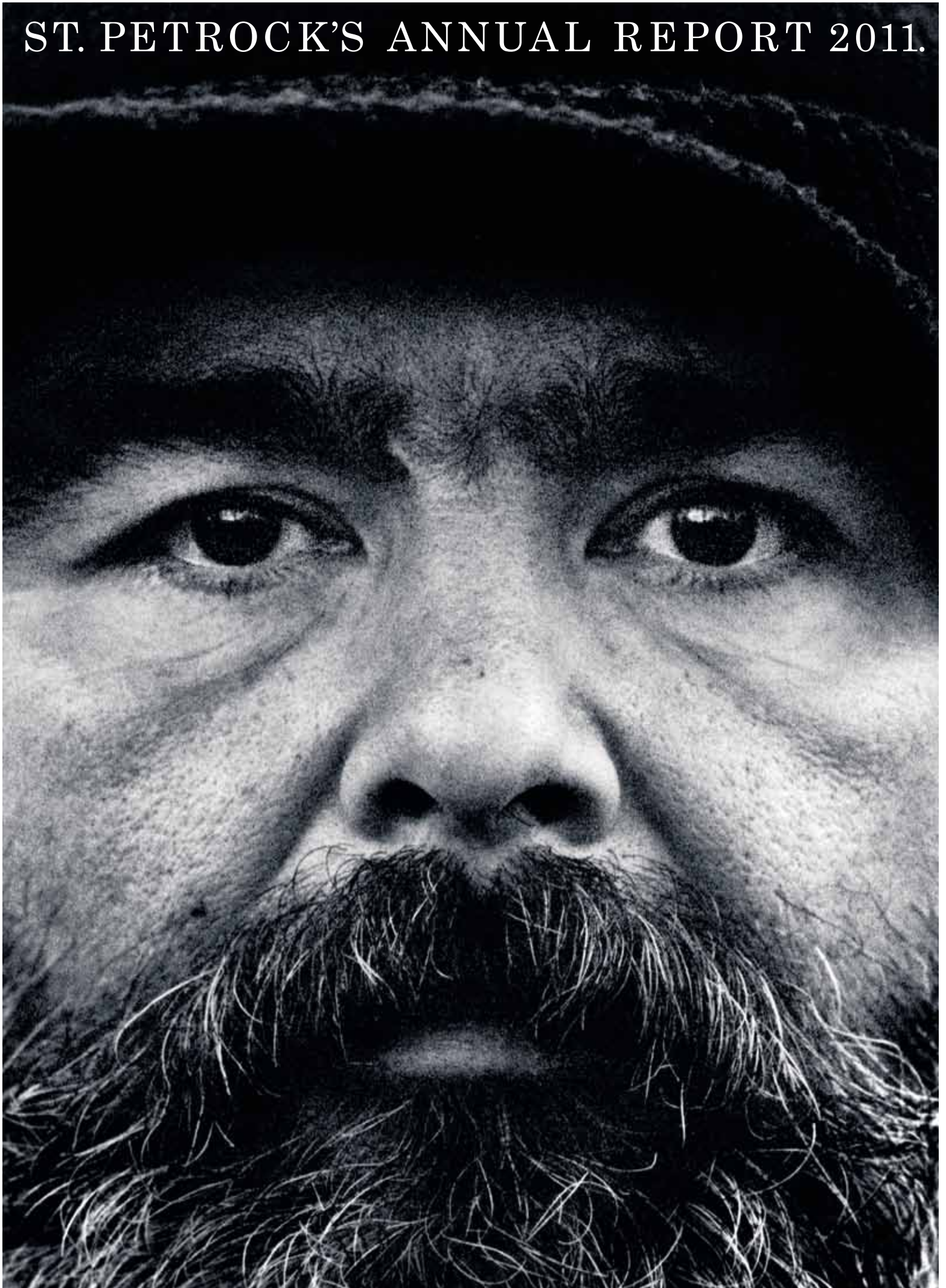


ST. PETROCK'S ANNUAL REPORT 2011.



St. Petrock's has now been in operation for over 17 years providing a range of emergency, support and prevention services to help people who are excluded and vulnerable move into more settled and fulfilling lives. During this time we have worked with over 10,000 people.

Homelessness isn't just about a lack of housing. Everyone who experiences it has their own story but there are many recurring themes - relationship breakdown, unemployment, substance misuse and poor mental health all play a part.

The route out of homelessness can be long and difficult for some, but we have seen that it can be done. I hope that the reports on the following pages help to illustrate the complexity of our work and show how people can be supported into a better life.

The Centre plays an important role in building trust and engagement with people who are homeless or vulnerably housed and makes constructive interventions to enable individuals to move away from homelessness and find stable lives. We offer a wide range of essential support and resettlement services including housing advice, healthcare and services around mental health, alcohol and drugs, training, education and employment. Our services are delivered by experienced professional staff and volunteers in partnership with other voluntary and statutory agencies.

In the last twelve months we have supported 1424 homeless and vulnerably housed people through our services. There were 8228 visits to the centre and 902 people have been supported into accommodation.

There has been an increase during the year in people seeking assistance from St Petrock's of 17%. The majority were new cases (60%) with the remainder repeat rough sleepers presenting with more complex and overlapping issues. We also saw an increase in female clients and young people under the age of 26. A further trend has been an increase in the number of people made homeless through loss of employment and family breakdown (36%).

The income for St Petrock's in 2011 was £493,550 and our total expenditure was £372,460 so our accounts show a net surplus of £121,090. However, £82,996 or nearly 70% of the surplus is held on restricted funds for the delivery of services during 2012 financial year.

44% of our income was funded by trusts and foundations, 25% by the local community, 13% from statutory grants and contracts and 12% by The Big Lottery and the remainder through income generation and gifts in kind. The project employs 12 staff, has a board of 10 trustees and benefits from the services of over 30 volunteers.

The impact of the downward turn in UK financial markets since 2008 has had a significant effect on the ability of the organisation to raise funds for most areas of the project including core and emergency services. We are endeavouring to raise funds in an increasingly competitive environment and will be working to secure funding to replace grants from The Big Lottery in addition to several other longer term funding streams.

We have recently been successful in securing a further 12 months funding for our partnership project with CRISIS.

This will provide £30,000 to fund our Private Rented Sector Project and The Royal British Legion have also provided us with a further 12 month grant of £25,000 to fund our work with ex service personnel. We have also heard this week that we will be the leading charity for Atass Foundation this year and they have committed a total of £70,000 funding to St Petrock's over the next 3 years.

We have also been successful with a collaborative city bid for funding to develop a new service in line with the new Government Strategy "No Second Night Out". This funding will support

a new Rough Sleeper Response Team with our partner agencies to ensure that all new rough sleepers are assessed and provided with an accommodation offer within 72 hours. For St Petrock's, this grant will provide funding for 2 part time workers for a period of 2 years. The second part of the bid will provide a personalised brokerage support service for clients accessing accommodation. The total bid value is £250,000 over 2 years.

We are also fortunate that our funding from the local community has remained strong. This funding supports our core services in particular the basic survival services. We also receive a large number of donations of food, clothing and sleeping bags and other useful items to pass onto our clients. Without the support of the local community it would be hard for us to continue to fund these vital services.

We constantly work to improve and evolve our services and have been able this year, to bid successfully for funding to develop some new areas of work. These include:

The Rent and Support Project, funded by Communities and Local Government in partnership with Crisis, assists those in housing need to access private rented sector accommodation in order to create long term sustainable tenancies. The project acts as broker between people who are homeless or at risk of homelessness and good quality landlords, as guarantor to reduce the financial risk to landlords and connects new tenants with local support services.

So far 19 people have been accommodated and all but 2 are successfully sustaining their tenancies. We aim to create 24 tenancies by the end of the 12 months funding.

The PORCH Project works in co-ordination with Police, Probation, drug

services and other specialist services to provide resettlement support for prolific and persistent offenders (PPO's) on release and help re-establish individuals back in society and break the habits of re-offending. This often takes the form of helping people access suitable accommodation, providing support in their tenancies and to their landlords and help in accessing the job centre, benefits, training and employment. Our target of 60 clients has been exceeded this year and we have so far worked with 108 individuals.

Project Petrock was formed as a social business to provide a home and garden maintenance service and provide training and volunteering opportunities for individuals who have been out of work for long periods. The project has recently received a 3 year funding grant from Provident Financial for a Trainer for the project. Working with a qualified and experienced tradesperson, people who are, or have recently been recently, homeless can volunteer with the project to gain new skills in the general building trade such as painting/ decorating, plastering and carpentry. For some, they have these skills already but have not used them in many years and have lost confidence in their abilities. For others, it is the first time they have done anything like it. For all, there is a sense of purpose, of a meaningful use of their time and of a developing belief in a positive future and the possibility of change and success.

During the winter of 2011 we provided overnight accommodation for rough sleepers at the Centre at part of the Exeter City Council's **Severe Weather Provision**. We provided 269 bed spaces, over 37 nights during November/December and had 100% take up from clients. Not only did this, potentially, save lives but it also provided added opportunities for engagement and provide a route into longer term accommodation.

Over the forthcoming year, we will work to continue to deliver and develop our services to help stem the flow of people onto the streets in the short and long

term and will continue to campaign and advocate to ensure people get fair access to accommodation and services

Thank you to everyone, funders and supporters alike, who have contributed to our work over the last year, we would not be here without your support.

Mel Hartley, Project Manager.

BASIC SURVIVAL SERVICES.

As the only centre for people who are homeless in Exeter, many of our clients initially come to St Petrock's for crisis support – hot food/drinks, showers, clothing, blankets, sleeping bags and access to laundry. We are able to offer these services mainly as a result of donations and volunteering by local people and they are vitally important to our clients. They also enable our project team to build contact and trust with clients as well as, importantly, improving our clients' health and self-esteem which are preconditions to starting the process of change. Our statistics for the year 2010/11 show that there were 8228 visits to the centre, by 336 clients (an increase of 17% on the previous year),

ENGAGEMENT, ASSESSMENT AND KEYWORKING.

The aim of our project team is to improve clients' access to support, information, specialist services and accommodation. Our project workers, who include counsellors and social workers, greet each client as they arrive and make sure that their basic needs and any crisis, e.g. a breakdown in Benefits or maybe help in completing a homelessness application form, are dealt with and noted. They will also help in relocating clients, when clients are not based in Exeter and have support elsewhere.

Over a period of time, a worker will sit down with each client and complete an assessment. This helps the worker and client put together an agreed support package that best suits the client's individual needs. This process requires a worker's skill and patience as it may take considerable time before sufficient trust is built in order for a client to provide a full assessment of his situation.

When a support plan is finalised, project staff will then work with the client, providing support with access or referral to specialist service providers such as drug/alcohol teams; mental health workers; accommodation providers; legal services and training/employment agencies. We run regular drop-ins with the Street Homeless Outreach Team (SHOT) and the YMCA Job Club to enable clients to access these services with ease.

EX-SERVICE PERSONNEL.

Around 8% of our client group are ex-servicemen who have had difficulty settling successfully back into civilian life. Research shows that homeless ex-servicemen are more likely to have been homeless for longer than non-service homeless people and they are also more likely to have given up looking for accommodation, to have slept rough and are less likely to stay in a hostel. Ex-servicemen are also more likely to be successfully at surviving on the streets, they are after all trained to sleep rough, however, this means that they are less likely to take advantage of the support on offer.

The support of the Royal British Legion in providing St Petrock's with funding in addition to the close partnership work with the local office means that we can provide much needed support in a time of crisis, helping restore hope and trust as well as practical solutions in providing help with health, welfare and accommodation including access to private rented housing and emergency accommodation.

"St Petrocks continue to provide the very best support to the homeless and vulnerable Ex-Service population in the Exeter and mid Devon area. Their expertise and empathy provides the best possible opportunity for engagement and commitment, leading to recovery. The RBL 'ambassadors' on their staff ensure that our welfare services are utilised whenever appropriate. Well done and thank you again, St Petrocks !"

*PJ Pentreath, County Manager,
The Royal British Legion.*







HEALTH SERVICES.

The life expectancy of a rough sleeper is 40 years less than for anyone else. The effect of living outside for long periods is often identified in health problems such as respiratory infections, leg ulcers, trench-foot and injuries as well as diabetes and blood born viruses. In addition, many of our clients are coping with complex issues such as mental distress, family breakdown and addiction which often significantly impact on their ability to make positive changes.

By providing a safe, non-judgemental and welcoming space for our clients, we are uniquely placed to link our clients in to health services and currently offer regular drop-ins with a chiropodist, NHS nurses and a mental health nurse. The support and encouragement provided by our staff has shown by experience that our clients are more likely to access outside services once they have had contact at St Petrock's.

EDUCATION, TRAINING AND EMPLOYMENT.

It is important that we provide a rounded service to our clients to help them regain lost self-esteem, confidence and motivation. Education and training plays a vital role in this, helping people gain qualifications and new skills- some practical, some academic.

Accredited & Non-accredited courses.

Each Monday, a vibrant Art group meets. Guided by the facilitator, people explore the artist within, discovering hidden personal aspects and talents. Each person is helped to explore art and art materials in a personal journey. Over the years, we have found that art provides a gentle entry route for many into attending other training sessions.

Basic Skills.

Many of the people using our centre do not have formal qualifications from school and so drift through various short-term low-paid jobs. Helping people with literacy and numeracy skills can make a major difference to their life experience. As a City & Guilds

on-line test centre, we can help people gain English and Maths qualifications equivalent to an A-C GCSE. Though often, people simply want to come along and understand things a little more and gain confidence in their abilities. This could be learning how to multiply and divide or understanding persuasive text. By working with the individual and understanding their personal needs rather than running a class following one scheme-of-work, people can follow an individualised study plan, developing skills relevant to them.

Sometimes, learning what most people take for granted can make the most difference. Sammie, a thirty year old woman, rough-sleeping found the confidence to ask for help in learning to read. Working with our tutor using the Beacon reading system and practicing in her own time, Sammie began to make sense of the 'marks and squiggles', learning the sounds of letters and how to segment and build individual sounds. From being able to read little more than her own name, Sammie, after three months working 2 or 3 times a week for one hour with our tutor, read her first book. Something that she had decided she would never be able to do.

"People sometimes give me strange looks," she said, "because now I stand in front of shops just smiling because I can now read the name."

LIFE SKILLS.

To help people move their lives positively forwards, we have been developing our Life Skills programme to include a greater degree of accredited courses. As a National Open College Network centre, we have created our own course using NOCN Progression Units. Called 'Skills for Career and Life Enhancement' (SCALE), the course covers a range of units that can be achieved at Entry Level 3 or Level 1. These cover things such as Cooking Skills, Personal Development, Budgeting, Word Processing and Spreadsheets, Preparation for Work and others. This allows learners to gain certificates in each individual unit and to work towards a larger Award or

Certificate in Progression.

However, even with our accredited programme, the value can often lie outside of the qualification in the simple act of learning and attending.

In taking part in a Personal Development course, Dave came to realise that he was guilty of 'grandiose thinking' just at the time when a support worker from an external drug and alcohol service met with him during a drop-in session at the centre. "I was about to say that I didn't need help. That I could deal with things myself," he said, "when I thought about what we were looking at the day before and I thought, 'here I go again, of course I need help. It's time I admitted it.'" Dave started regular sessions with the worker, getting the help and support he needed to deal with the issues ruling his life.

Finding a way back into employment can be a very difficult process for the majority of people who have experienced homelessness. Not only has personal self-confidence been eroded and self-esteem battered, but skills have often atrophied and aspects such as time-keeping and punctuality have been unnecessary parts of life. Many people lack a current work-record and proof that they are work ready.

Gaining qualifications can help people back into employment, but often more is needed. The journey to work-readiness can be part of a process through the various aspects of the work at the centre, from Key-working and through education or someone can be ready from the moment we first see them. Yet all face the same barrier proving to employers and themselves that they are ready and capable of work.

PROJECT PETROCK A SOCIAL ENTERPRISE.

As part of the evolution of our service to help people rebuild their confidence and lives, in December 2010, we registered a social enterprise called Project Petrock, a House and Garden maintenance company.

Working with a qualified and experienced tradesperson, people who are,







or have recently been recently, homeless can volunteer with the project to gain new skills in the general building trade such as painting/ decorating, plastering and carpentry. For some, they have these skills already but have not used them in many years and have lost confidence in their abilities. For others, it is the first time they have done anything like it. For all, there is a sense of purpose, of a meaningful use of their time and of a developing belief in a positive future and the possibility of change and success.

Project Petrock allows people to demonstrate not only their skills and ability to learn new ones, but also that they are ready for work. That they are reliable and punctual, that they possess the soft work-based skills that employers are seeking and are worth employing. Having gained £60k over three years, from Provident Financial's Good Neighbour Scheme in August '11, we have been able to take on a full-time training supervisor who will really get Project Petrock off the ground in 2012.

As soon as we are able, we will be developing ways for people to gain qualifications in the building skills they are learning with Project Petrock. This is just the beginning. In future, we plan to integrate and develop our Education, Training and Employment programme to continue to help people improve their life chances.

PATHS INTO HOMELESSNESS A VIEW FROM THE PROJECT TEAM.

The service we, in the project team, provide is very much based on a twin approach combining a crisis intervention service with a more in-depth key working and assessment role. This front line work gives us contact with individuals and insights into their pathways into homelessness. We find there are traditionally two main causes of homelessness: those that directly lead to a person losing or leaving their home; and the underlying risk factors that do not directly cause homelessness but make a person vulnerable.

Those who actually become homeless

are most likely to nominate the former as the main reason for their homelessness, however, the more in-depth process of assessment and key-working allows us to identify some of the underlying risk factors at the route of an individual's homelessness. These include a combination of policy gaps, personal and or relationship problems, health problems, drug and alcohol issues as well as benefit-service delivery problems and the backdrop of an increasingly difficult financial and economic climate.

A group who we are seeing more of are those who have become homeless for the first time after the age of 50. Some of these individuals had led settled lives, remained at one address and worked for decades. Often, the combination of loss of employment, relationship breakdowns and other underlying risk factors lead to eventual loss of accommodation. From this point we need to support individuals to regain confidence to change and rebuild their lives as this case study illustrates:

(Please note that the following is a true case, however, some of the details have been changed to ensure confidentiality.)

'Bert', who is in his late 50s, came to St Petrock's after a lengthy career in the civil service which involved long periods of work abroad. These absences put a great deal of pressure on his relationship with his partner and eventually led to the breakdown of Bert's marriage. The sale of the family home soon followed and, within a short space of time, Bert was relying on the support of a close circle of friends for accommodation. While planning to get on with his life, Bert found he was to be made redundant as a result of a 'strategic planning review' within his civil service department and was soon out of work and classed as a 'job seeker'. Bert's circle of friends had their own lives and Bert felt increasingly uncomfortable relying on their generosity and was embarrassed about his situation. Things soon began to spiral and into the pot came news that Bert's ex-partner had taken out a

number of loans on their property which effectively left Bert in debt and with no value left in the property, which was to be repossessed.

He had no idea any of this was coming and in less than two months, of his return, he had lost his job, house and relationship with no financial means of re-building. The fact he 'owned' property also excluded him from claiming any Benefits or receiving legal aid to contest the loss of his home and debts connected to loans taken out without his knowledge. Faced with this situation, which had developed while he was overseas, Bert was left in a state of shock and in crisis. The combination of these events led to a long period of depression combined with feelings of anger and frustration.

Bert 'hit the road' and used any savings he did have to stay in cheap B&B accommodation. Eventually, this money ran out and he began to rough sleep accessing free food or soup runs as he moved from area to area, across the south of England. Eventually, Bert came to Exeter and accessed St Petrock's for his basic survival. At first, Bert was reluctant to talk about his life and how he came to be homeless and living on the streets of Exeter. However, over time and with the support of the project team, he began to develop trust and through a period of intensive key-working we began to piece together the events leading to Bert's situation.

This period of a trusting and positive working relationship helped Bert to deal with a number of issues and move his life forward. He was able to access Benefits and legal aid and take part in a number of activities organised by St Petrock's and develop new and supportive friendships. All of this helped to rebuild confidence and Bert was supported to find accommodation in partnership with the local council. This all occurred over a period of, approximately, six months and a lot of the credit is due to Bert's survival instincts and positive attitude in an extreme situation, both physically in terms of rough sleeping and emotionally.







with these strengths in the time that he used our services and give Bert both the emotional and practical support to “get his life back on track”.

PRIVATE RENTED SERVICE.

A successful bid in partnership with the charity, CRISIS, at the end of 2010, enabled us to develop our Private Rented Service which aims to support clients who do not meet the criteria of statutory accommodation providers.

Here, Shiralee, our Housing Liaison Officer responsible for our Private Rented Service, explains why she felt this was such an important service to offer:

“When I read the advert for the position of Housing Liaison Officer, for a homeless charity, I was very interested. I had been working in a social housing environment for 10 years. I had worked my way up from a Housing Assistant, at a very busy area housing office in Salford, to become a Housing Officer.

I then moved back to Devon in 2008 to be closer to my family. I had always enjoyed working in social housing and enjoyed the challenges that it presented, however, felt that there were too many restrictions due to local government policies to go that extra mile to help clients. This new project was a perfect chance for me to use my experience in social housing to access private accommodation for people that do not have any priority on the social housing register, to help them create a home, give support and go that extra mile.

For me, it is not just about giving a person a set of keys. It's about making the transition from the street to a home a smoother path. Things means helping them to move in on the day, put up curtains, help make the bed, provide a kettle, some tea bags and providing ongoing support. All these things can make the difference between someone sustaining their tenancy or failing. We have to remember that a lot of the nurturing we often take for granted may not have been the case for everyone and, very simply, clients may not know how to start to look after themselves without support.

This is a valuable project and the partnership support that Crisis has provided has enabled us to resettle 19 people. Without this support, these clients would not have had any chance of accessing accommodation and all would continue to be sleeping rough. This may sound dramatic but it is a reality, for some, that this could have been their last winter.”

INSIDE/OUT PROJECT.

The Inside/Out Project received funding for a two year pilot by the Tudor Llanckelly SW Partnership Fund. This project involved three local charities; St Petrock's, PORCH and Homemaker Southwest. The aim was to provide a co-ordinated approach to smooth the transition for offenders, serving a 12 month sentence or less, between prison and community as they are usually released without any element of support. The project offered to improve client opportunities in accessing services and support, impact of lifestyle (accommodation, access health, substance misuse, training and education), improve relationships with families/communities and benefit the wider community through an increase in crime-free lives.

At the end of the two year period, results from this project show that outcomes for a large percentage of the client group improved, demonstrating that a more intensive model of working on the ‘team around the client’ approach resulted in a reduction in re-offending. In fact, there was an 80% reduction in re-offending of clients following intervention over the two years.

In addition to the obvious benefits of providing support in accessing accommodation prior to release, the role of the key worker, in providing support in accommodation and help with finances, was identified as a crucial factor in engaging with the client group, many with complex, overlapping issues.

Taking this learning forward, work is already underway with Exeter City Council, the Street Homeless Outreach Team, our Private Rented Service, our Prison Resettlement team and PORCH

to develop alternative accommodation pathways for these clients.

Each partner will provide support and/or accommodation at a specific point in a person's recovery and planned move-on accommodation will be arranged in advance. This should increase availability of short term trial tenancies where a client's ability to sustain a tenancy can be determined prior to sourcing private rented accommodation.

We are delighted to have been awarded a further 18 months funding for this work by the Tudor Trust.

RESETTLEMENT TEAM AT HMP EXETER.

HMP Exeter is a local short-stay prison which releases around 8000 prisoners a year into the community, through transfers to prisons or directly to the court. More than half the prisoners are aged between 18-30 years and of these, approximately, 70% will have an accommodation issue. Many of them lead chaotic lifestyles and a significant proportion return to custody within 6 months of release. As part of the Inside Out Project, our resettlement team in HMP Exeter aim to provide early interventions for the new intakes of automatic release prisoners, i.e. with sentences of less than 12 months. These interventions include interviews on arrival to establish need and risk assessment, advice and guidance, support with tenancy sustainment as well as contacting landlords, local authorities for accommodation on release.

Our resettlement team also provided many of the initial referrals for the project as this case illustrates:

Bill came into custody at HMP Exeter having re-offended, a week after being released from Prison having served a sentence of six weeks. Bill was well known to services in Exeter where he had been street homeless and sofa-surfing for many years. He had been engaging with St Petrock's, Street Outreach and EDP Drug services, however, his pattern of engagement was erratic.

Brought to the attention of our







Resettlement Team, Bill was added to the caseload for Housing – he had not asked for a referral to Housing as he felt he would get a long sentence and it ‘wasn’t worth bothering with’. He was then interviewed for the Inside Out Project by our team. Bill was not keen on attempting to get into an Exeter hostel, as he felt he would slip into old habits. He had heard about the Amber Project but was sceptical whether he would be eligible for the scheme, due to his age and long history of drug use. However, with encouragement from the team, he completed the forms and was assessed by the Amber Project and offered a place, subject to certain conditions.

The conditions were: firstly, court approval and secondly, that he detoxed and was clean from his methadone prescription prior to arrival. Bill had no idea when his next court date would be, despite Inside Out support to stay in regular contact with his solicitor. Having already spent six months on remand, Bill’s attitude had changed; although he was still frustrated, he made huge efforts to put his time to good use so as to maximise his chances of court approving a place at Amber.

For the first time in his life, Bill arranged with the Prison Drug Team to reduce his methadone script to zero. Once his next court date was finally established the reducing script was planned so that he would be clean in time for court. Once Bill was almost clean he began to attend the Prison gym regularly and he was also given a job as Wing Cleaner. His change in attitude was recognised by the increased level of responsibility he was given by Prison Officers. He stopped getting warnings for negative behaviour and although his effusive sense of humour remained, he was less of a challenge to manage on the wings.

His change in attitude was noted by the Officers and Bill stated that this was a final wake-up call for him to go straight. Despite the uncertainty over his court outcome Bill maintained a positive attitude.

His final challenge was the day of court itself. Due to his charges and history, his solicitor had advised him that the likely outcome was 3 to 5 years – serving at least half of this in custody. The alternative was that the Judge could decide to send Bill to Amber.

Court decided to give Bill the chance he had been working for - his sentence was deferred on condition that he live at Amber and stay clean for six months [adhering to Licence and residency conditions] and then to return to court. If Bill was able to maintain these requirements then the court would not send him to custody.

After the sentence was deferred, Bill was released from court at lunchtime and made his way to the Amber Project. Bill has now been at Amber for one month and is reported to be doing very well.

PORCH.

(Prolific Offender Resettlement through Co-ordinated Housing) was started five years ago by ECI (Exeter Community Initiatives). PORCH’s role was to work within the Prolific Offender Unit at Exeter Probation to assist and support high risk offenders find accommodation in order to help reduce re-offending.

St Petrock’s took over running PORCH in October 2010 and put a small team in place to work with up to 30 offenders, at any one time, across Exeter, East and Mid Devon. As well as expanding its role to work with the Inside Out project, PORCH now also works with IOM (Integrated Offender Management Service) clients, who are ex -offenders under supervision from Probation and require extra input from other agencies to help support their resettlement.

During the period April ’10-March ’11, PORCH received 42 new referrals and supported a total of 125 offenders. All the referrals were either NFA (no fixed abode) or in need of assistance to move from unsuitable accommodation or required help to maintain existing accommodation. Most referrals received were for people in prison who were in need of accommodation on release. The

PORCH team visits offenders across prisons in the South West and has recently started to work with an increasing number female offenders.

Clients are found accommodation in a wide variety of housing including supported hostels, rehab projects and shared housing. They are also assisted to move on into privately rented flats as PORCH continues to support both client and landlord until help is no longer required.

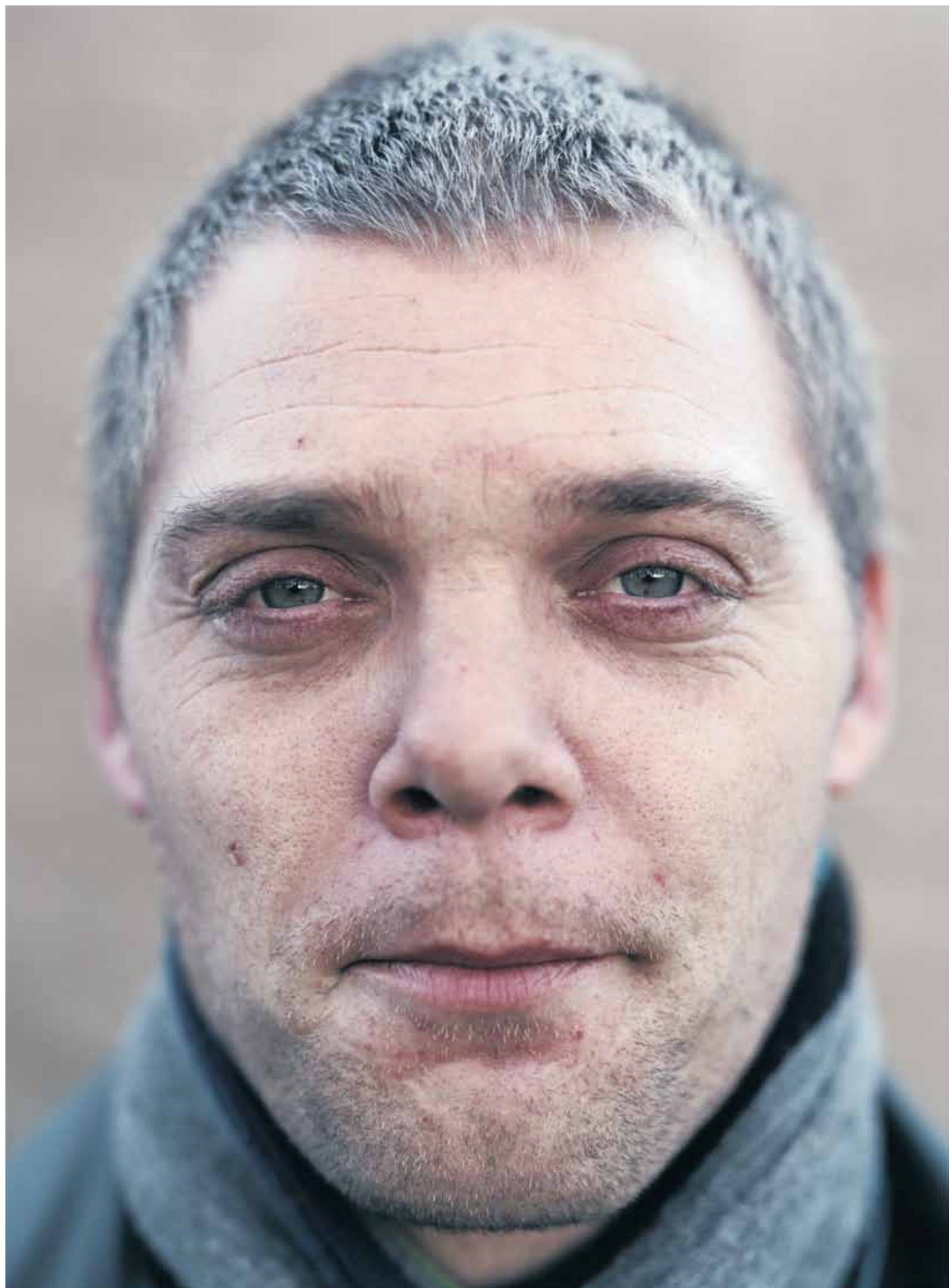
This case study illustrates the support offered by the PORCH Team.

Lee was added on to the Prolific and Priority Offender list when he turned 18 years old. He had a long history of petty crime, driving and drug offences. He had been in and out of foster care and prison since the age of 12 and had been moved/evicted from several foster placements.

He was seen by his PORCH worker on release from prison. At that time he was temporarily staying with his mother but this was not a long term option as she had two younger children who were easily influenced by Lee.

His PORCH worker suggested a referral to the Amber Project, a charity which helps unemployed and homeless young people and Lee was keen to pursue this. The manager was contacted but was reluctant to consider Lee, as he had previously interviewed him when he was in prison. Fortunately, the PORCH worker managed to persuade him and Lee was interviewed and accepted. PORCH paid his rent in advance and two days later took him to Amber and got him settled in. A few days later, the PORCH worker did a follow up visit and he was doing well. Unfortunately, five days later Lee was evicted for drinking and subsequently recalled to prison.

During the time that Lee was in custody, the PORCH worker liaised with Lee’s social worker and managed to find him a privately rented flat in Cullompton for his release. Social Services agreed to pay the deposit and when he was released the PORCH worker took him to the flat and made sure that he had food and bedding. The following day, he had







to be moved to another flat in Exeter and PORCH made sure that he made a claim for ESA and Housing Benefit.

During his time in custody Lee was diagnosed with Schizophrenia so PORCH helped him to register with a new GP in Exeter and arranged an emergency appointment so that he could get his medication.

So far Lee is engaging well.

VOLUNTEERS.

An important benefit for our clients who have recently been accommodated is that they can still access our centre for support, whether it be for advice from a project worker or, simply but importantly, to maintain their social network. They can also access St Petrock's to take part in afternoon training sessions and, more recently, to take part in our client volunteer programme.

So far, we have three client volunteers who work in the kitchen, help organise and maintain our store of donated items as well as help clients with showers and laundry. Each of these volunteers had been a client at St Petrock's for a number of years and were either rough sleeping or living in an empty building. They have all been accommodated in the last year, mainly through our Private Rented Service and now provide the best example to our current clients that their lives can change positively too with engagement and support.

One of our client volunteers explains why he became a volunteer, "I wanted to do something for under-privileged people and I knew everyone here so it didn't mean I'd have to break new ground. I was already volunteering for another charity in the afternoons, which I found fulfilling, but I knew I could do more and decided to help in St Petrock's kitchen. I now do five mornings a week. It's very sociable and that keeps my spirits high. I look forward every day to coming in and seeing everyone...I don't want to become like those people who always look backwards."

Another client volunteer found an

added benefit in volunteering during Winter Provision - it helped him reduce his drinking. "When I said I'd help out during Winter Provision last year, I knew I had to keep my drinking down as I couldn't come back in at 6pm and ask others not to drink if I smelt of alcohol. It was that and staying in over night that made me realise I could change my drinking habit and control my money and that gave me the confidence to consider going into accommodation." We are delighted to report that this client volunteer has successfully maintained his tenancy for over 6 months now.

Our client volunteers also provide invaluable help with local fundraising and have proved to be excellent 'counters' at our annual Christmas Street Collection and also really enjoyed a May afternoon collection at Exeter Racecourse, asking everyone leaving the racecourse to donate their 'losings' which certainly raised a smile!

Every volunteer brings a valuable, extra dimension of support to our clients and our client volunteers are no different. We are very grateful to them all.

CHAIR'S REPORT.

One of the benefits of being a small, local charity, which is not dependent on Government funding, is that you have the flexibility to be creative. This year, more than ever we have taken advantage to grow our services. Our new Private Rented Service is a very important new development. This allows single people who are homeless and who do not meet statutory criteria for housing to access the private rented market. Thanks to the partnership with Crisis, our Private Rented Service is now able to offer clients accommodation in this sector as the deposit and first month's rent is paid on their behalf, and then, once Housing Benefit is in place, the client then pays this amount back over an agreed period.

The success of this Private Rented Service is clear and evident – in the ten months of being up and running, so far 19 clients, who were previously rough sleeping, have been accommodated

and with on-going support we hope to ensure that they are able to maintain their tenancies. There are more clients waiting and the positive effect this has had on the whole team at St Petrock's as well as their clients should not be under-estimated. Having a pathway into accommodation is a huge bonus and clearly Mel's dedication in writing the bid during her Christmas break last year has certainly paid off!

Perhaps, not surprisingly, given our financial challenge for 2011, we tried to maximise our local fundraising ambitions and were delighted when we managed to attract the New English Art Club to hold their annual exhibition in Devon, with St Petrock's as its nominated local charity. Thank you to all of you who found their way to the Great Barn, Higher Ashton in May and for buying paintings and raffle tickets for Diana Calvert's delightful painting 'Sheep in the Paddock'. The event raised £5,013.39.

We also owe a big 'thank you' to our magnificent fundraisers, David Macklin, Ann MacMenamin and Mary Grinyer, in Topsham for their continued support and who managed to raise £2,783.67 from holding a Bridge event, a Street Collection and Flower Festival all in support of St Petrock's work, during the year.

On behalf of all the trustees, I would also like to mention our volunteers, who help our kitchen manager, Linda and provide a friendly, helpful face to our clients. They are a wonderful mix of ages and backgrounds and under the Linda's excellent stewardship manage to produce and serve hot, delicious and imaginative meals twice a day throughout the week. We are very fortunate to retain a high number of our volunteers and this year, we celebrated two volunteers' 80th birthdays who have been with since the start of the project, 17 years ago. We could not operate without our volunteers and we are extremely fortunate to have such a dedicated and supportive team.

Thank you all.







ST. PETROCK'S PATRONS.

The Right Reverend,
Dr Michael Langrish,
Bishop of Exeter.

"St Petrock's continues to be a vital resource for homeless people in Exeter. Sadly, their numbers have increased. On an average day, up to 60 clients are seen. This can only happen through strong local community funding and a large volunteer force. I am delighted that both of these remain strong, and to see the development of two new services, the PORCH project and the Private Rented Service".

Dr Michael Langrish.

Ben Bradshaw, MP.

"With homelessness and destitution on the rise again and many people facing grim prospects the work of St Petrock's is more important than ever. I'd like to congratulate all the staff and volunteers for their achievements over the last year and wish St Petrock's all the best for the year ahead."

Ben Bradshaw.

TRUSTEE BOARD.

Andrew Dixon, OBE.

Chair of Trustees.
Retired international banker.
Honorary Treasurer of the Plymouth Marine Laboratory.

Ruth Saltmarsh.

Vice Chair of Trustees.
Member of the Independent Monitoring Board at HMP Channings Wood with particular interest in Reducing Re-offending work. Magistrate for 37 years on the Central Devon Branch.
Chair of the Atkinson Secure Unit School Management Committee.

Jeremy White.

Chair of Finance Committee and Treasurer.
Chartered Accountant, now retired.

Andrew Smith.

Company Secretary.
Corporate Lawyer at FT Consultants.

Peter Thomson.

Chair of The Way Forward Group Committee.
Chartered Accountant by training and Merchant Banker from 1976 at Morgan Grenfell and then at Lloyds Merchant Bank and Guinness Mahon.
Now retired.

David Woods.

Member of Finance & Personnel committees.
Retired, Former Director (Transport) for the Government Office for the SW.
Volunteer at St Petrock's since 1996.

Michael Hall.

Worked in management in Printing industry in Exeter, retired 1996.
Church warden for the Parish of Central Exeter since 1998.

Hannah Foster.

Chair of the Personnel Committee.
Human Resource Director for the education company Pearson dealing with all aspects of people in employment, communication and organisational change.

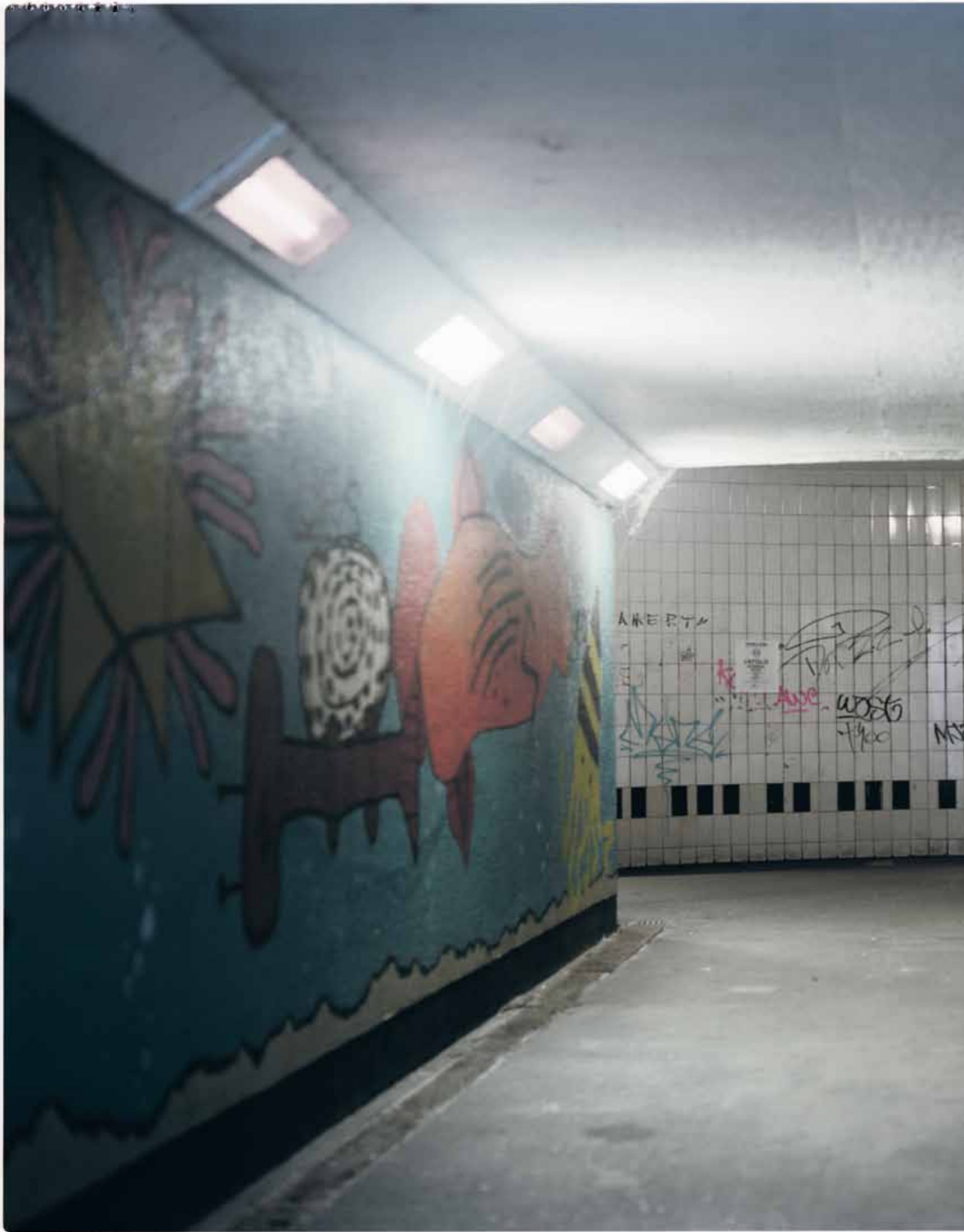
Reverend Mark Bate.

Chair of the PR Committee.
Mark is retired from 37 years as a Parish Priest in Exmouth, Exeter and for the last 5 years in Burnthouse Lane.

Reverend James Hutchings.

Is assistant curate at St James' Church, in Mount Pleasant Road and associate priest in the Central Exeter Team Ministry.







ST PETROCK'S (EXETER) LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2011

	Unrestricted funds £	Restricted funds £	31.3.11 Total funds £	31.3.10 Total funds £
INCOMING RESOURCES				
Incoming resources from generated funds				
Voluntary income	132,509	297,417	429,926	273,980
Activities for generating funds	6,181	-	6,181	2,168
Investment income	1,184	-	1,184	1,419
Incoming resources from charitable activities				
Client services, support & training	12,341	-	12,341	2,635
Preventative work	30,349	13,569	43,918	55,306
Total incoming resources	182,564	310,986	493,550	335,508
RESOURCES EXPENDED				
Costs of generating funds				
Costs of generating voluntary income	18,883	-	18,883	18,577
Fundraising trading: cost of goods sold and other costs	1,010	-	1,010	1,332
Charitable activities				
Client services, support & training	28,009	147,444	175,453	242,027
Preventative work	89,688	80,546	170,234	60,573
Governance costs	6,880	-	6,880	6,597
Total resources expended	144,470	227,990	372,460	329,106
NET INCOME FOR THE YEAR	38,094	82,996	121,090	6,402
RECONCILIATION OF FUNDS				
Total funds brought forward	191,643	1,253	192,896	186,494
TOTAL FUNDS CARRIED FORWARD	229,737	84,249	313,986	192,896

INDEPENDENT AUDITORS' STATEMENT TO THE TRUSTEES OF ST PETROCK'S (EXETER) LIMITED

We have examined the summarised financial statement of St Petrock's (Exeter) Limited for the year ended 31 March 2011.

Respective responsibilities of trustees and auditor

The trustees are responsible for preparing the summarised financial statement in accordance with applicable United Kingdom law and the recommendations of the charities SORP. Our responsibility is to report to you our opinion on the consistency of the summarised financial statement with the full financial statements and Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statement.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. Our report on the charity's full annual financial statements describes the basis of our opinions on those financial statements and on the Trustees' Report.

Opinion

In our opinion the summarised financial statement is consistent with the full financial statements and the Trustees' Annual Report of St Petrock's (Exeter) Limited for the year ended 31 March 2011.

ST PETROCK'S (EXETER) LIMITED

BALANCE SHEET
AT 31 MARCH 2011

	Unrestricted funds £	Restricted funds £	31.3.11 Total funds £	31.3.10 Total funds £
FIXED ASSETS				
Tangible assets	3,288	-	3,288	6,276
CURRENT ASSETS				
Stocks	310	-	310	345
Debtors: amounts falling due within one year	11,954	-	11,954	12,600
Debtors: amounts falling due after more than one year	12,250	-	12,250	12,250
Cash at bank and in hand	<u>214,173</u>	<u>84,249</u>	<u>298,422</u>	<u>194,402</u>
	238,687	84,249	322,936	219,597
CREDITORS				
Amounts falling due within one year	(12,238)	-	(12,238)	(32,977)
NET CURRENT ASSETS	<u>226,449</u>	<u>84,249</u>	<u>310,698</u>	<u>186,620</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>229,737</u>	<u>84,249</u>	<u>313,986</u>	<u>192,896</u>
NET ASSETS	<u>229,737</u>	<u>84,249</u>	<u>313,986</u>	<u>192,896</u>
FUNDS				
Unrestricted funds			229,737	191,643
Restricted funds			<u>84,249</u>	<u>1,253</u>
TOTAL FUNDS			<u>313,986</u>	<u>192,896</u>

STATEMENT BY TRUSTEES

The attached summarised accounts are a summary of information extracted from the annual accounts and certain information relating to both the statement of financial activities and the balance sheet.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full annual accounts and the trustees' annual report should be consulted: copies of these can be obtained from 10 Cathedral Yard, Exeter, Devon, EX1 1HJ.

The full annual accounts have been subject to external examination by an independent accountant and received an unqualified report.

The annual accounts were approved by the Trustees on 20 September 2011 and have been submitted to the Charity Commission.

J W E White
For and on behalf of the trustees



WAYS TO HELP.

MAKE A DONATION.

You can make a one-off donation, either on-line, in person, or by post using the form below. Supporters are always welcome and letters of support are a great encouragement. Please make cheques payable to St Petrock's (Exeter) Ltd.

GIFT AID.

If you are a taxpayer, Gift Aid is a great way to boost the value of your donation by almost a third, at no extra cost or trouble to you. It allows us to reclaim tax on all donations.

BECOME A FRIEND of ST PETROCK'S.

If you can commit yourself to an annual donation, it will help with our ongoing funding. And you will be informed of progress at the centre by means of the annual report and regular newsletters.

BUSINESSES & ORGANISATIONS.

Businesses can help in many ways: by providing products at discounted prices, giving financial help with one of our regular bills or providing help with our printing costs.

PAYROLL GIVING.

Payroll giving is a direct and tax-efficient scheme enabling employees to give from their tax pay. Visit our website for details: www.stpetrocks.org.uk

CHURCHES.

Churches can help by holding collections with their congregation for St Petrock's. We can supply you with posters and leaflets to help raise awareness of our work. A donation from your church will help us make a difference.

SCHOOLS AND COLLEGES.

Your school, college or university can support St Petrock's with collections, fund-raising events (non-uniform days etc.), Raising and Giving (RAG) week and awareness raising sessions. We can provide posters, leaflets and plenty of support.

BEQUESTS.

Making a bequest in your will is a way of investing in the next generation. There can be significant tax advantages to your estate by making a bequest to charity.

I'D LIKE TO HELP.

I WOULD REALLY LIKE

to make a one-off donation of £ (Cheques made payable to St Petrock's (Exeter) Ltd.). Or, I would like to set up a standing order to the value of £ every month/quarter/year. (Delete as appropriate).

Starting on

(date) until further notice to the account of St Petrock's (Exeter) Ltd., Acct no: 113 421178 Sort Code: 16-19-25, Royal Bank of Scotland, Southernhay West, Exeter, Devon. EX1 1TZ.

From my account:

Account number:

Bank:

Branch address:

Your name:

Address:

Signature:

Date:

• GIFT AID DECLARATION •

If you are a taxpayer, whichever way you choose to support us (by a one-off payment or regular standing order), Gift Aid is a great way to boost the value of your donation by almost a third, at no extra cost to you. It allows us to reclaim the tax on all the donations you make.

I understand that I must pay an amount of Income Tax or Capital Gains Tax at least equal to the tax the charity reclaims on my donations in each tax year.

Signature:

Date:



A BIG THANK YOU TO OUR SUPPORTERS.

The Friends and supporters of
St Petrock's

Devon and Exeter Churches
Devon and Exeter Schools
and Colleges

The Parish of Central Exeter
Big Lottery Fund

Man Group plc Charitable Trust
J Paul Getty Jnr Charitable Trust

The Royal British Legion
Tudor Lankelly Chase SW
Partnership

The Tudor Trust

Provident Financial

Devon Primary Care Trust

Exeter City Council

Devon County Council

The Safer Devon Partnership

HMP Exeter

CRISIS

Halse Trust

Atass Foundation

The Norman Family Charitable Trust

The David Gibbons Foundation

The Douglas Martin Trust

Exeter Philharmonic Choir

The Safer Devon Partnership

Exeter Dispensary &

Aid-in-Sickness Fund
Central Exeter Relief in Need
Charity
Devon Community Foundation
The Heydown Trust
Buckfast Abbey Trust
Dawlish Mothers Union
St Petrock & Heavitree Parish
Lands Charity
Provincial Grand Chapter of
Devonshire
Ashfords
ISCA Forwarding Ltd
Venture Security Systems Ltd



Langmaids News
Exeter Racecourse
Wilkinson's
New English Art Club
Vineyard Church
Kenniford Farm
Pipers Farm
Alcohol Education and Research
Council
Stormpress
Exeter Cathedral
Timepiece
Morrisons
Exeter Lions Club
Tuckers Arms Raft Club
Howet Alcoa

University of Plymouth
Viscount Amory's Charitable Trust
St Edmund & St Mary Major Charity

Beatrice Laing Trust

Yorkshire Building Society

Hawksmore Investment
Management

**And thank you to all our
anonymous donors;
you know who you are!**

And finally, thank you to Graeme
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and photography of this annual
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