

Our Story 2017-18



David Scott, Chair of the Board

Celebrating SSJ!

Welcome to the 2017-18 IMPACT Report!

It is a privilege to chair an organisation as vibrant, determined and innovative as SSJ. The tougher the environment and the more daunting the individual and collective challenges we face, the more likely it appears our staff will find principled, sustainable and practical ways forward.

Some of these challenges were the very reason for SSJ's inception over 45 years ago, for example the interwoven factors of homelessness, alcohol and substance misuse and social isolation often linked to poor health and unemployment. Although these are enduring problems many have a new and even more sinister edge, such as the effect on behaviour of synthetic substances like 'Spice', the exploitation of vulnerable people by drug dealers finding new 'markets' and the scourge of people trafficking and abuse.

When I worked in and around Westminster I noted wryly that although politicians of all persuasions frequently invoke the importance of teamwork and pulling together, such virtues were by contrast not much in evidence in practice. By contrast, within SSJ, effective teamwork is part of our lifeblood. This is evident at local level where our vital services are provided and in their relationship with our crucial central services.

Over the past twelve months SSJ has continued to innovate through areas like the Cafe in the Park at Portsmouth and many of our teams have remodelled the ways they deliver their services to improve prospects for users and to ensure working environments are safe. At Board level we are striving to ensure that our focus on staff, strategy, performance, financial planning and scrutiny supports SSJ in every aspect of its work and contributes to a strong future.

Thank you to everyone involved for your hard work and support in 2017-18: service users, our staff and volunteers, trustees, our patron, supporters and local agencies with whom we work in partnership.



Overview of the year

Over the last year the levels of rough sleeping have visibly increased in our towns and cities, often impacting on local communities. Behind this fact are numerous stories of individuals who have complex histories, and who are often already known to Social Services, Probation and the Police, as well as organisations like ours.

The striking fact has been the speed at which rough sleeping has increased, which we believe is linked to the general housing crisis, the problems created by changes to the Benefits system and landlord's concerns about getting their rent and the wider cuts to public services.

When vulnerable people have a crisis, such as a delay in their benefit payments, they may need support. If the support that they have previously been able to access, such as mental health support or other community support no longer exists because services have been cut, the crisis is more likely to escalate and homelessness will be the outcome for many.

Here at SSJ we cannot resolve all of these issues, but over the last year we have been successful in securing grants from Homes England that has enabled us to buy more houses and flats, in Southampton, Portsmouth and Aldershot, in which we are now housing people who had found themselves homeless. Rough sleeping can be reduced if we have more housing, and our aim is to continue increasing our housing stock so that more people can access a safe and secure home.



As the Chief Executive I remain extremely proud of the dedication and commitment shown by our inspiring staff teams who continue to provide excellent services that support the most vulnerable people in our community. Over the year I have heard some great success stories, some of which are included in this report. I have also heard some tragic stories, but even with these, I remain proud that SSJ is working so proactively with very difficult issues, and continues to create great opportunities for people to engage with change start on their new journey, whatever that might mean for them.

My thanks also goes to our Board of Trustees, who as volunteers take on a significant responsibility, steering the strategic direction of the organisation, ensuring the Society is delivering its mission.

Jordan House Lifeskills Service

Jordan House is a gem amongst our homelessness provision! Here we house 26 people in self-contained flats who have experienced homelessness and many of the other complex issues associated with this. With our support they get the chance to practice and develop the essential skills required to manage their own accommodation with staff on hand to support them, before they take the next step in their lives and move back into independent living.

Our creative and energetic staff team work closely with the residents to help them build the resources they need to achieve their ambitions. Being able to participate in meaningful activities is a key factor in helping people build their confidence and improve their skills. We take the time to get to know and build trust with people like Dave for example:

"Darren spent his childhood in social care and foster homes. He has been in and out of homelessness services, and has found engaging with change very difficult, resulting in him sometimes being verbally aggressive. He spent 5 months on the street, begging, without any access to benefits and until 2016 he had been living with an undiagnosed learning disability, almost certainly the cause of past behaviour. Darren is now 31 years old and now, thanks to his own determination and the support of SSJ, he is moving ever close to being able to live independently."

74%

of clients report improved self-confidence; 100% of clients leaving went into their own accommodation



Southampton Street Homeless Service

At SSJ we believe that everyone can succeed in life, but we recognise that success is different for each person. At Southampton Street we work with people to help them identify for themselves what they want to do to make their lives better.

Southampton Street provides a temporary home for 26 people, all of whom have complex needs and histories of homelessness and substance misuse. During the past year 60 new individuals have accessed the service, with an average stay of six months.

Lindy's story:

Lindy was 24 when she came to Southampton Street. Lindy has ADHD and suffers from anxiety and depression, and there is concern that she may also have been suffering from Asperger's Syndrome for many years. Lindy presents as very much younger than her years, and she is extremely vulnerable to abuse and exploitation, and has been battling with her Heroin use over the last year.

Lindy is also a mother – she has two young children but lost custody of her children in October 2016 after her mental health deteriorated because she was being exploited and she became homeless. Lindy is making progress with the support of staff at Southampton Street and is now able to visit her children again, who currently live with their father at his parents' home.

67%

of clients reported positive
changes in their lives



Supported Alcohol Accommodation Service

The team at our supported alcohol accommodation have supported 46 new clients during 2017/18. The people we support here have all experienced significant problems from their alcohol use including homelessness and relationship breakdown.

We help them to reduce their alcohol consumption over an agreed period of time and to learn to better manage their money. We provide a range of life skills activities all aimed at helping people return to successful independent living again in the future.

Simon's story:

Simon had been living independently but due to his increasing self-neglect due resulting from his alcohol use, and being financially exploited by other people living at the address, he was unable to sustain his tenancy.

He agreed that help with managing his money and alcohol consumption was what he wanted. We supported him to see a GP who referred him to a specialist to investigate his memory problems and he was diagnosed with early onset Korsakoff's Dementia. The support we provided to help him manage his alcohol consumption, combined with his medication, has seen a big improvement in his memory function.

With the support of his sister, he started to re-build relationships with other family members and was once again able to participate in more meaningful activities, including painting and playing the guitar. Simon now lives in an over 55's sheltered accommodation service where he continues to live independently. Simon says he feels privileged to have been given a second chance and owes his life to the support he got from SSJ.



James wanted to give back something to SSJ to say thanks for the help he received, so he completed the ABP Marathon 10K event, raising over £200 for SSJ!



St James Care

83%

of clients participated
in a community activity

77%

reported improvements
in their lifeskills

CQC Rating - GOOD

At St James Care, our residential care home, we provide specialist residential care for 16 vulnerable older people with enduring mental health problems and long-term alcohol dependency. During 2017/18 we had 27 residents, with some being repeat visitors returning for a further period of respite. 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 and mental health.

Jim's story:

Jim had been living in supported housing in Andover and was referred to St James Care in July 2017. He was being exploited, was unable stand or walk unaided and could not cope with the rigours of everyday living such as managing his money, and he was drinking two litres of vodka each day.

The team at St James Care helped him to reduce his alcohol use and within six weeks he had managed to regain the use of his legs, was walking with a frame, and eventually unaided. The team helped Jim to re-gain his confidence and self-esteem, take his medication, and re-gain some independence – he even accesses the local library a few times a week on his own. A visit at Christmas from his sister and mum was extremely emotional and they couldn't believe how much improved he was!



84%

of clients reported improved
levels of self-worth

85%

of clients report improved skills and confidence

Recovery Housing

Our Recovery Housing provides the perfect opportunity for people who have a variety of needs around their substance use, alcohol use and mental health to have a safe place to live while they consider the different options available to them that will help them engage with the changes they want to achieve in their lives. We help over 100 people every year to access appropriate treatment, through the Community Day Rehab or a residential placement, meaningful activities and work experience opportunities.

David's story:

David is 60 years of age and came to SSJ in 2016 after the breakdown of his marriage and his increasing substance misuse. He moved into Foster Road and was supported to access a wide range of activities, sort his benefits out, address his debt problem and improve his daily living skills. David says "I have really benefited from the one to one support and have learned some priceless lessons for my life.

I have gained confidence and motivation again and my social life is improving. My physical and mental health has substantially improved, and I now live in my own flat, and have even got my hair cut and new glasses! I feel like a valued human being again with something to offer and am looking forward to my future".



Homelessness Accommodation Service

Our homelessness service in Portsmouth provides a temporary home to 18 people who have become homeless for one reason or another and are seeking support to get back on their feet and move on with their lives in a positive way.

We offer a wide range of activities and workshops, many of which are run by the people living in the service. Creative activities, cooking workshops and educational sessions aimed at improving people's reading and writing skills are very popular.

16

people have moved back into successful independent living

All Saints Young People's Service

All Saints provides a safe and welcoming, temporary home for 22 young people aged between 16-25, where the focus is preparing them to live more independently when they leave. Developing their lifeskills is a major part of the programme of support as many of the young people who come here have never lived by themselves before.

During 2017-18 we supported 45 young people and provided them with a range of exciting and interesting activities that developed their confidence, improved their self-esteem and, most importantly, enabled them to enjoy the type of fun activities that homeless young people often miss out on.

This year we have also been able to help young people to qualify for a CSCS card, which will open up employment opportunities within the construction industry. Our young residents are encouraged to participate in the day to day running of the services and this year they have been involved in reviewing the guest rules and creating a staff picture board.

Geoff's story:

Geoff found himself street homeless at the age of 18 and due to his learning difficulties he was very vulnerable and at risk of exploitation by others. When he first came to All Saints he had almost no life skills, his personal hygiene skills were poor, and he was unable to budget and would spend his money the day he got it on alcohol.

Staff supported him for a year to learn and develop his lifeskills, supported him to address his hygiene issues and to better manage his alcohol use. After 13 months at All Saints he was confident enough to move into a room in a shared house. We continued to support him for a few months after he moved out to ensure that he settled in well and was in receipt of the right benefits.

Geoff often returns to All Saints to see staff and let them know that he is still doing well in his new home, where he has lived for six months now.

All Saints is also home to our new Children in Need funded '**Prepare4Life Project**', aimed at young people not in education or employment, homeless or at risk of homelessness. 35 young people have benefited from the project so far, taking part in activities aimed at improving confidence and self-esteem including water sports, Go Ape, circus-skills workshops, games nights, art and craft sessions and cookery.



Dual Diagnosis Service

Here we support people with a combination of complex mental health needs and substance misuse issues. When referred to us clients are often in real turmoil, living day-to-day and prioritising substances over their mental and physical health. The priority of the service is to create an environment of stability and security so that residents can take stock of where they are in their lives and start to take control again.

Luke's story: From dependency to independence....

Luke had a long history of criminal activity and had spent time on remand in both prison and a psychiatric hospital. He also had a history of abusing prescribed medication, using illicit substances / legal highs and taking overdoses. Luke was also at risk of financial abuse, was not good at managing his money and as a result had very little food. He would also be at risk of bullying from others and didn't always feel comfortable telling people to leave his room when it got too much for him with the risk that he may lose his temper and lash out.

Since he moved into the service he has engaged with the Recovery Hub and now has a Subutex prescription to help him reduce his substance use and since agreeing a managed money contract he has been able to buy clothes, a stereo and a mobile phone, as well as

save some money – something he was never able to do before when living from hand to mouth every day. As well as attending SMART recovery groups he also started volunteering at SSJ's Café in the Park.

Luke said: *'Due to help from the Dual Diagnosis Service I have become healthier, both physically and mentally and am a lot better at taking care of my personal wellbeing.'*

Luke now lives in one of SSJ's new independent move on houses in Portsmouth.

269

people have
accessed the service



Homeless Day Service (HDS)

Providing a wide range of support to people who are street homeless or have found themselves unexpectedly homeless, including breakfast and hot drinks, shower and laundry facilities and lockers to store personal items, we have helped over 150 people this year.

We see between 35-45 people every day, from all backgrounds and each with their own unique story. In November we moved the service to a different building and have been consulting with clients about what the service provides and what else it can provide. The plans include opening the service for longer, providing access to computers and learning opportunities and providing healthcare on site, such as podiatry, dentistry and optometry, which we can achieve through our partnerships with the University and Public Health.

We also have an Outreach Team that supports street homeless people into services.

Anthony's Story

My name is Anthony. I am 37 years of age and I was what you would call your average man, being a proud married man with two children and a good job. But in 2015 my life unravelled - my wife had an affair and my granddad died. I suffered a mental breakdown, which made me want to instantly run away and be invisible. I literally walked away in my jeans and T-shirt. I had no money or anything else and off I went to central London to become invisible. This went on for about a year, during which I also started binge drinking. Even my children (who I am now in day to day contact with again) at one point thought I was dead. Eventually I

decided, along with two of my new friends in the same situation as me, to move to Portsmouth and try and start a new life. My hopes and prayers were well and truly answered when I approached SSJ's HDS. The support I had was amazing and now I have lovely studio apartment and am looking forward to my children visiting me in the near future and getting back into work. Thank you to SSJ!

11,048

attendances at the HDS



North Lane Lodge

At North Lane Lodge we offer support to men with complex issues who have been street homeless. Support is tailored to the needs of each resident and the aim is to reduce their substance use and offending behaviour and help them to achieve a more stable and fulfilling life. We have supported 22 people with complex issues and helped six people to move to more permanent accommodation.

Gareth's story:

Gareth has a history of offending, drunken violence, homelessness and prison sentences. He has lived in the Aldershot area for some years and has been trapped in a way of life that he simply didn't know how to break free from. When he left prison he went to a treatment centre to try and start his recovery journey but he found himself back in the downward spiral of substance and alcohol addiction again, because "it is easier to stick with what you know".

After having lost friends and having breakdown in relationships Gareth knew things needed to change and had all the tools he needed to achieve, but actually making the changes he wanted was the hardest thing to do. Nothing in particular happened, no big life event yet one day something switched -

Gareth calls it "his lightbulb moment" where he desired things to be different and knew he could do it if he kept attending support sessions and worked on changing his behaviour.

Gareth has had a tough time in achieving the life that he lives today yet he has been out of prison for a whole year, and has completed his probation licence for the 1st time in 10 years. He has volunteered for the Military Cemetery, cleaning graveyards where he once sat drinking alcohol. With the support of SSJ Gareth is now looking at the housing options available as he would like a place where his daughter and granddaughter can visit, as they are now a family again and have a holiday booked for next year.



55

people graduated
successfully from the service

848

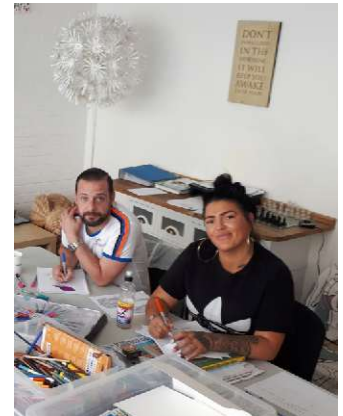
people have accessed
the service this year

At the heart of our Integrated Recovery Service is the Recovery Hub, delivered in Partnership with Solent NHS Trust. The service is an open access provision for people seeking help with their substance use. Here people can access prescribing services, one to one support, counselling and can also be assessed for detox and rehab services.

Community Day Rehab

Another key element of Integrated Recovery Service is our Community Day Rehab. Here we support people to engage with and maintain their recovery within their own community, which we believe is more realistic than a residential rehab.

The innovative 12 week programme of counselling, Acceptance Commitment Therapy (ACT), mindfulness, education, physical health and volunteering has already benefited many vulnerable people.



How the Community Day Rehab helped me to turn things around... anonymous

When I first went to the day rehab I was on the floor, quite literally. I was actively addicted to alcohol, totally isolation from family and friends, unemployed, in and out of trouble with the police, and financially out of control.

The day rehab gave me a chance to stop, take stock of my life and begin to address my problems. During the 12 week programme I was supported by staff and peers to look at my situation honestly, understand what was going on with myself scientifically, physically and mentally, and make gradual changes. This was only possible due to the patience, professionalism and empathy the staff showed towards me. The programme has helped me to slowly turn my life around.

I have begun to reconnect with family and friends, volunteered in the community, returned to paid work, stayed out of any criminality and have even been able to support others facing similar life problems. Even in the tough times since, SSJ staff have always been a source of support and if not for their help I seriously doubt I could have managed this alone. I feel extremely lucky to have had such a vital service available to me when I needed it the most.

Structured Interventions Team

58%

Our Structured Interventions Team sits within the wider Southampton Drug and Alcohol Service providing psychosocial interventions for those on their recovery journey. The interventions include access to an activity-based, therapeutic programme, the Saints4Sports Programme (see page 15), and work placements.

Substance Misuse Support Team (SMST)

The SMST is contracted by the Hampshire and IOW Community Rehabilitation Company (CRC) to deliver individual and group substance misuse interventions for offenders, in the community. During 2017/18 the team were delighted to start delivering workshops in the women-only reporting centres across the CRC area.

Sophie's Story

Sophie was referred by the probation service to SMST after she had been through a detox for alcohol dependency and was thought to be on the brink of relapse. Sophie was very emotional due to the guilt she felt for neglecting her children. She attended the workshops delivered by SMST, including drug & alcohol use, healthy living and relationships. She has now achieved her goals of securing employment and accommodation with the ultimate aim of being in contact with her children again. She started counselling, attended AA meetings and is now feeling much more positive about her future.



737

people supported
within two weeks



Saints4Sports

16

volunteers gained
paid employment

100%

clients not
reoffending

Working in close partnership with the Saints Foundation, and funded by the Big Lottery, we have been using sport as a catalyst for change, and we are very proud of the huge successes achieved by our clients, whose lives have really changed for the better!

The project is aimed at adults who have been affected by the harmful impact of substance misuse, homelessness, poor mental health and involvement with the Criminal Justice System. We provide a structured timetable of activities, which includes gym sessions, cycling, Tai Chi, golf, fishing, keep fit, boxing and of course, football – there is something for everyone!

Alongside the physical activities we also offer many other opportunities for people to develop their skills and confidence, including access to training and education, with courses such as Health and Social Care, First Aid, Stewarding, Criminology and Customer Service available. Our hugely innovative employment pathway partnership with Premier Inn provides a two-week work placement for people accessing the project. This year nine people have gone into paid employment after completing their placement.



Saints4Sports

16

people moved
on successfully

10,732

volunteering
hours provided

Saints4Sports Academic Achiever of The Year 2017 – Gary Jackson

In 2012, Gary was released from prison after a four year sentence, and struggled to re-integrate and find his place back in society. After leaving prison he ended up on the streets. "It was hard to get back on track again - leaving prison is a massive transition. While I was in jail my stepdad died and my mum's flat was condemned so I had nowhere to go. I just felt alone. Being on the streets is hard - it's about getting through the day and trying to find somewhere to stay at night, somewhere sheltered, especially in the winter. I couldn't see a way out."

Gary managed to get a place in sheltered accommodation but just when things were starting to look up his world was turned upside down when he found his brother dead from a drug overdose. The tragedy spurred Gary on to get help that he needed and Saints4Sport gave him back the structure he needed in his life. "It made me feel I had a worth again, I was meeting people again and I was treated with respect, the years before I hadn't really had any of that. It taught me about unity, accountability, respect and diversity, it gave me the values that I had lost, forgotten and I didn't think mattered."

Armed with renewed purpose and confidence, Gary applied successfully to be a steward at St Mary's Stadium. "I was elated when I got it, it was something I didn't think would happen, my first match was just before Christmas; it was a bit daunting but it was something that I really needed to do; having this job has put me on the right track. Previously, I didn't want to get up in the mornings and didn't see a point or any reason to. Now I have something to live for and a future for me. I don't know where I would be now without Saints4Sports."

14

people moved
into independent
accommodation



Other successes...

Integrated Offender Management - Supported Housing

This hugely successful service has gained recognition across county borders. Thought to be the only service of its kind, it provides a housing solution for people whose substance misuse problems are at the root of their offending behaviour.

We have three houses and support 18 people through a close partnership with the police, probation and substance misuse services. Part of the deal at the IOM houses is that residents must take part in at least one positive activity each day, share the responsibility of taking care of the house and focus on addressing their substance use so that they can move on to a rewarding life, free of crime.

Chris' Story

Chris came to the IOM House from the streets, regularly committing crime to fund his drug addiction resulting in numerous convictions. He was also on the highest methadone script the team had ever managed. Over time, he engaged with the activities offered by the service, including relapse prevention, access, mindfulness, box fit and SMART Recovery. He attended gym sessions and successfully reduced his methadone script. In March 2018 Chris moved to more independent accommodation, substance free, but he still returns to the house if he needs any support. He was invited to the Police Training college at Netley and gave an extremely well received talk about offending and substance misuse, and has recently set up his own painting and small building works business.



Other successes...

58

new referrals this year

Through the Gate

Our Through the Gate service was established to support as many Portsmouth residents as possible from HMP Winchester into the community.

The team deliver three SMART Recovery groups a week in prison, including a session in the vulnerable person's wing and one each week in the community. reaching 810 people during 2017/18.

Mark, Through the Gate client:

"When I was released from prison the staff from Through the Gate were there to meet me at the gate to help me get to my appointments and take me to the places I needed to get to. I felt as if they did it with me rather than just tell me what to do or where to go – they were there beside me every step of the way.

It helped that I had already built a good relationship with Jon and Steve through their work inside the prison and so I had a friendly familiar face to meet up with and talk to. They introduced me to the wider recovery community in Portsmouth, and I got a lot of advice from both of them on how to deal with negative peers that I met in jail, when bumping into them on road, as I think I was a bit naïve at first to people's intentions"



Bridge2Volunteering (B2V)

B2V is our innovative and hugely successful peer support and recovery volunteering project based at the Southampton Drug and Alcohol Recovery Service. Most of our B2V volunteers have their own lived experience of substance use and addiction, and know what it's like to struggle with the pressures of daily life when caught up in addiction.

They have experienced the stress, guilt, sadness and confusion that come with it. But most importantly of all they really understand the challenge of trying to engage with change to rebuild their lives, find a job, rebuild relationships, and recover their self-respect and confidence. Because of this, they can empathise with, and be an example to, their peers taking the first step towards recovery.

Other successes...

Refit

Re-Fit is a partnership between The Society of St James and Pompey in The Community (Portsmouth Football Club's charitable arm). The project provides daily diversionary leisure and sport activities alongside training, education and employment opportunities, all of which are proven to significantly improve physical & mental health, self-esteem, confidence, social interaction, and motivation.

REFIT SURVIVAL SKILLS, BUSHCRAFT AND COASTEERING

National Citizens Service graduates and Re-Fit clients came together to enjoy this exciting two part experience! Part one was an outdoor experience with Land and Wave - the group travelled to Dorset for an activity day of Coasteering, Survival Skills and Bushcraft. Part two was with our chef practitioner who taught the group basic food hygiene skills and knife skills before the group set upon their own 'Ready, Steady Cook' challenge! They were given ingredients to cook a three course meal for a sit down meal for PITC's dementia group. The meal was a tomato and red pepper soup, fish pie or red beetroot falafel, and fruit salad and ice cream desert – thoroughly enjoyed by all!



810

people reached
this year

Handyperson Service (HP+)

400

home visits this year

Our friendly handyperson service, staffed by Shane and Andy, has been providing this service for over seven years, helping older, vulnerable people to continue living in their own homes by taking care of small general maintenance and repair issues such as fixing leaking taps and cisterns, changing light bulbs and mending locks. They also facilitate a quicker return home from hospital for vulnerable older people by installing grab rails and other minor adaptations.

HP+ was selected by the Zurich Community Trust this year for its innovative approach to helping older people and was awarded a £9,000 grant to help it develop.

Recycle Bikes

Recycle Bikes is based at Jordan House and provides opportunities for our clients to take part in meaningful activity and gain accredited qualifications in bike maintenance.

Overseen by our long-standing volunteer Donald Harrison (pictured here receiving his Volunteering Award from the Mayor of Portsmouth at our 2017 AGM), the project is much valued part of SSJ and the recycled bikes are sold to local people for low cost, averaging about 20 sales per month.

900

volunteer hours
this year

215

bikes donated
for recycling



Jamies Computers

Jamies goes from strength to strength and continues to provide a valuable community IT recycling service, dealing with tonnes of IT equipment every year. We then recycle as much of the donated equipment as possible to provide low-cost computers for local people.



A key role of Jamies within SSJ is to provide fantastic volunteering opportunities for our clients with an interest in computers, and we continue to work with the Probation Service to provide placements for people undertaking community orders.

Our newest venture:

The Café in the Park



In August 2017, in partnership with Portsmouth City Council, we opened the Café in the Park in Victoria Park. The café is a delightful gem in our social enterprise portfolio, providing fantastic volunteering and training opportunities for our clients embracing their recovery. Nearly all the staff at the café are people with lived experience of homelessness and/or substance misuse and since we opened we have had 29 volunteer workers, providing on average 114 hours per week of staff cover! Five have already gone on into paid employment, either in an SSJ service or externally.



Breakfast and lunch are served daily and the food is freshly prepared on site, with an interesting and varied menu. Our locally roasted barista coffee is delicious and we serve a delightful array of cakes and biscuits.



If you have not yet visited the café, you really should! You will be in for a lovely surprise! The team there will welcome you and the service is excellent, not rushed.

Fundraising 2017-18

400

home visits this year

Supporters

We really value the help of volunteers across all of our services and have been extremely lucky to benefit from groups of volunteers from local businesses who have helped us with decorating projects in our services this year.

Thank you to Tesco Community, Nat West Bank, Lloyds Bank and IBM for taking on these projects for us, which has saved us a great deal of money!

We are extremely grateful to all the wonderful people from local businesses and the local community who have either donated money or run events to raise money to support our work this year.

A huge thank you to:

Paris Smith, Southampton
Day Aggregates, Portsmouth
Chambers Letting Agency
Southampton Chinese Christian Church Delicious Choir
Portsmouth Landlord's Association
Shoosmiths
Beaulieu Abbey Church The Guides Association, Romsey
The Bitterne and Thornhill Townswomen's Guild
Sisters of Bethany
Mrs Ingrid Batten
Radian
Import Services
Radian
Southampton University Students
Everyone else who has supported us with funding in 2017-18



Total Fundraised Income (including grants):	£268,133
Total income from Sleepout 2017:	£7,023.67
Total income from Christmas 'Give a Meal' Appeal:	£7,082.00
Total income from all sponsored running events:	£11,080.43

Fundraising 2017-18

Christmas Card Design Competition!

In October 2017, with the support of Portsmouth City Council, we ran a Christmas Card Design Competition. We had over 75 entries from local people, including pupils at Fernhurst Junior School. Portsmouth City Council helped with the printing and sales of the cards raised nearly £2,000 for SSJ! A huge thank you to Tesco Community for letting us sell the cards in some of their stores!

All the money raised was put towards the purchase of a house for our third house in Portsmouth!



Spinaker Abseil

We are hugely grateful to the amazing, and brave, group of supporters who took part in the Spinaker Tower Abseil in Portsmouth, raising over £1,500 for SSJ. One of the abseilers did this to celebrate his 80th birthday!

Fundraising 2017-18

Channel Swim

The most amazing fundraising effort this year belongs to our Refit Team Leader, SSJ's very own **Ashley Christopher (BSc Hons)**.

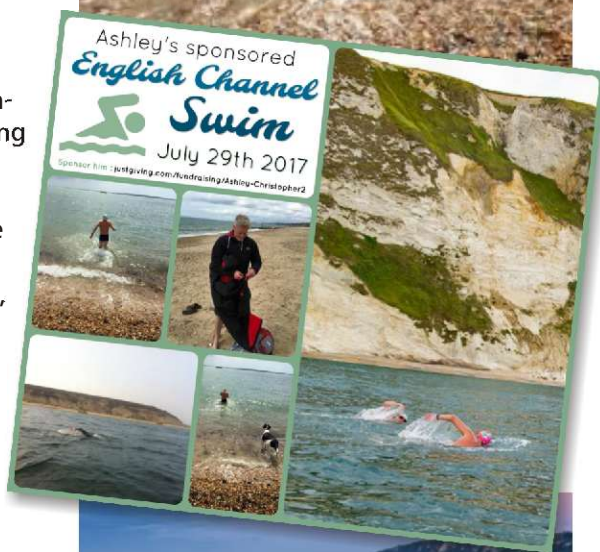
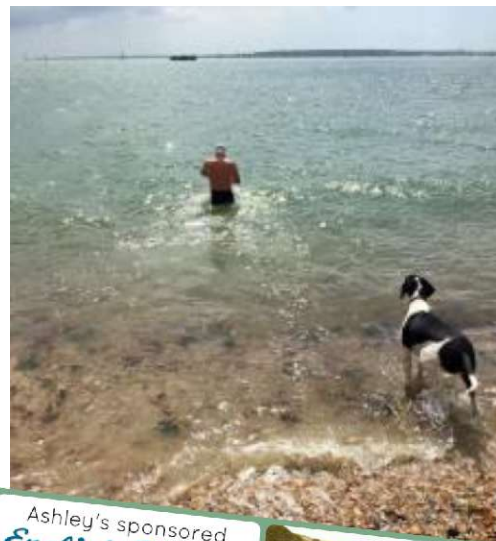
Ashley combines his love of sport with his in-depth knowledge and experience of addiction behaviour to lead the Re-Fit team. Ashley has a BSc Hons in Therapeutic Intervention for Addictions and has worked in substance misuse services since 2002.

Ashley is a keen open-water swimmer, swimming in the sea all year round and regularly encouraging new swimmers to venture into open-water. In August 2017 Ashley undertook one of the greatest swimming challenges for an individual – swimming the English Channel!

Ashley trained and prepared for the trip for two years. When the time came, he journeyed to Dover with his support team and at five in the morning he entered the water. Initially, and very unusually he felt sick, but this passed and in the middle period of the crossing he entered a more relaxed state in which his swimming came naturally and he made good progress, brushing off being stung by jellyfish and other hazards.

As he neared the French coast he suffered bad pains in one arm and had to contend with negative fears about letting down his family, friends and sponsors. He was able to draw on his training and the earlier feedback from his international coach that if his stroke was not impaired he should deal with the pain and rely on pain killers and massage afterwards. With the support of a friend who was allowed to swim beside him for periods of one hour he made the beach and cleared the water unaided.

Ashley raised over £5,000 for SSJ and truly deserved his Staff Achievement Award!



Volunteers

Volunteers

We are so grateful to all of the amazing people who volunteer to help us with all sorts of activities and work. Without them there are some things that we just wouldn't be able to do, so thank you to everyone who has helped us out in some way in 2017-18!

A special thanks to all the lovely people who volunteered at our 2017 Sleep Out to make it such a fun night Matt Bunday Events for providing the marquee, and the sound and lighting equipment, Southampton Sikh Seva and Rapid Relief for providing lovely curry and a BBQ; Junco Shakers, Southampton Ukulele Band, Neko Roshi, Mike Vaughn and Blue Ruby for the fabulous music, and to all the SSJ staff who dragged their family and friends along to spend the night outside to marshall the event and keep everyone safe!

We would also like to say a very special thank you to Richard Cavenett. Richard has been volunteering at least eight hours each week at our head office for four years now. He has built databases for us and manages all kinds of office functions that help our central services run smoothly. You are an extremely valuable member of our head office team Richard thank you!



4000

volunteering
hours this year!



The Admin Team - *"It is hard to quantify the service the admin team provides - they are answering phone calls, dealing with post and other "admin" related things, but they are also the first point of contact for a huge number of people. Every day is different but the compassion and professionalism they display is constant. I could give you stats on how many phone calls we receive in a year (it's a lot!), but although anyone can answer a phone, it takes someone special to do this job!"*

The Finance Team – *"Meeting all of our financial responsibilities is extremely important to safeguard the future of the organisation, but as a team we keep on track with everything and are delighted to be a part of the wider team that is SSJ!"*

The Housing Management Team – *"As a Registered Provider (of social housing) we own and lease many properties and our role is to look after the 345 bed spaces we have across Hampshire. But we do more than just property management – we provide an essential element of the support for clients, helping to safeguard them from external factors that often threaten their safety and wellbeing."*

The OST – *"Our role is support the safety of our properties and clients, providing an essential out of hour's security and emergency support service to all of our services. Our clients value the team as they know they can call upon the team in a crisis and get the care and support they need, when other services are not available."*

The Maintenance Team – *"Maintaining and repairing our properties is a huge task but we are never daunted! We often have to deal with emergency repairs and are very grateful to our loyal contractors who will often come out in the middle of the night to respond to issues that are causing concern to our clients."*

Financial Review

SSJ reported an accounting surplus for the year of £150,343 which represents approximately 1.5% 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 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 increased to £10m and is again the largest level of income SSJ has recorded in a year. This is largely due to the full year impact of tender successes in previous years. Significant increases have also been apparent in rental income where SSJ now runs significantly more accommodation and also in other grants and donations where a significant number of relatively small grants have led to a £420k increase in income overall. Housing related support income has fallen due to some tenders not being renewed during the year.

The breakdown of income is fairly evenly split between rental income from properties and support contracts for people with a background of substance misuse. Housing related support income has dropped significantly compared to the previous year. Just over 10% of SSJ's income is derived other grants including from the National Lottery, sales at Jamie's Computers and donations and appeals.

The majority of 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 the Society can manage its budgets with a tight control also kept on administration costs, which again accounted for just approximately 7% of our expenditure.

Year End Accounts

Summarised Accounts for the year ended 31st March 2018

Summarised Statement of Financial Activities

	2017/18 £'000s	2016/17 £'000s
Incoming Resources		
Net Rents Receivable	3,564	3,091
Housing Related Support Grants	1,536	1,854
Substance Misuse Grants	3,620	2,616
Other Grants and Donations	992	576
Jamie's Computer Club	276	240
 Total Incoming Resources	 9,988	 8,377
 Resources Expended		
Resident Support, Sustenance and Outreach	9,165	7,706
Administration Costs	663	558
Interest (received) / paid	16	10
 Total Resources Expended	 9,844	 8,274
 Resources Generated to Improve and Develop Services	 144	 103

Year End Accounts

Summarised Accounts for the year ended 31st March 2018

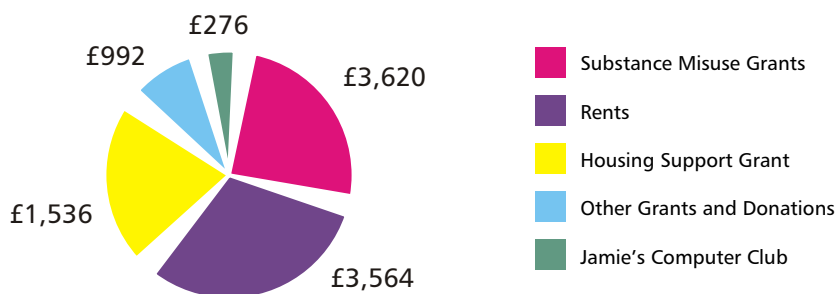
Summary Statement of Financial Position as at 31st March 2018

	2017/18 £'000s	2016/17 £'000s
Fixed Assets, Investments & Goodwill	4,551	3,765
	4,551	3,765
Current Assets		
Debtors and Cash	1,863	1,750
Less Creditors Due Within One Year	(1,368)	(1,283)
Net Current Assets	495	467
Creditors due After More Than One Year	1,992	1,313
Total Net Assets	3,054	2,919
Accumulated Capital and Reserve Funds	3,054	2,919
Total Capital and Reserves	3,054	2,919

Year End Accounts

Summarised Accounts for the year ended 31st March 2018

How the Society is Funded £000's



How the Money is Spent £000's



The Future

SSJ operates in a specialist area of housing provision that has seen further significant shifts in Government policy over the last year. The Government has seemingly listened to the sector and rolled back on plans for the sector which could have been particularly difficult for SSJ to manage.

Even with this change of heart, SSJ has still had to reduce its core rent again this year, despite being previously exempt from this reduction. In the meantime tendering opportunities still arise and the Society has been successful in this area, notably in Portsmouth.

The pressure on contract values from Local Authorities continues but the general environment is showing signs of opportunity for SSJ with these changes in Government policy.

Here at SSJ we believe that having a safe home is a fundamental human right, but as the huge increase in homelessness in the last few years shows, thousands of people are denied this right. We have made a commitment to increase our housing stock so that we can provide more homes for vulnerable people and intend to take advantage of every opportunity that presents itself to enable us to achieve this.

And not forgetting that having a meaningful reason to get up every day is key to enabling people to maintain their homes, so we also plan to do lots more of the fun stuff!





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Registered Charity Number: 1043664 Housing Association Number: LH4337
A Company Limited by Guarantee and Registration in England No: 3009700

the society of
st James >
believing in your future