Southampton in April 2016, the generous members of the public who donated nearly £15,000 to our Christmas Appeal in December 2016, enabling us to provide much needed support to vulnerable people and to everyone who took part in our annual Sleep Out at St Mary's Church in Southampton in November 2016 which raised nearly £17,000! A special thanks to the Southampton Sikh Seva, Pizza Hut and McDonalds for providing food for the sleep out and to St Mary's Church for allowing us to use their lovely facilities.

some amazing challenges, including a 24 hour non-stop sports marathon, a walk across the Isle of Wight and a cycle ride to Paris! The final event was a fantastic gala dinner at the Ageus Bowl with a charity auction!

The total raised was £70,000, which was divided between SSJ and the Lahna Appeal based at Southampton General Hospital. We have used our £35,000 to purchase a five bedroom property, offering long-term move on accommodation to people ready to leave our supported housing!

We can't thank them enough for their amazing efforts and we hope that they continue to go from strength to strength as a business!



A really huge thanks goes to Portmore Insurance Company, a local company that chose SSJ as one of two charities they wanted to support to celebrate their 10th Anniversary in business. The team at Portmore, led by company directors, Graham Jacobs and Paul Chapman, undertook

30

people engaged with
volunteering every week

Specialist Financial Review 2016-17

SSJ reported a surplus for the year of £123,823 which represents just over 1% of income for the year. This small surplus will be reinvested in supporting SSJ in its objectives in the coming years.

Income and Expenditure

This surplus is in line with our expectations and desire to ensure that the vast majority of our income is spent on supporting vulnerable people. The total level of income increased to the highest amount ever has recorded in a year, largely due to the success in winning a large support contract in Portsmouth during the year. Most other sources of income have remained stable or fallen slightly as contract values are held at the same value or even negotiated lower by the Local Authorities.

The breakdown of income is fairly evenly split between rental income from properties, housing support contracts and support contracts for people with a background of substance misuse. Approximately 10% of SSJ's income is derived other grants including the National

Lottery, sales at Jamie's Computers and donations and appeals.

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.**

As income increased, so did costs, although not by the same percentage which shows how well SSJ can manage its budgets with a tight control also kept on administration costs, which accounted for just over 7% of the expenditure.

The Future

We are operating in a 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 but further announcements have been delayed time and again and we have had to reduce our core rent for the first time during the year having been exempt from this reduction in the previous financial year. In the meantime tendering opportunities still arise and we continue to be successful in this area, notably in Portsmouth.

Whilst there is unprecedented change in the housing sector as well as reduced funding for contracts, we are responding effectively and continue to operate on a sound financial basis.

Year End Accounts

Summarised Accounts for the year ended 31st March 2017

Summarised Statement of Financial Activities

	2016/17 £'000s	2015/16 £'000s
Incoming Resources		
Net Rents Receivable	3,091	2,817
Supporting People Grant	1,854	1,919
Drugs Related Support Services	2,616	1,686
Other Grants and Donations	576	625
Jamie's Computer Club	240	256
 Total Incoming Resources	 8,377	 7,303
 Resources Expended		
Resident Support, Sustenance and Outreach	7,706	6,615
Administration Costs	558	575
Interest (received) / paid	10	12
 Total Resources Expended	 8,274	 7,202
 Resources Generated to Improve and Develop Services	 103	 101

Year End Accounts

Summarised Accounts for the year ended 31st March 2017

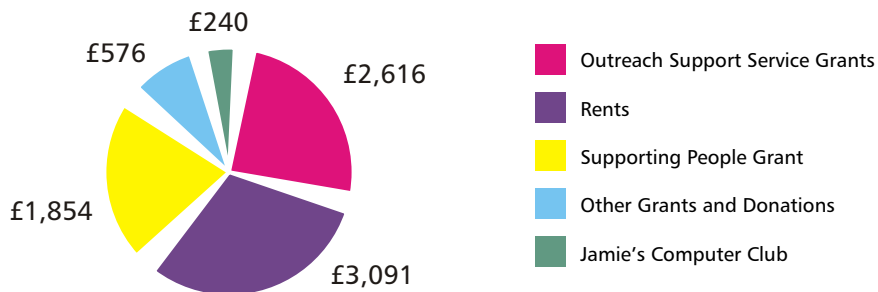
Summary Statement of Financial Position as at 31st March 2017

	2016/17 £'000s	2015/16 £'000s
Fixed Assets, Investments & Goodwill	3,765	3,674
	3,765	3,674
Current Assets		
Debtors and Cash	1,750	1,202
Less Creditors Due Within One Year	(1,283)	(838)
Net Current Assets	467	364
 Creditors due After More Than One Year	 1,313	 1,243
Total Net Assets	2,919	2,795
Accumulated Capital and Reserve Funds	2,919	2,795
Total Capital and Reserves	2,919	2,795

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



