



**BRADFORD
CYRENIANS**
Building stronger communities



2024 Annual Review Report





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Introduction

When we prepared our report last year, we referred to the impact and challenges the cost of living was having on vulnerable communities and unfortunately the situation has not improved. Whilst we know that inflation has reduced significantly the fact remains that this has not been felt in everyday life. Food poverty, fuel poverty, lack of affordable and accessible housing and increased pressures on health and public services are all key features of 2024. With the announcement of the general election we hope that all political parties recognise that housing and homelessness should be key priority issues and we hope that whoever wins and forms the new government will ensure that urgent actions/ remedies are put in place to respond to our country's growing housing/homelessness crisis.

Bradford Cyrenians responded to the rise in homelessness by increasing its capacity to help support more people on our waiting lists and those come via housing options as part of our contractual arrangements.

Staff teams also worked tirelessly to help deliver resettlement programmes to service users ready to move on into their accommodation. This has been a challenging time due to the lack of move-on accommodation available; nevertheless, their resilience to overcome obstacles resulted in over 130 planned moves taking place during 2024.

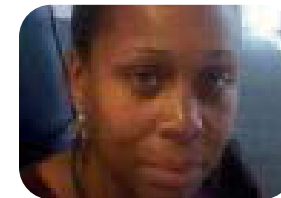
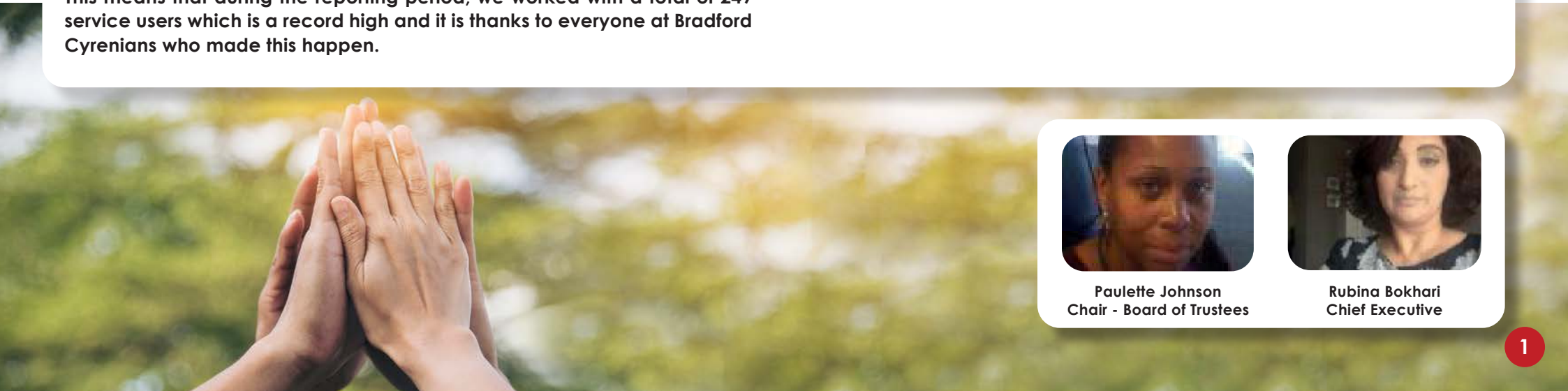
This means that during the reporting period, we worked with a total of 249 service users which is a record high and it is thanks to everyone at Bradford Cyrenians who made this happen.

As reported last year, our supply continuous to outstrip demand and we are making every effort to take on more high standard accommodation so that we can reduce our waiting lists across all our services.

In the meantime our new case management and database system is working far more effectively and this means that our staff teams can work closely with their service users to track and monitor how well they are working towards fulfilling their personal goals and aspirations.

We have also had a number of accreditation reviews in this reporting period with successful outcomes being achieved via our BQAF visit from the commissioners, CHAS and Investors in Diversity. The new SHIP team (Supported Housing Improvement Programme) has also visited our non-commissioned services and we have received a glowing report from them regarding our accommodation and support services.

These accreditation standards recognise the quality standards that we are attaining and means that our service users gets the best standard of service from us when they need it most. We take this opportunity to thank our staff teams, student placements and Board of Trustees, all of whom work towards fulfilling our core values and mission statement. We thank our service users for putting their trust in us to help them improve their quality of life.



Paulette Johnson
Chair - Board of Trustees



Rubina Bokhari
Chief Executive

Hostel Service

Health and Multi-Agency working in practice

At the hostel we work with men with various complex needs around their physical and mental health. Men who move into our hostel often do not have a doctor or are unable to travel to their previous GP's as they have moved out of area. All service users engage in three weekly key work sessions, focusing on different elements of support needs including their physical, mental and general wellbeing.

We work with service users around registering with local GP's such as Bevan Healthcare and Clarendon Medical centre. Service users can feel anxious or distressed attending medical appointments by themselves, so staff support them to access these services by attending appointments with them to help build their confidence.

The majority of our service users present with complex mental health issues. During a service user's stay with us, we encourage them to engage in regular support sessions promoting and facilitating access to other services that will also help to meet their support needs. We encourage service users to speak openly and honestly about their mental health and how this impacts them. We regularly make referrals to services such as my well-being college, other mental health services and CPN's via GP services.

Working jointly with a variety of services means that our clients get the best support from the right type of service and this works towards meeting their desired outcomes.



"The support I have received is amazing and I don't know what I would have done without it. It has helped me to move into my own property."

"I have been through the system a few times and I have never been supported the way that I have by Bradford Cyrenians."

Hostel Case Study

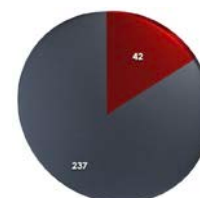
MM was street homeless, he was known to the HOP Team and Housing Options who both said that he was very difficult to work with and engage. We advised him to present at Housing Options for a homeless assessment. This was done over the phone from the hostel with staff support. This enabled him to move in to the hostel. His presenting support needs were daily drug use and sporadic alcohol use.

He suffered from depression and anxiety COPD and asthma. Staff worked with him and his drugs worker and he reduced his Subutex significantly. His behavior was good whilst at the hostel. No behavioral problems and he engaged well with staff.

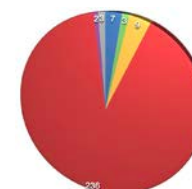
Staff supported him with his emotional wellbeing, gave him the number of First Response should he need to call them and offered him the opportunity to speak to staff at any time should he feel down. Staff attended GP appointments with him as he struggled to understand what GP's were saying to him.

We encouraged him to bid weekly on Bradford Homes and to look at private rented accommodation. Due to his good engagement and the positive mind set we offered him a H4L flat in Bingley which he moved in to. He continues to live there and staff work creatively to support him.

Service User Demographics (279 Service Users)



Gender
 ● Male
 ● Female



Sexuality
 ● Heterosexual ● Declined
 ● Bisexual ● Pansexual
 ● Gay ● Transgender



Supported Tenancies

Promoting Well Being and Mental Health Strategies through Multi-Agency Working



The Supported Tenancies team continue to work closely with Health, Mental Health and Substance Misuse services such as GP surgeries, New Vision, my Wellbeing College and MIND to support our clients who present with a range of multiple/ complex needs. The number of clients that we support that present with mental health issues is increasing year on year.

Our team work intensively with service users to bridge the gap between health and mental wellbeing services and this is often due to the long waiting lists. This is when our staff team draw upon their expert skills and help service users to remain in a positive mind frame. They encourage service users to carry out activities such as going for leisurely walks, going out for a coffee/chat, engaging in sports activities, playing board games, reading etc. Below is an example of where joint working has positively impacted one of our service users that we currently support.

We support a service user who has severe mental health issues diagnosed with schizophrenia and paranoia. He has been supported to engage with his care co-ordinator to get a fortnightly depot injection.

Thanks to our support worker he is positively engaging with the mental health teams, this is something he struggled with before he came to our service. Regular 3-way meetings are now an integral part of his support package which means that he is more comfortable in accepting help.

Our service user and his support worker carry out regular activities in order to help distract him from issues and prevent isolation. We also worked with his landlord in obtaining permission to get a cat which has helped the service user's wellbeing and gives him a focus and purpose.

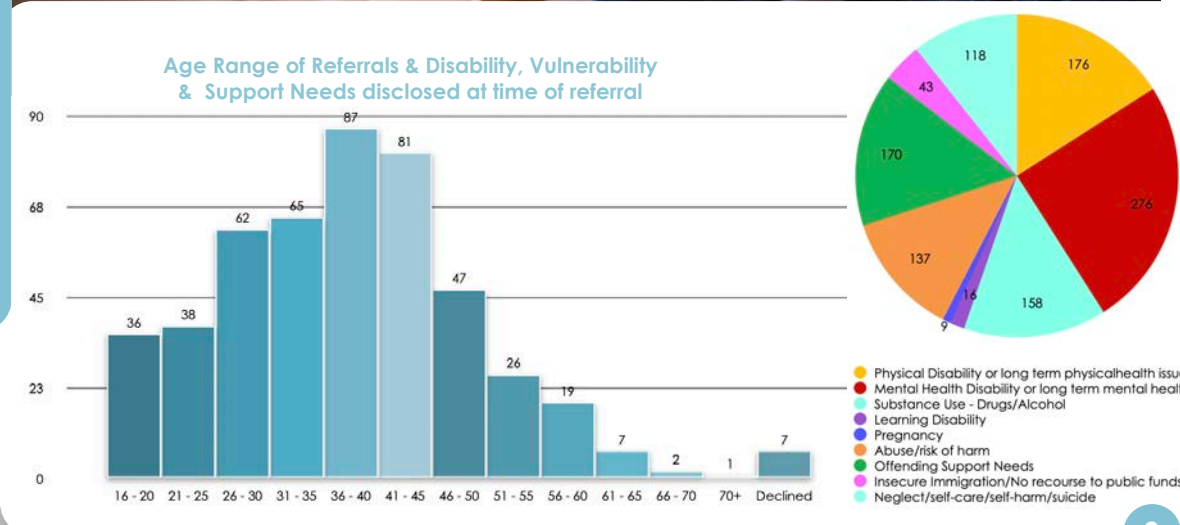
Regular health and safety checks and life skills sessions with the service user means that he is taking care of himself and his accommodation. Our service user's GP was changed so that his surgery was in close proximity and more accessible should he need his GP's support.

In conclusion, work with our service user is helping him to maintain his mental wellbeing and create a comfortable home for himself, outcomes that in the past were difficult are now becoming a reality.

" I feel well supported and able to talk with staff about my mental health, which I appreciate at times when I am at my lowest. I really do appreciate all the work the staff at Cyrenians do for/with me, especially at times like this"



"Without the support from Bradford Cyrenians worker, I wouldn't be here! She visits me 2 times a week and is always there when I need her"





STOP Service

Supported Tenancies Offenders Project:
Transforming lives through joint working and engagement



STOP works closely with our service users and a varied range of agencies in order to manage risk and meet support needs in a holistic manner underpinning a trauma informed ethos. Inter agency work enables openness, accountability, information sharing and reduces barriers for meeting support needs, managing risks and achieving positive outcomes. We support Service Users to engage with specialist services in order to provide a multi-agency package of support. We regularly make referrals and attend appointments with those agencies to advocate on behalf of our service users. We share information and discuss next steps towards agreed goals.

Staff adopt a trauma informed approach when working with service users in order to encourage reflection and learning from past experiences to help them to identify both positive and negative choices and behaviours.

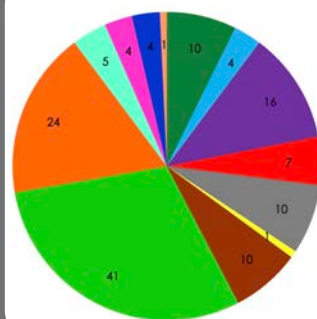
This helps to identify realistic and achievable outcomes for meeting their support needs. Through intensive support and housing management we have assisted service users to transform their lives by increasing their self-reliance, self-respect and resilience. We support service users to address negative and often dangerous and high risk lifestyle choices and actions.

“My worker has supported me through everything, my mental health and my wellbeing. The support I have had has meant that after many years I do not suffer with mental health any more, I can manage it and because of the support I have also been allowed access to my children and now I even have my boys at weekends as well. I have my new baby coming home, and my Social Worker is really pleased with my progress and ability to make the right choices and cope with things. My support worker attends appointments with me and has made me even more confident in myself and supported me all the way through everything when no one else thought I could do it. I appreciate everything. Thankyou.”

“My worker has been very supportive in helping me with my mental health, she is always there for me when I need support and helps me to communicate with the doctor about my health and mental health. She has helped build my confidence by believing in me when no one else has”

Our evaluations and monitoring show positive outcomes in terms of:

- Reducing and eliminating substance misuse
- Managing appointments and engagement with health care and other specialist services
- Compliance with probation requirements and reducing risks of re-offending
- Access and engagement in specialist mental health and therapeutic support
- Re-building family relations
- Engagement in social/leisure activities
- Access to benefit income and other charitable giving



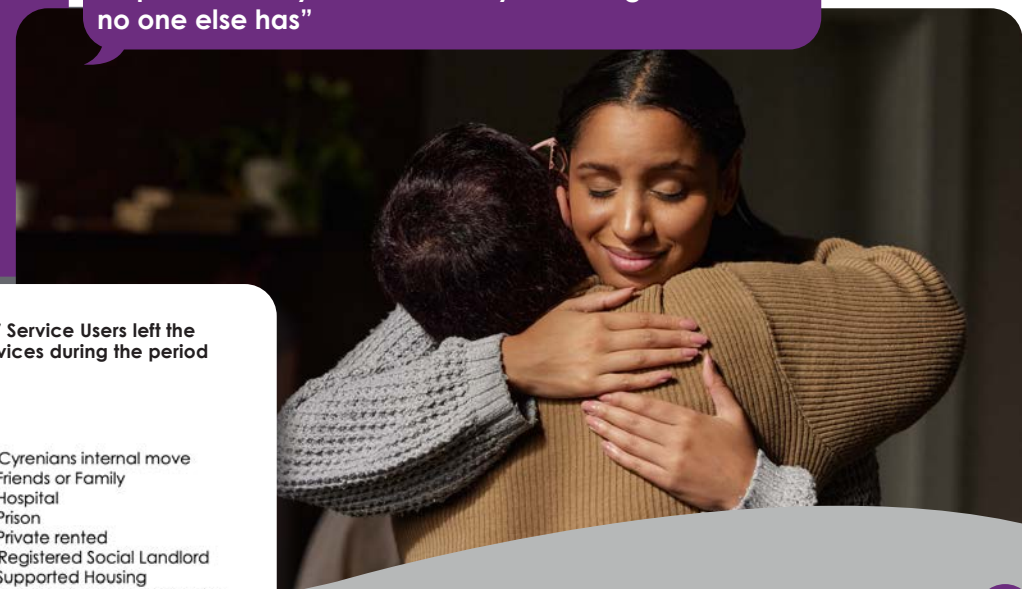
Reason for Case Closure:

- Completed programme of support
- Death of service user
- Disengaged/Abandonment
- Eviction
- Internal move between BC services
- Move out of area
- Move to Friends/Family
- Move to Independent Living
- Move to other support accommodation
- Move to other support service
- No longer eligible for accomodation/support
- No longer wants support
- Remanded to custody



137 Service Users left the services during the period

- Cyrenians internal move
- Friends or Family
- Hospital
- Prison
- Private rented
- Registered Social Landlord
- Supported Housing
- Temporary Accommodation
- Unknown/Abandonment





Parent +

Promoting the wellbeing of families



As the only Bradford Cyrenians service providing accommodation and direct support to single parents and their children, our focus is to work within a whole family approach. This enables the staff to not only focus on the support needs and risks of the parent but also encompasses the needs and risks to children.

This extra dimension means that we will support families in terms of:

- Supporting child and parent relationships
- Boundaries, safeguarding and parental responsibilities in meeting the practical and emotional needs of the child/children.
- The key themes of physical health, mental health and emotional wellbeing, self esteem and self worth
- Education, training and economic wellbeing
- Safe home and safe relationships, social and community integration and enjoyment

Life skills and parenting skills are all integral to the support planning process with parents and children. We deliver individual and family group support alongside multi-agency support sessions and meetings in order that every member of the family has opportunities and involvement to reach their full potential.

As part of our commitment to families, we have jointly worked with and engaged a range of services to help families work towards moving into their own tenancies.

Services we work with include: **Social Care, CAFCASS, Early help, Mind, Centre Point, Family centres, Nurseries, Schools and Colleges, Solicitors, Police, Probation, DWP, Occupational health, Pre and Post Natal services, Health visitors, GP's, Paediatric health professionals, CAMHS, Youth Services and a range of social/community and voluntary sector services.**

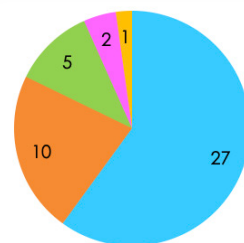


"I am in a really good place now with my mental health and you have supported me in so many good ways. I can't thank you enough for everything you have done. We were staying at my mums and sofa surfing at family and friends before coming to Parent+, it was awful for me and my daughter but thanks to your help and support we are safe, we are happy and I have even started college as well with your help."

"I believe that we have worked well together when referring to parent plus. Not only referring but also with tenants already in your service. We have worked well to help move tenants on. Your support staff have kept me informed and updated. When new referrals have been made, I have always had feedback as to what is happening and been kept updated."

(Testimonial from Housing Options)

"I have been with Bradford Cyrenians Parent Plus now for over a year I had nowhere to go with my child and I was also 5 month pregnant. My Keyworker has been amazing with supporting me and I've never felt alone, from reassuring me after my pregnancy helping me and supporting me when she comes on visits. I couldn't be more grateful towards all the staff that have helped with getting me safety gates and also helping me out with the sideways move. Helping me move things over and helping me get settled in and always been there so if I do need support I know I can ring for help and support".



Family Composition:
45 Parents
75 Children in total

- Parent with 1 child
- Parent with 2 children
- Parent with 3 children
- Parent with 4 children
- Parent with 5 or more children



Service Users Engaging in Floating Support & Outreach Services

- MSU Helpline
- MSU Floating Support
- Parent Plus Floating Support
- Floating Support
- STOP Outreach



Men Standing Up (MSU)

How advocacy and support promote joint working initiatives



Men Standing Up (MSU) service provides intensive support to vulnerable men who have experienced Domestic Abuse. Most service users that are supported present with complex needs such as poor mental health, isolated from family and friends and being scared and anxious about their future having lost what they have built for themselves. At times the fear of starting all over again can be too much pressure, which in turn has a negative impact on their mental health. Staff recognise that each service user has their own particular set of circumstances, unique to themselves and therefore our person centred approach means that all service users have their own individual support plan, needs and goals to work towards.

At MSU we work closely with each client to identify areas of support. We involve them every step of the way taking into account the trauma experienced, and how this might have impacted on past behaviours or their ability to deal with situations going forward. Their plan is produced based on their needs and goals. This involves planning which services they want to approach and work with as part of their journey towards becoming survivors.

Our clients can exhibit anxieties about approaching other services for help and having to discuss past issues. We help them overcome these obstacles by attending appointments with them, where they need us to act as advocate. We will assist until such a time that they are confident to do this independently. We have so many positive examples of where advocacy support has resulted in services users confidently engaging with a range of services that have helped them to fulfil their personal goals and aspirations.

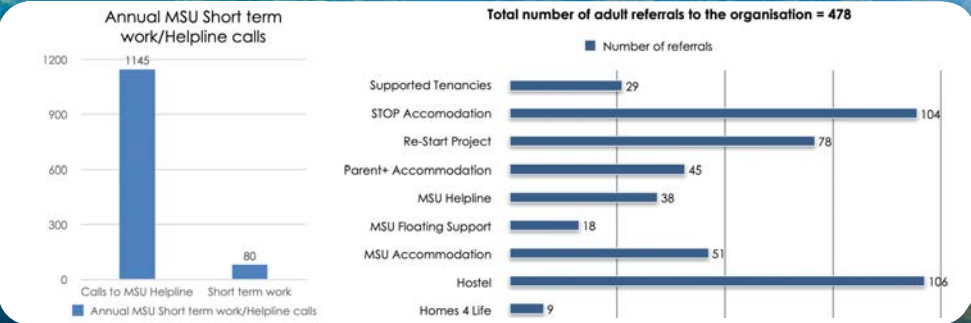
Promoting self-belief, raising their confidence and self-esteem is an integral part of a survivor's journey and the MSU team are committed to helping each service user make this a reality.

"I am very happy with the service MSU provide and have never had cause to complain. My current support worker has been a breath of fresh air to me. I value my support worker's kindness and compassion, and I know he will make himself available to me and do his level best for me. I highly value consistency and I feel I have that with MSU"

"I want to thank MSU for everything they did for me, I don't know where I'd be if I hadn't come into the service. MSU provided me with somewhere to stay, safety and emotional support when I needed it most."

"I am a qualified Immigration Advisor working solely with Domestic Violence Abuse Victims to regularise their Immigration status in the UK following the breakdown of their relationships. I found MSU easy to contact, I found that each member of staff that were supporting my clients were professional, approachable and knowledgeable. When I have been contacted directly by Domestic Violence victims who had not yet received any form of specialist support I have found that each member of staff I have contacted for advice have gone out of their way to help and support me to find the right support for my clients." - Bradford Citizens Advice

"When working with MSU they are always professional when offering support to vulnerable service users. If a call is made to MSU they always ensure the matter is dealt with efficiently and will get back to me when needed. They understand the needs of victims of domestic abuse. If we have a service user who is victim of domestic abuse, we can rely on MSU to support them in their quest for accommodation or services that are needed for their specific needs." - Salvation Army





Homes 4 Life (H4L)

Multi-agency working whilst promoting Rights and Responsibilities

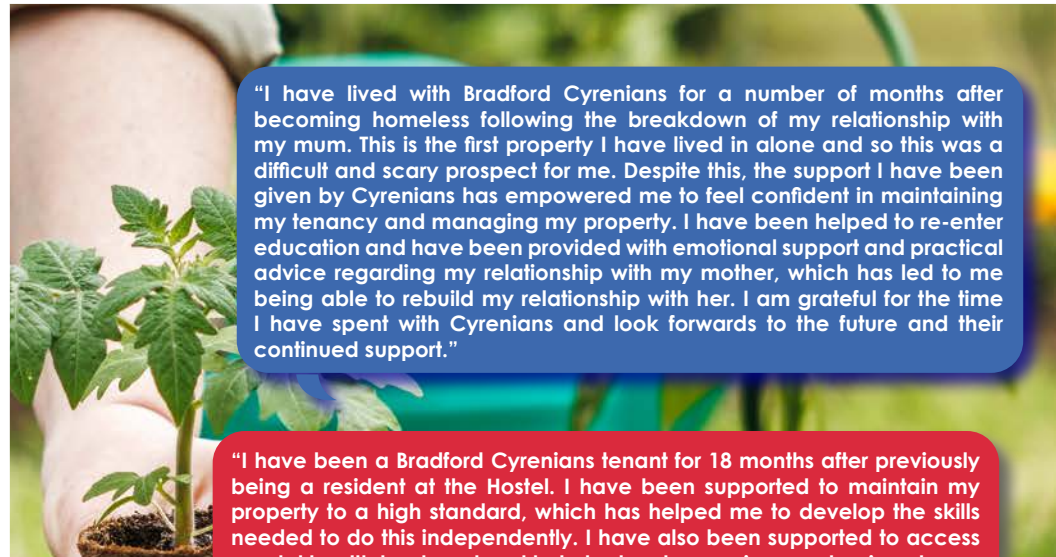


Individuals access the Homes for Life service through internal referrals from Bradford Cyrenians other services. Service users can experience multiple physical and mental health support needs that are identified at the referral stage. Staff complete referrals to occupational health, GP's and mental health services to ensure the individuals who come through our doors have relevant support in place. Service users are encouraged to interact with the local community to promote independence and their physical and emotional wellbeing.

Many of our service users have mental health services involved in their support and staff liaise and encourage joint support sessions. This ensures that the support received addresses their individual needs in a way in which is best suited to them. Staff always encourage independence, but are always there to support service users with a minimum of 2 weekly support visits plus any other support via phone calls. Staff often attend appointments with service users in order to support them into external services. It helps to break down barriers as service users' become more comfortable in accessing new services. Working proactively amongst a range of services means our clients get the best package of support whilst they are accommodated with us. It means that working in partnership, we do not duplicate any areas of work and ensure that the service users' needs are at the forefront of delivery.

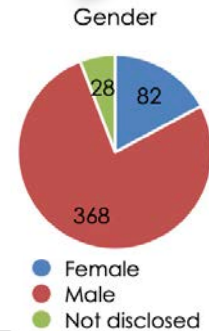
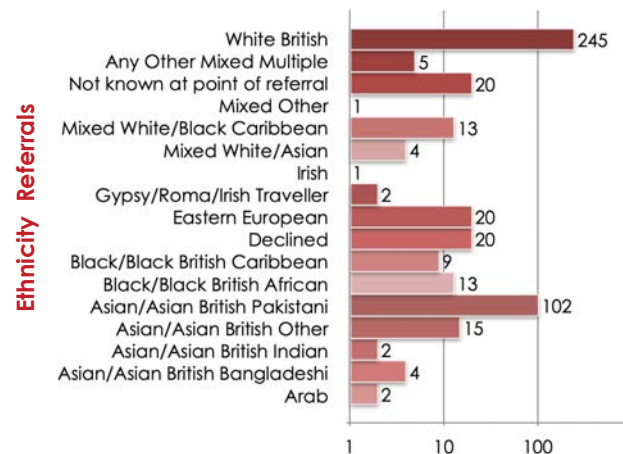
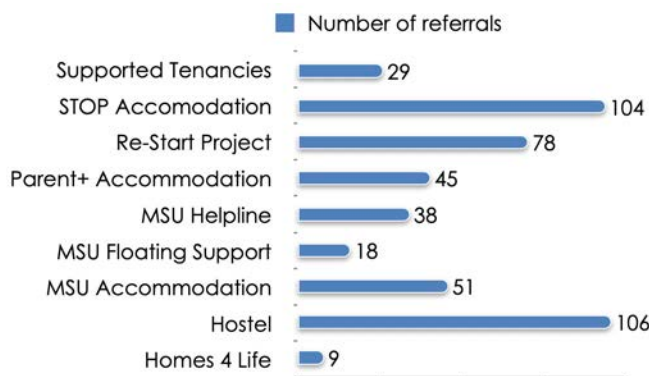
As they achieve positive outcomes, confidence and self-belief becomes more of a reality and it is a privilege to see how they begin to take more control of their lives and decisions for their future.

Staff are always mindful of the challenges service users can experience in their lives specifically related to their physical and mental health. Staff complete my well-being college referrals and will contact first response in situations of crisis, ensuring we work with the service user in a person-centred manner.



"I have lived with Bradford Cyrenians for a number of months after becoming homeless following the breakdown of my relationship with my mum. This is the first property I have lived in alone and so this was a difficult and scary prospect for me. Despite this, the support I have been given by Cyrenians has empowered me to feel confident in maintaining my tenancy and managing my property. I have been helped to re-enter education and have been provided with emotional support and practical advice regarding my relationship with my mother, which has led to me being able to rebuild my relationship with her. I am grateful for the time I have spent with Cyrenians and look forwards to the future and their continued support."

"I have been a Bradford Cyrenians tenant for 18 months after previously being a resident at the Hostel. I have been supported to maintain my property to a high standard, which has helped me to develop the skills needed to do this independently. I have also been supported to access mental health treatment and help to develop coping mechanisms to use day to day. I now feel I am able to live independently."





Re-Start Project (RSP)

Maximising support through partnership working

The Restart Project (RSP) continues to promote our clients wellbeing by providing a wrap around support service to service users. We do this via key work sessions, support plan reviews and encouraging and empowering clients to take control of their own lives and work towards becoming tenancy ready and achieving their long term goals.

We work in partnership with specialist agencies to plan and provide a tailored and holistic support package. Some of the agencies we work closely with include the: Bridge Project/New Vision, Palmcove Society, and Together Women's Project to name but a few. We have recently worked with our VCS partners such as local food banks, community centres and Inn churches who have provided our tenants with white goods, food and other necessary items. Working together with these agencies has helped to improve our clients' wellbeing in multiple ways including the security of having a warm meal at the end of the day and/or a washing machine to keep their clothes washed

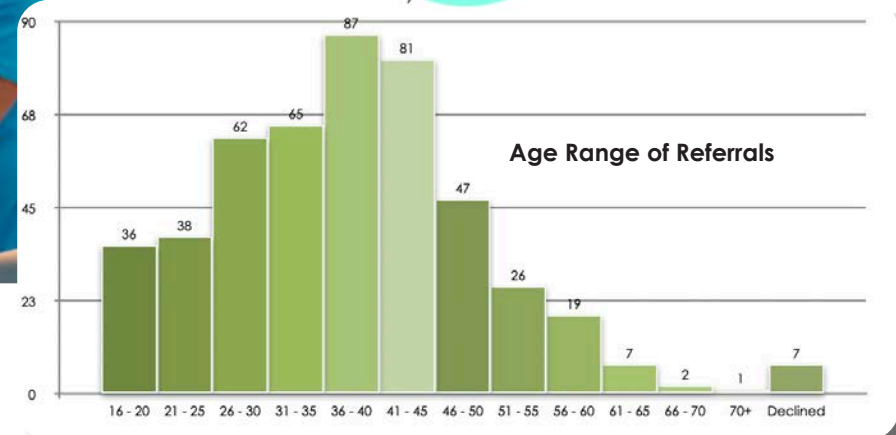
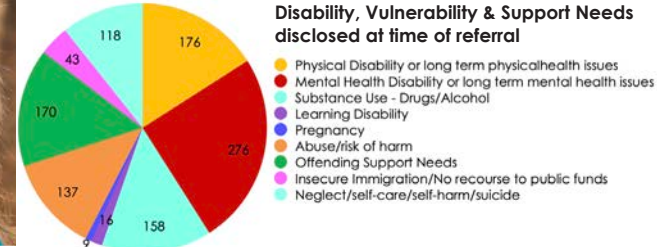
and clean. We have worked closely with a volunteering organisation that has helped one of our clients improve their confidence to develop work ready skills. He has since completed a Security course with the Princes Trust and we now have two other service users who are volunteering in the community.

We have recently supported a client at our RSP service, who is a victim of domestic abuse. Her Supported housing officer has worked alongside her MARAC navigator and Palmcove Society to ensure her safety and wellbeing. Regular meetings have been maintained to discuss the perpetrators and the outcomes of criminal proceedings to help keep each other informed. When the client is struggling with her mental health she calls her support provider who provides her with emotional support and assists her to attend the local GP practice, which is difficult for her due to the anxiety she suffers. The service user appreciates being listened to as this has helped her feel safe whilst she waits to be re-housed into more appropriate accommodation.



"My Supported Housing Officer has been a great support to me. Our conversations always leave me feeling uplifted and I feel comfortable speaking to him about mental health and personal issues"

"I can talk to my Supported Housing Officer about anything and not feel judged. Securing accommodation with Bradford Cyrenians has helped my wellbeing after a traumatic year and I am really thankful for the support provided helping me to get back on track and have safe, secure accommodation"



MISSION STATEMENT

- Bradford Cyrenians is committed to delivering the provision of safe and secure housing, advice and support to vulnerable communities.
- Using an empowering approach we will work towards enabling vulnerable service users to find positive solutions whilst respecting their individual rights and choices.

Registered Company Number: **1088965**

Registered Charity Number: **503434**

Registered Provider Number: **4860**



**BRADFORD
CYRENIANS**

Building stronger communities