

**HOMELESSNESS
SHOULD NOT
BE PART OF
GROWING UP**

**St
Basils**
Works with young people

Annual Review 2012

WELCOME

to St Basils Annual Review. Find out more about our impacts of working with young people.

During 2011/12 we:

Accommodated **898** vulnerable young people across Birmingham, Solihull and North Worcestershire and in some cases their young children too

Increased our accommodation stock to over **400** bed spaces

Had **89%** of our young people move on in a planned way

Supported **469** young people and their family members with a Family Mediation service. **87%** of these achieved a positive outcome

Provided advice and support to **4,932** young people via our single access points offering homelessness prevention support services

Achieved **Level A** Quality Assessment Framework (QAF) for Supporting People services in both Birmingham and North Worcestershire

Re-engaged **76%** of our young people with Employment, Education and Training

AND we have now been achieving positive results and helping to prevent youth homelessness across our region for **40** years!

Youth Advisory Board



Good day readers! My name is Shemilee Gordon and I am currently Chair of the Youth Advisory Board. Being on our Youth Advisory Board has opened my eyes and increased my knowledge of what is going on within the running of St Basils. Also, this has enabled me to have an understanding of what is taking place and given me the opportunity to use my skills and experience to empower young people's views.

Alright! I am Callan Biggs and I am joint Chair of the Youth Advisory Board. This was a great achievement for me and an opportunity I feel honoured to have received as now I can be the voice for change and work as part of the solution, not the problem. I am now working to improve things for my peers and give back to the community. As you might have noticed, this year we have 2 Chairs. This is a first for the Youth Advisory Board as myself and Shemilee both received the same number of votes in the agency wide recruitment drive held for the role. Being Chair, or in our case 'Chairs', we are empowered to take responsibility for the running of our Board and aim to work in 'real' partnership with professionals at all levels. However, it is more important to never forget why we have a Youth Advisory Board, remembering that the decisions that we make are not for individuals, but for all Young People within St Basils.

So we feel that this is the perfect opportunity to thank all Young People, past and present, who have dedicated their time to the Youth Advisory Board.

Throughout this year, the Youth Advisory Board has had many achievements, to include:-

- *Development of Youth Advisory Board training programme – Media, TPAS Community Representation, Birmingham City Council Introduction to Youth Work, and Recruitment and Selection Process*
- *Involvement with main Board of Directors – not only do we have 2 Participant Observers sitting on the Board, but now also 2 Board Apprentices*
- *Developed an in-depth training programme for Young People to interview staff at all levels, which has allowed Youth Advisory Board members to recruit staff over the last year*
- *Achieved the Good Practice Award from Birmingham City Housing Partnership for Resident Involvement*

In the future, Youth Advisory Board hopes to work towards the development of communications between the young people in the projects, the Resident Representatives of those projects, and the Youth Advisory Board itself.

Youth Advisory Board gives young people the opportunity to meet and work with the diverse range of young people within St Basils, and promote their views and opinions. This is key to ensure that the service offered works and is tailored to the needs of the young people.

Callan Biggs & Shemilee Gordon
Chairs, Youth Advisory Board



Homelessness should not be part of growing up

2012 is our 40th year of providing services to young people who are homeless or at risk of homelessness in the West Midlands. Proud of our continuous development since the days of our first night shelter in St Basils Church in 1972, we are also saddened that currently youth homelessness is increasing nationally.

The combination of austerity measures, cuts in public sector funding, rising unemployment, reduced investment in social housing, the introduction of 'affordable' rents and welfare reform, are having an impact on homelessness generally and youth homelessness in particular. Whenever there are pressures on families, young people are affected. Described by some as 'the Perfect Storm', all indications are that rather than moving towards the desired position of ending youth homelessness, it is in fact increasing and is projected to increase further.

In Birmingham, where a single point of access for young homeless people is in operation, St Basils has seen a 32% increase in young people seeking help because they are homeless or at risk of homelessness over the last 12 months.



Kathy Halliday – Chair

In the face of increasing need we must collectively maintain a determination to prevent homelessness and secure safe and affordable housing options for young people.

- It is important in a time of general hardship that we do not become desensitised to the multiple needs of young people who are homeless or at risk.
- It is important that we do not allow sustained increases in the numbers to become acceptable and that we ensure the individual stories behind the statistics are heard and understood.
- It is important that we do not allow there to be a 'lost generation' because we know that the long term costs to individuals, families and communities is unacceptable.

Much is now known about the routes into homelessness and the barriers in moving on from homelessness. Much is also known about what works and what does not; informed by good practice, outcome monitoring and young people's evidence.

This Annual Review provides a brief summary of how this year St Basils has worked with others to tackle and prevent youth homelessness and how we continue to deal with the issues faced by young people with the help and advice of the young people themselves, alongside long standing and new partners and supporters who believe like us that – **Homelessness should not be part of growing up.**



Jean Templeton – Chief Executive

St Basils works with young people

- To enable them to find and keep a home
- To develop their confidence, skills and opportunities
- To prevent homelessness

Our Six Strategic Priorities:

Provision of good quality accommodation which meets the needs and raises the aspirations of young people

Provision and development of prevention and support services which meet the diverse needs of young people

Young people fully involved in setting standards, identifying priorities and monitoring services

St Basils – a good place to work

Challenging discrimination and promoting diversity and cohesion through employment, service delivery and community engagement

Optimising resources to achieve our strategic objectives

Our principles to work by:

- Young people first
- Everybody counts
- Working and learning with others
- Strength and unity through diversity
- Accountability
- Delivery and effectiveness
- Forward thinking

PLEASE NOTE: Some photographs in this Annual Review include St Basils staff and service users. Photographs are not necessarily of people featured in stories which may be of a sensitive nature.

Provision of good quality accommodation which meets the needs and raises the aspirations of young people



Our Progress

New accommodation scheme welcomes local community for official opening

St Basils supported accommodation scheme in Bromsgrove held its official opening event in September 2011. The Bromsgrove accommodation scheme, was purpose built by WM Housing Group, with funding from the Homes and Communities Agency (HCA), to provide accommodation to 15 young people and ensure that, as well as providing self-contained flats, the scheme offered well equipped communal areas and ICT training facilities.

The new scheme was opened by the Deputy Civic Head of Bromsgrove District Council, Cllr Janice Boswell, who commented *"This is a delightful place; it gives young people a new lease of life. Everyone involved including the designers and the funders think it's working really well and it's great that St Basils are heading up the scheme, because what they do works, and they have been doing it a long time"*.

Roger Griffiths, Chair of the Board at WM Housing Group added: *"This is a purpose built project and it's achieving what it set out to do. It's great to see local young people getting back into education and moving onto better things. It is a remarkable example of a partnership working well; it is well built and well managed and the evidence of that is in the support we now have from the local community"*.

'Trinity Court' three year pilot complete

Trinity Court, a block of two bedroom self-contained flats, built by Thomas Vale Construction in partnership with Family Housing Association, has helped house St Basils young people in 8 flats as part of a three year pilot scheme launched in 2008.

The scheme aimed to help young people make that final jump to independence. There are no staff on site, but the young people still have access to support if they find they need it. The scheme is aimed at young people who are in part or full time work, and part of their weekly rent charge is placed in a trust fund. The idea behind this was that this saved money could then be used by the young person towards a deposit on their next independent tenancy.

Siobhan, resident at Trinity Court for two years said:

"What I liked most about the scheme was that I was living independently but without all the worry; If I was struggling one month then I could negotiate paying more rent next month, and if I had other concerns it was good to know I could find a listening ear in staff at St Basils. I really liked the trust fund element of the scheme too. Given the current climate, the money put aside hadn't multiplied enough for a deposit on a mortgage but it did give me a bit of a cushion; it paid for rent in advance when I moved on and helped me set up home. I'd recommend the scheme to others; it's a win-win for any young person."

The success of this pilot scheme has helped embed further schemes of its kind and Optima now provide a further 10 units in partnership with St Basils.

Jayne, 19

Bromsgrove Resident

"I came to St Basils after leaving Care at the age of 18. I didn't really know what to expect, I was picturing an old, run down building and I expected to have to share a bathroom, so I was pleasantly surprised when I came here; I've got my own flat and the whole building is really nice because everything's new. I've been very happy here! The staff are all really approachable and hold social activities for us; it's great to have that communal feel but I've got my own space as well. Staying at St Basils has really helped me, particularly with my self confidence, I feel happier and more in control because I can do more things for myself now. The staff had to show me how to use the washing machine and I did a cookery course here so I can cook for myself now too.

I've recently completed a child care qualification and am doing voluntary work in a charity shop. I'm getting ready to move on from St Basils and have applied for the myPlace Private Rental scheme. I've enjoyed living here and it'll be strange moving on but it will also be great to have my own place".



Raising Aspirations

mYPlace Expansion

Private Rented Scheme

Since its launch in the Wyre Forest area in 2011, 'mYPlace' reached the target set by funders Crisis and helped 25 young people secure accommodation in the Private Rental Sector within just 9 months. Vulnerable young people who have been in supported accommodation are able to access financial help to find their first month's rent and a guarantee for their deposit, enabling them to secure a private tenancy and also offer added reassurance to landlords. St Basils works with young people to ensure that they can budget their outgoings effectively and develop their own independent living skills to help sustain their private tenancy.

Landlord Mark Albutt said:

“ Building properties is what I am good at but finding the right tenant can take so much time. mYPlace staff have been thorough and efficient and the looks on the young people's faces when they arrived for the viewings confirmed that what I am doing is worth it. ”

From April 2012, the scheme as well as securing repeat funding from Crisis, has been extended to cover most of North Worcestershire including Bromsgrove and Redditch as well, thanks to joint funding from Wyre Forest and Bromsgrove District Councils.



Providing homes in private rental accommodation gives young people the chance to have more settled, secure and integrated lives.

In the current housing climate we are delighted to be able to provide affordable pathways into the private sector.

Bromsgrove District Council's portfolio holder for Housing, Cllr Kit Taylor

Supported Lodgings launched in Solihull

Following the success of the Home2Home scheme in Birmingham, in February 2012 St Basils was awarded funding from Solihull Metropolitan Borough Council to provide a 'Supported Lodgings' scheme across North and South Solihull, recruiting members of the local community to help provide emergency accommodation in their own homes for local young people at risk of homelessness.

St Basils already has an advice drop-in centre and a supported accommodation project in Solihull but this supported lodgings scheme will help house local young people whilst they are assessed for longer term accommodation places. The scheme aims to help young people mainly aged 16 and 17, although this could extend to vulnerable young people aged up to 21. The scheme recruits 'hosts' from all walks of life who have a spare room and want to make a difference to vulnerable young people by providing accommodation and support to a young person within their own home for an agreed amount of time.



89% of young people have moved on in a planned way

“mYPlace has made all the difference to me, I have a home that I can afford ok, money is tight but at least I'm living in the real world... the process was so quick and easy, you would not get a better service if you went through an agent and I couldn't have afforded their fees.

With mYPlace they provide rent in advance and you get 2 years to pay it back, which was such a relief. It really is the best option for young people like me”

Provision and development of prevention and support services which meet the diverse needs of young people



Our Progress

Providing access to services across the West Midlands

Birmingham's Youth Hub, opened in November 2010, provides a multi-agency single point of access for all young people who are homeless or at risk in the City.

Managed by St Basils in partnership with Birmingham City Council's Homeless Service and Children, Young People and Families Directorate, the service has seen an increase in the number of young people presenting as homeless. Between April 2011–end of March 2012, 4,572 young people sought assistance from the Youth Hub; 3821 of those were aged 16-21 and presented as homeless or at risk of homelessness with 751 young people aged 22-25 referred in need of advice and assistance. Integrated working, intensive prevention work and access to a range of services has achieved an 87% average homeless prevention rate.

St Basils has also continued to provide access points in North Worcestershire and Solihull and across all regions the overwhelming reason why young people cited they were homeless or at risk of homelessness was due to family conflict. In the current climate there are many factors that are putting more strain on families. Nationally, 1 in 5 young people aged 16-25 are unemployed and looking for work. The rise in house prices and rental costs in recent years has created a situation where young people remain in the family home well beyond the age of official 'adulthood'. Meanwhile there is greater pressure on parents who may have been made redundant or if they are in work, due to pay freezes and rising living costs, find their pay does not stretch as far.

St Basils has this year supported more young people and their families with a Family Mediation service with the aim to improve communication and restore strong connections with young people and their parents or carers, to prevent young people reaching a 'crisis' point and leaving home in an unplanned way. Or, if they have already left, this service aims to reconnect where possible and safe to do so, to explore whether the young person can return home in some cases or where this is not possible, to maintain family contact and support. In Birmingham, Youthline, our 24 hour helpline, funded by Supporting People, has also responded to an increase in calls from young people in crisis or in need of advice.

Solihull Turnaround project

The St Basils Turnaround project, based at St Andrew's Church in Chelmsley Wood, is funded by Solihull Metropolitan Borough Council to provide floating support to young people in the Solihull area who are in rent arrears, struggling to budget or worried about losing their home. Floating support workers visit young people in their own homes, providing the support needed to help them remain independent. The project also provides a 'drop-in' facility for these local young people in need of advice and support.

In 2011 St Basils secured an additional contract from Solihull Children's Services to work with young care leavers to make the transition to moving on to their own accommodation and has so far provided support to 24 young people to prepare for or make the transition to independent living.



Birmingham

Youth Hub has achieved an 87% average homeless prevention rate



Meeting diverse needs

New pilot scheme brings Family Mediation service to Sandwell schools

St Basils has had a Family Mediation service in the Borough of Sandwell for the last 5 years. This service aims to work with young people aged 16 – 25 and their families to restore effective communication between young people and their parents or carers, to intervene in any conflict, calm the situation and try to find a mutually agreed resolution, in order to prevent young people leaving the family home in an unplanned way.

This year, in partnership with Sandwell Homes, St Basils launched a pilot to take the Family Mediation service into Secondary schools in Sandwell, to engage with the slightly younger age group of 14 & 15 year olds.

St Basils staff raised awareness of the service through participating in school assemblies. Young people and parents are able to access the Family Mediation service through monthly surgeries held at the schools. Subject to funding it is hoped that in time the service can be expanded to cover all Secondary schools within Sandwell.

The scheme has been welcomed by Ormiston Sandwell Community Academy. Staff member Deniece Gabriel, said the Academy was 'delighted' to be working with the partnership and commented; "The catchment area for our pupils includes areas of high deprivation and we know that issues at home all too easily impact on pupils at school."

As well as a range of new workshops, young people were given the opportunity to complete the St Basils Life Skills Award which is an OCN accredited training programme. 75 young people successfully completed the award during 2011/12 and congratulations to all who attended their awards ceremony in October 2011.

Learning, Skills and Work

Finding a home and access to skills qualifications and work are equally important in tackling and preventing homelessness. This year we have focussed intensively in supporting young people to take up learning, skills and work opportunities. As well as linking young people with external training providers, colleges and employment programmes, the 'Learning Skills and Work' team have arranged a variety of training sessions to engage young people, build their confidence and unleash their talents and ambitions. Here are just a few popular examples from the 2011/12 'LSW' schedule:

● *Creative Film Making*

Thanks to a successful joint grant application from First Light films, Chocolate Films Ltd were able to offer a week long film making course to St Basils young residents, which included script writing and camera and sound skills workshops and culminated in the young people learning how to write, film and edit their own short film, using industry standard equipment and Final Cut software. The final version was then shown at premieres in both Birmingham and London.

● *Valuable DIY skills*

Willmott Dixon hosted DIY workshops for St Basils young people which were well attended, especially by young women. A property maintenance expert from Willmott Dixon explained how electrics work in the home and what to check if the power fails. He also talked through changing door handles, unblocking sinks and demonstrated how to change washers on taps and apply grout and sealant when tiling. The young people even got to try their hand at tile cutting.

● *Money Matters*

Barclays, Birmingham Branch staff volunteered their time and facilitated a Barclays Money Skills Workshop. The workshop covered budgeting, banking, benefits, credit & debt, tax and national insurance. It was well attended and received good feedback from the young people.

● *Animation and Classical Music*

St Basils young residents were given the opportunity to learn animation skills by Community filmmakers Reel Access as part of a Community Outreach project organised by Town Hall Symphony Hall's (THSH) Education & Community department. The project inspired by Bluebeard's Castle was an intergenerational project based around the Philharmonia Orchestra's world premiere performance of their new version of Bartok's Opera at Symphony Hall, Birmingham. St Basils young people were challenged to create their own artistic responses to the different rooms of Bluebeard's castle, they then explained the processes they had used to the audience at a presentation and screening event held at Symphony Hall.

Places of Change

Further training and resource facilities have been utilised as part of the 'Places of Change' strategy at Carole Gething House during 2011/12. The scheme provides the perfect place for creativity and informal learning and empowers residents to engage, make their mark on their own surroundings and get involved in setting standards. Residents at the scheme have recently decorated the hallways with some amazing pieces of artwork as a result of a host of in-house art workshops and more recently some pottery workshops provided by Crisis.



Pathways to Employment

Valuable learning for young people that comes with work experience, mentoring and exposure to the world of work and real opportunities simply could not happen without the support of our business partners. Over the year St Basils has worked with a range of professional individuals and businesses to help tackle unemployment and lack of skills amongst vulnerable young people. Support from local partners has played an important part in this – from providing mentoring to young people to work experience opportunities and real job offers.

A new partnership with Interserve

In January 2012, St Basils joined in partnership with Interserve, one of the worlds foremost support services and construction companies, to develop an access to work programme for young people who were not engaged in education, training or employment. 11 Senior Directors from Interserve worked directly with a group of young people from St Basils in order to understand some of the barriers they face and to share with young people some of the expectations of employers. From these initial workshops and feedback sessions, Interserve Directors developed 9 'offers' for St Basils' young people. These included:

site visits, taster sessions, job placements, communications training, mentoring, CV building and interview skills and a 12 week Ready for Work programme increasing the odds of gaining entry level jobs at Interserve. All 'offers' were accompanied by a range of support including travel costs, lunch vouchers and help with clothing.

24 young people participated in phase 1 across the range of offers, with a number now progressing into permanent employment both with Interserve and other employers. Extensive learning for Interserve, St Basils and young people has emerged from this development and a review is currently being undertaken to prepare for phase 2.

Adrian Ringrose, Chief Executive of Interserve attended one of the workshops and presented certificates to the young people. He congratulated the young people and described his hopes for the programme, ..'I guess the acid test of our joint efforts is the extent to which we help your young people find jobs that enable them to put in place all the other basic ingredients they will need to fulfil their life ambitions'..... So many things about our company make me proud but I have to say the work we're doing with St Basils is right up there...'



St Basils Chief Executive, Jean Templeton thanked Interserve and referred to the barriers being overcome by their approach:

"At a time when our professional world is changing beyond recognition and the borders between Public, Private and Voluntary sectors are permeable, there is an opportunity for us to carve out new and better ways of achieving what we all want for our communities and ourselves. Interserve's social challenge is a brilliant concept not just because it is assisting us, but because it is recognising that real changes in thinking, feeling and acting will only occur if we are involved in shaping that change. This challenge is changing the way we all think, feel and behave, not just the intended beneficiaries. You have all engaged with a group of young people, and indeed an agency that you would not normally come into close contact with. Likewise, we have engaged with you as individuals in a way that we would not normally do. The potential is that we might all change as a result...brilliant!"

76% of our young people have re-engaged with employment, education and training





St Basils 1972-2012 40 years of preventing youth homelessness

Our journey so far...

Since opening its doors in 1972 to homeless young men in the St Basils Church on Heath Mill Lane, Digbeth, St Basils has maintained the same core objective – to prevent homelessness being part of growing up.

With the help of partners, support providers and our local community St Basils has now been providing services to some of the most vulnerable young people in our local communities for 40 years. During this time our services have grown across the West Midlands with accommodation and a range of prevention services now being provided in Birmingham, Solihull, Sandwell and North Worcestershire. More accommodation schemes have opened, standards have improved and a variety of support services have been introduced to respond to the diverse needs of young people. Young people themselves have also continued to provide input, guidance and the drive to further improve homeless prevention services for others.

To all of our young people, staff, supporters and partners who have helped us to deliver these vital services over the last 40 years, *thank you!*

St Basils
Works with young people



The original 'Boot' night shelter opened at the rear of St Basils Church for up to 18 homeless young men aged 16-25

'Yardley House' opened to provide emergency supportive accommodation for young homeless women

St Basils Link launched to provide a site for personal counselling

Trentham House opened as a registered nursing home for young homeless mothers and their babies

2 properties in Runcorn Road were opened to provide semi-independent accommodation

The New Boot based in St Andrews Road, Bordesley opened to replace the original Boot night shelter and provided emergency accommodation for young homeless men

The Resettlement Centre was opened to provide individual and group support for young homeless people on a referral basis

1972

1975

1978

1979

1983

1988

1992



Revd Les Milner, St Basils Managing Director, 1972 - 2000

"We wanted a name young people wouldn't think of as a hostel or an institution... We started 'The Boot' with incredible naivety, we thought we could run it with 2 and a half staff - night shelter, coffee bar and advice centre! But there was an instant response from the young people and in no time we were flooded out; Everyone involved was so concerned about those they were working with. We had a phrase: 'For as long as it takes'. We would stay with each person for as long as it took to sort their problems out".

40 years of Community Support

Community support and local fundraising has been vital for St Basils to help maintain prevention services over the years. During the winter of 2012 we will be celebrating our 23rd Sleep Out event whereby partners and supporters of all ages and backgrounds will spend a night out in the cold in cardboard boxes and 'sleep out' to raise money to ensure that vulnerable young people don't have to. Other major St Basils fundraising events supported by our local businesses and communities include the St Basils Annual Walk which now has around 700 people taking part per year to help reach our over all £500,000 annual fundraising target.



"I didn't plan to live in a hostel, it just happened so fast. If it hadn't been for St Basils I wouldn't have known what to do or who to turn to. The hostel which I am living in now and the one before both made me feel really comfortable and secure which a lot of people need if they haven't got no-one to turn to. I must say not all homeless people have been as fortunate as I have been, but at the end of the day it's down to yourself to make things happen".

Young resident from Yardley House, 1993



Sharon, 33

Came to live at St Basils 1997-1998 aged 17

"I stayed at Carol Gething House initially. The manager and the night staff were so caring, and we used to go in and sit down and have long conversations. They'd all say 'There's more to life than this'. I'm still in touch with some of the other residents there, a couple of them have gone on to run their own businesses. My starting block was my time at St Basils.

I think 50% of it is down to the individual and how much you take on board, what's being said to you and how much guidance you take from that. There's all those support structures and it's how you utilise that support to change things about your life that you maybe didn't like. Becoming homeless gave me the opportunity to take stock and think 'ok, this is not what I want' and think about what I do want and where I want to end up, and start mapping to achieve that moving forward.

After taking opportunities and gaining a wide range of experience over the years I am now a Magistrate, and last month I got an award from the Open University for 'Most Inspirational Learner'. I have a son who is 13 now, and I think he's what I do it all for. I have 2 ambitions; one is not to be a victim of life and the other one is to teach my son that he can do anything that he wants to do but I wanted to use my life as an example."



Further supported accommodation projects opened to provide a range of accommodation options across Birmingham for young people and in some cases their young children. These included Carol Gething House, Grosvenor Court, Short Heath, Shaftesbury House, Priory House, Edgwood House & Edmonds Court Foyer

Mildenhall House became St Basils first project to be opened outside the city boundaries, in Solihull, providing semi-independent accommodation to five local young people

Resettlement: A Tenant Support Project started offering intensive housing resettlement support to young people moving into local authority tenancies for the first time

Family Mediation project was set up, to enable young people to regain contact with family

Les Milner retired as Managing Director after 28 years at St Basils. He welcomed Jean Templeton as our new Chief Executive

Schools Training and Mentoring Project (STaMP) - began groundbreaking work within schools and peer education

Prevention Department: formed to include Homeless Prevention Project, STaMP, Family Mediation and St Basils Link

1992 - 1996

1997

1998

1999

2000

2002

2003



Supported Accommodation Options

40 years on from the 'Boot' night shelter, St Basils now operate 27 schemes to suit a variety of needs which include emergency access, mother and baby schemes, 24 hour supported and semi-supported schemes. Mildenhall House was the first project to be opened in Solihull in 1997, 2005 marked the opening of our first new build in Brandwood Crescent, in 2010 a new build in Bromsgrove was complete and in 2011 we were very happy to purchase and own 41 self contained flats in Aston. In recent years, new supported lodgings and private rented schemes have opened up even more accommodation options for young people.

Developing Learning, Skills and Work Opportunities

Developing confidence, skills and opportunities for young people remains key to homeless prevention. St Basils has worked with local businesses, colleges, partners and mentors to provide a variety of learning, skills and work experiences as well as running a range of in house training exercises. This started with a Carpentry Workshop in 1976, a 'Building Team' in 1977 and a sewing workshop in 1982. Today, young people have the opportunity to complete the St Basils Life Skills Award which is an OCN accredited qualification. Since its launch in 2004, over 500 young people have now completed the programme which achieves a 93% pass rate.

Kim, 31

Lived at Brandwood Crescent 2005-6 for 1 year when she was 24 years old

"I was living in a shared house and working as a full time beauty therapist when I became pregnant and shortly after I got made redundant and my partner split up with me and so I had to move out. I had no family nearby, just an elderly Grandad but I couldn't have lived with him, with a baby. It concerns me that sometimes people stereotype the sort of people that need help, but sometimes it's not your fault - I was just landed in this situation. I was at St Basils Brandwood for a year. It was nice to be in a project with other mums and the staff were really approachable, I always felt I could go to them if I had any problems, but obviously you have to put your effort in as well and make the most of opportunities.

I have 2 children now and 1 on the way. I've been with my partner now for 7 years and we married in 2010. I'm now going to train to do health and social care and hope to go on to work with families, especially families with young children. St Basils inspired that decision, you realise there's bigger things out there; I want to do a job that means something! I would advise young people at St Basils today to stay strong and focused because you can feel disheartened when you're in that situation, you have to realise it is just a temporary situation and things will improve.



Our Achievements

- Birmingham City Housing Partnership: Winner Resident Involvement 2012
- National Youth Homeless Scheme - RSL Centre of Excellence 2007-2009
- Level A Supporting People Provider
- Recommended by New Philanthropy Capital as a homeless charity to support
- Housing Corporation GOLD Award for Tackling Homelessness 2006
- Chamber of Commerce - Diversity in Employment Award 2006
- Consecutive Investors in People Awards 2005, 2008 and 2011
- National Housing Federation iNbiz Award for Customer Engagement 2005
- Federation of Black Housing Organisations National Diversity Award
- Foyer Federation Accreditation
- Chartered Institute of Housing Branch Innovation Award for STaMP
- Matrix Quality Standard for Information, Advice and Guidance



EET: 'Life Skills' launched, a skills training programme for young people, ending with City & Guilds accreditation and a graduation ceremony

After 18 years based at Dalton Street, The Link Housing Advice and Referral Centre moved to high profile City Centre premises at 5 Ryder Street

Tenants move into Brandwood Crescent, a 10 apartment new build property in Kings Norton

St Basils took on management of Beoley Court and Grange Court; 28 units of accommodation in partnership with Redditch MBC

Officially opened the refurbished 'New Boot', St Basils emergency accommodation project for young men, renamed as 'Milner Court' in memory of St Basils late founder, Revd Les Milner

St Basils is awarded a contract to provide services in North Worcestershire including Bromsgrove, Redditch and Kidderminster. St Basils takes over sole management of Beoley Court providing 8 units of accommodation

2004

2004

2005

2005

2008

2009



Alan, 21

I came to St Basils in September 2009 when I was 18 because of family breakdown. I was sofa-surfing, desperately seeking advice from friends who advised me of St Basils where I was offered a place at Milner Court. I was so happy as I did not want to appear any longer as a burden to my friends. It was also important for me to be in accommodation at the time because I was starting my 2nd year at college and I wanted to continue with my studies.

At Milner Court, there were so many unforgettable memories, I miss the laughs I had there with both the residents and staff, in addition to the leisure activities and completing my Life Skills course in budgeting and cooking. After 3 months, I was moved to Edmonds Court Foyer where I feel my personal development really started. I was given so many opportunities: I became a Resident Rep then a YAB Member and I later got involved with the NYRG and led workshops all round the country. Those opportunities enhanced my CV and led me to making more friends.

I am proud to say that I was successful in achieving the grades I needed to get into university. I am currently studying French, Japanese and Teaching English as a Foreign Language, hoping to pursue a career in teaching English across the world.

Young People First



Youthline

Youth Hub



Key to prevention is to make sure that young people know how and where to get help and that services are easy for them to access. Over the years St Basils has run access points such as The St Basils Link, and the Resettlement Centre. Today, in partnership with Birmingham City Council's Homeless Service and Children, Young People and Families directorate, St Basils delivers a single access point for young people in Birmingham at the Youth Hub. We also deliver the 24 hour Youthline which provides access to six local Supporting People providers. Outside of Birmingham we run more access points in both Solihull and North Worcestershire.

Young People also continue to shape our services by engaging in a variety of youth involvement and service user feedback projects. The Youth Advisory Board has now been in operation for 7 years and St Basils has managed the National Youth Reference Group for 5 years.

Former Resident, 21

Whilst I was born in the U.K, I emigrated to the Caribbean when I was 10, and migrated back to England at 16. Due to severe breakdowns and deaths in my immediate family, I found myself homeless and alone in a country which I had not called home for several years. I discovered St Basils via an internet search, I was speedily housed at Short Heath project, which became my home.

I cannot communicate how overwhelming it is being an unsupported 16 year old in a foreign country. However, St Basils really supported me whilst I was studying for my A Levels, and working part-time. Weekly case meetings with staff really helped me feel emotionally supported, and became a lifeline for me; as I knew that at least once a week there was a forum in which I could express myself, and get some much needed advice. Hence, as a result of the support and guidance I was given I am now going into my final year of studying Law at the University of Leeds.

When I came to St Basils I was seeking accommodation, a safe place I could lay my head at night and forget about all my problems. What I got was a family, one that motivated and encouraged when I was too low to push myself. In my experience there are very few people never mind organisations that truly care about young people however this one does. I would say that St Basils significantly contributed to the person I am now, and the person I shall become.

Residents started moving into St Basils new Bromsgrove project.

St Basils launched its Home2Home scheme for young care leavers, giving them the opportunity to lodge with members of the public living in Birmingham and experience a family environment. The Youth Hub and 'Youthline' opened to provide face to face assessments and advice to young people, in partnership with 6 other agencies

St Basils purchased accommodation in Aston, providing a further 41 self contained units for young people. Wyre Forest mYPlace project launched to help young people aged 18-25 access secure accommodation in the private rental sector

St Basils set up a Home2Home scheme for young care leavers in North Worcestershire. Wyre Forest Private Rental mYPlace Scheme receives funding to expand to Bromsgrove and Redditch. The Youth Hub and St Basils prevention services move to the St Basils church on Heath Mill Lane

"For as long as it takes..."



Young people fully involved in setting standards, identifying priorities and monitoring services



Our Progress

YAB launch new Board Apprenticeship scheme

St Basils Youth Advisory Board (YAB) is a youth-led board made up of 15 young people who receive a service from St Basils. The YAB ensures young people are involved in key decisions and can contribute in a meaningful way to the running of the organisation. The YAB has been running for the past 7 years and is an integral part of the way St Basils operates.

Also, this year, the YAB and Main Board have developed an apprenticeship scheme where with training and mentoring outgoing YAB Chairs and Deputies have the opportunity to progress to sit on the main St Basils Board.

Award winning Resident Involvement

This year, at the Birmingham City Housing Partnership's Annual Awards, St Basils Youth Advisory Board won the Good Practice Award for 'Involving Residents'. Accepting the Award on behalf of St Basils, the Chair of the Youth Advisory Board, Callan Biggs said:

"Young people want to be part of the solution not the problem. The YAB is our route to empowerment. As the service users we want to influence how services are run and work in real partnership with professionals."

'Local Offer' and residents feedback

National Housing Standards were created by the Tenant Services Authority in 2009 with a national consultation with thousands of tenants across England. Further to this, St Basils consulted with our own young people and held our own 'local conversation', where young people were encouraged to feedback on 'What is important to you'. This then shaped our 'Local Offer' in 2011. The standards that were most important to young people were:

- Involvement & Empowerment
- Home
- Neighbourhood & Community

Following the 'Local Offer' being published, St Basils issued a 'Going Local' document detailing how we would address any issues raised. For example, young people told us that they wanted more information about complaints procedures and therefore these were re-published, young people wanted to be more involved in DIY and therefore training options were built into the Learning Skills and Work programme and young people wanted to know more about community meetings in their areas and get involved in the wider neighbourhood forums and therefore St Basils is providing further help and access to these groups.

In addition to the 'Local Offer' young people continue to provide feedback not only to staff but via their Resident Reps and peers.





National Youth Reference Group (NYRG) 2011/12 highlights

NYRG was set up 5 years ago, with legacy funding from the National Youth Homelessness scheme, and has delivered a successful youth consultation group who now provide advice and guidance to those who develop services for young people. Managed by St Basils, the group has now secured year 5 funding from The Department for Communities and Local Government. A total of 80 young people have been recruited since being in operation, who have together delivered over 170 conferences, presentations and workshops across England including some to Government Office. They have also shared learning in the form of practical ToolKits on 'Getting It Right For Young People' in Housing, Health, Employment and Education and continue to evaluate their impact.

A highlight for NYRG and St Basils young people in 2011 involved attending the Annual Conference for International Tenants Day, which took place in Brussels, Belgium on 3rd October 2011, to give a presentation and join a panel discussion.

The conference was held at the EU Committee of the Regions, with over 100 delegates from across 18 countries, including representatives of the European Commission. The agenda for the day was to discuss the housing issues

facing young people across the globe and what different organisations around the world are doing to tackle this problem head on.

NYRG members, all of whom are 16 to 25 and have been homeless at some point in their lives, contributed to the Homeless Link survey of services and Local Authorities entitled "Young and Homeless" which investigated the recent rise in national levels of youth homelessness.

The NYRG have also developed "Getting It Right For Young People in Health" and have been working with the Afiya Trust since 2010 advising Afiya on BME young people and mental health - This work led to NYRG presenting to the Department of Health in 2011.

2012/13 will be an extremely busy year for the group with even more high profile conferences planned including a National Conference and opportunities for more young people to be involved in setting standards including an action plan to influence Health, Education and Employment agendas.

**Mariam,
NYRG member**

"NYRG?!?! What does it actually mean? It may be a national youth reference group but the definition of it is much deeper... Why is it that many young people are experiencing homelessness which in turn affects so much of their lives at such an integral stage, yet professionals; those with the power and influence to change things don't listen to their views and opinions! The group allows these young people to express themselves in a safe environment, where it isn't just looking at the problems but also the solutions that can fix the situation.

Instead of being a one man army trying to fight the homelessness fight, NYRG is about like minded individuals who have been through similar experiences being able to have a voice on a massive scale where those with influence have to listen, such as at the European union and The Department of Health to name just a few. Because as you realise young people do have issues around education, health, race, religion, there are many issues that face young people when growing up but does homelessness really have to be one that can have such a detrimental impact on their lives as a whole?"



Getting It Right For Young People



St Basils – a good place to work

Everybody Counts

Our Progress

A Whole organisation approach to developing St Basils as a Psychologically Informed Environment

In 2011, St Basils embarked on a 3 year programme in partnership with Southampton University, Birmingham and Solihull Mental Health Foundation Trust, the Department of Communities and Local Government and the London Housing Foundation to develop St Basils as a psychologically informed environment (PIE).

The Aims of the programme are to:

- Improve positive outcomes for young people, build resilience and capability and enable them to move on and sustain their independence in an increasingly challenging environment;
- Ensure staff have skills, attitudes, behaviours and resilience to cope and support positive outcomes for young people.

Progress has now been made in embedding the four elements of the programme:

- Training for all staff on psychological frameworks and approaches
- Review of working tools and alignment with PIE approach
- Monitoring outcomes over three years
- Embedding regular reflective practice sessions for all support workers with senior Psychologists.

A year on, feedback from St Basils staff about the PIE programme has been very positive.

Chantel Edwards who has worked at St Basils for 8 years and is now Senior Worker at a St Basils mother and baby scheme said:



"The PIE training has been really useful, when you've been in the sector for so long, it's good to have a refresher but PIE explores new ways of engaging with young people because of the Psychological angle. It helps staff 'upskill' to deal with the problems coming in."

Housing Support worker Justin DaCostaGomez added: *"The PIE training has been very interesting, especially the Cognitive Behavioural Therapies. I hope it continues and perhaps looks at further training and alternative approaches"*.

All staff are putting the different approaches into practice; the 'Chain Analysis' approach has been particularly helpful, which looks at causal cycles of behaviour. One staff member said: "It's caused a state of self realisation and awareness with one young person I'm working with. He can see now and he's pointed out to me that history was repeating itself and has taken action to try and change the situation". Early learning from the programme to date includes:

- Annual refresher sessions are necessary
- Learning needs to be discussed at team meetings regularly and used in case reviews and case studies and reporting
- PIE approaches need to become common and comfortable language
- Reflective practice sessions led by skilled practitioners, ie senior psychologists, is critical to the effectiveness of this programme
- We have embedded PIE feedback into Case study feedback to our Supporting People Commissioners in order to reinforce the links in everyday practice
- A recent survey of staff indicates positive use of PIE and case evidence of direct impacts with young people

- Embedding PIE needs to be intentional and consciously approached
- There are synergies with our key strategies and approaches and PIE has been helpful in developing a common approach to reviews
- Currently reviewing how we support young people most at risk of exclusion to secure and keep a home and a job. Psychologically informed approaches will contribute to such a personalised approach.

The programme was launched in June 2011, followed by training late summer and reflective practice sessions commencing in November. Early learning is emerging and there is evidence of success. Some adjustments have been made as a result of learning and feedback. Support workers are reporting that they find PIE and particularly the reflective practice sessions helpful and they are better able to deal with challenging situations and to support young people to develop skills and confidence to change their behaviours in favour of their values.

St Basils Learning & Development team and Southampton University will be continuing to monitor the impacts of the PIE programme over the next 2 years.





Challenging discrimination and promoting diversity and cohesion through employment, service delivery and community engagement

Our Progress

Analysis of changing needs

Client Record Data for 2011/12 shows that 66.9% of 16 and 17 year olds in Birmingham in receipt of housing related support are St Basils clients (36.6% of all 16/17 year olds in the West Midlands). In addition 51.4% of all BME young people using Supporting People services in the West Midlands are supported by St Basils. Our services are therefore designed and developed in consultation with young people to respond to their diverse and individual needs.

Statistics from the Youth Hub in Birmingham has given us the opportunity to better understand the diversity of need. This enables better analysis of needs and the development of more targeted responses. As a result of the greater proportion of 16 and 17 year olds accessing St Basils services, we have;

- Developed prevention services specifically aimed at 16 and 17 year olds
- Increased accommodation options as a result of increasing need, these include 2 new accommodation schemes based in Aston and Rubery and the increase of Home2Home hosts and myPlace tenancies in Solihull and North Worcestershire
- Increased 24 hour support across some schemes to meet higher needs
- Invested in psychologically informed approaches
- Invested in our Learning, Skills and Work team
- Restructured services to separate support from housing management and intensify the team around the young person.

Equality and Diversity Plans

During 2011/12 we have worked with the specialist Human Rights consultancy, Brap (Birmingham Race Action Partnership) to review and develop our Equality and Diversity strategy, policies and working methods. Working with staff and young people, Brap reviewed current policies and made recommendations for improvements which included changing data collections and analysis, making the reasons for monitoring equalities clearer, and introducing new training programmes and further support for staff.

Pride Award

A young person from St Basils was formally recognised at a star studded Pride Ball Awards in 2012 for her work in the community by winning the LGBT (Lesbian, Gay, Bisexual, Transgender) Youth Achievement Award.

Callan Biggs, elected Chair of St Basils Youth Advisory Board (YAB), has a long history of volunteering her time to help young people. Prior to her position on the Youth Advisory Board she was Resident Representative, a role which involves listening to fellow residents' concerns and liaising with staff to resolve them. She has also done extensive work with the Children's Society, mentoring marginalised and vulnerable asylum seeking children.

Youth Advisory Board community awareness course

Young people from St Basils Youth Advisory Board successfully completed the Tenant Participation Advisory Service (TPAS) e-learning course 'The Role of The Community Representative' this year, which is a level 2 OCN accredited qualification. YAB young people had two weeks to complete the intensive online course which aimed to provide a flexible approach to learning. The young people worked through the course online by engaging in forum debates, quizzes, examining case studies and completing assignments.

Redditch Garden Project

A project to get St Basils Redditch scheme's garden revamped has been successfully completed thanks to the joint efforts of a number of partners, funders and the local community.

The Beoley Court accommodation scheme's garden had been in need of a 'face lift' in order to provide an outside space that the young people can enjoy. Simultaneously, St Basils was keen to build further links with neighbours in nearby sheltered accommodation. With help from The Princes Trust and Probation, both St Basils staff and young people at the project and their neighbours from the local community designed and implemented a new garden project. Working together with our partners and neighbours we were able to achieve a fantastic revamp of the communal space. Following this project we have developed ongoing engagement with our local community.





Optimising resources to achieve our strategic objectives

Our Progress

St Basils funding comes from multiple sources: rents and service charges, contracts for support and other services, as well as charitable income and other funding including gifts in kind.

As public sector services and funding has been cut, voluntary sector agencies like St Basils are struggling to respond to the increasing need for assistance as they too are coping with significant cuts to their funding.

Making the best possible use of the resources we have is therefore critical.

During 2011/12 we made the following progress:

- Reviewed our fundraising, marketing and modern media strategy
- Exceeded our Fundraising target
- Sustained our Supporting People contracts within the context of public sector funding pressures
- Used our reserves to purchase additional accommodation for young people
- Achieved a 2.51% surplus on turnover
- Moved Youth Hub into new premises
- Embedded our restructure
- Completed an independent review of our Asset Strategy
- Delivered a Monthly e-newsletter to all staff and other stakeholders.

Fundraising support

During another tough year for fundraisers across all charity sectors, we were once again delighted with the support received from our partners, trusts and foundations, local businesses and local groups and individuals with old and new fundraising activities during 2011/12.

We were delighted to have exceeded our charitable donations target with the help of our local communities.

2011 saw the launch of the new 'St Basils Bake Off' event which generated lots of online and offline awareness for our charity with the help of local celebrity endorsements, recipes submitted and community groups organising their own Bake sales to raise funds. We were also supported by a number of new external events such as the Birmingham Zombie Ball, the Steve Bull Foundation Ball and a whole host of challenge events all helping to raise money for St Basils. As well as a range of new fundraisers taking place, the St Basils Annual Walk, sponsored by Kraft Foods, saw hundreds of people take part in a 26 and 13 mile walk across the Barmouth Estuary and the St Basils BIG SleepOut was by far our most successful yet, raising a record £90k! Once again attendees enjoyed the sponsorship of cardboard box provider Jaffabox, the hospitality and bacon rolls supplied by Harvey Nicholls and the local business community turned out in their droves to take part in this very unique night out in the city.

Cuts to government funding streams means charitable donations from our local communities can have all the more impact. It's our individual supporters, community groups, trusts and local businesses that can really help us to maintain the essential services that St Basils provides to vulnerable young people.



BIG SleepOut 2011 raised a staggering £90K in sponsorship!



Governance

Board as at 31st March 2012:

Kathy Halliday (Chair) – Ordinary Director

David Leigh – Ordinary Director

Amelia McCann – Ordinary Director

Prof. Harris Beider – Ordinary Director

Pat Brown-Richards – Ordinary Director

Venerable John Duncan – Nominated Director

Cllr. Paulette Hamilton – Nominated Director

Cllr. James Hutchings – Nominated Director

Jonathan Morgan – Ordinary Director

John Parr – Ordinary Director

Sara Fowler – Ordinary Director

Det.Supt Sue Southern – Ordinary Director

Jean Templeton – Executive Director

Board Apprentices:

Denika Porter

Spike Seph Orion

Youth Advisory Board as at 31st March 2012:

Callan Biggs

Shemilee Gordon

Sean Marsay

Shanique Dyer

Ryan Foxall

Ellyson Semper

Esinam Murray

Muhammed Mbye

Tyrel Lewis-Hill

Jeanette Harron

Hawro Mohammad

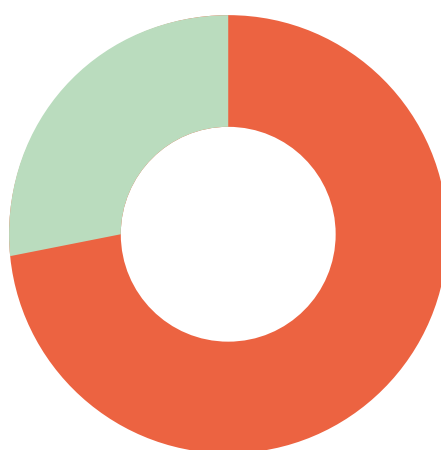
Racheal Pritchard

Ukeila Prophet

Kira Murphy

Our People

Staff composition as at 31st March 2012



53 Male = 29%
131 Female = 71%

Staff ethnicity as at 31st March 2012



10 asian = 5%
71 black = 39%
9 mixed heritage = 5%
78 white = 42%
2 other = 1%
14 rather not say = 8%

Our Services

	2011/12*	2010/11	2009/10
Total Number of referrals (including those to Youth Hub)	4932	3552	3082
Number accommodated by St Basils	898	1004	1083
Planned Departures	89%	87%	81%

Ethnicity Accommodated	2011/12	2010/11	2009/10
White	48%	46%	44%
Black	19%	24%	33%
Asian	13%	9%	7%
Other including mixed heritage	20%	21%	16%

Gender accommodated	2011/12	2010/11	2009/10
Male	56%	56%	57%
Female	44%	44%	43%

Family mediation outcomes	2011/12	2010/11	2009/10
Referrals	495	394	381
Positive Outcomes	87%	86%	83%

Average weekly rents	2011/12	2010/11	2009/10
Bedsits & Bedrooms	£66.75	£66.65	£67.25
One bedroom flat	£79.76	£75.40	£76.08
Two bedroom flat	£85.14	£78.87	£79.58

Repairs 2011/12	Completed within agreed timescales
Void turnaround within 7 days	98%
Emergency response (response within 24 hrs)	100%
Urgent (response within 7 days)	96%
Routine (response within 28 days)	92%

Income and Expenditure Account



For the year ended 31 March 2012		
	2012 £	2011 £
TURNOVER		
Supporting people grants		
- City of Birmingham	3,135,916	3,000,863
- Solihull MBC	76,163	72,224
- Worcester CC	578,044	611,816
	<u>3,790,123</u>	<u>3,684,903</u>
Income from charges	2,594,597	2,358,369
Donations	665,390	601,399
Other income	1,257,462	1,402,588
	<u>8,307,572</u>	<u>8,047,259</u>
OPERATING COSTS	<u>(7,922,746)</u>	<u>(7,657,151)</u>
OPERATING SURPLUS	384,826	390,108
Interest receivable and similar income	20,255	38,381
SURPLUS ON ORDINARY ACTIVITIES BEFORE TRANSFERS	<u>405,081</u>	<u>428,489</u>

BALANCE SHEET at 31 March 2012		
	2012 £	2011 £ Restated
FIXED ASSETS		
Tangible assets		
Housing properties - Cost	12,885,419	10,889,469
- Social Housing and other capital grants	(10,982,068)	(10,059,023)
- Depreciation	(236,039)	(219,357)
	<u>1,667,312</u>	<u>611,089</u>
Other fixed assets	401,572	322,967
	<u>2,068,884</u>	<u>934,056</u>
CURRENT ASSETS		
Debtors	634,286	393,743
Cash and investments	2,747,036	3,200,634
	<u>3,381,322</u>	<u>3,594,377</u>
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>(1,050,309)</u>	<u>(933,806)</u>
NET CURRENT ASSETS	2,331,013	2,660,571
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>4,399,897</u>	<u>3,594,627</u>
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	400,038	-
CAPITAL AND RESERVES		
Accumulated reserves	2,101,570	1,942,113
Designated reserves	1,161,746	1,055,570
Restricted funds	736,543	596,944
	<u>4,399,897</u>	<u>3,594,627</u>



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Homes and Communities Agency No: H3994
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