



ANNUAL REPORT 2015/16

Introduction

Sanctuary's mission, Aims & Vision

Chairman's report

Chief Executive's report

Sanctuary's services Reports

Rochdale Services Manager

Halsall House

STEP

Homeless Prevention Services Coordinator

Conwy Services Manager

Cornerstones

Belgrave Road

Storehouse

Legal and administrative information

Finance report Inc. Activities and Review

Plans for 2013/14

Acknowledgments

Giving form

Mission Statement

The Sanctuary Trust is a practical expression of God's love, providing support and encouragement for people who are homeless or seeking to take control of their lives through addressing drug, alcohol or other, homeless-related problems.

Aims and Purpose Statement

**To help people to take their full place in society and live independently.
To give vulnerable people opportunity to improve the quality of life by providing a stable environment which enables them to take greater responsibility for their lives.**

Vision Statement

The Sanctuary Trust will consistently achieve much more tomorrow than it did today for the benefit of staff, service users, stakeholders, the community and society.

Chairs Report

I have the privilege of being the Chairman of the board of Trustee's for the Sanctuary trust. I see the roll that I undertake to be a privilege because I am given the opportunity to look into and be part of the activity that the organisation generates towards supporting the homeless. Some of which is tried and tested, routine regular and repetitive but needed. This requires commitment, diligence, patients, understanding and compassion. Some of which excitingly is new and innovative which needs drive and enthusiasm.

I see many committed enthusiastic people working towards improving the lives and opportunities for the homeless we support doing the tried and tested. I also see the enthusiasm and drive towards new opportunities and ideas.

I want to thank all those who work for and with this organisation Sanctuary trust in all its area of operation for their hard work and commitment in whatever roll they fulfil because without each one, we would not have been able to achieve what we have done this year.

This last year which has gone so quickly has brought it challenges Financially because of the pressure on Public spending and the availability of grant aid. Having to deal with reduced income but wanting to do more with the same.

Practically just in the day to day business of meeting the needs of and supporting those we set out to help. How difficult it must be to be compassionate and understanding at 2am in the morning dealing with the same issue with the same service user from the night before.

Structurally with ever changing goal posts set by governments and others and the ever changing picture of who needs what and why and who will pay.

I am pleased to be able to say with confidence that I believe that the Trust in moving in the right direction and that we are stronger going forward Financially, Practically and Structurally. I also see that there are some exciting projects coming into being that I believe will make us stronger in the future.

I know that as part of an organisation found on Christian belief with a Christian ethos, I can and do thank God for His grace and favour which he has poured out to those we support and in our commitment to doing his work it is clear that he has blessed us also for our effort.

I know that this coming year will have its challenges it highs and its lows but I believe if we are doing what is needed for the right reason with the right attitude commitment and compassion and enthusiasm we will continue to move in the right direction.

My thanks for this past year to all involved
Dennis Danter - *Chair*

Chief Executives Report

This has been a most uplifting year for the way work is being achieved and the most heart-breaking year as we mourn the lives of two of our service users at Cornerstone and Belgrave Road.

Our work in Homeless Prevention is reaching its full potential now with John Wigley heading up innovative solutions to homelessness. The Success Programme is becoming everything it says. We are planning to complete action plans for those people staying at the STEP project. Halsall House have improved their positive move on figures for the second year in a row to 55%. We actually have a 100% positive effect on people coming into our services. 55% positive outcomes of people from Halsall House are where an action plan has completed and the individual has moved to their intended destination. Our Welsh projects are doing extremely well as always with an amazing 71% planned positive move on at the Cornerstone project.

Over all we have had a very successful year financially and despite continuing austerity we have been able to run services at full cost recovery and are edging ever closer to the required reserve level. Our income is suitably distributed by way of 66% income generated and 33% grant, contract and service level agreements.

This is personally my silver wedding anniversary year and as Halsall House opened later that year in November 1991 we are looking forward to celebrating 25 years of service. Providing abstinent accommodation and support to over 1400 people. From time to time I bump into people who excitedly thank me for their stay at Halsall House – one recently eagerly introducing me to his wife and family of four children. I'm privileged and honoured by the current level of professionalism within the staff teams and the commitment to our mission, aims and vision here at Sanctuary Trust. We must continue to seek the greater good for our service users and we will see the benefits to the individual, communities and the environment we live in.

David Lackner-Smith

CEO

Rochdale Services Manager Report

Halsall House & Step

This last twelve months has seen the two projects improve even further on positive outcomes for their residents. So much so that it would seem unfair to single out any particular individuals from Halsall on my part but I have added a few short examples gathered from the Step project as we have managed to greatly improve our positive outcomes from there.

This has been achieved I believe through two new positions that have been created at the project.

1_ Reintegration/Homeless prevention worker (John Wigley)

2_ Senior project worker (Jody Rowley)

These two new positions have greatly improved the service from both projects as John also works with the residents at Halsall & Jody has provided double cover & supervisions at the Step until 10.30pm which in turn has freed up quite a bit of my time, so that I can be more available to the staff & residents at both projects.

Finances in the last 12 months have, I'm reliably informed improved & we again could provide a five day break to Barden for the Halsall residents.

This again was a great success & as always was enjoyed by residents & staff.

A big thank you to staff, Tom & Steve. Also, volunteer Paul Hardman for their help & goodwill. Without this it would not be possible to provide a much needed stint of recreation for the lads.

Towards the end of the year we also managed to start doing some much needed renovation work on the Step project, which is ongoing. Halsall House also had a significant facelift in preparation for the end of contract negotiations with Great Places.

There have also been some changes in staff at both projects but both teams are dedicated & are performing very well.

Mick Kinsella

Halsall House & Step project manager

Below is a brief rundown of the Step project with some examples of positive moves achieved by the residents in the last twelve months.

This year has brought about some big changes for the STEP Project, including a new staff team, Amy, Sarah, Andrew and I. Together we

have provided a consistent and smooth running project. Also this year some well needed maintenance work commenced, including a new kitchen, painting of the rooms and communal areas, new shower and toilet facilities. It has been difficult for the staff to work around at times and it has not been a speedy process but slowly over time we are seeing the progress made in making the project a better environment for our service users to stay in.

STEP has also seen some positive move ons, here are a few of many examples:-

SD originally came to stay with us at STEP from late 2014 sporadically up until March this year following an eviction from Leopold Court. SD eventually moved on to a Stepping Stones project but came back to us following an eviction. A short time after returning to us he was offered a place at Tekoa House and again returned back to us following his eviction from there. It was necessary for SD to address his lifestyle and the issues that presented such as, benefit sanctions, anger issues and inappropriate behaviour/ boundaries. Initially SD was reluctant to make positive changes to his life and struggled to motivate himself to take action and address the issues that were preventing him from moving forward. Through the guidance and encouragement from STEP staff and support and training sessions with John (Reintegration Worker) we were able to secure him a bed within our Halsall House project where we are informed that he is doing well.

JM came to stay with us after being evicted from Leopold Court for poor behaviour. JM was a heavy Cannabis user and suffered from anxiety. He displayed disruptive behaviour around the project i.e. smoking cannabis on site, not co-operating with staff requests and intimidating other service users and for this he received several one night exclusions & sometimes longer exclusions were enforced, from the project. Staff managed to encourage JM to engage with other professional agencies that would be beneficial to him, such as Your Chance and Renaissance. JM was not eligible to apply for RBH following behavioural problems whilst residing at Leopold but through attending tenancy training with John and working with Your Chance support worker he was accepted onto the list and eventually offered & accepted a flat.

WT came to stay with us in December last year following an eviction from Tekoa House for rent arrears. WT was a problematic drinker and struggled to maintain a stable lifestyle. Through conversations with staff WT stated that he had been adopted as a baby and was in a marriage until the relationship broke down. He stated that his parents were extremely loving and supportive of him. Through interventions with John and Step staff WT was referred to Beswick

Royd Street Project (Petrus) and was eventually offered a place there.

The staff here at STEP have been working closely with John in his new role and already we have seen a vast improvement in positive outcomes for the service users. We very much anticipate even more successful outcomes for this upcoming year.

Jody Rowley
Senior project worker

HOMELESS PREVENTION @ SANCTUARY TRUST

These are challenging times for the homeless or those at risk of homelessness. A report commissioned by 'Inside Housing' (2015) identified homelessness services as the hardest hit by recent council cuts. The impact on practice is substantial; according to this study only 19% of those presenting as homeless had their homelessness prevented or relieved. Sanctuary Trust, in collaboration with its stakeholders, stands up to these challenges; We have developed 3 homeless prevention strategies that we believe prevent and relieve homelessness by addressing the causes of homelessness and homeless related poverty.

Strategy 1 – Crisis Project

Homelessness is a traumatic experience for many. For example, Carl (not the service user's real name) accessed our service in December 2015 following a relationship breakdown. Christmas was approaching and Carl was facing up to the very real prospect of spending the season away from his wife and children. With no previous experiences of homelessness he felt overwhelmed, scared and helpless; Carl was in crisis. We drew alongside Carl and helped him assess his options. Following this discussion we helped him create an action plan; Carl recognised his recent alcohol use and deteriorating emotional health had a significant impact on his relationships. For this reason, attending an assessment at Renaissance house and registering with local GP formed part of this first action plan. Over a period of a few weeks Carl no longer felt overwhelmed, he had purpose. We notice encouraging service users to identify and work towards achievable actions can reduce the risk of service users engaging in the kind of unhealthy behaviour likely to perpetuate homelessness. This view was shared by Heywood, Middleton and Rochdale Clinical Commissioning Group. They have agreed to fully fund the crisis project for 12 months. We now offer

action plans to all our service users and are excited to report on the projects impact for years to come.

Strategy 2 – Sanctuary Trust Action Training

Education and training is an essential part of the work we deliver at Sanctuary Trust. We respond to the research by providing training opportunities that address the underlining reasons for homelessness. For example, we offer workshops in; Positive thinking, healthy relationships, physical health, healthy eating, taking responsibility, personal values, how the housing system works, housing responsibilities, money management / employment and goal setting. In addition, we have developed a Homelessness workshop for schools. Thanks to the support of Rochdale MBC and D M Thomas foundation we have entered Mathew Moss High and Brownhill and delivered important learning on the impact of homelessness and how young people can reduce the risk of homelessness.

Strategy 3 – Reintegration Project

Homeless people are excluded from many services. For example, it is notoriously difficult to open a bank account or register with a GP without certain identification documents. Reintegration is about breaking down these barriers and ensuring fair access to service. In addition, research suggests services can reduce the risk of homelessness by supporting service users develop strong external support networks. Along with our stakeholders and with the support of our partners at Lloyds Foundation, we have achieved great success in this area. This is reflected in recent statistics; in the last 12 months we have achieved over 50% reduction in the number of homeless re-presentation at Sanctuary Trust.

OUR IMPACT 2015 / 16

OBJECTIVES		
1	Beneficiary becomes substance free, improving contribution to society by enhanced social/family inclusion, health and wellbeing and prospects of employment.	48
2	Beneficiary is moved from homelessness to supported accommodation	103
3	To reduce offending behaviour in beneficiaries.	66
4	Beneficiary is moved from supported accommodation to independent living.	50

OUTCOMES		
A	independent and able to make positive choices	75
B	Not re-offended	68
C	Working	16
D	In a safe and suitable accommodation	66
E	Volunteering	17
F	Achieving accredited qualifications	28
G	Education	40
H	Increased basic skills	63
I	Better able to manage their mental health issues	62
J	Safely managing addictions	59
K	Into independent living	50
L	Improved safety	99
M	Improved self-esteem / confidence	68
N	Improved physical health	75
O	Improved mental health	67
P	Reduced isolation / increased support networks	70
Q	Improved budgeting / money management skills	39
R	Improved employability	55
S	Reduced stress / anxiety	74
T	Managing tenancy and accommodation	50
U	Reduced substance misuse / addictive behaviours	61
V	Improved basic skills	64
W	Improved living skills	64

John Wigley - Homeless Prevention Coordinator

Wales

Sanctuary Cornerstone and Belgrave Road

There have not been any changes to the staff team since our last report and we benefit greatly from their knowledge experience and loyalty.

Two months into the year however saw changes in our referral procedure with the introduction of a central Single Pathway for referrals. We then have to complete a Provider Weekly Report which details voids, updates on referrals and possible future voids.

During the past year we have had thirty four referrals, eighteen have subsequently moved in, we have had six no shows, turned down three as too chaotic and we have been turned down by four.

There have been twelve positive move ons, four negatives and three evictions.

The autumn proved a difficult time for us all, firstly when a young man who had been with us for only two weeks died in his sleep following a suspected overdose. We owe a huge debt of gratitude to the members of staff on duty that morning, not only for their professionalism, but for the sensitivity and care in which they dealt with the bereaved parents and siblings.

Two days after we attended his funeral, it transpired that one of the Belgrave Road residents had been found unconscious on his bedroom floor. In spite of the urgent efforts of staff and two paramedics, he could not be resuscitated. Meeting his family especially his younger sister with whom he was particularly close and helping them sort out his possessions etc. proved very harrowing.

What was abundantly clear however is what varied colourful lives both men had lead and how respected and loved they were by all who knew them.

There is currently some discussion concerning the shared room.

Latterly, many of the referrals received are for chaotic young men who's complex needs and potentially challenging behaviour present as too high a risk for our lone working staff team. Sadly this has inevitably resulted in an increase in our void figures.

Ian McNeillie
Conwy Services Manager

The STOREHOUSE

The STOREHOUSE charity shop continued to trade and offer our service users move-on furniture for their new tenancies.

The volunteer team mainly provided by Seetec trainees have continued to provide a friendly and professional service to their customers and their work to promote and raise funds for the charity is a credit to them.

David

Legal and administrative information

Status

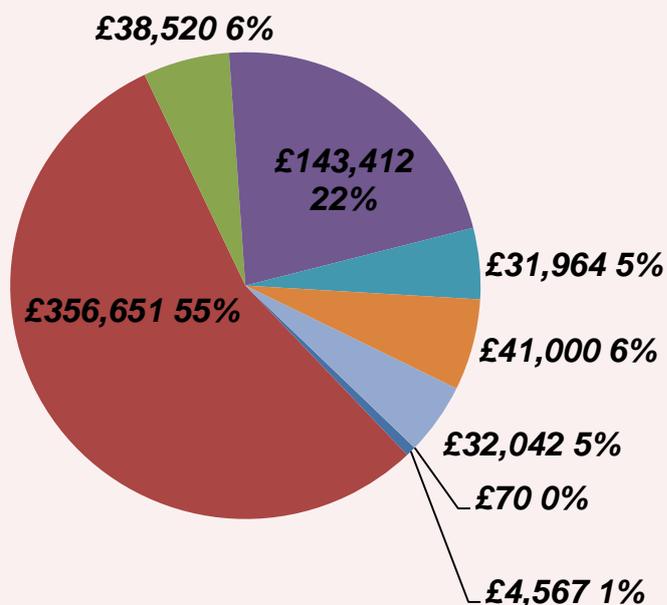
The company is limited by guarantee and is governed by its memorandum and articles of association. The liability of the members as set out in the articles is limited to £1.

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report the titles are interchangeable.

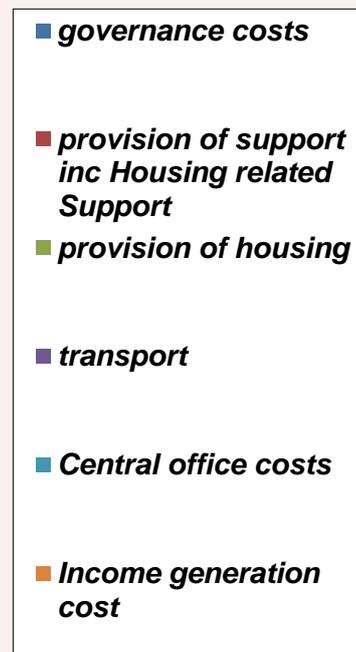
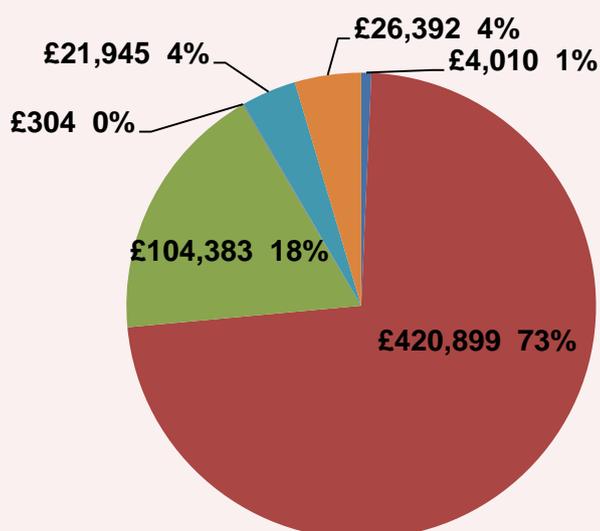
The trustees serving throughout the year were as follows:-

Trustees	M. A. Mew	J. Latham
	V. Slater	G. Manco
	D. Danter	S. Halsall
Company Secretary	M A Mew	
CEO	D.N. Lackner-Smith	
Finance Director	R. Shaw	
Company number	2721623	
Charity number	1020295	
Registered office	Office 9 Champness Hall Drake Street Rochdale OL16 1PB	
Auditors	Wrigley Partington Sterling House 501 Middleton Road Chadderton OL9 9LY	
Bankers	National Westminster Bank PLC Town Hall Square Rochdale OL16 1LL	
Legal representatives	Peter Taylor AST Hampsons 128 Yorkshire Street Rochdale OL16 1LA	Employment Law Consultant Ellis Whittam Limited Woodhouse, Church Lane, Aldford, Chester CH3 6JD

INCOME £648,226



COST OF CHARITABLE ACTIVITIES £573,923



A full financial statement is available on request

Review of activities and achievements

Achievements and performance

Following on from last year's recovery, we are pleased that once again we have managed to run a successful budget and added further to our reserves. We are now up to 4 months running costs. Although this is much better, it is still short of our policy of 6 months running costs.

Halsall House again managed to run amazingly well with the reduced staff and everyone pulled together throughout the year. We had a total of 41 clients and achieved an occupancy level of 93.9% with 20 of the 48 move-on's being planned.

Last year it was agreed that we should pursue bringing the association with Great Places to an end and this was set in motion. A schedule of work required to bring the property back up to reasonable condition was prepared and the work was carried out. It is taking some time however for the process to complete and was not done by the end of the year.

STEP carried on the good work and we had 181 clients who spent a total of 2662 bed nights in the project, 13% more than the last 2 years. Bookings were 3% higher than target and the turn up rate remained 86%, pushing overall occupancy up to 88%.

Once again RMBC managed to come up with some short term funding to assist with extra support for clients. This meant that we were able to maintain the extra 3/4 hr in the mornings to help with engagement.

The funding for the part time Life Coach was renewed and increased for this year.

We were successful in our bid for to Lloyds for a part time Re Integration worker, and this post was taken up by John Wigley in addition to his post at STEP. We lookforward to this being a successful venture.

The Cornerstone project had a mixed year. We started well with good occupancy levels but in the second half, we were short of referrals as the Welsh SP team wanted to reduce the occupancy to 7 and not allow 2 in the double bedroom. Also we had an unfortunate death resulting in one room being unoccupied for a period. The family were very understanding and thanked us for the work we had done with their son.

We had a total of 26 clients with 11 of the 21 move-ons being planned however there is a shortage of suitable referrals. We have received a continuation of the SP contract but are expecting some further discussions concerning their expectations of future support levels.

Not such a good year at the Belgrave Road property. We started with 3 residents for the first quarter but they each left in the second quarter. We got 2 more residents but they both left early in the last quarter so we finished the year empty with a consequential loss.

We have now been successful in our claim for recovery of gift aid tax from HMRC.

Sanctuary Trust will continue to provide services, to vulnerable people in line with the Sanctuary Trust Mission Statement, Aims and Objectives. We will continue to improve the delivery of our services by internal and external monitoring,

consultation and policy review with stakeholders, management of staff and clients and implementation of the consequent action plans through good supervisory line management. We believe that there is no quick fix and that substantial motivation and effort to restore service user self-worth is required. We are also looking to form partnership working agreements with stakeholders to strengthen and improve bids for new service contracts. Many of the Trustees have been in place for some time now and we are continually on the lookout for new members to bolster the management committee. We welcome back Julie Latham who has rejoined us. Julie was heavily involved in the early days of Sanctuary. Also Vida Slater who was our Regional service Manager.

Our lovely Gladys Monk finally retired at the AGM as did Pat Statham who is moving to Australia. We thank them for the wonderful service they have given us over many years.

The Trustees consider the state of the company's affairs to be satisfactory and look to the future with confidence.

Plans for future periods

We have put in a bid to Heywood, Middleton and Rochdale Clinical Commissioning Group for a Crisis worker post for 1 year and are quite hopeful that this will be successful.

We are once again working with RMBC towards a further one off grant to STEP to help with prevention of rough sleeping, and a further health initiative grant for the part time Life Coach.

We are constantly looking for ways to utilise our resources to offer pieces of work which will both take a share of the overheads and bring in a small surplus.

Acknowledgements

ADS
Alan Mew
ARC Communities
Balfour Beatty
Bond Board
CAIS
Casey Group
Champness Hall
Conwy CBC & Supporting People Team
CVS Rochdale
Dave and Joyce Bargh
Deposit Protection Scheme
D M Thomas foundation
Ellis Whittam
Floodmedia
Glideslope
Great Places Housing Group
High Level
i61 Church Llandudno Junction
HOST Conwy
Jones Fishwick Housing
Lloyds Foundation
Management Committee – Trustees
Middleton Probation
Nacro Colwyn Bay
NHS CCG Rochdale Middleton & Heywood
Petrus
Police
Rochdale Borough Housing
Rochdale Homelessness Team
Rochdale MBC
Rochdale Probation
Rochdale Young Persons Support Team
Rochdale Youth Offending Team
Seetec
Shekinah Christian Centre
St Martin's Castleton
St Clements Spotland
Staff
Volunteers
Wrigley Partington



The Director
Office9 Champness Hall
Drake Street
Rochdale
OL16 1PB

The Sanctuary Trust Limited
Registered Charity Number
1020295

GIVING BY REGULAR DONATION FROM YOUR BANK THROUGH STANDING ORDER

Please pay: NatWest, Town Hall Square, Rochdale, OL16 1LL S/C **01 07 44**

For the credit of: The Sanctuary Trust Limited registered as a charity A/C **31125379**

Payment Reference **AR0809**

The sum of £_____ (in figures) _____ (in words).

Commencing on _____ (Date) and continuing monthly/quarterly/annually* until further notice.

*Delete as appropriate

To The Manager _____ **(Bank)**

Address _____

Bank Post Code _____ **Account Name** _____

Account Number _____ **Sort Code** _____

Your signature (s) _____ **Date** ____/____/____

Gift Aid Declaration (Essential details for claiming gift aid)

House number/name _____ **Full Address** _____

_____ **Post Code** _____

Your signature (s) _____

I want The Sanctuary Trust Limited to treat all donations that I make from the date of this declaration until I notify you otherwise as Gift Aid donations **including** all donations I have made for this year and the six tax years prior to the year of this declaration, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.**

****You must pay an amount of Income Tax and/or Capital Gains Tax at least equal to the tax that the charity reclaims on your donations in the appropriate tax year. (Currently 28p for each £1 you give).**

Date ____/____/____

1. *You can cancel this Declaration at any time by notifying The Sanctuary Trust Limited. If in the future your circumstances change and you no longer pay tax on your income and capital gains equal to the tax that the The Sanctuary Trust Limited reclaims, you can cancel your declaration.*
2. *If you pay tax at the higher rate you can claim further tax relief in your Self Assessment tax return. Ask The Sanctuary Trust Limited for more information.*
3. *If you are unsure whether your donations qualify for Gift Aid tax relief, ask The Sanctuary Trust Limited. Or, refer to 'donations by individuals' on the HMRC website, www.hmrc.gov.uk.*
4. *Please notify The Sanctuary Trust Limited if you change your name or address.*