



ST. PETROCK'S ANNUAL REPORT 2013

“The work of St Petrock’s Centre is plainly seen as a ‘life-line’ to many, if not the majority of people who use its service, and without its continued presence in Exeter, a great many lives will deteriorate or be lost.”

DR. R HAWKER, A REVIEW OF SERVICE DELIVERY, DECEMBER 2012



THIS YEAR'S REVIEW

For over 19 years, St Petrock's has been the first point of contact for people who are homeless, or at risk of homelessness, in Exeter. From our centre in Cathedral Yard, through our work in the community and in prisons, we provide a range of emergency, support and prevention services to help people re-build their lives and make the transition to independent living.

Addressing the problems caused by homelessness involves much more than putting a roof over people's heads. Our work, which includes the provision of contact and advice, housing and support, health and crisis services, tackles issues of homelessness alongside accompanying factors, such as crime, anti-social behaviour and wider social inclusion issues. The range of positive outcomes experienced by clients through our projects is similarly broad; we aim to help them improve their quality of life, improve their health, develop independent living skills and gain access to training and employment. Since opening in 1994, we have provided assistance to over 10,000 people, helped over 8,200 into accommodation.

We work with some of the most socially excluded groups in the city, many of whom have complex or overlapping needs such as mental health or emotional health issues, addictions or a learning or physical disability. This year, we have also continued to see an increase in the number of people made homeless through poverty and loss of employment. The cost of housing, combined with rising prices, low wages and

cuts to housing support is resulting in people no longer being able to hold onto accommodation.

Our projects work to break cycles that lead to repeat homelessness and support people to become self-sufficient. We aim to minimize the time anyone has to sleep rough by helping people off the street and into suitable, affordable accommodation as quickly as possible. We also provide a range of prevention services to those that are vulnerably housed, to help people avoid homelessness in the first place. Every person we see has a unique story to tell; all our services aim to provide a 'personalised' approach to ensure that clients' individual needs are met.

The homeless resource centre in Cathedral Yard is both the heart of our services and the gateway to specialist service provision. It is unique in that it offers a comprehensive range of specialist services for people who are homeless or at risk of homelessness, all under one roof.

Over the past 12 months, the number of individuals who used our services increased by 29% over the previous year. This significant increase in need puts every part of the organization under strain. Nevertheless, we have worked hard to improve our response times and adapt our services to ensure that the new people coming through our door receive the prompt support that they need. In these challenging times, we are prioritising the on-going development of flexible, accessible

emergency advice and housing support services, which can respond rapidly to people in crisis.

Our new "No Second Night Out" Rough Sleeper Response Service, which operates in partnership with Exeter City Council, is tasked to assess all new street homeless individuals in the city within 24 hours and to provide a Single Service Offer within 72 hours. Since it opened in April 2012, 159 people have avoided a second night out through this service and 82% of people have been assessed within 24 hours. Providing this faster response to new people arriving on the streets will hopefully prevent them from becoming the longer term entrenched rough sleepers of the future. We are grateful for the support of Exeter City Council; their partnership has been a critical factor in the success of this work.

Working closely with our partners at HMP Exeter and Probation, we have also expanded our services with ex-offenders. This year, we supported 780 people into accommodation on release from prison, helping to reduce re-offending for the Integrated Offender Management cohort for Exeter, East and Mid-Devon by 35%.

I would like to thank all of our supporters and everyone who has given their time to St Petrock's over the last year.

The total cost of running our services in 2012/13 was £472 612; roughly 25% of our income came from the

local community. We are also very grateful for the large numbers of donations of food, clothing, sleeping bags and other useful items that we received this year; without them, we would struggle to fund our vital services.

At the time of going to press, we have heard that we have been successful with two significant funding bids. The Big Lottery Fund has awarded us a four year grant of £376,000 and the John Paul Getty Jnr Charitable Trust has awarded us £50,000 over two years. This will help considerably in providing some financial stability for the project. The recession still poses major challenges in terms of fundraising, and through its impact on local services, employment and on individuals. However, we will continue to strive to provide responsive and effective services and partnerships to help people in need of a home.

The following reports provide a snapshot into the developments, challenges faced and successes achieved by the project over the last 12 months. I hope you enjoy reading about our work.

MEL HARTLEY
PROJECT MANAGER



ROUGH SLEEPER RESPONSE SERVICE

Early intervention is crucial in helping prevent those who are new to the streets from becoming entrenched in rough sleeping lifestyles. In April 2012, a Rough Sleeper Response Team was formed to provide a faster response to new street homeless individuals in the city, in partnership with Exeter City Council and other local agencies. The service, which is being funded until March 2014 as part of the government's 'No Second Night Out' policy (NSNO), seeks to offer all new rough sleepers in the city an assessment within 24 hours of their arrival on the street. The Response Team of three workers operate out of St Petrock's centre, liaising closely with the St Petrock's project workers and the Street Homeless Outreach Team (SHOT). During 2012 the team also trialled an out-of-hours service, providing outreach at evening soup-runs, early morning and weekend outreach, and evening surgeries. In addition, a 24 hour telephone line to support public reporting of rough sleepers is in place.

Following assessment, the Response Team seek to make a Single Service Offer (SSO) to each client within 72 hours of their arrival on the street. The SSO, which is tailored to meet the individual's need, will consist either of support into local accommodation or of reconnection to another area. Assessment beds, currently in B&Bs, in shared housing or in a room in a high-support hostel, are provided by Exeter City Council and partner agencies until an appropriate SSO can be made.

THE NUMBER OF INDIVIDUALS ASSESSED BY THE RESPONSE TEAM:

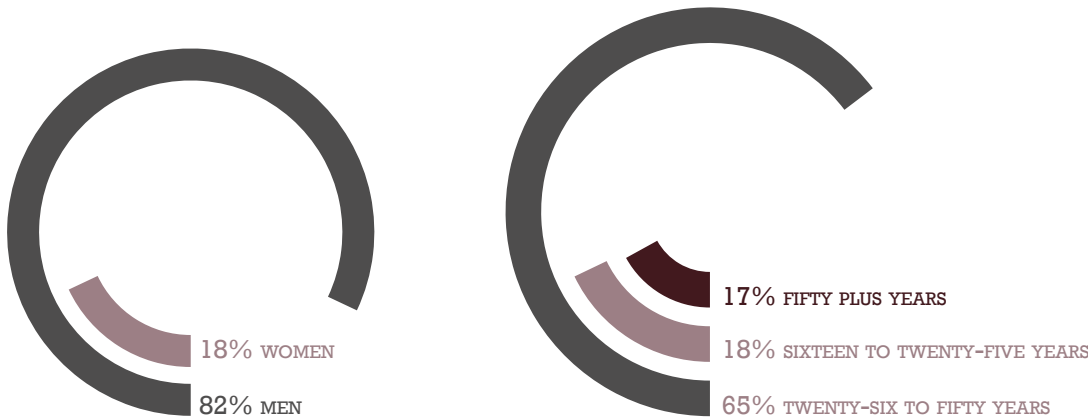
173

THE PERCENTAGE OF INDIVIDUALS ASSESSED WITHIN 24 HOURS OF ARRIVAL ON THE STREET:

82%

In the first 10 months of the project.

NEW ROUGH SLEEPERS ASSESSED BY THE RESPONSE TEAM:



This year, the Response Team have seen increasing numbers of young people, aged under 26. As Simon's experience illustrates, responding rapidly to the needs of individuals in this age group can be pivotal in setting them on course to achieve positive, independent lives:

Simon*, aged 19, became homeless for the first time in 2012 following a relationship breakdown with his mum. For a time, he 'sofa surfed' with friends and accessed Nightstop, a charity which provides emergency overnight accommodation for young people with local host families. However, when these short-term options ran out, he was forced to sleep rough instead. In November 2012, Simon was sent to the St Petrock's centre by the Youth Enquiry Service (Y.E.S.). Following assessment, the Response Team were immediately able to place him in a B&B, providing some stability until a more long-term solution was found. Simon engaged well with the team, who made referrals to local accommodation providers on his behalf, and was proactive in trying to turn his life around. He went on to stay in a temporary shared house until a place became available at Exeter YMCA. He is now accommodated at the YMCA and is working in a shop in Exeter fulltime.

*Name changed to protect anonymity





“The City Council is extremely appreciative of the work of St Petrock's; we have always worked well together but in aspiring to meet the No Second Night Out ambition, we have really pulled together for a common goal. In the last year, the number of people prevented from having to rough sleep is testament to the success of our partnership.”

CHRIS HANCOCK, HOUSING NEEDS MANAGER, EXETER CITY COUNCIL

BROKERAGE SERVICE

To complement the work of the NSNO Rough Sleeper Response service in helping individuals to access accommodation, we launched a personalised brokerage support system in August 2012. The brokerage system presents individuals with a range of options to help them maintain their tenancies and gain independence, including accommodation support, counselling, mental health and substance misuse services. This accessible, flexible service can respond rapidly to referrals through a virtual assessment panel, which is comprised of staff from agencies across the city.

THE PERCENTAGE OF CLIENTS REFERRED THROUGH THE BROKERAGE SYSTEM WHO ARE MAINTAINING THEIR ACCOMMODATION TO DATE:

80%



HOUSING SUPPORT, CONTACT, ASSESSMENT & ADVICE

Every individual's pathway into homelessness is different, in which multiple, complex and overlapping factors often play a part. The work of our project workers, who include trained counsellors and social workers, involves both meeting clients' short-term needs and seeking to ensure that any wider risk factors and vulnerabilities are addressed.

Upon arrival at St Petrock's centre, each client is met by a staff member to ensure that any immediate needs are met, and any actual or impending crisis addressed and noted. In addition to our basic survival services, clients can obtain free health, housing and welfare advice. Services provided at this stage often include help completing paperwork, addressing any breakdown in benefits and filling out homeless application forms. Prevention is an increasingly important part of our work; for some of our vulnerably housed clients, help at this stage enables them to get their lives back on track and avoid homelessness in the first place. For others, more intensive input is needed.

Over time, often as a result of an on-going process of engagement and building trust, a full assessment of a client's housing, health and welfare needs is carried out. This more in-depth work allows the worker and client to put together a personalized support plan, which is tailored to meet their individual needs. Support offered may include referral to suitable accommodation providers; it also involves helping clients to address underlying issues. This may take the form of support with access or referral to specialist service providers, such as drug/alcohol teams, mental health workers, legal services and training/employment agencies. In 2012.13, we also ran regular drop-in sessions with the Street Homeless Outreach Team (SHOT) and the YMCA Job Club, to enable clients to access these services with ease.

The route out of homelessness can be long and difficult for some, particularly for those who have been rough sleeping for many years. However, given time, patience and skilled input from staff, it can be done, as Jeff's story illustrates:

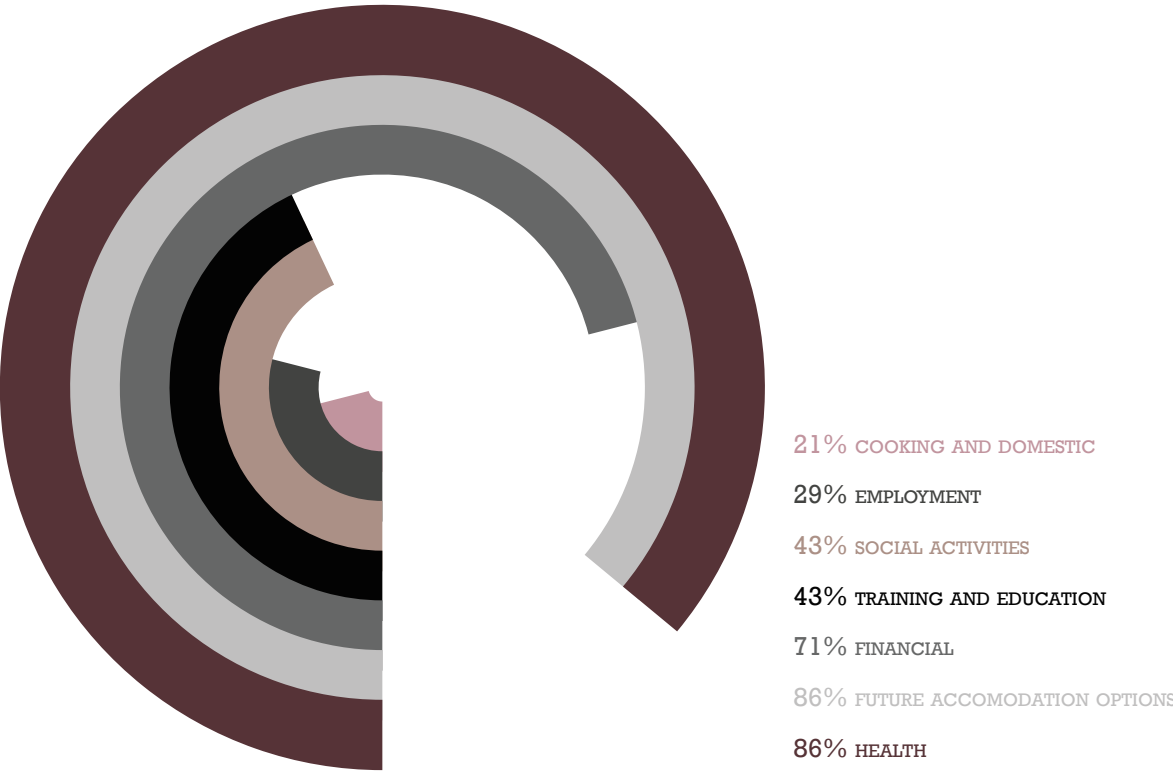
Jeff* came to Devon when he was in his late forties. His marriage had broken down many years earlier; he had spent much of his life travelling around working on building sites. He then spent three years 'sofa surfing', staying with various friends and family. However, by the time he arrived in Exeter, Jeff explained, "I had well and truly burnt all my bridges". He consequently started rough sleeping. As he developed a daily routine and regular sleeping spot, it soon became a way of life. The experience had a profound effect on Jeff and he became increasingly dependent on alcohol in order to deal with it. He began to neglect his appearance and failed to eat properly; his mental and physical health started to deteriorate. Although Jeff accessed St Petrock's centre, he was resistant to any offers of accommodation; he said that he was "happy with his life".

Jeff continued to sleep rough for a number of years. However, the St Petrock's team worked consistently to build a relationship with him and to develop a flexible support plan. Working with Exeter City Council, the team agreed with Jeff that he could have use of a local B&B as respite accommodation, with no commitment to any long term move. This initiated a process of change; once he got used to being 'indoors' again, it became possible to explore other options. Eventually, he moved into his own flat, which was provided by ECC. The team provided intensive support for Jeff as he settled into his new surroundings, and continued with weekly key working visits for the first year of his tenancy.

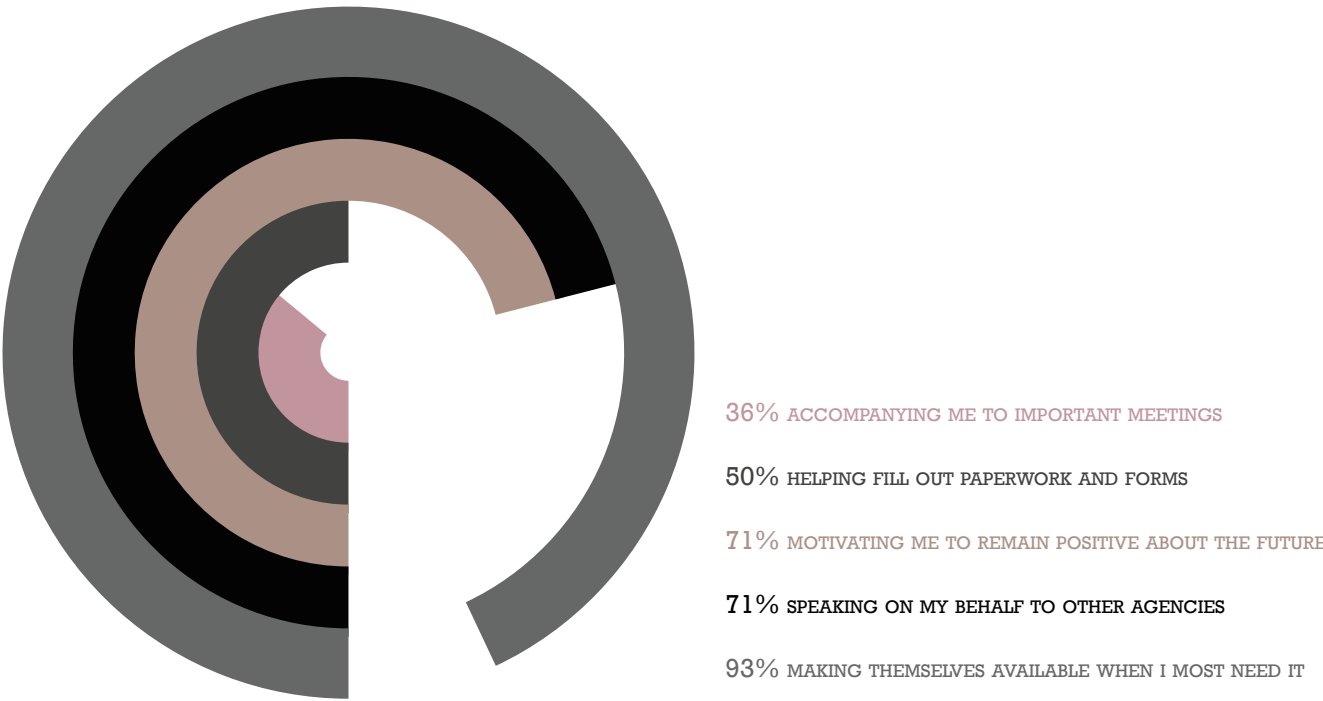
*Name changed to protect anonymity

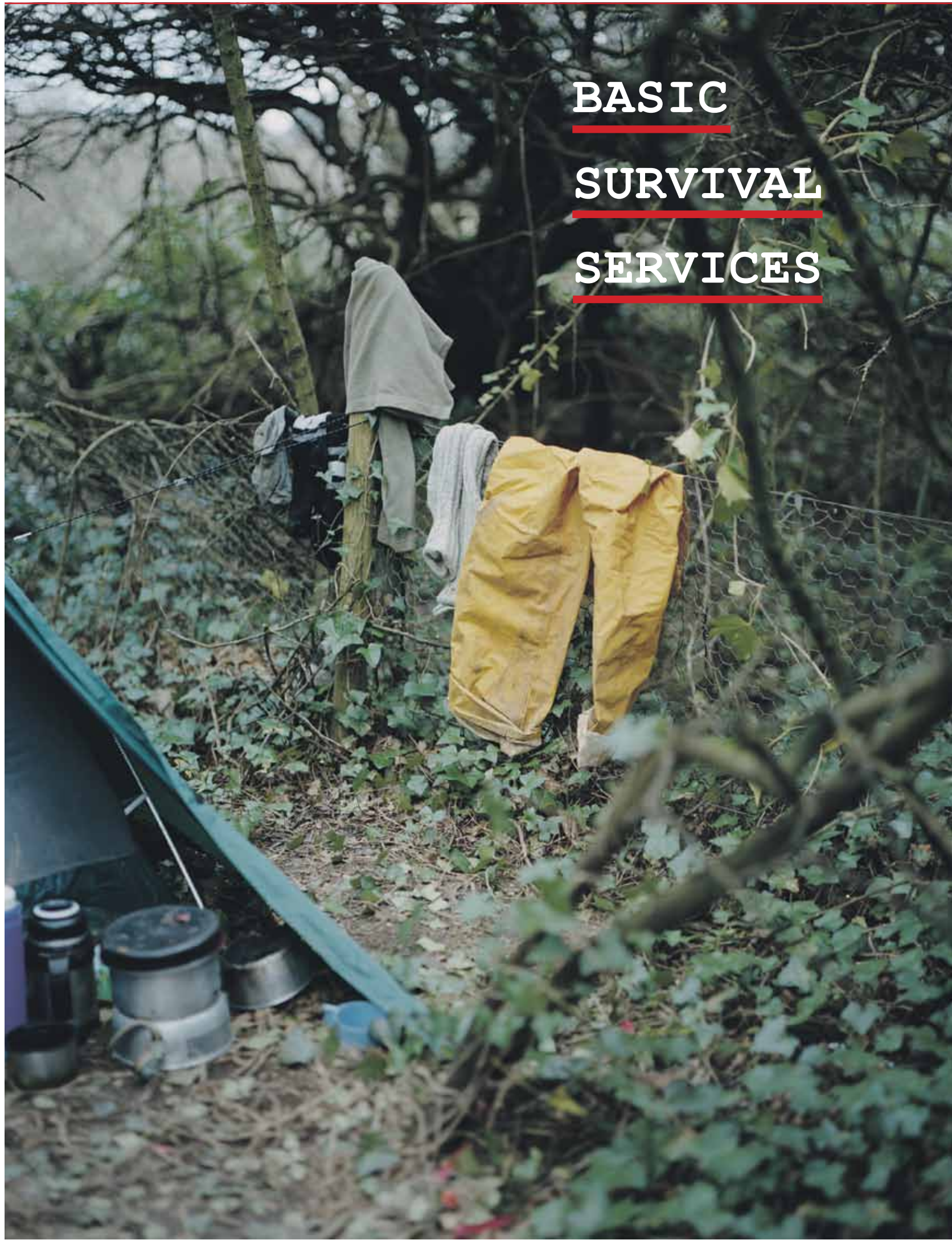
- 82% OF CLIENTS WHO ACCESSED OUR SERVICES WERE SINGLE ADULTS WITH NO STATUTORY RIGHTS TO HOUSING
- 54% HAD AN OFFENDING HISTORY
- 36% HAD COMPLEX NEEDS
- 31% WERE HOMELESS FOR THE FIRST TIME
- 22% HAD A HISTORY OF SUBSTANCE MISUSE
- 20% HAD A DIAGNOSED OR SUSPECTED MENTAL ILLNESS

AREAS OF ADVICE SOUGHT AND RECEIVED:



HELPING ATTRIBUTES OF STAFF MOST VALUED BY CLIENTS:





BASIC SURVIVAL SERVICES

Located in Cathedral Yard at the heart of the city, St Petrock's centre is the only open-access resource centre for people who are homeless in Exeter. The centre is open 5 days a week for 51 weeks a year, providing clients in crisis with vital necessities that many of us take for granted. Our emergency survival services include the provision of clothing, blankets and sleeping bags (the majority of which are donated by the local community) and access to showers and laundry facilities. Hot drinks and subsidized cooked breakfasts and lunches, which are prepared by our team of dedicated kitchen volunteers, are served during our daily drop-in sessions.

The average age of death of rough sleepers in the UK is just 47 years for men and 43 years for women*. In addition to physical health problems, many people we see are coping with complex mental health, addiction and family breakdown issues, which often impact upon their ability to make positive changes. Our centre provides access to a wide range of health services; in 2012.13, we offered regular drop-in sessions with a chiropodist, NHS nurses and a mental health nurse.

All of these services are crucial in maintaining and improving the health of our clients, and in providing some respite from the demands of life on the streets. Moreover, in meeting the basic physical needs of our clients in a safe, non-judgmental environment, our project workers are able to build the relationships and trust with clients that are needed to begin the process of change.

THE AVERAGE NUMBER OF CLIENTS USING OUR CENTRE PER DAY:

40

THE NUMBER OF INDIVIDUALS WHO USED OUR CENTRE DURING THE YEAR:

363

THE NUMBER OF MEALS SERVED BY OUR CENTRE KITCHEN:

8579

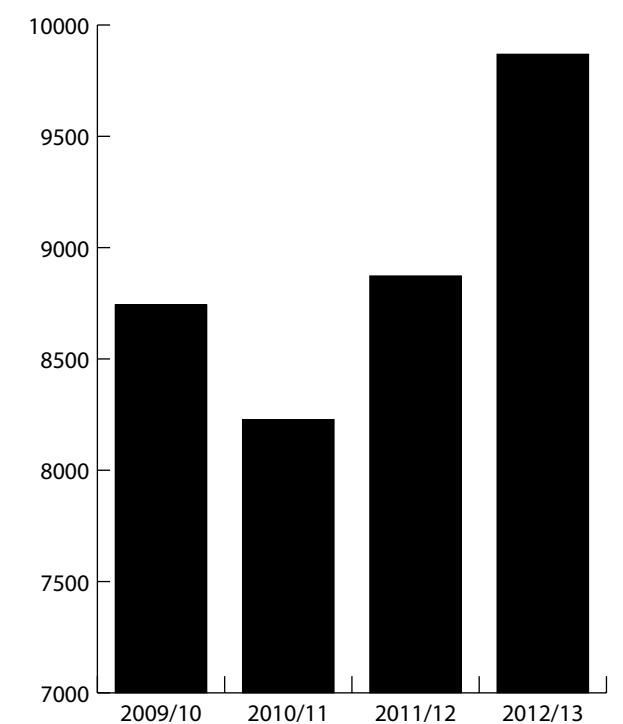
In 2012 .13.

*Source

'Homelessness: A Silent Killer. A research briefing on mortality amongst homeless people.'

Published by Crisis, December 2011.

TOTAL ATTENDANCES AT ST.PETROCK'S:





SEVERE WEATHER EMERGENCY

PROVISION

During the cold winter and spring of 2012.13, the centre provided emergency overnight accommodation for rough sleepers as part of Exeter City Council's Severe Weather Emergency Provision (S.W.E.P.). This service, which operates in co-ordination with Exeter City Council, the Street Homeless Outreach Team and city hostels, is provided when weather predictions for Exeter suggest that ground temperatures will be zero degrees or below over three consecutive nights. In 2012.13, St Petrock's centre opened overnight on significantly more occasions than in previous years. This included a period of two consecutive weeks in March, which is the longest running duration of S.W.E.P. held at St Petrock's on record.

The Severe Weather Emergency Provision service not only has considerable potential to save lives; it also offers valuable opportunities for clients to engage with staff, often for the first time, and become more fully aware of the support available to them. Of the 31 individuals who used St Petrock's overnight during this period, 19 clients were consequently moved into accommodation; a further 7 referrals for accommodation were also put in place. Many of these clients had previously slept rough for some time and had been reluctant to engage with services. We are very grateful for the hard work of the members of staff and client volunteers who ran S.W.E.P. and made these positive outcomes possible.

THE TOTAL NUMBER OF INDIVIDUALS WHO BEDDED DOWN IN ST PETROCK'S DURING SEVERE WEATHER EMERGENCY PROVISION:

31

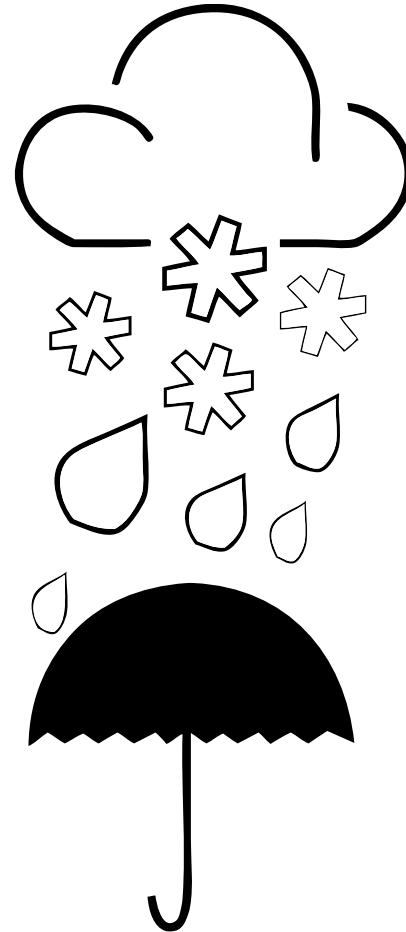
THE NUMBER OF NIGHTS OVER WHICH ST PETROCK'S CENTRE PROVIDED SHELTER:

35

THE TOTAL NUMBER OF BED SPACES PROVIDED BY THE CENTRE:

202

Over the winter.spring of 2012.13.



RENT AND SUPPORT SERVICE

From identifying suitable accommodation to negotiating with letting agents, setting up a tenancy agreement and organizing utility supplies, accessing housing in the private rented sector can be a daunting prospect for anyone. For some of our clients, who may lack the upfront finances needed for referencing fees and rent deposits, may be in receipt of benefits or have limited experience of running a home, it can be almost impossible. St Petrock's Rent and Support Service, which was developed in April 2011 with the help of funding from Crisis, exists to guide individuals through this process. The service works with clients who do not have statutory rights to housing, providing the support that is needed to create long-term, sustainable tenancies.

Following initial assessment, our Housing Liaison Officer helps those who are homeless or at risk of homelessness to source accommodation in the private rented sector that is suited to their individual needs. Working as a broker between clients and local landlords, the project offers extensive practical support with all aspects of setting up a tenancy agreement and moving in. It acts as a guarantor to reduce the financial risk to landlords, whilst working to connect new tenants with local support services. Support is also available to help clients set up benefit claims, utility accounts, access furniture and other necessities that will enable them to create a manageable home for themselves. The project subsequently offers on-going advice to both landlords and tenants, helping to ensure that tenancies are successfully maintained.

Some clients accommodated through the service will require on-going support to develop budgeting, domestic and other life skills, to manage health conditions or to access volunteering, work and training opportunities. Through putting together personalized support plans and liaising with other relevant services, the project ensures that tailored support is in place until these clients can manage alone. However, this year our Rent and Support Service has also helped many clients with low support needs who, due to sudden unfortunate changes in circumstance such as unexpected redundancy or relationship break down, have more simply needed a helping hand to get back on their feet. Stories such as Jim and Ricky's are a sobering reminder that,

particularly in our current economic climate, homelessness can affect anyone at all.

Jim and Ricky arrived in Exeter in early 2012. They had both worked hard all their lives – Jim (63) as a joiner and Ricky (54) as a roofer. Jim's long-term relationship with his partner had begun to break down and Ricky had always moved around to find work; the offer of employment on the old hospital site in Exeter seemed to provide them both with the opportunities they needed.

Initially, both men had plenty of work and were able to live on-site. However, their employer stopped paying them and then suddenly disappeared altogether; they learnt that he had lost the building contract for the site. Jim and Ricky were left without work or accommodation in Exeter and with no lives to return to elsewhere. They were not used to claiming benefits, so began to sleep rough. When they arrived at St Petrock's, they were in urgent need of hot food and warm clothes.

During assessment, our Housing Liaison Officer, Shiralee, found that Jim was depressed and particularly vulnerable; she secured the tenancy of a quiet one-bedroomed flat in Dawlish so that he could move straight in. She was then able to find a small apartment for Ricky, which was fairly close to Jim's, while allowing them sufficient space to make new friends.

Both men have since taken great strides in moving on with their lives. Jim has come to terms with the end of his relationship, made a lovely home for himself and is a great help to the Rent and Support Service by befriending new tenants. Ricky, or 'Honest Rick' as he likes to be called, has started volunteering with Project Petrock, our social enterprise, and is a valuable member of the team.

THE NUMBER OF PEOPLE SUPPORTED AND ACCOMMODATED BY THE RENT AND SUPPORT SCHEME IN 2012.13:

34

PRISON RESETTLEMENT & THROUGH THE GATE SERVICE

St Petrock’s has been providing a Housing Advice Service at HMP Exeter since 2003, in response to the increasing numbers of prisoners released as NFA (No Fixed Abode). Releasing prisoners without accommodation means that they are far more likely to commit further offences, less likely to get a job and are likely to find it difficult to stay involved in drug rehabilitation and offending behaviour programmes. The Housing Advice Team focus their support on offenders who do not have a probation licence and are likely to be released NFA, and on those whose tenancies may be at risk while they are in custody. They also provide advice to colleagues in the prison and to other agencies who work with ex-offenders in the community.

2012.13 has been an exceptionally busy year for the team. In spite of an increase in caseload and a decreasing range of local accommodation options, they have continually met or exceeded the key performance targets set by the government. Over the year, the team of two have worked with 1,021 cases; of these, they supported 630 clients into accommodation or helped them to maintain their existing tenancies. Of the remainder, over 300 were transferred to other prisons, where the team handed over on-going cases so that work could be continued prior to their release.

THE NUMBER OF NEW REFERRALS MADE TO THE HOUSING ADVICE TEAM EACH WEEK:

10 - 20

THE AVERAGE NUMBER OF OFFENDERS RELEASED FROM HMP EXETER PER MONTH:

100

The housing advice team aim to see every client at their discharge board, three weeks prior to release.

THE AVERAGE CASELOAD HANDLED BY THE TEAM AT ANY ONE TIME:

200

Key services provided by the Housing Advice Team include liaising with Housing Benefit Teams to try and keep claims in payment; advocating on behalf of clients; negotiating with landlords to resolve tenancy issues; making homeless applications to Local Authorities; making referrals to supported accommodation providers, hostels and recovery projects; helping clients to register on local housing lists; providing advice on accessing private rented accommodation and signposting clients to other support agencies on release. Working closely with other services is a crucial part of their work, as this case study illustrates:

Alex* made an application to see the Housing Advice Team soon after his admittance to HMP Exeter. He had lost his previous accommodation by coming into custody, and was very worried about being released with nowhere to live. His situation was made more complex by the fact that he had a previous conviction for arson – an offence which drastically limits the housing available to an individual.

Alex was not keen to return to his home area, although he wanted to be within travelling distance of his son in the South West. The team researched housing providers in the area who would consider taking those with previous arson convictions. They also obtained more details about the arson conviction from the Police Liaison Officer. This enabled them to put the offence in context when liaising with housing providers, ensuring they had all the information they needed to make an informed decision about his case.

Following referrals by the team, a housing association in Bristol offered Alex a room in one of their properties. As Alex was being mentored by the Community Chaplain, he was pleased to find that there was a church with a thriving Christian community nearby; he was able to link in with it immediately. He was accompanied to Bristol on his day of release by the Community Chaplain, who helped him settle in to his new home.

*Name changed to protect anonymity

“The availability of informed advice, delivered through skilled practitioners, to provide effective and sustainable accommodation solutions to offenders - especially short term “revolving door” prisoners received into local prisons whose needs are complex and acute - is an important element of rehabilitation interventions in custody and through the gate. The service delivered by St Petrock’s staff at HMP Exeter provides significant assurance to NOMS custodial commissioners and I am certain is a valued asset within the prison’s portfolio of resettlement services.”

ROB FENWICK, CUSTODIAL COMMISSIONING MANAGER



SOUTH WEST OPEN

PILOT PROJECT

The majority of the clients seen by the prison team live in Cornwall, Devon and Somerset, although they cover and refer to areas across the UK. This year, they have also taken part in a pilot project, South West OPEN [Offender Program for European Nationals], to provide additional support and advice for Eastern European offenders in HMP Exeter. The project, which is a collaboration between St Petrock's, HMP Exeter, the UK Border Agency (UKBA) and Exeter City Council, is being funded for one year by the Department for Communities and Local Government (DCLG).

SW OPEN seeks to assess all eligible offenders in HMP Exeter within five days of their admission to custody. The service provides clients with a face to face translated overview of their 'Treaty Rights', in terms of their eligibility to live and work in the UK, and identifies their support needs. Support subsequently offered by the team has included help to find accommodation, referrals to health agencies, advice and support with accessing benefits, enrolment on English language courses in custody and arranging 'reconnection' back to clients' home country.

In addition to supporting the clients, SW OPEN has helped to collate intelligence for local and national police forces and the UKBA on organised crime and trafficking. The project has also contributed to the development of a national policing strategy relating to EEA (European Economic Area) offenders.

Since the project began in October 2012, 32 clients in HMP Exeter have been eligible for the service to date. Of the 20 clients released since the pilot started, only two have returned to custody in the UK (both had declined referrals for support on release and were rearrested in other areas of the country). Several clients have been tracked as leaving the UK, with one voluntary reconnection to Romania facilitated by St Petrock's.

Andre*, aged 46, came to the UK in 2005 from Lithuania. He worked in factories for several years in Somerset. When he lost his agency job in 2012, he was unable to pay his rent and slept rough for three months in an old garage in Bridgwater.

Andre claimed Job Seekers Allowance between March and October 2012. He was then sent a letter stating that his claim had been closed, but his English was not good enough to understand why or to know that he could appeal. Although he went to Job Centre Plus to seek advice, translation services were not available. He consequently turned to theft 'to survive'. He came into HMP Exeter in December 2012 on a short eight day custodial sentence for theft of alcohol. Although he spoke basic English, it was apparent that he did not always understand everything said to him. He was consequently assessed by St Petrock's using a telephone translation service. Upon investigation, St Petrock's found that Andre's benefits had been stopped incorrectly. They made a successful emergency appeal, which allowed his benefits to be restarted on his release.

Andre was in poor health due to rough sleeping and alcohol use. St Petrock's staff liaised with the HMP healthcare and substance misuse teams to support him through an alcohol detox and to encourage him to talk about his feelings of depression and anxiety through a translator. They also liaised with outreach workers from the Taunton Association for the Homeless (TAH), who are implementing the government's 'No Second Night Out' policy in Somerset. As a result, Andre was immediately placed in Norie House, a specialist rough sleeper unit, upon his release from prison.

Andre has not reoffended since his release, and is doing well. Although he is not totally abstinent, he is no longer alcohol dependent and is applying for work.

*Name changed to protect anonymity



THE PORCH PROJECT

The PORCH (Prolific Offender Resettlement through Co-ordinated Housing) was established in 2006 as a partnership between community organisations in Exeter, including St Petrock’s, in order to promote social inclusion, reduce re-offending and make communities safer. The service is available to offenders over the age of 18 who live in Exeter, East and Mid Devon or who are returning to these areas from prison.

Referrals to PORCH come from a variety of sources, including Probation, the police and drug treatment agencies as well as prisons. A PORCH worker then visits the offender in custody within two weeks of referral. This process builds trust between the offender and the worker so that a personalised support plan can be set up prior to their release. PORCH aims to motivate offenders, support them to change and to lead a pro-social lifestyle, thus reducing the likelihood that they will re-offend.

Helping clients to access suitable, stable accommodation immediately upon release is a vital part of PORCH’s work. The team has supported clients into thirteen types of accommodation over the past year, ranging from 24hour supported accommodation to privately rented flats. PORCH has built up excellent contacts with local authorities, landlords and accommodation providers, many of whom were previously reluctant to house anyone with a criminal record and/or a history of substance misuse. The team advocates for clients and negotiates with landlords to provide practical solutions for both parties.

Working in partnership with specialist services, the police, Probation and the Integrated Offender Management Service, PORCH subsequently provides on-going support to offenders in the community following release. The level of support provided is tailored to the individual’s needs, and continues for as long as is necessary. The consistency provided by this end-to-end service is very effective in breaking the ‘revolving door’ scenario of repeat offending, as this case study illustrates:

Sam*, aged 36, is a prolific offender, who has been on some form of probation order or licence for the last 20 years. He has been in and out of prison during that time; until two years ago, he was addicted to heroin and crack cocaine. Sam had spent many years drifting in and out of relationships and had very little experience of independent living. When a PORCH worker visited him in HMP Exeter, he declined her offer to help him find accommodation; he planned to move in with his current partner on release. However, the worker asked him to contact her if anything changed.

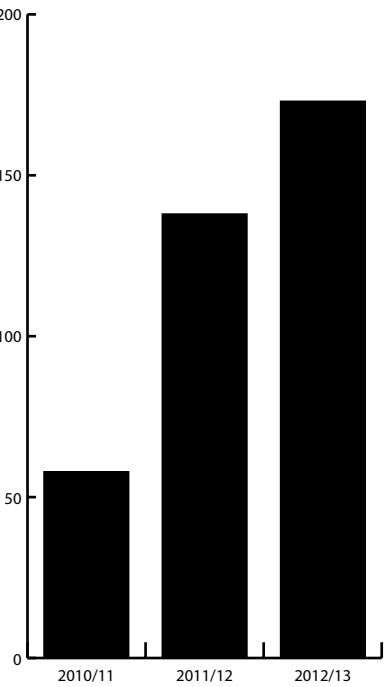
A few weeks after his release, Sam began to experience difficulties in his relationship. He made contact with the PORCH worker, who carried out a full assessment and helped him to explore his options. Sam moved into one of the shared houses that the team manage. He felt that he needed his own space and that this might save his fragile relationship.

It took Sam a little while to settle into the house, but he is now very happy there. PORCH linked him with Homemaker SW to help him develop his budgeting skills; he is also volunteering with Project Petrock, our social enterprise. His probation licence ends soon; this will be the first licence that he has ever completed. He is still drug free and has also re-established contact with his children. He is now looking to move on into his own self-contained flat.

*Name changed to protect anonymity



TOTAL NUMBER OF CLIENTS WORKED WITH BY PORCH:



“PORCH continues to deliver an excellent programme and provide us with the reassurance that there is a committed group of people who support individuals through a tricky transition period in their lives. The help they give to individuals, and to the community at large, is so important and valued. Many thanks for all you do.”

NICOLA CHANNON, SAFER DEVON PARTNERSHIP

PROJECT PETROCK

Project Petrock, our social enterprise, was set up in 2010 to aid us in our commitment to helping people rebuild their lives. The scheme offers individuals who are or who have recently been homeless the opportunity to receive on-the-job training by volunteering alongside qualified tradespeople in the gardening and building trade.

Volunteering with Project Petrock can help individuals develop the confidence and sense of purpose that they need to take control of their own direction and goals. In the current economic climate, the project is also valuable to those who have limited experience of employment or have been out of the job market for some time. Project Petrock enhances the employability of volunteers by helping them to fill potential gaps in their job history, providing them with opportunities to build their CV and gain essential work experience.

Here, Andy, who has volunteered regularly since the project began, explains why he likes to take part:

“I got involved in Project Petrock when I saw a poster looking for volunteers in the accommodation where I live. St Petrock’s helped me out a lot when I was homeless for a year a while ago, and I wanted to give something back. I now usually volunteer several times a week, depending on what’s needed.

My favourite job so far has been helping re-pointing a wall at the parish church in Topsham. I also have a Master Builder qualification in dry-stone walling – it’s a dying trade, which has been passed down from generation to generation in my family. Although this was a bit different, it was great to use some of my skills again and show others too. I’ll have a go at any type of job though, except painting – that’s not for me.

I keep on volunteering because I get a lot of satisfaction from the work and knowing I’m helping people out. There is never a dull moment when we go out – we have a lot of laughs too.”

Over the past year, Project Petrock has taken on a broad range of work for both domestic and commercial clients. The types of jobs that they have taken on have varied from regular gardening maintenance and painting to complete refurbishment and landscape design. The diversity of the work that Project Petrock undertakes allows volunteers to develop a wide and varied skillset. In the future, we also hope to provide grants and support to those who wish to participate in training and gain qualifications.

Below: laying decking.

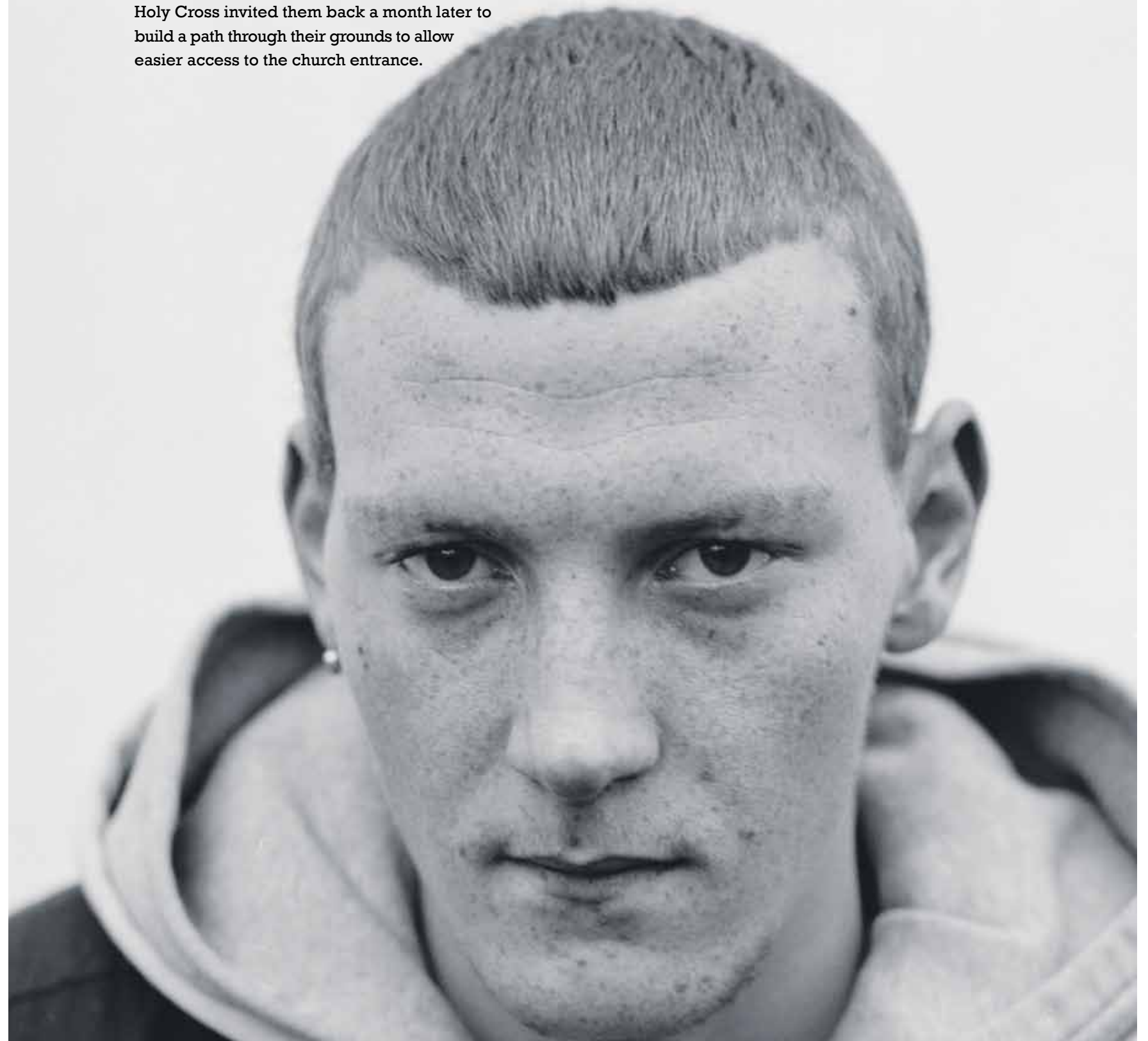


“To whom it may concern.

I write to let you know how pleased we are with the work carried out at Holy Cross Church Topsham by your group of workers from Project Petrock. The work was first class, and we will be happy for you to do more work for us. It was good, too, that we were able to play a small part in helping some of your clients gain pride [...] in seeing a job well done.”

YOURS SINCERELY, MALCOLM MACMILLEN, CHAIR, HEALTH AND SAFETY GROUP, HOLY CROSS CHURCH, TOPSHAM

In September 2012, volunteers with Project Petrock re-pointed the walls and re-painted the railings at Holy Cross Church. Holy Cross invited them back a month later to build a path through their grounds to allow easier access to the church entrance.



PERSONALISATION

Over the past year, St Petrock’s has embarked on a process of change in how we aim to work and support our clients. This process, which is called personalisation, represents an exciting and innovative change in our service.

So what is personalisation?

In short, it strives to recognise that the set of circumstances that bring each individual to our doors is unique to them; the factors that will enable that individual to fulfill their potential will differ also. As their route into our services may have been anything but straightforward, their journey of change may not be straightforward either.

Our staff aim to offer choices to clients by working in partnership with them, encouraging them to identify their own goals and to work out an individual pathway for achieving them. The team then seeks to provide the support that clients want and need, at the time that they need it. Personalised support plans are often comprehensive in scope; the range of support provided can extend far beyond helping clients access and maintain accommodation. We also offer tailored support to help clients address other underlying issues, including drug and alcohol use, health needs, offending and contact with family and friends.

Personalisation, by its nature, is never static. We are always developing new ways of meeting our clients’ needs - doing different things in different places and at different times, as people’s situations change. Some of the changes that we have introduced as part of our personalisation transformation over recent months include:

- OFFERING CLIENTS A CHOICE OF KEYWORKER
- DEVELOPING CLIENT-DIRECTED SUPPORT PLANS
- PUTTING TOGETHER A MENU OF EMPLOYMENT AND TRAINING OPTIONS FOR CLIENTS
- INCREASING THE CHOICE OF ACTIVITIES WE OFFER - BOTH STAFF AND CLIENT-LED
- DEVELOPING LINKS WITH LOCAL COMMUNITY ORGANISATIONS
- OFFERING CLIENTS OPPORTUNITIES TO PARTICIPATE IN LOCAL COMMUNITY ACTIVITIES

This more flexible approach can also involve accompanying clients to external appointments where possible. Here, Ben*, explains why he wanted extra support when attending appointments at Job Centre Plus:

”My autism confuses people, you can see them asking themselves “is he mad?” When they ask “Have you looked for work this week” I usually smile and answer “yes thank you.” I cannot help it - these words just pop out! The girl doesn’t like me. I smile through these difficult situations, trying to jump through hoops and over the hurdles. Why do they raise the bar so high for me? I don’t like coming here - it makes me feel stressed, makes my tummy hurt.”

By attending an appointment with Ben, his support worker provided a familiar, reassuring presence and helped him to relax. She was also able to help prevent the mutual misunderstandings that can arise due to communication difficulties. As this example illustrates, personalisation can prove crucial in ensuring clients are able to access other essential services; Ben had missed his previous appointment at Job Centre Plus because he was too anxious to go alone. As a result, his benefits were stopped and he ran out of food and electricity.

*Name changed to protect anonymity

VOLUNTEERS : OUR LOCAL HEROES

THE NUMBER OF VOLUNTEERS WHO REGULARLY HELPED OUT IN THE KITCHEN AND AT FUNDRAISING EVENTS:

30+

THE NUMBER OF ‘VOLUNTEER HOURS’ GIVEN BY OUR KITCHEN VOLUNTEERS ALONE:

4 000+

THE APPROXIMATE SAVINGS TO ST PETROCK’S MADE BY THE HARD WORK OF OUR VOLUNTEERS:

£24 760+

In 2012.13

Volunteers form the vital backbone of any charity and our thirty regular volunteers, who regularly help out in the kitchen and at local fundraising events, are no exception. Every volunteer makes an invaluable contribution to our work. We are fortunate to have a high retention rate; some of our volunteers are still with us after nineteen years.

In recent years, we have also been delighted to see a number of our clients come forward to volunteer in the centre. Like many other people, our clients find volunteering helps fill the ‘social gap’ that can appear once they move into independent living, as well as providing a useful first step back into possible employment.

Our first client volunteer was Jack. Jack came to St Petrock’s seven years ago when he was in his early 50s. Following the breakdown of a relationship, he moved to Exeter from north Devon. In his own words, he “struck lucky” and found an empty building, following a chance meeting in a pub, on his first night in the city. “I then started coming to St Petrock’s for a shower, meals and laundry while I stayed in the building for six months. During this time, I started helping out at another charity in the afternoons for something to do.”

Jack moved into a friend’s flat for a short while and then spent a few years sleeping on another friend’s sofa. “I began to volunteer at St Petrock’s while I was sofa-surfing ...one of the project workers suggested it to me... We were having a chat during an afternoon 5 a-side football match. I told him I was already volunteering for another charity in the afternoons, which I enjoyed, and wanted to do something in the mornings... I haven’t looked back since.”

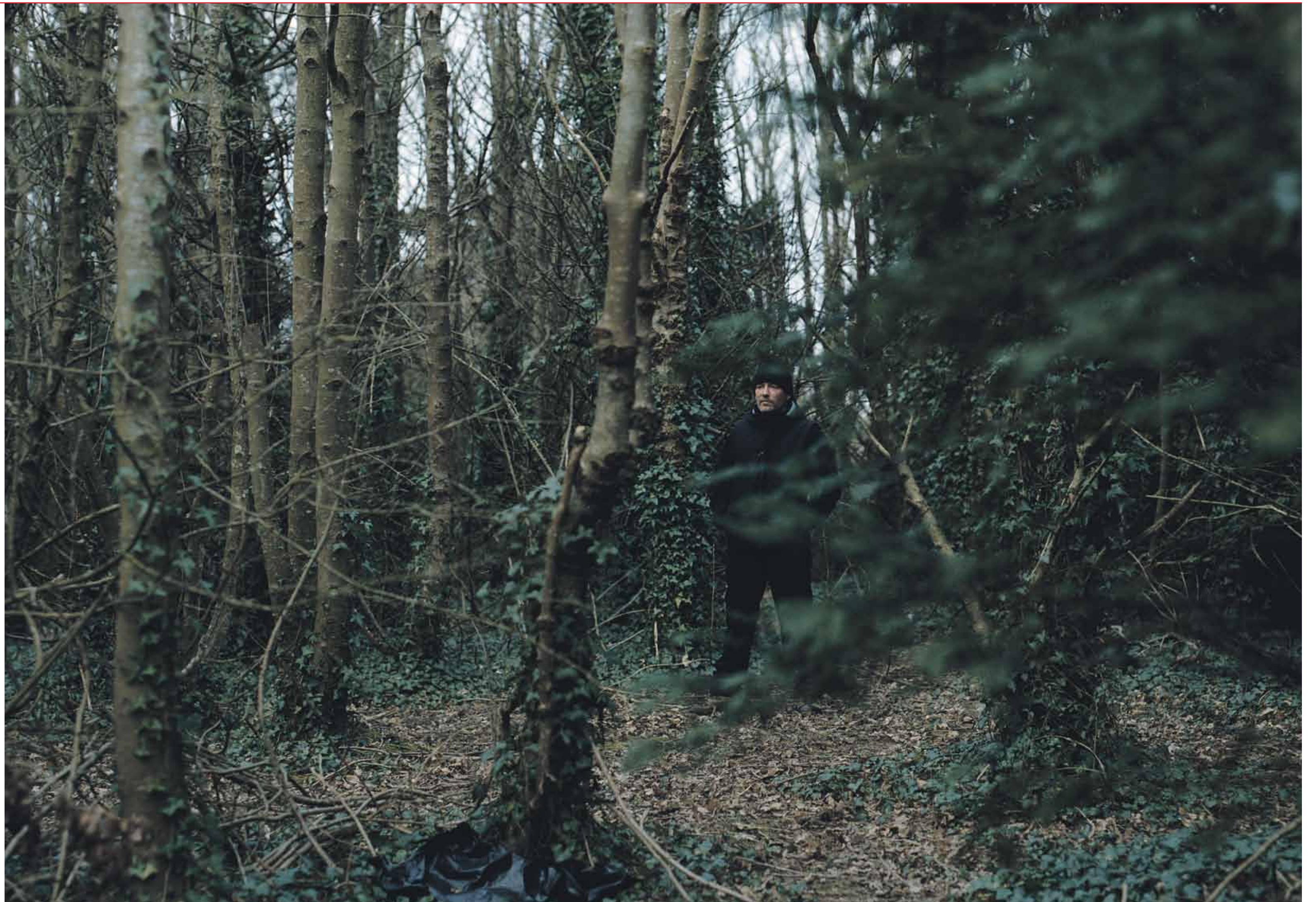
Unlike most volunteers, who come in once a week to help in the kitchen, Jack likes to come in four mornings a week. “I like this place...volunteering helps fill my time and it makes you feel good to be a helping hand”, he says.

When our Rent and Support service started up, Jack was one of its first clients. He was typical of many clients who have the ability to move forward but cannot finance accommodation themselves and do not meet the threshold for assistance from the local authority. With support from this service in providing the up-front costs, which are then paid back from benefits, Jack moved into his flat two years ago. According to his lettings agency, he is a ‘model tenant’. If you ask Jack what he enjoys most about volunteering at St Petrock’s, he’ll tell you, “I like the social side, we have a laugh and let’s face it there’s going to be a time when I can’t do this so I need to make the most of my life now.”

Jack wears a name badge like all our volunteers but his is different – his shows 5 gold stars. “Linda, our kitchen manager, gave me this when we got a 5 Star rating from Environmental Health for the kitchen...it’s in recognition of my contribution to kitchen cleaning”, he says with a grin.

Jack’s contribution extends beyond the kitchen; he also lends a helping hand at every local fundraising event. This year, he provided a great selection of ladies hats for our mainly male collectors to wear at Exeter Racecourse’s Ladies Night – himself included. This winter, he also spent several nights in the centre, volunteering to provide additional support to staff during Severe Weather Emergency Provision.

Jack turned 60 this year and is, without doubt, one of our local heroes.



LOCAL FUNDRAISING

Thanks to the on-going efforts of local churches, schools, businesses and other groups, support from the community has continued to make up some 25% of our income. The fact that we have been able to maintain this fantastic level of support during a period of economic recession is a tribute to the outstanding generosity of local people, and is of huge benefit to the organization.

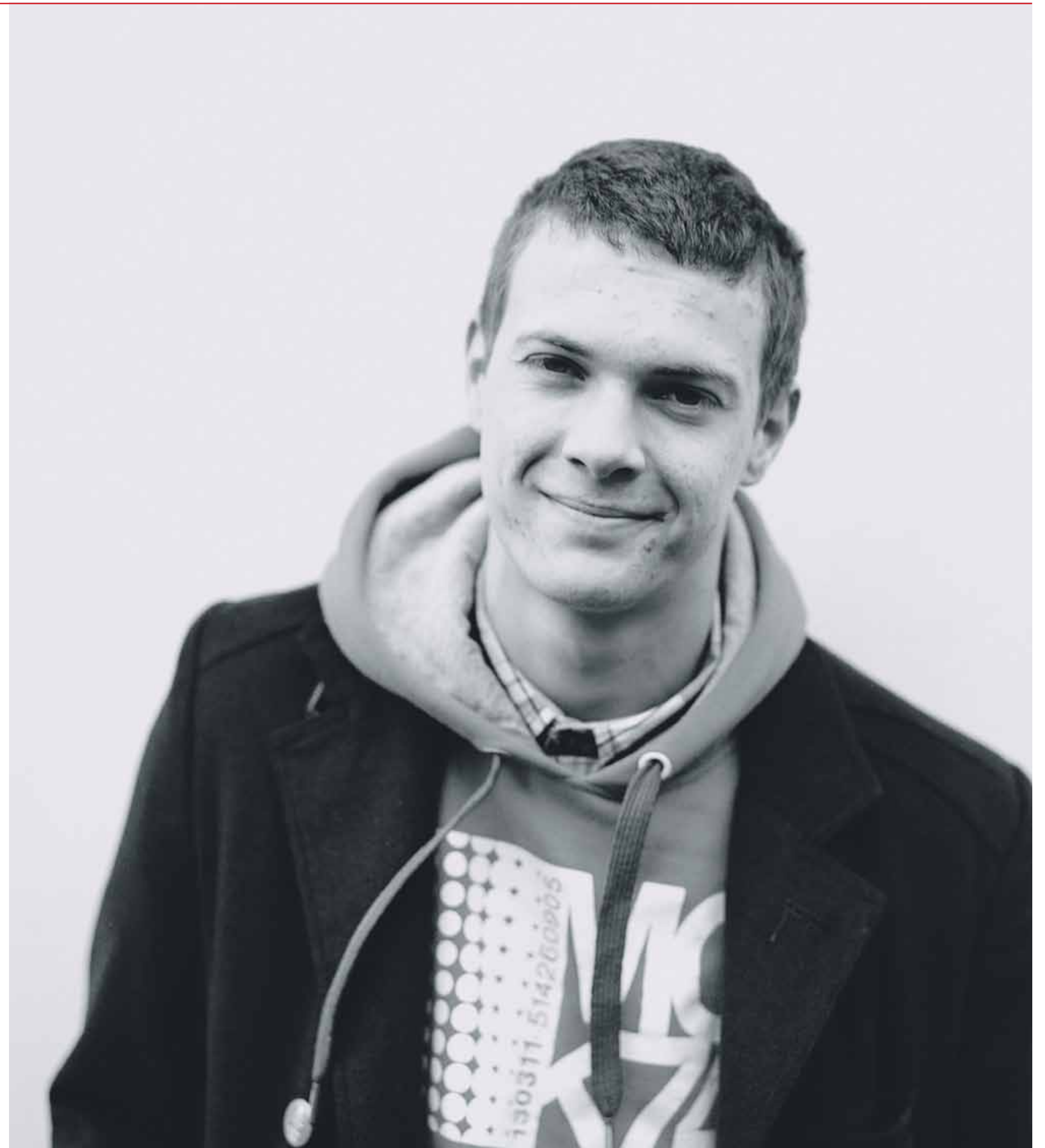
However, it's not something we take for granted. While we are very fortunate to have a solid base of local supporters, we recognise the importance of attracting and connecting new people to our cause. In May 2012, on a warm spring evening, we put on a joint fundraising concert with Exeter Cathedral with the aim of doing just that.

Thanks to trustee, Peter Thomson and his partner, Alison Carnwath, we were able to attract the Academy of Ancient Music and sponsorship for the event from Land Securities. Alison, who is the Chairman of Land Securities, said "we are always keen to foster relationships in cities where we have a commercial presence and we were delighted to sponsor the concert for St Petrock's and Exeter Cathedral."

Set in the beautiful interior of the Cathedral, the Academy of Ancient Music's performance of Purcell's wonderful theatre music attracted a wide audience. The evening raised an impressive total of £8,304.96, which was then divided between the two organisations. We were especially grateful to stunning soloist Mhairi Lawson for standing in for Elin Manahan Thomas, who was unfortunately ill at the eleventh hour, and to BBC Radio 3 presenter, Petroc Trelawny, for acting as master of ceremonies.

St Petrock's held a pre-concert reception in the Chapterhouse, where guests were able to enjoy an exhibition of work on homelessness by Ruairaidh Monies, our annual report photographer. Delicious canapés and drinks were also kindly provided by Vineyard Church.

Organising an event like this was a 'first' for St Petrock's and a great learning curve. Our sincere thanks go to those mentioned for their support and to the staff and client volunteers who turned up to help out on the night. The event was certainly a great team success and we'd like to thank everyone involved for their contribution.



CHAIR'S REPORT

“As we complete another year in Cathedral Yard, I have to marvel at the wonderful way St Petrock's handles the number of clients it does. It is also a wonder, given the current economic climate, that we manage to raise adequate funds to keep us going. In achieving these two tasks, I would firstly like to thank our Manager, Mel Hartley, the team who are responsible for the efficient day to day running of the centre and all our hard-working volunteers, who make this possible. Thank you also to Mel, together with her administrative team, for raising our public profile to the extent that our funding endeavours continue to be successful. I would also like to thank the Trusts, the companies, the government bodies, the churches and the individuals who have made the donations - some small, some large, but all important - that enable us to assist our clients so successfully. Each year we struggle to raise the funds to meet our goals, but still we remain small, local and frugal - and that is the way we like it. Finally, I must say how much I appreciate the guidance and good governance provided by our trustees, which enables us to keep on achieving our aims. I wish everybody involved with the project the best of luck for the next year.”

ANDREW DIXON, CHAIR OF TRUSTEES

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 reoffending work.
Magistrate for 37 years on the Central Devon Branch.
Chair of the Atkinson Secure Unit School Management Committee.

JEREMY WHITE
Chair and Treasurer of Finance Committee.
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 and Personnel Committees.
Retired, Former Director (Transport) for the Government Office for the SW.

MICHAEL HALL
Worked in management in the printing industry in Exeter.
Retired in 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.

MAJOR ARTHUR NORMAN-WALKER, MBE
Serving Army Officer.
Senior Army Careers Adviser for Devon and Somerset.

OUR PATRONS

"St Petrock's provides this city and surrounding areas with a vital and professional service for local, vulnerable people who literally have no other place to go. We are a better city for supporting St Petrock's and its work."

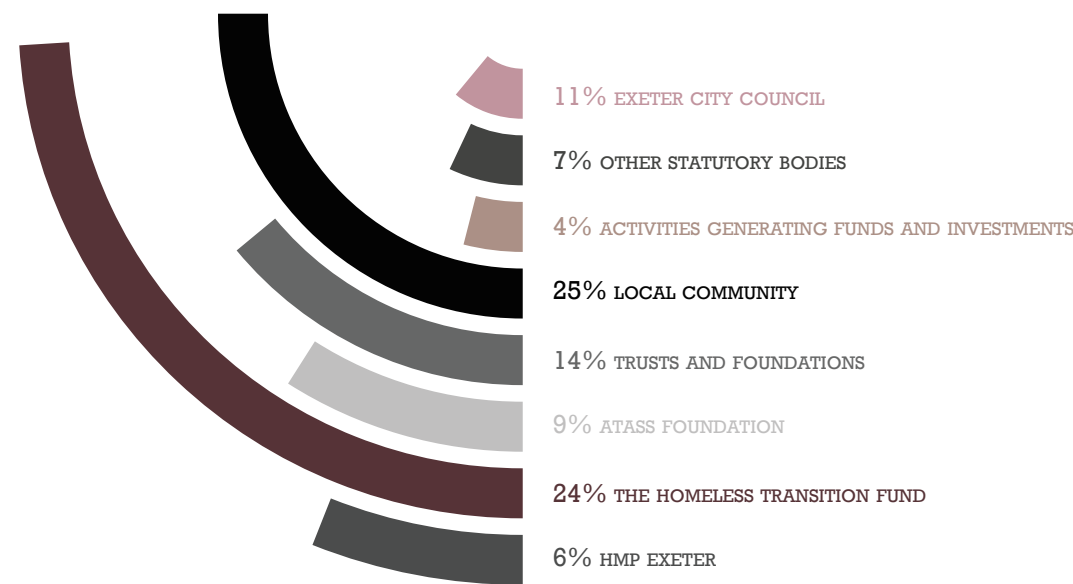
BEN BRADSHAW, MP



FINANCIAL YEAR 2012.13

INCOME 2012.13

SOURCES OF INCOME

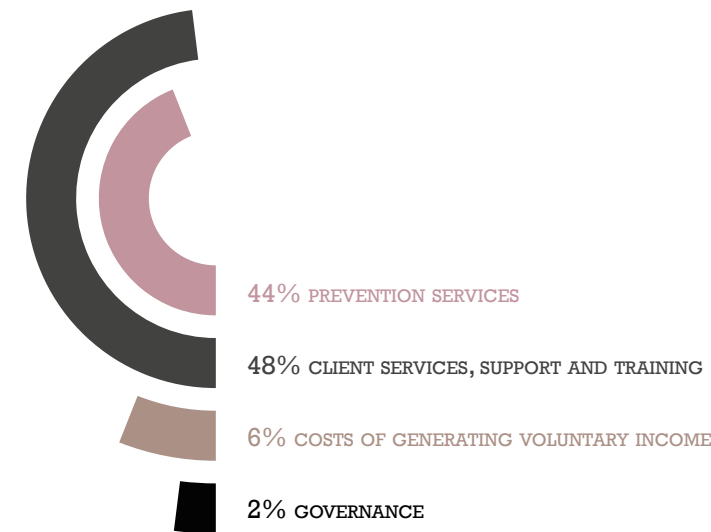


TOTAL INCOME FOR 2012.13:

£516 265

EXPENDITURE 2012.13

RESOURCES EXPENDED



THE TOTAL COST OF RUNNING OUR SERVICES IN 2012.13:

£472 612

ALLOCATIONS TO CLIENT SERVICES



A full audited copy of our accounts is available on request.

AN ESTIMATE OF THE MINIMUM SAVINGS MADE TO THE PUBLIC PURSE THROUGH THE SERVICES PROVIDED BY ST PETROCK'S, BASED ON AVERAGE ANNUAL RUNNING COSTS.*

£6 300 000

*Source – 'A Review of Service Delivery', Dr. Rod Hawker, December 2012

A BIG THANK YOU TO ALL OUR SUPPORTERS IN 2012.13

Friends & Supporters of St Petrock's
Devon & Exeter Churches
Devon & Exeter Schools & Colleges

AJ Sands Ltd
Alcoa Howmet
Ashclyst Farm Dairy
ATASS Foundation
Beatrice Iaing Trust
Big Lottery Fund
Bishop Fleming Tuck Shop
Branscombe Air Show
Buckfast Abbey Trust
Catholic Women's League
Central Exeter Relief in Need Charity
Charles Stanley & Co
Chatterbox Café
Coffee@Osborne's
Colesford Saddle Club
Coombefield Veterinary Hospital
Co-op Ltd
Coppelia House
Crisis
Dawlish Home Aid
Dawlish Mothers' Union
DCFA
Denhay Farms Ltd
Devon & Cornwall Police
Devon & Cornwall Probation Trust
Devon County Council
Devon Doctors
Devon Primary Care Trust
Diocese of Plymouth
East Worthington W.I.
Eccobots
Exeter Cathedral
Exeter City Council
Exeter Diocesan Council
Exeter Dispensary & Aid-In-Sickness Fund
Exeter Foodbank
Exeter Lions Club
Exeter Racecourse

Exeter Rotary Clubs Exeter Round Table
Exeter Suzuki Group
Exeter Tool Shop
Exeter University
Exeter University Law School
Exeter Express & Echo Christmas Appeal
Exwick Singers
Figgy Figgy Pudding
Forever Living Products
Gentry Barbers
Goshawk Aerospace Ltd
Gracey Court Chapel Fund
Halse Trust
Hartnell's Fresh Foods
Heaton Financial
HMP Exeter
Homelessness Transitions Fund
Hospiscare
Isca Forwarding Ltd
Ivor Dewdney Bakery
John Lewis
JP Getty Jnr Charitable Trust
Kenniford Farm
'Knitters & Natterers'
Land Securities
Langmaids News
Lloyds Café & Bistro
Lloyds TSB Foundation
Lord Barnaby's Foundation
Luscombe Drinks
Matford Mews Management Co. Ltd
Mazars Charitable Trust
NASUWT – The Teacher's Union
Nicholas Spicer Charity
Otter House Ltd
Otter Valley Poultry
Paramount 21 Limited
Pecorama
Pennon Group

Positive Pathways
Pipers Farm Projuice
Provident Financial Group
Quarry Gospel Hall Trust
River Cottage
Rod & Ben's Soup
Rosamondford Turkeys
Rotary Club of Dawlish Water
Sainsbury's PLC
Shillingford Organics
Sidford Mothers' Union
Simon's Snacks
South Devon Inns
SpecialEx
Speech & Language Therapy Service
St Bede's Charitable Trust
St Martin in the Field Vicar's Relief Fund
St Nicholas Charity
Stormpress
St Petrock & Heavitree Parish Lands Charity
The Coffee House
The David Gibbons Foundation
The Douglas Martin Trust
The Exeter Forum
The Farnfield Charitable Trust
The Henry Smith Charity
The Heydown Trust
The Norman Family Charitable Trust
The Parish of Central Exeter
The Parsnipship
The Real Food Store
The Royal British Legion
The Safer Devon Partnership
The Sunrise Charitable Trust
The Tudor Trust
Tom's Pies
Tozer's LLP
Vineyard Church
Waitrose Ltd
Winning Post Service Station
WSP Group PLC

We are also very grateful for the legacies that we have received this year from those who have generously made bequests to St Petrock's.



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 pay Income Tax and/or Capital Gains tax, Gift Aid is a great way to boost the value of your donation at no extra cost or trouble to you. It allows us to reclaim tax on your 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 AND 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 aware ness 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 WOULD LIKE TO HELP

I would like to make a one-off donation of £.....
Please make cheques payable to St Petrock's (Exeter) Ltd and send with this form to 10 Cathedral Yard, Exeter, EX1 1HJ.

I would like to set up a standing order to the value of £..... every month / quarter / year (please delete as appropriate) starting on.....(date) until further notice to the account of St Petrock's (Exeter) Ltd, Royal Bank of Scotland, Broadwalk House, Southernhay West, Exeter, EX1 1TZ. Acc No: 11342178. Sort Code: 16 19 25.

FROM MY ACCOUNT:
ACCOUNT NUMBER:
BANK:
BRANCH ADDRESS:
YOUR NAME:
ADDRESS:

SIGNATURE:
DATE:

Please consider gift-aiding your donation by completing the declaration below.

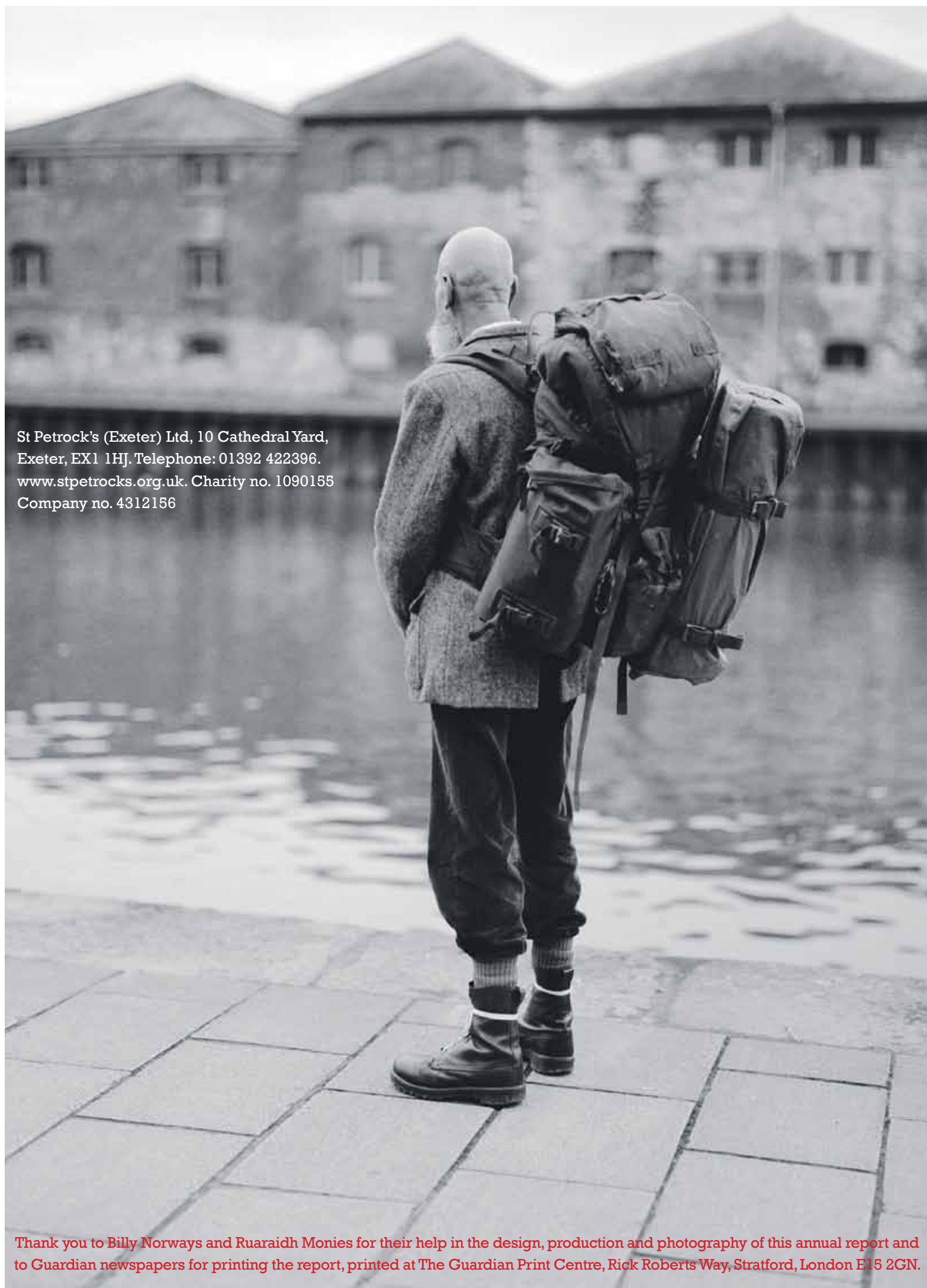
GIFT AID DECLARATION

- ☐ Please treat the enclosed one-off gift as a Gift Aid donation.
- ☐ Please treat my standing order and / or all future qualifying gifts as Gift Aid donations.
(Please tick as appropriate)

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and Community Amateur Sports Clubs that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give.

TITLE:
FIRST NAME / INITIAL(S):
SURNAME:
FULL HOME ADDRESS:

POSTCODE:
SIGNATURE:
DATE:



St Petrock's (Exeter) Ltd, 10 Cathedral Yard,
Exeter, EX1 1HJ. Telephone: 01392 422396.
www.stpetrocks.org.uk. Charity no. 1090155
Company no. 4312156

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