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ST.

PETROCK'S

ANNUAL

REPORT

2017.18

THEY HAVE SOME STORIES



ST. PETROCK's is a small local charity working to address the problems caused by homelessness in Exeter and the surrounding area. Through our **homelessness resource centre** in Cathedral Yard, and via our **housing services** in the community, we provide a range of emergency, support and prevention services to help people rebuild their lives and make the transition to independent living. Recently we have seen an increase in the pressures that drive people into homelessness, including high housing costs, limited access to mental health services, cuts and closures in housing projects and an increasingly complex and challenging welfare system. Our statistics show **an increase of 36%** in visits to our homelessness services since 2011/12.

Our range of projects work to minimize the time anyone has to sleep rough by helping people into suitable affordable accommodation as quickly as possible. We also help to break cycles that lead to repeated episodes of homelessness through supporting people with their health, financial and other support needs. With **prompt intervention**, this support can also help to prevent people from becoming homeless in the first place.

2017.18 has been a time of great change for St. Petrock's. Over the course of the year, we have worked to develop new services to help fill the increasing gaps in provision, which are tailored to provide long term, sustainable solutions. In August 2017, thanks to a generous grant from the Garfield Weston Foundation, we opened our first house to provide emergency/short term accommodation for clients with a range of support needs. We have also significantly extended our range of **housing and resettlement services** to include supported housing, as well as enhanced access to private rented and social housing landlords. Our housing projects are designed to provide a personalized and bespoke approach in environments where clients can feel safe, settled and able to move forwards. This has proved to be highly successful, with around 90% of tenants sustaining their accommodation for 6 months and beyond.

Our **specialist welfare advice** service was set up to help clients navigate the increasingly complex benefits

system. With many clients struggling to meet the demands of applying for and/or maintaining a claim, the ability of the team to support them in accessing housing or maintaining a tenancy was severely tested. Since its launch in 2016, the service has worked on 550 cases, achieving an 88% success rate in re-establishing claims and winning over 90% of appeals.

Over 60% of clients accessing our services present with serious suspected/diagnosed **mental health conditions**; many having experienced complex trauma in early life. Our series of mental health services were developed to help clients engage with specialist support (on site and via outreach) in surroundings that are accessible, safe and familiar. Funds raised by an innovative fundraising group from East Devon, alongside grants from The Claire Milne Trust and Exeter Dispensary, have allowed us to develop these services and integrate them within our long term work.

There have also been some less welcome changes. The introduction of the Transforming Rehabilitation strategy and resulting changes in the commissioning structure led to the closure of our innovative **housing advice services at HMP Exeter**. Set up over 13 years ago in response to the increasing numbers of people being released without accommodation, the service worked with over 1,300 prisoners a year, achieving accommodation on release for over 85% of people. Our thanks go to HMP Exeter for supporting our work during this lengthy period.

Overall, in 2017.18 our housing and homelessness services worked with **a total of 463 people** and supported 243 into accommodation. Thank you to all our staff, volunteers, supporters, funders, partners and trustees for everything that they help us to do. Without this unique combination of **community and collaborative support** we would be unable to achieve so much. The environment in which St. Petrock's operates continues to be uncertain; however, with our record of innovation and flexibility, we are well placed to meet the challenges and tackle the effects of homelessness, social exclusion and poverty in and around our city. ●

Mel Hartley
PROJECT MANAGER

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“For many service-users, St. Petrock’s has become an island of comparative safety within a world of perceived rejection.”

DR ROD HAWKER

HOMELESSNESS SERVICES

Homelessness Response Team

“For many service-users, St. Petrock’s has become an island of comparative safety within a world of perceived rejection.”

■ DR ROD HAWKER, A REVIEW OF SERVICE DELIVERY 2017.

THE PATHWAY into homelessness is different for every individual who comes through St. Petrock’s doors. Our clients include people who are rough-sleeping, those who are ‘sofa-surfing’, at risk of losing their accommodation or have been recently released from prison; some are rough-sleeping for the first time, whilst others may have been locked in cycles of repeat homelessness for years. In each case, timely intervention and a personalised approach are crucial in helping people to turn their lives around.

Daily drop-in sessions in St. Petrock’s centre provide a safe space in which our homeless response team can engage with clients and begin to build relationships of trust. The team, who include trained social workers and counsellors, carry out a thorough assessment of every person’s housing, health and welfare needs. Clients and staff then work together to build person-centred, holistic support plans, which are followed up in regular key-working sessions. We have developed flexible accommodation pathways with the local authority (LA), private landlords and partner agencies to ensure that clients can be offered a range of emergency and longer term housing options. Plans may also include referral and support in accessing benefits, legal, health & mental health, substance misuse, training and employment services, according to individual need.

Prompt intervention (such as addressing an impending eviction or benefits breakdown) enables some people to swiftly move on from homelessness or prevent it from occurring in the first place. For others, this process can take time. This year we have seen an increase in clients with multiple and challenging support needs; many have complex histories and limited housing options. Perseverance, skill, creative thinking and close partnership working with other agencies is required to support these people in moving forward into more settled and fulfilling lives.

OF CLIENTS ASSESSED BY THE HOMELESSNESS RESPONSE TEAM IN 2017/18:

- 70% Had medium or high support needs.
- 70% Had mental health issues.
- 46% Had a history of substance misuse.
- 17% Were rough-sleeping for the first time.
- 16% Were female.

In 2017/18:

- The homeless response team provided 1,213 assessments and one-to-one key-working sessions.
- 45-79 Clients accessed St. Petrock’s centre each day.



St. Petrock’s statistics show an increase of 36% in visits to drop-in services in our centre since 2011/12.

Rough Sleeper

Survival Services

Approximately 85% of new service-users come directly to St. Petrock’s for help (the remaining 15% are referred by other agencies) - evidence itself that the organisation is viewed by both existing and potential service-users as their life-line.

Dr Rod Hawker, A Review of Service Delivery 2017.

WHEN SLEEPING ROUGH, everyday actions that we often take for granted - keeping clean, getting enough food and rest, staying warm and dry - can become a huge daily challenge. Our rough-sleeper survival services seek to meet these fundamental needs and, in enabling clients to improve their health and confidence in a welcoming environment, are a vital first step for many towards engaging with further support.

Survival services available during drop-in sessions in St. Petrock’s centre include access to showers, laundry, telephone and internet facilities. Hot drinks, cooked breakfasts and lunches are served by our dedicated kitchen volunteers; clothing, sleeping bags, rucksacks, toiletries and other necessities are available for those in need. Clients are also able to use St. Petrock’s as a postal care of address for receipt of welfare correspondence. We have extended our opening hours to provide a popular ‘early bird’ service, enabling rough-sleepers to access facilities from 8am onwards each weekday.

During the cold winter of 2017.18, St. Petrock’s (alongside other local partners) provided emergency overnight accommodation for 18 nights as part of Exeter City Council’s city-wide Severe Weather Emergency Provision (SWEP). As temperatures fell, up to 10 rough-sleepers accessed St. Petrock’s each night for a hot meal and film before bedding down on the centre floor. During the extreme weather of March 2018, the dedication of staff and our extraordinary volunteers, alongside support from the local community, enabled St. Petrock’s to remain open despite blizzard conditions and heavy snowfall. As well as saving lives, emergency provision has been invaluable in encouraging entrenched rough-sleepers to make the move ‘indoors’; of the 16 people who use St. Petrock’s bed-spaces last year, 8 are now in stable accommodation.



In 2017.18:

- 5,014 Visits were made to our ‘early bird’ rough-sleeper service.
- 9,218 Meals were served by the centre kitchen.

TOTAL ATTENDANCES AT ST. PETROCK’S CENTRE:

2011.12	8,873
2012.13	9,869
2013.14	11,180

2014.15	12,456
2015.16	11,276
2016.17	12,251
2018.19	12,070

Specialist Welfare Advice



WELFARE RIGHTS ADVICE
SERVICE 2017.18 -
PRESENTING NEEDS:

Appeals		36
Assessments		49
Benefits Advice		84
DWP Liason		54

Housing Advice		19
New Claim		66
Other		13

OUTCOMES:	Positive	88%
	Negative	04%
	Unknown	01%
	Pending	07%

ACCESSING APPROPRIATE welfare benefits is a prerequisite for obtaining stable accommodation and moving towards independence. However, many of our clients, particularly those with complex support needs, low levels of literacy and mental health issues have been detrimentally affected by recent welfare reform. Without support, many fail to make initial benefit claims due to fears around their capacity to manage the complicated application and assessment process; others will struggle to meet the stringent criteria required to sustain claims long term. In April 2016, we launched a specialist welfare advice service to help address these issues and ensure that suitable benefit claims are established and maintained.

Working primarily on-site alongside centre drop-in sessions, our dedicated welfare adviser provides comprehensive end-to-end support in establishing benefit claims, particularly in cases where there have been complications, sanctions or delays. Support provided by this intensely utilised service includes initial assessment of benefit eligibility; support with completing benefit applications; liaising with partner agencies to gather appropriate medical evidence to support claims; advocacy and appeals on behalf of clients in cases where applications have been declined or suspended; support in attending work capability assessments, tribunals and other DWP appointments. This process involves highly skilled, in-depth and time-consuming work; the challenges that many of our clients face are often multiple and complex, as Tomas & Lena's experience highlights:

Tomas and Lena* came to the UK with their son after several years in the USA. When Lena developed early on-set dementia, Tomas spent increasing amounts of time caring for her, and ultimately lost his job. They struggled to meet their accommodation costs and were forced to leave.

When Tomas and Lena first accessed St. Petrock's, they were staying in a local Backpackers' hostel; child benefit payments were their sole form of income. However, having noted that their son was still in full time education, a St. Petrock's staff member believed them to be eligible for further welfare support. As Tomas had limited language, numeracy and literacy skills, the worker spent considerable time piecing together his employment history from old paperwork. Having assembled evidence that they did indeed meet the minimum threshold for residency rights, he helped them submit a further application for benefits. When the application was rejected by the DWP, he supported them in appealing the decision. The appeal, too, was refused.

Convinced that they had a legitimate case, the St. Petrock's worker accompanied Tomas to a tribunal in

an attempt to overturn the decision. Tomas had limited English skills and struggled to understand court documents or follow court processes; the worker advocated extensively on his behalf. The judge ruled in Tomas' favour and found him to be eligible for welfare support. When the DWP chose to ignore the ruling and continued to refuse payment, the worker supported Tomas through a subsequent hearing in order to get it enforced.

Tomas and Lena were finally awarded a back payment of more than £5,000 in monies owed to them. This enabled them to put down a deposit for private rented accommodation. The couple were granted habitual residency status, and Lena received treatment for her condition. Relieved of some of his caring responsibilities, Tomas was able to gain work as a landscape gardener; the couple are no longer in need of St. Petrock's support.

*Names have been changed to protect anonymity.

'Nigel (St. Petrock's welfare adviser) has significantly helped me over the course of the last week or so. I had an upcoming ESA (Employment & Support Allowance) health assessment and due to my psychological problems and alcoholism I was going to be at a real disadvantage when trying to explain my issues and present myself at the assessment.

Nigel calmly talked me through the assessment process and took thorough notes on my responses. I don't think I could have 'opened up' and been so truthful with someone I didn't know at the assessment. Nigel then typed up his notes in a letter I could give to the health professional. This has significantly reduced my anxiety as it takes pressure off me in the assessment.

Today I received a phone call saying my appointment has been postponed for 3 weeks! This would usually cause me great distress but knowing Nigel will work with me again before I go to the rearranged appointment is a great relief.

I am very grateful to Nigel and St. Petrock's. They have been invaluable to me.'

Letter from client supported by St. Petrock's welfare advice service, March 2017.

IN 2017.18 OUR SPECIALIST WELFARE ADVISER:

- Completed 325 pieces of work.
- Achieved an outstanding 88% success rate in establishing/reinstating benefit claims for clients who would otherwise have little or no income.
- 90% Of appeals made by the service against employment & support allowance (ESA) and personal independence payments (PIP) decisions were successful at mandatory reconsideration or tribunal level.

Health & Wellbeing Services

One of the great advantages of the drop-in provision at St. Petrock's is the timely and readily available access to professional advice, support, help and treatment for rough-sleepers with mental health issues. Other more formal statutory provision is not readily accessible for clients to engage with and effectively means they often do not have access to such help.

REVIEW OF MENTAL HEALTH PILOT PROJECT - DR ADAM MORGAN & DR ROD HAWKER, 2016.

APPROPRIATE ACCOMMODATION is vital for well-being; it allows people to live with a sense of security, dignity and peace. Many of the clients we see suffer significant physical health problems as result of exposure to cold, damp weather, unhygienic or unsafe environments and poor nutrition. The sleep deprivation, lack of privacy, feelings of powerlessness, isolation and social exclusion experienced by many while homeless also have a clear toll on mental health. For many clients, particularly those from traumatic backgrounds, this can exacerbate conditions that contributed to them becoming homeless in the first place. In turn, deteriorating mental health makes it harder for clients to implement positive changes or engage with health services; many face increasingly limited accommodation and life options as a result.

St. Petrock's aims to address this 'perfect storm' of poor health and homelessness by developing a range of innovative, flexible and accessible health services to fill gaps in existing provision. In 2017.18, we were able to provide a weekly chiropody clinic within St. Petrock's centre; we also worked with national charity Haircuts4Homeless to deliver a free hairdressing service on-site.

Over the past year, we have developed our own on-site mental health services with a clinical psychologist to enable clients to engage with specialist support in an environment that is accessible and familiar to them. This weekly service includes informal initial engagement within the centre (to encourage clients to identify their need for psychological help) and formal therapeutic sessions (focussed on behavioural change). Sessions have been intensively used to-date, with a significant proportion of clients committing to formal therapy session long term. For some clients, initial engagement has helped them to process trauma and begin to address poor coping mechanisms and damaging behavioural patterns, enabling them to move towards becoming tenancy-ready. Similarly, mental health support has been instrumental in helping tenants in our private rental accommodation & support (PRS) scheme

to adapt to their new environment & lifestyle. Provision of a clinical opinion has also been invaluable in enabling clients to access housing, welfare benefits and statutory mental health services - many for the first time.

Liam*, a man in his late 20s, experienced family breakdown and violence in the family home at an early age; he also attended a special school due to his learning difficulties. As an adult, he became homeless and had repeated contact with the criminal justice system. He first visited drop-in mental health services in St. Petrock's centre at the suggestion of a project worker, following the death of his father. At that point he was depressed, suicidal and couldn't see a way forward.

Support from a psychologist helped Liam to process his bereavement, address his anger management issues and identify steps to help him rebuild his life. The psychologist was also able to assess and formally diagnose his learning difficulties, enabling Liam to access support through the social care system. Liam is now living in supported accommodation, where his self-care has improved significantly and he is engaging in regular community activities, including football and darts.

*Names have been changed to protect anonymity.

'Six months ago I was struggling not only with anxiety and depression, but also the added strain of not having a place to call home. Since then I have had massive help from St. Petrock's. They have helped me find housing and dealt with all of the aspects of securing and actually getting my own place. This has been the foundation for setting my recovery in motion with my mental health issues.

Meetings on Friday morning (with Dr Adam Morgan) have been life changing in how much I am learning about how to think about all of my life - past, present and future. I recently spoke about this on Spotlight (...) and hope that more people can benefit from the same kind and understanding service that I have received.'

Client accessing St. Petrock's mental health services & private rental accommodation & support (PRS) scheme.

Enrichment Activities

ST. PETROCK'S afternoon enrichment activities help the people we work with to gain self-confidence and to develop new skills, hobbies and relationships, whilst providing some respite from life on the streets.

Activities offered this year included a regular music workshop and a mini photography project, which provided people with opportunities to depict their own experiences of homelessness

creatively. Our allotment project, aided by generous donations of plants from Growers Organics, enabled clients to work together off-site in a therapeutic environment and grow fresh produce for use in St. Petrock's centre kitchen. Elsewhere, our women's group provided a safe, quieter space in which female clients could engage in a wide range of craft activities, knitting and pampering sessions.

St. Petrock's also participated in a 'making invisible people visible' project run by Exeter University. Clients, staff and volunteers took part in a series of art therapy, song-writing and movement sessions in St. Petrock's centre, and worked together to produce art installations in public areas to help increase understanding of homelessness in the city.

Research has shown that:

- Rates of depression are 10 times higher amongst single homeless people than in the general population.*
- People with traumatic backgrounds show an ongoing vulnerability to abuse in adulthood, and are at significantly increased risk of poor health. One study found that children who had experienced 4 or more adverse childhood events (ACEs) were 45 times more likely to become an IV drug user than a child who experienced none. People with an ACE score of 6 or more were 30 times more likely to attempt suicide.**

A recent health audit at St.Petrock's found that:

- 72% Of clients had suspected or diagnosed mental health issues (including depression, anxiety disorders, schizophrenia, personality disorders, bipolar, ocd and suicidal thoughts/behaviour).
- 41% Had physical health issues (including respiratory infections, asthma, epilepsy, leg ulcers, trench-foot, DVTs, mobility issues, injuries, blood born viruses, diabetes and stroke).
- 43% Said they would struggle to access scheduled health appointments without regular prompting.

In 2017.18:

- 138 Chiropody appointments,
- 84 Mental health appointments,
- 46 Hairdresser appointments were held at St. Petrock's centre.

* Homelessness and Mental Health. Mental Health Foundation (2015). <https://www.mentalhealth.org.uk/blog/homelessness-and-mental-health>.

**The Adverse Childhood Experiences (ACE) Study. Kasier Permanente & Centers for Disease Control (1995 - 1997). <https://www.cdc.gov/violenceprevention/acestudy/index.html>



HOUSING SERVICES

Private Rental

Accommodation

& Support

FROM FINDING upfront funds for deposits and letting agent fees to obtaining references, setting up utility accounts and purchasing furniture - moving into private rented accommodation can be challenging (and expensive) for anyone at the best of times. For people with very limited income, who may also be dealing with trauma, relationship breakdown, mental health issues or other crises, these challenges are often insurmountable without support. The St. Petrock's private rental accommodation & support (PRS) scheme helps clients to overcome these barriers and provides the wrap-around support needed to ensure tenancies are successfully maintained.

Creating new sustainable tenancies has become an increasingly important part of St. Petrock's work. Over the past year, the PRS team have worked hard both to develop long term partnerships with trusted landlords and letting agents within Exeter, and to establish new links in nearby towns. Having helped clients to find an appropriate property, the PRS scheme acts as a broker between landlord and client. Help in sourcing funds for upfront costs is offered where appropriate; ongoing support and advice is then provided to both parties once a tenancy is in place. The number of new tenancies created by the service has increased by 54% over the past 12 months; a new tenancy was created on average every 9 days throughout 2017/18.

Addressing homelessness rarely entails merely putting a roof over someone's head. The PRS scheme provides ongoing support to help clients to address underlying issues and create an environment in which they feel safe, settled and able to move forwards. Support, which is not time-limited, is personalised, flexible and client-led according to individual need. It may include help in making benefit claims, managing utility accounts, accessing health care or employment; for others, it may simply entail being available if something goes wrong. Initial support often involves making small grant applications to provide essential household items, including furniture, white goods, crockery, curtains and bedding. For our PRS clients, some of whom have never previously had a place to call their own, choosing and acquiring these items is a vital step in transforming their accommodation into a place they can call 'home'.

The PRS team works hard to create opportunities for people who would be unable to access tenancies elsewhere, including long term rough-sleepers and those with complex pasts. However, making the transition to indoor living is far from straightforward for some, as Ian's story illustrates:



➤ Ian* left his family home after a relationship breakdown. He became depressed and anxious, and began to drink heavily as a means of coping with life on the streets. In 2013 he suffered a serious head injury in an accident, which led to a lengthy period of rehabilitation in hospital. When he first came to St. Petrock's centre, he had been rough-sleeping intermittently for around 20 years.

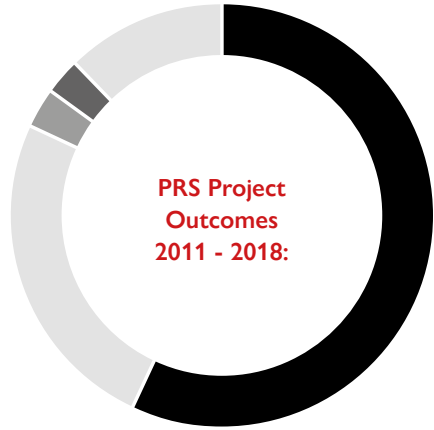
After assessment in St. Petrock's centre, Ian was referred to the PRS team. A studio apartment was found for him in a nearby town; the team supported him to move in, set up bills, register with local services and organise his household budget. However, although the team were fully aware of Ian's history prior to move in, it gradually became clear that the ongoing impact of his accident was far greater than it initially seemed to be.

Ian experienced short term memory problems resulting from his head injury; he would frequently lose his phone or keys and would forget to take the medication he was prescribed for his anxiety and depression. He also suffered from visual disturbances and blackouts which, coupled with his mental health difficulties, caused extreme paranoia and could result in angry, unpredictable behaviour. The PRS team were also concerned that he was being financially exploited by others, who would cause anti-social behaviour and stay, uninvited, in his flat. It became increasingly evident that Ian was unable to cope with managing his finances, paying his bills, or keeping himself safe.

As his struggles emerged, the PRS team increased their support to provide weekly visits and ongoing phone contact to help Ian manage his home. In an attempt to encourage a stable routine, they made connections with local churches, encouraged Ian to attend regular social activities and supported him in taking up a weekly volunteering role. They liaised with his new GP regarding his head injury, and arranged a hospital referral for further tests. When it became apparent that more specialist input was needed, the team arranged for Ian to receive weekly support from an organisation with expertise in assisting people with head injuries, liaised with adult social services and made a successful benefit application to meet these extra care costs. They also contacted a local PCSO regarding Ian's unwanted visitors and arranged for him to make regular informal visits to offer support.

Despite these additional measures, Ian continued to struggle with many aspects of daily life. Eighteen months after he moved into his flat, Ian's visitors caused an incident resulting in damage to the property; Ian was evicted by his landlord and became homeless once again. The St. Petrock's team are now supporting him in finding fully supported accommodation, which is more appropriate for his needs.

■ *Names have been changed to protect anonymity.



- 57% Still in Accommodation
- 25% Positive move-on
- 03% Reunited with Family
- 03% Accommodated with Employment
- 12% Negative Move-on

○ Roughly 84% of clients accessing St. Petrock's services are single adults who have no statutory rights to social housing.

○ 87% Of all tenants have sustained their accommodation for 6+ months since the project began.

IN 2017/18:

○ 40 Individuals accessed new tenancies through St. Petrock's PRS scheme.

○ An average of 16 people were supported in maintaining their tenancies per month.

Emergency Accommodation

& Support

NEW IN
2017

EARLY INTERVENTION is crucial in helping prevent those new to the streets from becoming entrenched in rough-sleeping lifestyles, and in preventing deterioration of a person's physical and mental health. However, sourcing and securing affordable private rental tenancies can often take time. In 2017, aided by grant funding from the Garfield Weston Foundation, we were able to purchase our own property to provide fast access to emergency accommodation for clients until longer term arrangements are in place.

Our first St. Petrock's house opened in August 2017, providing 4 bed-spaces for clients aged over 21 years with low to medium support needs. Located in a quiet area of the city, the house is comprised of 4 furnished individual bedrooms alongside shared bathroom and kitchen facilities; it also has its own garden. This domestic environment provides a period of stability and adjustment for clients, some of whom have never previously managed a tenancy of their own. Support offered during this period, which is followed up through regular house visits, is low level yet holistic; it may include advice in developing budgeting, cleaning and life skills, help in applying for housing benefit and other financial assistance, or in accessing health services.

As well as shielding clients from the immediate effects of rough-sleeping, short term accommodation in the St. Petrock's house lays foundations to help ensure that future tenancies are successfully maintained. Acting as a form of pre-tenancy training, it aids the process of matching clients with appropriate future properties by enabling them to recognise their own lifestyle preferences. It also allows staff to gauge clients' capacity for independent living, and to anticipate and address any potential problems that may arise. We hope that this consistent, personalised approach, which is sustained throughout assisted further property searches and move-on, will be an important stepping stone for many into more settled and fulfilling lives.

- In the first 8 months of the project, the St. Petrock's house provided emergency accommodation for 8 people.
- OF THESE:
 - 4 Are maintaining pre-tenancy accommodation in the house.
 - 2 Have moved on into St. Petrock's new resettlement flats.
 - 1 Has moved on into St. Petrock's PRS project.
 - 1 Was reconciled to family.



Resettlement Accommodation

& Support

NEW IN
2017

HOUSING SHORTAGES, high rental prices and changes to the way in which housing benefit is allocated have made sourcing suitable rented accommodation within Exeter increasingly challenging. In December 2017, St. Petrock's took over the lease of 5 properties from Exeter City Council in order to supply affordable accommodation directly to local people in need.

The St. Petrock's resettlement project opened to tenants in January 2018, providing a total of 11 bed-spaces for people with a range of support needs via comfortably furnished shared flats. Referrals are made via St. Petrock's drop-in, PRS and rapid response services and through local partners, including Exeter City Council, outreach and community services. The flats have also proved to be a valuable move-on option for clients in our emergency house; operating alongside our PRS project, they have become an important, accessible resource to offer as an alternative to private rented accommodation elsewhere.

Our resettlement accommodation is in high demand and has operated at almost full capacity throughout the early stages of the project. Tenants' length of stay prior to assisted move-on will be flexible according to individual need. Early beneficiaries from the scheme include two long term rough-sleepers, who had accessed drop-in services in St. Petrock's centre for several years. Continuity of support from familiar St. Petrock's staff has enabled both to make the transition to indoor living; neither had previously felt able to access accommodation externally. Here, one of them shares his story in his own words:

> 'I've travelled all over the world and done lots of types of work in different places. I've been on a total of 77 flights! Most recently, I worked in Holland for a firm supplying tents and caravans. After a year there, the job wasn't working out so I came back to the UK. I didn't have enough money to rent anywhere so I ended up sleeping on the streets.

I'd lived in Exeter before, between 2005 - 2007, and I wanted to come back to somewhere familiar. A lot had changed in the city while I was away though. I used to work in Exeter as a bus driver but I didn't see many homeless people on the streets back then. I didn't know St. Petrock's existed and I had no idea then about the support network that's here to help.

I'd had bad experiences with the benefit system and when I got back saw others struggle with it too. Lots of people had their money stopped for reasons they couldn't do anything about - you can't rely on benefits for income, it's really stressful. I couldn't face going through that process again, so I decided to live without money. I had my own site by the bus station where I felt quite safe, and I slept there each night for around

4 years. I went to St. Petrock's during the day and used the soup runs at night. I liked reading the newspapers every morning at St. Petrock's - you learn so much. I also love books, so spent a lot of time in the library when St. Petrock's was closed. I once read a 450 page novel in one 12-hour stint! I lived that way for just under 6 years in all.

In the winter I'd come inside overnight with the emergency shelter scheme and got to know the staff there really well - but I always went back to my site when things warmed up. Last winter when I was in, St. Petrock's offered me a place in one of their new flats. It's a nice flat, with a TV, shower and good central heating to keep you warm in cold weather, so I decided to go for it - it's more of a normal way to live.

I was in the flat on my own for a bit before other flatmates moved in. It was strange getting used to sharing space, but it's alright now and we have some interesting conversations. I'm still able to read my newspapers in St. Petrock's each day and use the Internet there. I've been in the flat for about 5 months now and haven't used the soup runs at all since I moved in - I have my own food to use in the kitchen instead. It was a good thing, moving indoors.'

'I've been in the flat for about 5 months now and haven't used the soup runs at all (...)
It was a good thing, moving indoors.'



Rapid Response Team

NEW IN 2017

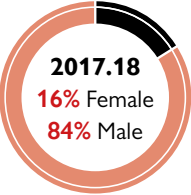
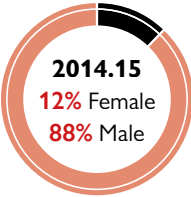
IN 2017, St. Petrock's was awarded a 2 year contract by Exeter City Council to deliver a rapid response service throughout Exeter, East Devon, Mid Devon and Teignbridge. This new service provides fast, co-ordinated resettlement assistance to help individuals in temporary or emergency local authority (LA) accommodation move on into settled, long term housing appropriate to their needs.

The rapid response service forms part of a wider strategy to provide unified, sustainable housing solutions throughout the area. Our two-person team aims to engage with all those at risk of rough-sleeping who have been accommodated under local authority discretionary powers within 48 hours within Exeter, or within 72 hours across the wider locality. Staff members then work intensively with the individual to provide personalised support into viable independent or supported accommodation. Building on St. Petrock's extensive contacts, the service works to establish key relationships with LA housing departments, outreach, housing & support

providers, private landlords, health and specialist services to maximise access to support and ensure seamless transitions between teams. This streamlined approach reduces the amount of time individuals spend in temporary accommodation, minimising the risk of problematic street activity and entrenchment. In turn, this process frees emergency beds, increasing the flow of rough-sleepers off the streets into accommodation.

IN THE FIRST 9 MONTHS OF THE PROJECT, THE RAPID RESPONSE SERVICE:

- Worked with 62 people in emergency LA (local authority) accommodation.
- Supported 40 people into long term accommodation (with 9 further outcomes still pending).



Research

AS THE FIRST point of contact for people who are homeless in Exeter, St. Petrock's is uniquely placed to gather information and provide wider insight into local issues. Working closely with our partners, we regularly carry out research to help shape an effective response to homelessness in the city and beyond.

In 2016/17, St. Petrock's undertook a research project into the impact of new drugs being sold as 'legal highs' or new psychoactive substances (NPS) upon Exeter's homeless population. Featuring an extensive series of questionnaires and more in-depth interviews, the study highlighted the powerful appeal of NPS amongst rough-sleepers as a means of psychologically removing themselves from their environment and the subsequent development of a very particular culture around NPS use amongst the homeless community.

A health audit carried out in St. Petrock's centre similarly highlighted the challenges homeless clients face in accessing health care, and informed the development of services to fill gaps in provision. Faced with increasing numbers of female clients in St. Petrock's centre, further research is currently underway to provide further insight into the unique challenges faced by this group, and to help us provide tailored, effective support in what is traditionally viewed as a male-orientated space.

Training

SHARING EXPERIENCE gained through our frontline work helps strengthen working relationships and foster good practice, both internally and with our community partners. This year, St. Petrock's staff members with specific expertise have delivered tailored sessions on managing personal boundaries, anxiety & depression awareness, and alcohol & substance misuse, for colleagues and volunteers.

Externally, further training on 'legal highs' and managing difficult behaviour, custom-designed by St. Petrock's staff, have been run as in-house courses for a local accommodation provider and Exeter Foodbank. Building on the success of our pioneering mental health services, St. Petrock's also designed and commissioned a course entitled 'trauma centred care' for local partner agencies, police and councils. The course was fully-subscribed when first introduced in early 2017, and has since been rolled-out more widely in the area.

In recognition of our experience with supporting vulnerable clients in the private rented sector, St. Petrock's has been commissioned by the local authority (LA) to expand the delivery of our tenancy passport coaching sessions to potential future tenants throughout the area. To date, our PRS staff have run short courses via weekly sessions in Tiverton, Exmouth and Newton Abbot, as well as within St. Petrock's and at partner venues across Exeter. These practical, interactive sessions are designed to equip individuals with the skills needed to find suitable private rented accommodation, manage a household, protect their rights and fulfil their responsibilities as a tenant.

Community Engagement & Volunteering



CONNECTING WITH the local community on a personal level is a vital part of our work. We are very fortunate to have such a wide support base across the county. By providing talks and visits to our centre to a wide range of community and church/faith groups, local schools, colleges and universities, as well as local businesses across Exeter, East and Mid Devon, we hope to provide a greater understanding of the issues surrounding homelessness and the services St. Petrock's provides. Importantly, this also provides an invaluable opportunity to thank people in person for their support, which is so vital to St. Petrock's operation. Generous local financial support comes from a wide range of sources, from Lyme Regis to Totnes and Hatherleigh to Dawlish. It is raised from an impressive selection of fundraising activities, including primary school cake sales and plays, village café profits, student fundraisers, local fairs/music events,

church donations and local Rotary fundraising events, as well as individual giving. While every donation, no matter how big or small, is hugely appreciated, we would like to give special thanks to the commitment and enthusiasm of Crediton Boniface Rotary for choosing St. Petrock's as their charity of the year in 2016, raising £12,500 via a variety of events and for their ongoing support in 2017-18. A group of ladies in East Devon also require a special mention for their hard work in organising a quiz night and raffle in 2017 and for their donation of £9,500, which made a huge difference in getting our weekly mental health service off the ground. Increasingly, local businesses are engaging with us as corporate social responsibility (CSR) partners. In 2017 we were fortunate to team up with Sitel's Exeter office, whose commitment and enthusiasm to fundraise for us resulted in a donation of £5,100.

Exeter's Hilton by Hampton hotel is also an ongoing CSR partner and regularly helps us with furniture, bedding and china, benefitting both our centre and newly accommodated clients. An amazing range of useful items also arrive at St. Petrock's door, donated by individuals and groups in the community. Ranging from essential clothing, sleeping bags, rucksacks, toiletries and food items, this generosity makes a significant impact on our ability to meet the needs of the 55-79 individuals accessing St. Petrock's each day. A key part of our basic survival service delivery relies on our 30-strong volunteer team, who help prepare and serve meals from our centre kitchen. As well as serving hot drinks and food, taking the time to listen to clients and involve them in conversation is a vital part of our kitchen volunteers' role. Rosie, who has volunteered with St. Petrock's for over 10 years, explains:

> 'It's so simple, but I know it matters. These are people that normally go unnoticed - everyone just walks by. It's always good to say 'hi' and maybe 'how's things?' It sounds very corny, but if I've engaged with somebody and helped point them in the right direction to get help or allowed them to open up or even just let them offload a bit, it's very satisfying. (...)

Everyone is different. Some tell you everything and others are much more guarded - you have to pitch it right. You do get to know people though. Sometimes you might not see them for a long time, and you'll say how nice it is to see them. When you see a new face and they're sitting on their own, I go over and have a chat and find out where they're from. It's a case of not being trite or patronising but sometimes when you meet one of the guys and girls something is sparked. And I can talk about anything - apart from football, although if they want to talk about it I will!

I so admire these guys and girls. I think: how the heck do they do this day in, day out? There's just this resilience in them. My own life is very different - I can't even imagine it. Doing this opens you up to an awful lot of things you take for granted.'

■ *Volunteer Rosie Tillet. Interview reproduced with permission from Exeter Life, April 2018 edition.

“Doing this opens you up to an awful lot of things you take for granted.”

VOLUNTEER ROSIE TILLET



Chair's Report

AMIDST OFTEN challenging circumstances, St. Petrock's continues to thrive thanks to the outstanding support we receive from the **local community**. My sincere thanks go to the many who donate financially, to our volunteers, to the trustees and to the wonderful staff team, who keep the whole project running from day to day.

The number of clients in need of St. Petrock's help continues to grow year on year. This puts increasing pressure on every area of our work, including our **finances**. Each year, the estimated deficit anticipated in our financial forecast appears daunting - yet time after time, the incredible generosity of local individuals, churches, schools, businesses and grant-making trusts reduces this deficit to a manageable level. Our ability to both weather these storms and launch much-needed, innovative new housing and support services is a testament to fantastic community teamwork and the committed efforts of our management team. We cannot thank them enough for what they achieve.



The **board of trustees** that I am privileged to chair contribute in so many different ways - from giving sound advice and professional expertise, to building local connections and securing donations to help fund our work. Over the past year, three new members have joined our team: Nicholas Gay, a former chartered accountant who joined St. Petrock's as a kitchen volunteer, Professor Paul Cloke from Exeter University, whose research focuses on homelessness and social exclusion, and, most recently, Katharine Davidson, a distinguished barrister.

I would also like to thank our **volunteers**, who give selflessly of their own free time to enable the project to run smoothly. Last but not least, it is the **staff team**, led so well by Mel Hartley, that is the bedrock of our project. From finance and fundraising to the daily operations that enable us to open up each morning, we simply wouldn't be able to function without your dedication and hard work. Thank you.



Our Trustees

ANDREW DIXON OBE. Chair of Trustees.
Retired international banker.

RUTH SALTMARSH. Vice Chair of Trustees. J.P.

JEREMY WHITE. Chair and Treasurer of the Finance Committee. Chartered accountant, now retired.

HANNAH FOSTER. Chair of the Personnel Committee.
Director of People for Flybe, based in Exeter.

MICHAEL HALL. Worked in management in the printing industry in Exeter. Retired in 1996. Church warden for the parish of Central Exeter 1998 - 2012.

MARTIN LAMB. Worked for over 30 years as a chartered surveyor based in Exeter, most recently as head of office at Savills. Now runs a private property consultancy.

NICHOLAS GAY. Chartered accountant who worked for 40+ years in the energy industry. Volunteers regularly in St. Petrock's kitchen.

PAUL CLOKE. Professor of Human Geography at the University of Exeter. Researcher of homelessness, and of charitable and voluntary sector responses to social exclusion.

KATHARINE DAVIDSON (BAYLIS) QC.
Retired specialist in complex divorce cases.

Our Patrons

BEN BRADSHAW,
MP for Exeter.

RIGHT REVEREND ROBERT ATWELL,
Bishop of Exeter.

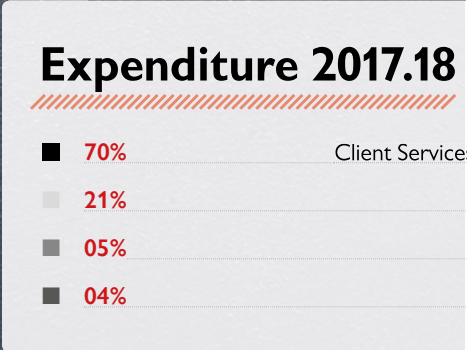
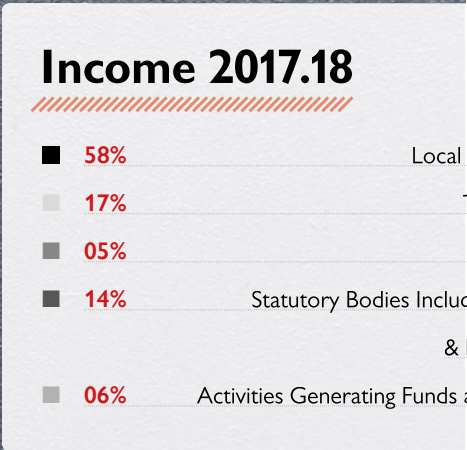
• The fact that St. Petrock's receives such strong, local support is testament to the community's appreciation of the need for its services and positive outcomes achieved by its work. Turning lives around is no small challenge and I'm delighted to be a patron. •

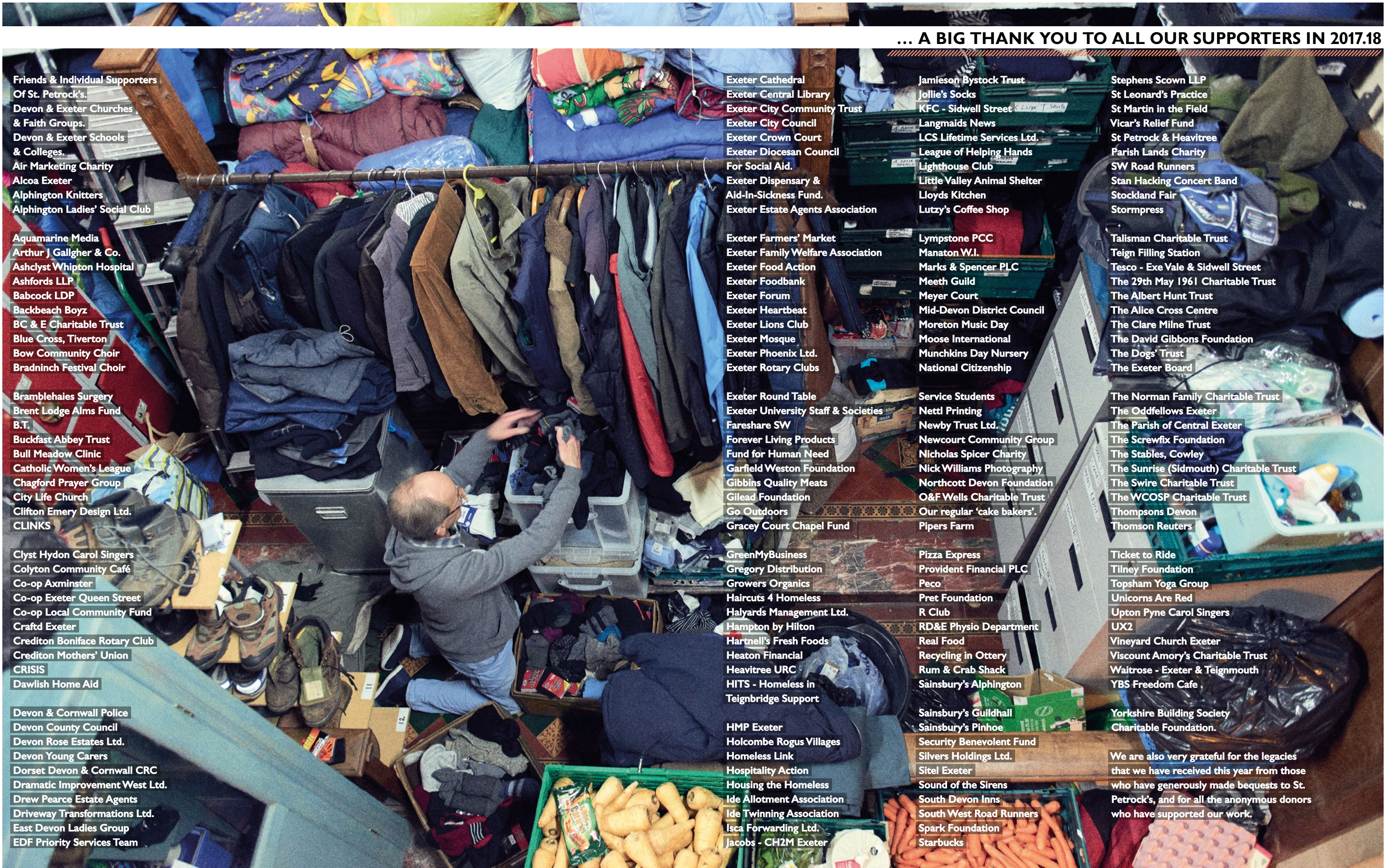
PATRON, THE RIGHT REVEREND ROBERT ATWELL, BISHOP OF EXETER.



FINANCIAL YEAR

2017.18





... A BIG THANK YOU TO ALL OUR SUPPORTERS IN 2017.18

Friends & Individual Supporters
Of St. Petrock's,
Devon & Exeter Churches
& Faith Groups,
Devon & Exeter Schools
& Colleges,
Air Marketing Charity
Alcoa Exeter
Alphington Knitters
Alphington Ladies' Social Club

Aquamarine Media
Arthur J Gallgher & Co.
Ashclyst Whipton Hospital
Ashfords LLP
Babcock LDP
Backbeach Boyz
BC & E Charitable Trust
Blue Cross, Tiverton
Bow Community Choir
Bradninch Festival Choir

Bramblehaies Surgery
Brent Lodge Alms Fund
B.T.
Buckfast Abbey Trust
Bull Meadow Clinic
Catholic Women's League
Chagford Prayer Group
City Life Church
Clifton Emery Design Ltd.
CLINKS

Clyst Hydon Carol Singers
Colyton Community Café
Co-op Axminster
Co-op Exeter Queen Street
Co-op Local Community Fund
Craftd Exeter
Crediton Boniface Rotary Club
Crediton Mothers' Union
CRISIS
Dawlish Home Aid

Devon & Cornwall Police
Devon County Council
Devon Rose Estates Ltd.
Devon Young Carers
Dorset Devon & Cornwall CRC
Dramatic Improvement West Ltd.
Drew Pearce Estate Agents
Driveway Transformations Ltd.
East Devon Ladies Group
EDF Priority Services Team

Exeter Cathedral
Exeter Central Library
Exeter City Community Trust
Exeter City Council
Exeter Crown Court
Exeter Diocesan Council
For Social Aid.
Exeter Dispensary &
Aid-In-Sickness Fund.
Exeter Estate Agents Association

Exeter Farmers' Market
Exeter Family Welfare Association
Exeter Food Action
Exeter Foodbank
Exeter Forum
Exeter Heartbeat
Exeter Lions Club
Exeter Mosque
Exeter Phoenix Ltd.
Exeter Rotary Clubs

Exeter Round Table
Exeter University Staff & Societies
Fareshare SW
Forever Living Products
Fund for Human Need
Garfield Weston Foundation
Gibbins Quality Meats
Gilead Foundation
Go Outdoors
Gracey Court Chapel Fund

GreenMyBusiness
Gregory Distribution
Growers Organics
Haircuts 4 Homeless
Halyards Management Ltd.
Hampton by Hilton
Hartnell's Fresh Foods
Heaton Financial
Heavitree URC
HITS - Homeless in
Teignbridge Support

HMP Exeter
Holcombe Rogus Villages
Homeless Link
Hospitality Action
Housing the Homeless
Ide Allotment Association
Ide Twinning Association
Isca Forwarding Ltd.
Jacobs - CH2M Exeter

Jamieson Bystock Trust
Jollie's Socks
KFC - Sidwell Street
Langmaids News
LCS Lifetime Services Ltd.
League of Helping Hands
Lighthouse Club
Little Valley Animal Shelter
Lloyds Kitchen
Lutzy's Coffee Shop

Lymstone PCC
Manaton W.I.
Marks & Spencer PLC
Meeth Guild
Meyer Court
Mid-Devon District Council
Moreton Music Day
Moose International
Munchkins Day Nursery
National Citizenship

Service Students
Nettl Printing
Newby Trust Ltd.
Newcourt Community Group
Nicholas Spicer Charity
Nick Williams Photography
Northcott Devon Foundation
O&F Wells Charitable Trust
Our regular 'cake bakers'.
Pipers Farm

Pizza Express
Provident Financial PLC
Peco
Pret Foundation
R Club
RD&E Physio Department
Real Food
Recycling in Ottery
Rum & Crab Shack
Sainsbury's Alphington

Sainsbury's Guildhall
Sainsbury's Pinhoe
Security Benevolent Fund
Silvers Holdings Ltd.
Sitel Exeter
Sound of the Sirens
South Devon Inns
South West Road Runners
Spark Foundation
Starbucks

Stephens Scown LLP
St Leonard's Practice
St Martin in the Field
Vicar's Relief Fund
St Petrock & Heavitree
Parish Lands Charity
SW Road Runners
Stan Hacking Concert Band
Stockland Fair
Stormpress

Talisman Charitable Trust
Teign Filling Station
Tesco - Exe Vale & Sidwell Street
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
The Alice Cross Centre
The Clare Milne Trust
The David Gibbons Foundation
The Dogs' Trust
The Exeter Board

The Norman Family Charitable Trust
The Oddfellows Exeter
The Parish of Central Exeter
The Screwfix Foundation
The Stables, Cowley
The Sunrise (Sidmouth) Charitable Trust
The Swire Charitable Trust
The WCOSP Charitable Trust
Thompsons Devon
Thomson Reuters

Ticket to Ride
Tilney Foundation
Topsham Yoga Group
Unicorns Are Red
Upton Pyne Carol Singers
UX2
Vineyard Church Exeter
Viscount Amory's Charitable Trust
Waitrose - Exeter & Teignmouth
YBS Freedom Cafe

Yorkshire Building Society
Charitable Foundation.

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, and for all the anonymous donors
who have supported our work.

WAYS TO HELP



Fundraising

There are plenty of exciting ways that you can raise much-needed funds to help us support those without a home. We can provide you with publicity, collection tins, leaflets, posters, sponsorship forms/online sponsorship facilities and other materials to help make your event a success. Please see the fundraising section of our website for creative ideas.

Donate Needed Items

Our survival services could not operate without donations of sleeping bags, rucksacks and other items. Please check our website for a list of our current needs, or consider purchasing an item from our Amazon Wishlist for delivery straight to us.

Make a Donation

By making a donation you will help improve the lives of some of the most vulnerable and isolated people in our community. Whether you are able to make a one-off donation or give more regularly, you can be assured that as a small, local charity **96% of our income** goes directly to providing services for our clients.

You can give:

BY CHEQUE

Made payable to St. Petrock's (Exeter) Ltd.

IN CASH

In person during our office hours, Monday - Friday, 8.30 - 4.00.

BY STANDING ORDER

By completing the form overleaf, or by using our bank details on the form via online banking.

BY CREDIT OR DEBIT CARD

On our website at www.stpetrocks.org.uk.

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 to you. It enables us to reclaim tax on your donation(s).

Become a Friend of St. Petrock's

Regular gifts of monthly, quarterly or annual donations are very helpful to our ongoing funding; they enable us to plan ahead. We will keep you informed about the difference your gifts make via our annual report and other updates if you chose to receive these.

Raise Awareness

Local Community

In order to help us raise awareness of the issues surrounding homelessness, we are very happy to provide talks on our work at your school, church/fair group, community group or business. We can also supply leaflets, posters and other materials to help you share this information further.

Social Media

Follow us on Facebook or Twitter to keep up to date with our latest news, needs, statistics and stories, and to find out more about wider related issues - and share them with your friends.

Stay in Touch

Supporters are always welcome and letters, emails and messages of support are a great encouragement.


St. Petrock's (Exeter) Ltd,
10 Cathedral Yard, Exeter, EX11HJ.
Phone: 01392 422396
Email: info@stpetrocks.org.uk
Website: www.stpetrocks.org.uk
Facebook: St. Petrock's (Exeter) Ltd
Twitter: @StPetrocks



Thank you to Billy Norways and Spencer Cobby for their help in the design, production and photography of this annual report and to Reach Printing Services for printing the report.

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.
Account Number: 00032302
Sort Code: 40-52-40
CAF Bank Ltd,
25 Kings Hill Avenue,
Kings Hill,
West Malling,
Kent,
ME19 4JQ.

FROM MY ACCOUNT (NAME):

Account Number:
Sort Code:
Bank:
Branch Address:
Your Name:
Your Address:
Postcode:
Signature:
Date:

PLEASE RETURN THIS FORM TO:

St. Petrock's (Exeter),
10 Cathedral Yard,
Exeter,
EX1 1HJ.

We will send a copy of your form to your bank for processing on your behalf.

St. Petrock's is committed to protecting your privacy and will process your personal data in accordance with current Data Protection legislation. We will use your information to process your payment(s) and claim Gift Aid where relevant, to send you a one-off acknowledgment of your donation and to send you future annual reports (unless you indicate you would prefer not to receive this). You can unsubscribe from our annual report list, or update your preferences, at any point by contacting us at info@stpetrocks.org.uk / 01392 422396 or writing to us at the address above. A full data privacy statement for financial donors is available from St. Petrock's on request.

GIFT AID DECLARATION

(please tick as appropriate)
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 ☐

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Title:
First Name/Initial(s):
Surname:
House Name/Number:
Postcode:
Signature:
Date:

As a supporter of St. Petrock's, we would love to confirm safe receipt of your donation and send you an annual report (roughly once a year - 18 months) to update you on our work. Please contact me:

Via Post ☐
Via Email ☐
Email Address:
Or, I do not wish to receive acknowledgment of my donation(s) ☐
I do not wish to receive further annual reports ☐

Please note that our bank account details changed in November 2018.

If you already support us via direct standing order (set up via an earlier standing order form or from your own online banking) we'd be grateful if you could update our account details as above. If you set up regular donations with a credit/debit card via Virgin Money Giving on the St.Petrock's website, you do not need to take any action.

Thank you very much for your help. ●



**Responding to Homelessness
Positively.**

Phone: 01392 422396
Email: info@stpetrocks.org.uk

Facebook: St. Petrock's (Exeter) Ltd
Twitter: @StPetrocks

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