



ANNUAL REPORT 2016/17

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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

It has been my privilege to once again hold the position of chairman of Trustee Board and the challenges that this has brought me. This 'institution', I use this word because Sanctuary Trust has been around for a long time and more importantly is looked at by others as the measure to reach in terms of the job that is being done by this institution.

As chairman I am not involved in the everyday things that are carried out by the many involved in the hands on provision of the services we provide to our service users. However I do have an understanding of what this means in terms of commitment and dedication and want to thank all those involved for their endeavours over the past year. I am very sure that without this commitment and endeavour, which clearly goes beyond a normal day at work and has a heart in wanting to care for others and encourage good outcome for those we support, this end of year report would have a much more difficult message to present. It is then with a grateful heart and mind that I say a very loud thank you to all. I would like to also highlight how much confidence I have in the abilities motivations and integrity, spiritual and professional, of the senior management in Sanctuary and give thanks for their drive and dedication.

The year has passed with change and challenge and I have been encouraged by the approach to meet that challenge and change and by the new initiatives that are part of the ever changing picture presented by Sanctuary Trust. The new training programmes and the oncoming new project reflect the effort that has been put in by all and offer new opportunities and challenges for the coming year which are exciting and a little scary at the same time. More importantly they show an enthusiasm to do a better job for those we support which is what should underpin all that we do.

We have seen changes to our team in lots of way over this past year and will be sad to see that we will be very soon losing Mick one of our long standing managers. Thank you Mick and we at Sanctuary wish you the very best in the future

We have also had lots of changes to Trustees over the past year but will be very sorry to lose as Secretary Margaret who is sadly retiring after this years end. She has been an outstanding board member with extensive knowledge of what we do and will be irreplaceable Thank you Margaret for your commitment and effort over a very long period of time.

I am sure that as a Christian organisation with a heart for the lost, lonely, homeless and needy we are fulfilling our calling and pray that we will, with Gods help, continue to do so.

Dennis Danter - *Chair*

Chief Executives Report

Give thanks the Lord! For He is good and His love endures for ever!

I would firstly like to thank all our dedicated workers including volunteers, frontline staff, senior managers, management committee and chaplain for all their hard work in what has been a very successful year.

All projects this year are working at the best quality and optimum results ever recorded. Operating at an average of 56% positive planned move on. But as always the best reports are below so please read on to hear the great anecdotes of lives changing.

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.

I have noticed that across all services this year there is an increase in the number of people with mental health problems. Despair at their own circumstances leading to low self-esteem and depression. Both Halsall House and Cornerstone took their annual weeks outward bound style trips both of which I had the privilege of attending. It was great to see the positive attitude this brings about and people gaining confidence as they tried things for the very first time. I have to say that in my entire years raft building, I've never seen one built so well as that of the Cornerstone group at Pensarn Harbour this year. It even had a mast with a squirrel on top: you can see it here on our website.

<http://www.sanctuarytrust.org.uk/news/cornerstone-away/>

We were successful with our Rochdale Heywood and Middleton Clinical Commissioning bid and the Crisis work has brought about a better process for the STEP enabling service users to move through having completed action plans on top of the brief intervention work such as getting people quickly into substance misuse and housing services.

More and more we recognise the benefits of our Homeless Prevention work; Pre-Training and Training our participants in ways to recognise their failures in life's processes and relationships and help them to be successful to overcome. However true to our mission statement; being there to listen, to help, being a sanctuary for people going through their storms in life – sharing the compassion, the love – this is The Sanctuary Trust.

David Lackner-Smith - CEO

Rochdale Services Manager Report

Halsall House & Step

Another year has gone by & both projects are doing well. We are still producing a high level of positive outcomes. I am reliably informed that the financial situation is good & we continue to find extra funding to extend our services to the men & women in our care.

We have been running on a high occupancy level at both projects & a great deal of much needed maintenance work has been done at the STEP project with more to come. We are also working on handing the general maintenance of the STEP over to the building company that are currently renovating the STEP. This will most likely take place in the months leading up to the AGM (now in place).

We again managed to provide the residents with a trip to Barden, which was a great success & we planned another for this year 2017.

I reported last year that Halsall House was due to end its contract with Great Places, but as yet this has not happened although may still be the case in the near future.

Overall, this was a year without any major incidents & a time for us to build on our recent improvements.

In closing I would like to thank all the staff at both projects for all their hard work & commitment to the two projects & residents.

I would also like to inform you of my intentions of leaving in the near future to semi retire to France. My wife & I are planning to open a B&B there. This should take place in early November. (Not official yet) On this note I would like to thank the Sanctuary Trust for providing me with a fantastic experience & so many great memories to take with me. It really has been a pleasure & a life changing experience working with you all. (Some very sad memories as well) You will all be in my thoughts & prayers when I've gone.

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.

Here at the STEP we have had a very productive year. We have had many successful move on's this year from the project and have made better links with other organisations, working in partnership to assist our service users, services include the Bond Board and Motiv8.

This year we have implemented an action planning system into our project. It has been positive for the service users to have an input and make their own decisions within these action plans but at times it has been difficult for the staff to try and obtain positive outcomes with those who lose touch with the project. However, staff are always striving to find better ways to improve and move forward.

As reported last year we had some much needed maintenance work done to the project. Since then we still have a few ongoing issues which fortunately have not disrupted the smooth operation of the project.

The STEP staff have worked hard this year and have adjusted well to the new changes that have been implemented.

Jody Rowley
Senior project worker

HOMELESS PREVENTION @ SANCTUARY TRUST

For over 25 years the Sanctuary Trust has created projects that aim to relieve and prevent homelessness. From street homelessness to providing some much needed support in the home, the Sanctuary Trust has a long history of meeting the needs of the homeless and / or those at risk. In 2016/ 17, we have demonstrated this commitment in two ways;

The Crisis Project

We received funding from the Heywood, Middleton and Rochdale Clinical Commissioning Group, to support clients to create holistic Action plans. The primary role of this project is to support clients identify goals and help them achieve by cultivating focus, resilience, self-esteem and confidence. Using a Life coach model, we believe that the client has the answers to every question or challenge, even if those answers appear to be obscured, concealed or hidden inside. Our skills are about knowing the right questions to ask and having the right tools / techniques to empower the client to find those answers within. The Crisis Project has had a fantastic impact on the lives of 113 homeless people from within the Borough of Rochdale. For example, we were able to inspire 95 people create appropriate resettlement plans. For a full breakdown of engagement and outcomes the 2016/17 Crisis Report is available on request.

The Reintegration Project

Moving into a new home is never easy or straight forward. Putting newly learned skills into practice, social isolation and financial constraints are serious barriers to success. The pressures this transition imposes can make the previous life style appear preferable, reintegration support does successfully bridge this vulnerable time. Funded by Lloyd's foundation, the Reintegration Project is in its 2nd year (of 3). This year we have provided reintegration services to 130 clients in Rochdale, 58 of which have successfully sustained appropriate accommodation substance free (an 18% increase on last year's achievement). For a full breakdown of engagement and outcomes the 2016/17 Reintegration Report is available on request.

The Reintegration Project played a key role in the development of Sanctuary Trust Action Training programmes. The Sanctuary Trust now delivers 21 workshops addressing the underlining reasons for homelessness and homeless related poverty. In addition, we have had the opportunity to deliver important homeless prevention training to students at Brownhill community school and Mathew Moss High. We hope that this early intervention may help to prevent future homeless presentations. In collaboration with our partners, we are passionate about preventing and relieving homelessness and feel we are increasingly well placed to address the causes of homelessness and homeless related poverty.

Chairzam fitness and Sanctuary Trust

This year the Sanctuary Trust went into partnership with Chairzam fitness, Craig (Director of Chairzam) says;

‘Over the last 100,000 + years we have had to save energy and our brain has become extremely effective at doing this in case we ever need to fight or run away. Now with inactive lifestyles, very little threat and an abundance of calories at our disposal we need to rethink our approach or face the consequences. Obesity and mental illness are on the increase and we need to understand our motivation to achieve great things is on the other side of failure and how we deal with that failure.

My approach teaches people to accept failure as a process and to push through challenging situations using positive thoughts and a few simple rules. Using the Chairzam Life Fit approach to fitness, alongside my Simplify food support, people can become more resilient to life’s problems through self-motivation, honesty, discipline and respect for themselves as well as for others.

Every skill that you require to have a



successful life can be tested and improved upon through your approach to fitness and these are the skills we should be teaching our children in schools to give them a way and means of coping with the stresses and strains of modern life’.

Chairzam Fitness and Sanctuary Trust are pleased to work together to provide positive healthy living experiences for the homeless of Rochdale. We facilitated weekly Chairzam fitness sessions, from August 2016 – March 2017. As a result, 20 of our beneficiaries regularly attended this important workshop thus improving their health, life skills and Vocational outcomes. Special thanks to Craig for your support.

Brian builds for Success

I was just 12 years old when I started using cannabis. It wasn't long before I was addicted to heroin and committing shop lifting offense to fund my habit. This was my life; drug addiction, crime and homelessness. In 2015, I decided I wanted to change; I attempted abstinence but unfortunately relapsed. Using heroin, crack cocaine and diazepam daily I made the decision to seek the help of Sanctuary Trust Halsall House project.

At Halsall house Brian quickly engaged with drug services and progressed through the Stages System. This was very much the easy part for Brian, he had already made the decision he didn't want to use anymore; he welcomed the structure of an abstinence project and wanted to engage with the package of support. What Brian found difficult was managing a growing feeling of guilt and remorse. He couldn't understand why, after a short period of abstinence, he fell back into old habits. He felt he let down his friends, family, and himself.

Sanctuary Trust engaged with Brian through our Success Project. Brian started to understand how he had created pathways in his brain that subconsciously impact on his decision making. Brian recognised his power to change these pathways; with repeated and directed attention toward the designed change he managed to retrain his brain at Halsall House.

“It can be very difficult to change a habit of a life time. Truly, there is no elevator to Success; you really do have to take the stairs! I am happy to report that I remain abstinent and have since moved on to my own tenancy”



John Wigley - Homeless Prevention Coordinator

Wales

Sanctuary Cornerstone and Belgrave Road

It has been a year of mixed fortunes in Conwy.

The staff team need to be recognised for their reliable and consistent devotion to the work of the trust in general and Holborn House in particular.

Whilst there have been long term and consistent positive outcomes, our void numbers have increased over the current year compared to the previous one. We received a total of forty four referrals over the twelve month period, from which sixteen were accepted and moved in.

It would be a nice, but not a necessarily accurate conclusion to assume that there was an overall drop in homelessness in the county of Conwy? However sadly the converse is true. Of the remaining twenty eight referrals, approximately fifty percent presented as too chaotic for our service with the remainder being unable to be contacted? or having found alternative accommodation?

In September 2016 all the residents from both Holborn House and Belgrave due to the generosity of a mystery donor attended a three day Activity trip to Pensarn Harbour, near Harlech. The event was a great success which was enjoyed by all and helped 'cement' a team building spirit.

During February Holborn House held an open day which gave us the chance to raise awareness of what we do in particular and the issues people face around homelessness in general. The event was well supported and was aided by an excellent buffet provided by the skilled staff at the 'Mind Café' in Llandudno.

I was very touched this spring to receive notification from Cambrian Credit Union that a former service user had passed away and had requested he left his savings held with the credit union to Cornerstone, we duly received a cheque for just under £10.

In conclusion, with such a high percentage of referrals proving inappropriate because their needs cannot be met? it is quite concerning that so many in need are not able to access the appropriate support.

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 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

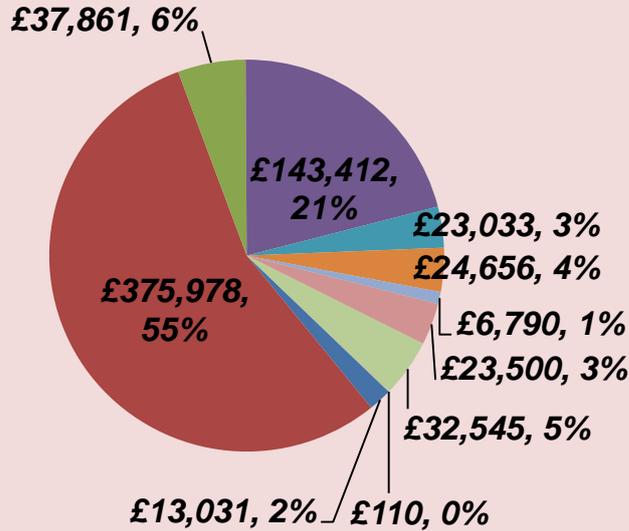
The company is limited by guarantee and is governed by its memorandum and articles of association. The liability of the members as set out in the articles is limited to £1.

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:-

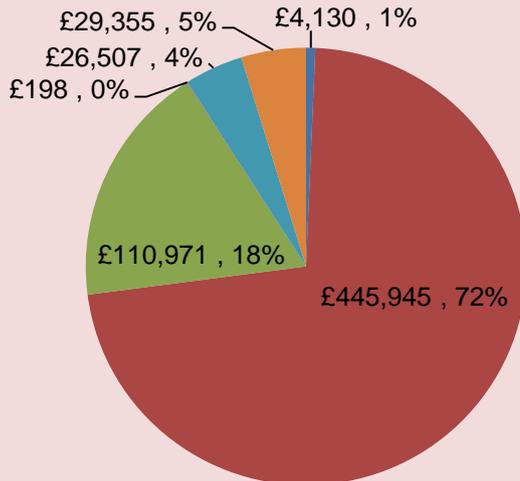
Trustees	M. A. Mew V. Slater D. Danter	G. Manco S. Halsall
Company Secretary	M A Mew	
CEO	D.N. Lackner-Smith	
Finance Director	R. Shaw	
Company number	2721623	
Charity number	1020295	
Registered office	Office 9 Champness Hall Drake Street Rochdale OL16 1PB	
Auditors	Wrigley Partington Sterling House 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 £680,916



- Voluntary Income
- Housing benefits
- Rent Received
- Conwy CBC Supporting People
- Lloyds Foundation Grant
- NHS CCG Grant
- Other Grants
- Service level agreements
- Income generation
- interest

COST OF CHARITABLE ACTIVITIES £612,976



- governance costs
- provision of support inc Housing related Support
- provision of housing
- transport
- Central office costs
- Income generation cost

A full financial statement is available on request

Review of activities and achievements

Achievements and performance

For a fourth year in a row we have managed to run a successful budget and added further to our reserves to bring us up to our policy of 6 months running costs.

Halsall House again managed to run amazingly well. We had a total of 58 clients throughout the year and achieved an occupancy level of 93% with 23 of the 46 move-ons being planned. Bringing the association with Great Places to an end is still in progress. The schedule of work was carried last year and although we have come to a mutual agreement it is taking some time however for the process to complete as there is still an amount of bureaucracy to overcome. It may well be that we come to the natural end in March 2019.

Laura Harwood had time off on maternity leave and Martin Lee stepped in to cover.

Once again RMBC managed to come up with some short term funding for STEP 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, and we also decided to take on extra cover during the evening, and our own Jody Rowley was appointed.

We had 168 clients who spent a total of 2558 bed nights in the project, which is up again on last year due to a higher acceptable level of bookings which were also considerably higher than either of the last 2 years. The turn up rate remained 86%, pushing overall occupancy up to 100 %.(based on 7).

The previous funding for the part time Life Coach was not renewed this year.

We came into the second year of our 3 year Reintegration work, which is becoming quite successful.

We secured a 1 year funding from the Heywood, Middleton and Rochdale Clinical Commissioning Group for a part time Crisis Worker. John Wigley successfully applied for this and runs it in conjunction with his Reintegration work, relinquishing his post at STEP. This was then taken up by Andrew Aveyard, who comes to us from the prison service.

The Cornerstone project still managed to maintain an overall 90% project occupancy. We had a total of 23 clients with 6 of the 16 move-ons being planned however there is still 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.

A bit of a better year at the Belgrave Road property but it still seems difficult to get a stable group.

We did a small piece of paid work with a group from New Hope Church setting them up with a management console and lap top and delivering some training.

We had some upheaval in our administration with the loss of Michelle Wood to pursue a career as a solicitor at the beginning of the year. We took on an apprentice who lasted a couple of months. Planning a bit further ahead we took on a 2 more apprentices. One left after 4 ½ months to have a baby but Joshua Marshal-Love has been much more successful. To cap it all, our first ever apprentice Nikita Rainford who had been with us for 4 years, decided to leave to take up a career in care work.

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.

This year we mourn the loss of Pat Statham who after moving to Australia fell to the dreaded cancer.

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

Plans for future periods

Although the grant from Heywood, Middleton and Rochdale Clinical Commissioning Group for a Crisis worker was for 1 year, we are quite hopeful of getting another one next year.

We are once again working with RMBC towards a further one off grant to STEP to help with prevention of rough sleeping.

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.

One of these is management assistance to a group running an accommodation at The Limes in Rochdale which we hope to start next year. We are already working with them on a lower level as they take referrals from us.

We have been in discussions with Conwy SP about a possible small support contract for Belgrave Road.

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
HOST Conwy
i61 Church Llandudno Junction
Jones Fishwick Housing
Lloyds Foundation
Management Committee – Trustees
Middleton Probation
Mind
Nacro Colwyn Bay
NHS CCG Rochdale Middleton & Heywood
Petrus
Police
Rochdale Borough Housing
Rochdale Homelessness Team
Rochdale MBC
Rochdale Probation
Rochdale Youth Offending Team
Seetec
Shekinah Christian Centre
St Martin's Castleton
St Clements Spotland
Staff
Volunteers
Wrigley Partington



The Director
Office 9 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.*