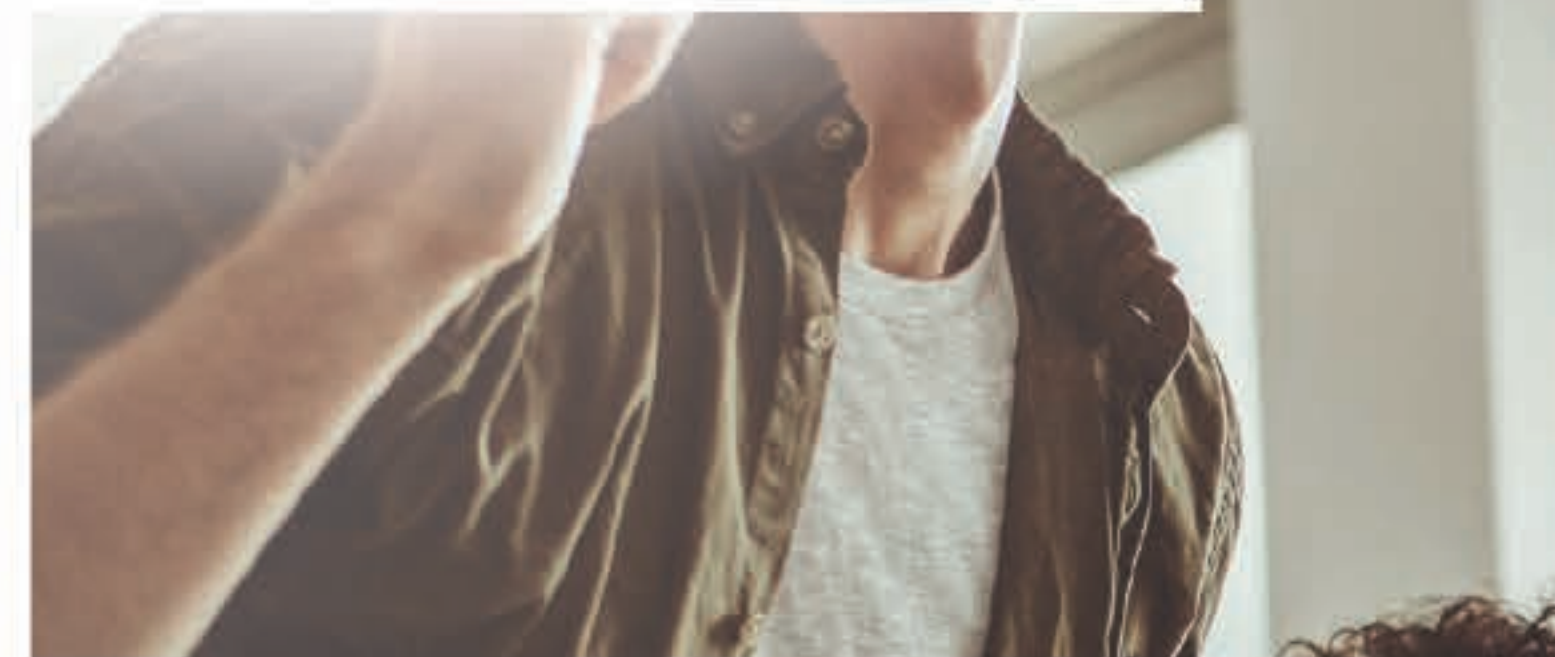


2023 ANNUAL REVIEW REPORT





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Introduction

Another year has flown by and we start our report by recognising the challenges we face due to the impact the cost of living is having on individuals and families facing increased cost on food, fuel and general day to day living costs. As we see increased numbers of people turning to food banks our teams have stepped up to offer more practical help and solutions to service users in terms of budget planning and support. Living on a low income can be stressful and as utility bills increased over the winter period the government's financial support offered some respite. The fact remains the cost of living is having more of an impact on disadvantaged communities and this inevitably leads to increased homelessness and other socio-economic issues such as getting into debts and financial distress, relationship breakdowns, domestic abuse all of which can severely affect mental health and wellbeing.

Housing providers have seen an increase in demand for supported housing and we at Bradford Cyrenians are no different. Our supply outstrips demand and we continue to maintain waiting lists across our non-commissioned services. Working closely with our partners, our plans are to continue to increase capacity so that we can accommodate and support more vulnerable clients who need our help. Helping them to navigate and support them through the challenges they face working towards developing independent life skills and becoming self-sufficient.

As a charity, balancing the books against the increased costs comes with its own challenges, nevertheless, we must take pride in the fact that as a country we stepped up to the unprecedented challenges Covid-19 placed on us. Our resilience and tenacity is being tested once again but our optimism is strong and we remain positive.

This year's annual report is aimed at highlighting how our services help in transforming lives in a positive way. We hope that the articles, testimonials and data that we have provided on the range of services we offer and the outcomes achieved help to demonstrate this.

Before ending we want to take this opportunity to thank all our staff teams, students who have been on placement, service users who have taken the time to provide us with feedback and our board of trustees, all of whom play a vital role in making Bradford Cyrenians achieve its high standards.



Paulette Johnson
Chair – Board of Trustees



Rubina Bokhari
Chief Executive



Re-Start Project (RSP)

Working jointly with our Tenants & Partners to Transform Lives

We support our service users to improve their quality of life from the moment they enter our accommodation. We do this through preparing the property for them before they arrive making it feel homely and welcoming.

Through budget planning, we assist service users by setting up a plan around their financial responsibilities such as paying utility bills and buying food. Enabling them to learn the skills required to manage their own tenancy and feel reassured that there is ongoing support to help them. We find out and discover their interests and let them know what's going on in the local community. This can lead to service users returning to education, working towards future employment opportunities, making friends/re-engaging with lost friends or just enjoying the nature in their local area. Re-engaging with people that they have lost contact with particularly family members or children is an integral part towards re-connecting and moving forward in a positive way that boosts self-esteem and helps to transform lives for the better.

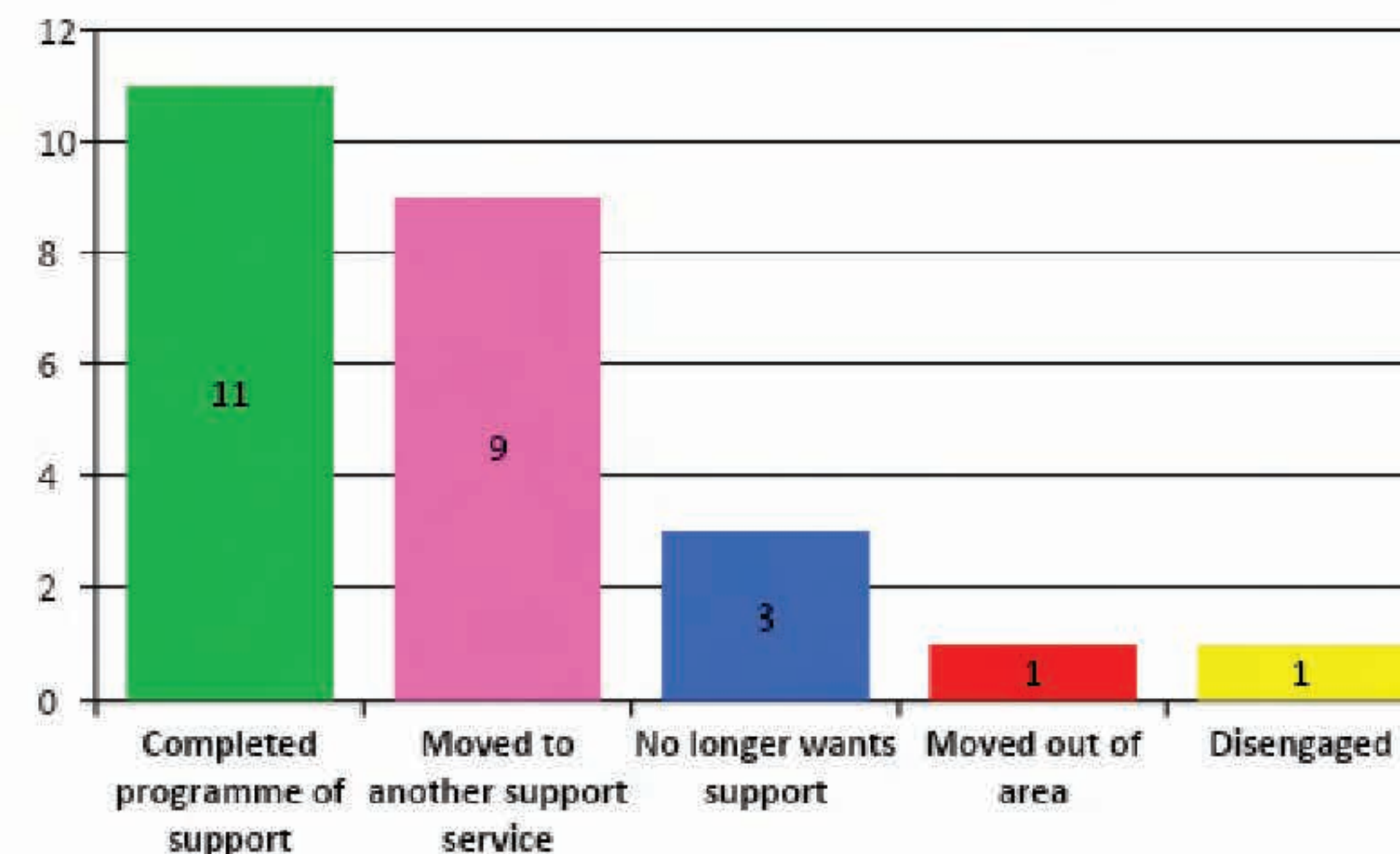
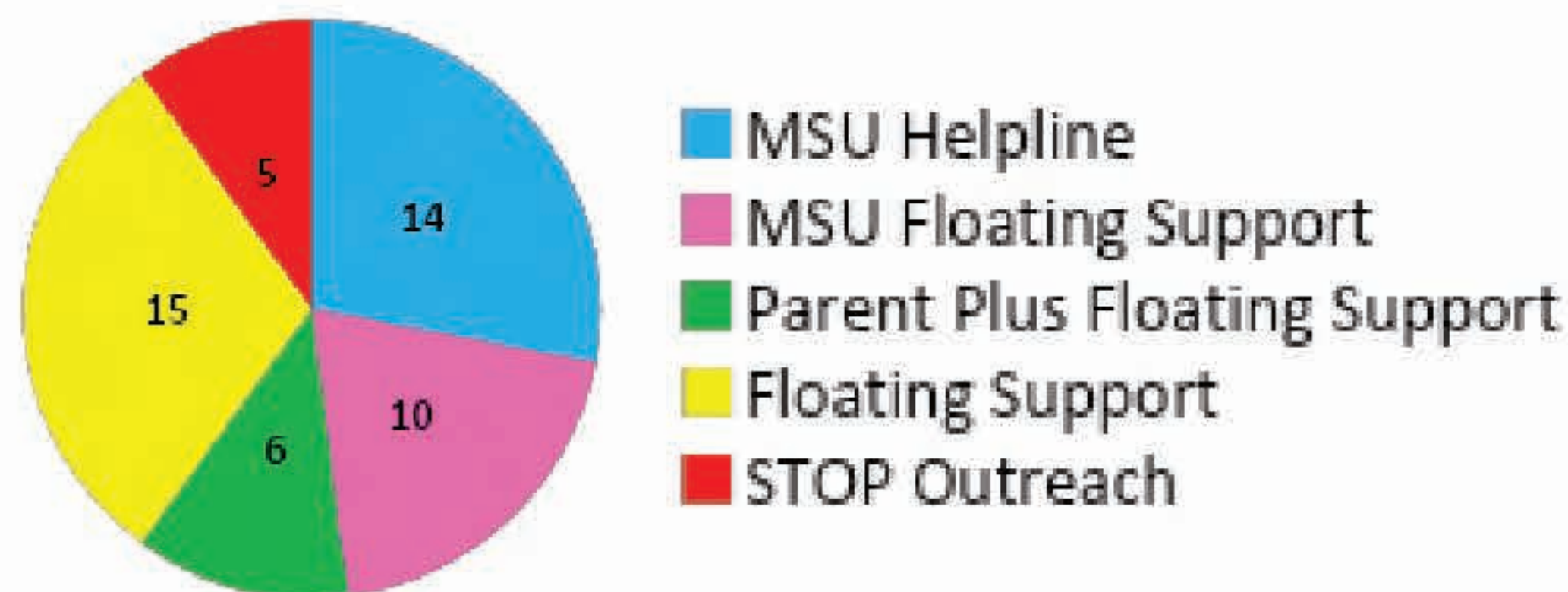
We link up with a range of agencies to support service users such as New Vision, Probation and the Bridge Project to name a few. Working jointly we will ensure that RSP service users get the package of support that they need, at the right time in order to help them to work towards their personal goals. All of which demonstrates our commitment to delivering a person-centred package of support.

"I am truly grateful for the services RSP provides, especially with the housing shortage in our region. The staff are great, friendly and ready to help".

" since leaving the hostel and securing RSP accommodation my stress has greatly reduced and I'm looking forward to life".



Service users engaging in floating support and out reach services.



RE-START PROJECT

Hostel Services

Promoting & Improving Health and Wellbeing

The staff team recognise that a high percentage of the service users who move into our hostel have often ignored or delayed accessing primary health care services due to their circumstances and this has led to their health seriously deteriorating. The wellbeing of service users is essential and dealing with the immediate issues around access to substance services, registering with a doctor so that they access treatment to address their physical health and mental health is a priority. This is undertaken as soon as they have settled into the hostel.

Hostel Case study

We worked with an individual who when entering our service, had a physical health issue leading them to struggle with day to day mobility. They had access to very limited finances and had very little contact with family. They were abusing substances as a form of pain relief. As a result of a combination of all these factors, they experienced low mood and depression. Having only recently been released from prison, Housing Options referred them to us.

Action(s) taken towards improving their quality of life:

- The individual was supported to access physical health services and receive physiotherapy and regular consultations in an attempt to improve their mobility.
- Referred to drug services to reduce their substance misuse as part of a harm reduction approach.
- Supported to apply for relevant benefits and helped to open their own bank account.
- Referred to mental health services to be supported around their mental health challenges.

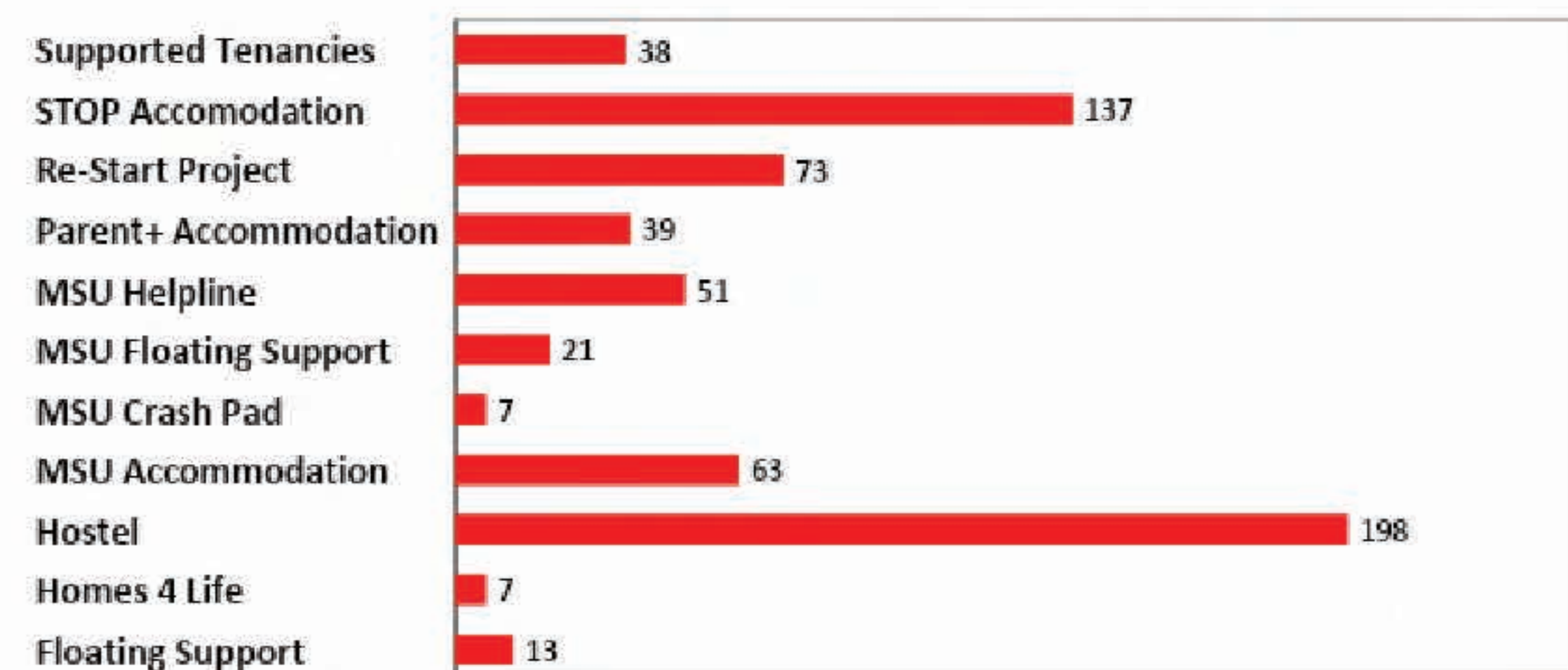
The individual eventually rebuilt a relationship with their family, and wanted to return to the area their family were living in. Over time through us liaising with housing providers in that area, the resident was able to move into supported accommodation that could provide the 24 hour physical and mental health support they needed.

"My hostel stay has been fine and staff have been nice, I like to keep myself to myself and have not had any issues living in a shared environment. I feel anxious about moving on but staff will help me when the time comes."

"I really like it at the hostel; it has helped me with my social anxiety as I have been encouraged to do things that are good for me. The service charge is good and is helpful due to the cost of living crisis."

All Service users come from different backgrounds, experiences and have their own needs. Many of our service users have multiple complex needs in one aspect or another. Regardless of these differences we are committed to supporting each and every one to help them transform their lives.

Total number of adult referrals to the organisation = 647



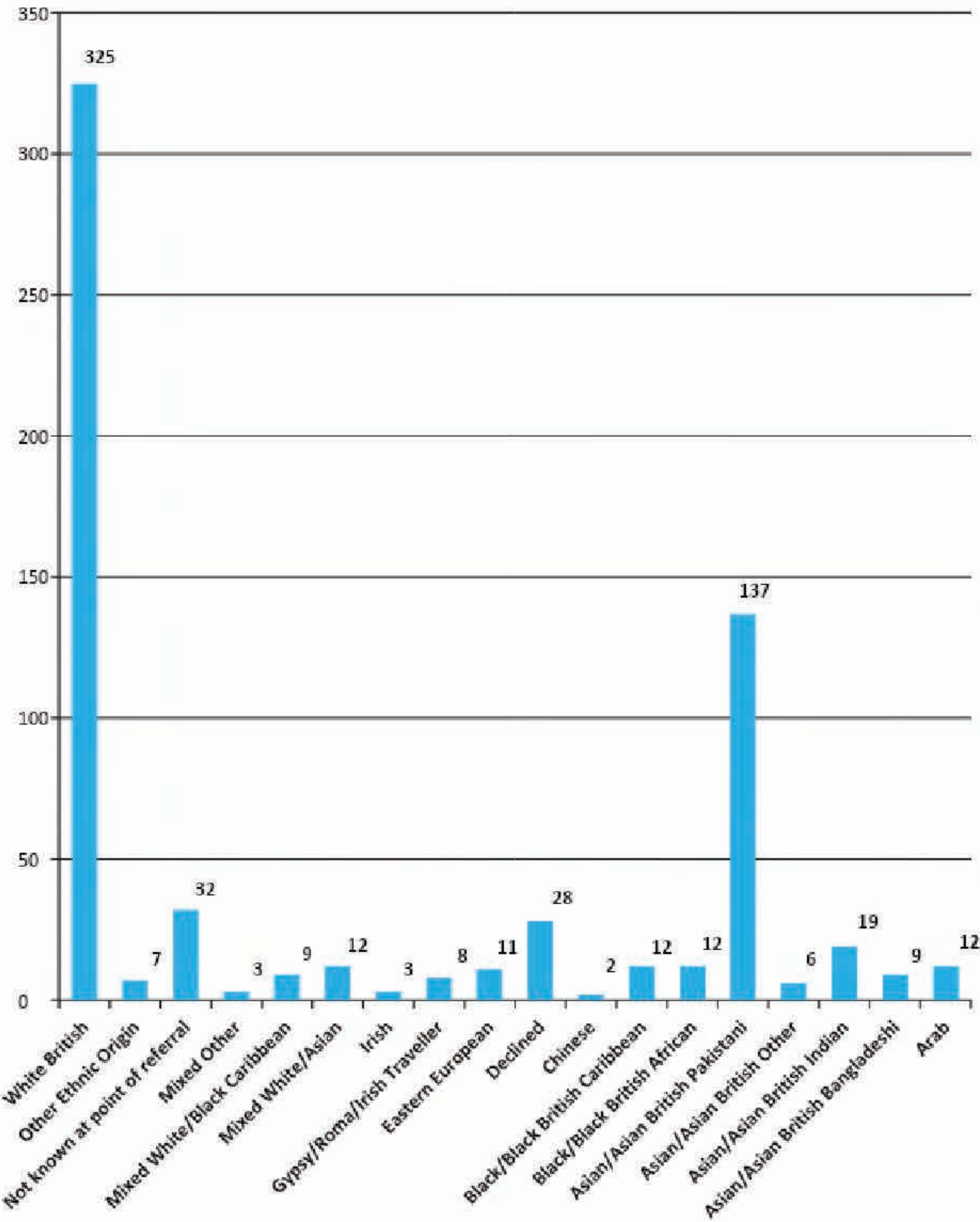
144 Service Users left the services during the period. REASON FOR CASE CLOSURE



Homes for life (H4L)

Transforming Lives through our Long-Stay Provision

Ethnicity of referrals to all services



Homes 4 Life was set up as we identified that some of the vulnerable people we support are not ready to move on into independent tenancies within a timeframe of six months to one year. Due to their individual circumstances and support needs, we recognise that these service users benefit from more time to focus on their support needs and life skills. This prevents them from moving on prematurely which could end in a failed tenancy. H4L accepts referrals from within Bradford Cyrenians other services and we support service users to continue on their journey of developing life skills and building confidence and self-esteem.

H4L Case study

We worked with an individual who had previously lived at the hostel and was not yet ready to move on into their own accommodation. He needed time to work on his life skills. The individual had recently been released from prison and needed more help around financial management particularly maintaining bill payments. He suffered with low moods and often couldn't leave the house and this was proving problematic when engaging with reoffending services and attending probation appointments.

Action(s) taken:

- Helped him with new budget plans, setting up payment arrangements and monitoring this together until he found he was in a regular pattern of maintaining bills associated to his tenancy.
- With the support of his keyworker, he liaised with probation speaking frankly about the issues that were leading him to continuously miss appointments. A plan was agreed by all parties so that he maintained his appointments with probation.

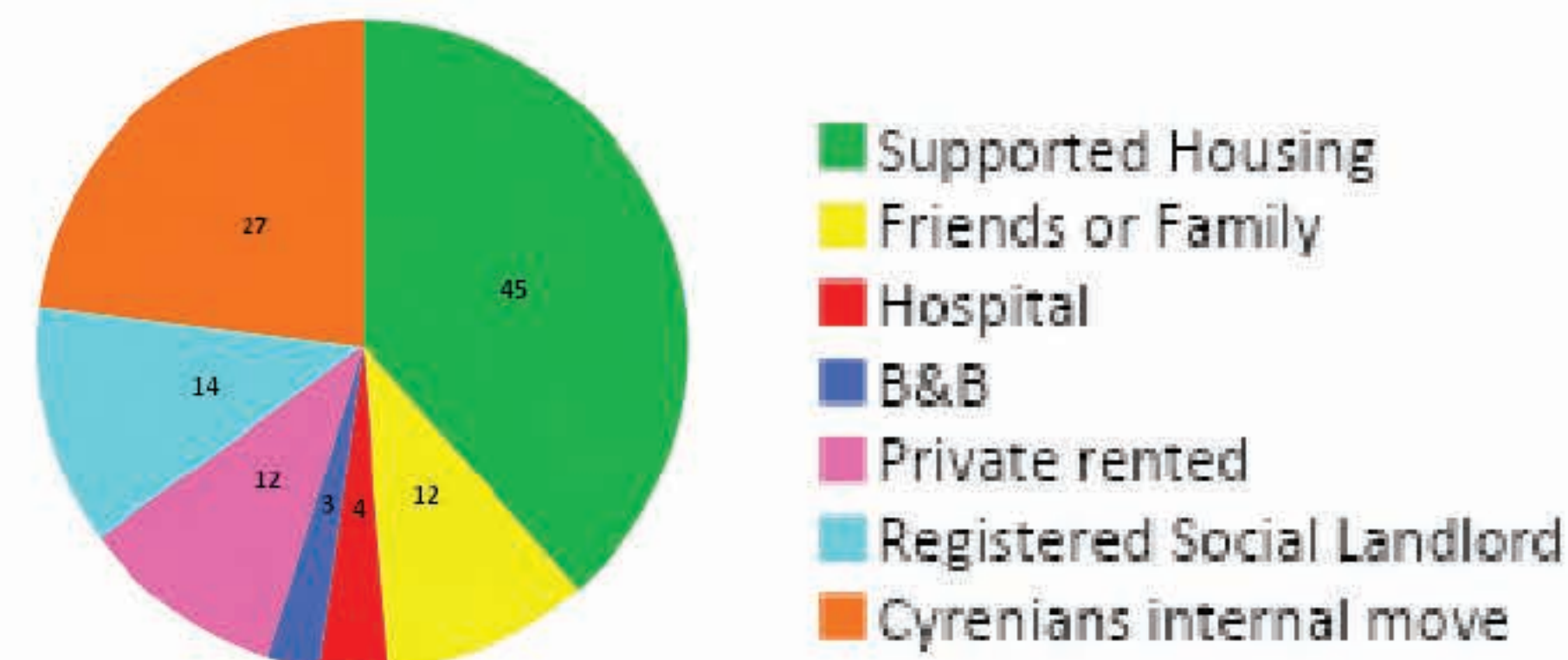
He was referred to mental health services and began attending counselling sessions. His confidence and general well being began to improve significantly.

He informed the team that he was ready to move on into his own place. With H4L support, he moved into a property with his partner and was provided support until they were settled and maintaining an independent tenancy.

"I like my flat and I like the support because staff work around me, my other commitments and they come to see me when I'm free."

"I am very happy with the support and really like working with the staff and my keyworker."

MOVE ON ACCOMMODATION BY TYPE



We adopt a trauma informed and family centred approach which enables us to work proactively with our Service Users when drawing up support plans and risk management plans.

Positive change is promoted through targeted and focused user led support recognising each family's needs based on their personal goals and aspirations both for themselves and their children. Areas work/ key themes include:

- health, mental and emotional wellbeing
- education and training
- social and community integration and enjoyment
- parenting skills and pre and post natal care and support
- self esteem and self worth,
- safe home and safe relationships
- life skills
- economic wellbeing

During the reporting period, 72% of the families we accommodated had experienced some form of domestic abuse and this was the primary reason that led to the family becoming homeless. As a result of the abuse they had experienced, the parent and children presented with additional support needs and issues. For example, behavioural and attachment issues, education disruption and attendance, low self esteem, anxiety and emotional issues, eating and sleeping disorders, safeguarding and child protection proceedings, parenting difficulties and financial issues.

Through the support delivered we have seen many positive outcomes including children's attendance and behaviour at school improving, positive improvement in the child and parent relationship including increasing effective parenting strategies for dealing with negative behaviours and setting boundaries, improved feelings of safety and self esteem, increased involvement in positive activities and decrease in child protection and safeguarding involvement as a result of positive impacts of safe supported accommodation.

Referrals to Parent+



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



"I feel safe here, it's just me and my baby, he's not allowed near us anymore and we are happy. I even started a college course. My support worker helps me with lots of things and she has helped me to get some free childcare too. My house is nice and I was so surprised that everything I needed was provided for us when I moved n. I've even had donations of things for my baby. Thank you"

"Your help prevented me from returning to a really bad place where we weren't safe. With your help I've got my benefits sorted and I've even saved a bit of money for when I get a place of my own. My son loves his new nursery and he's doing really well and is so happy now. Thank you"



STOP Service

Breaking the cycle of Re-offending and Transforming Lives and Opportunities

STOP works closely with each service user in partnership with a range of agencies/specialist services in order to meet their individual support needs, reduce risks and achieve realistic outcomes through holistic user lead support planning and risk management. A significant number of our service users are engaged with multiple agencies for example, the criminal justice system and probation, specialist substance misuse treatment programmes, mental and physical health professionals. Inter-agency work enables openness, accountability for agreed responsibilities, information sharing and reduces barriers towards meeting support needs and managing risks. Our commitment to a joint working approach means that we can design and develop a robust package of wrap around support which ensures that service users' individual needs can be met. The main focus of our work is to enable and empower service users to have choices and take control of their lives, promote independence, build resilience and break down barriers to prevent re-offending. Through our intensive support and housing management provision, we have assisted service users to transform their lives in terms of increase their self-reliance, self-respect and resilience. Our evaluations and monitoring show service user are achieving positive outcomes such as:

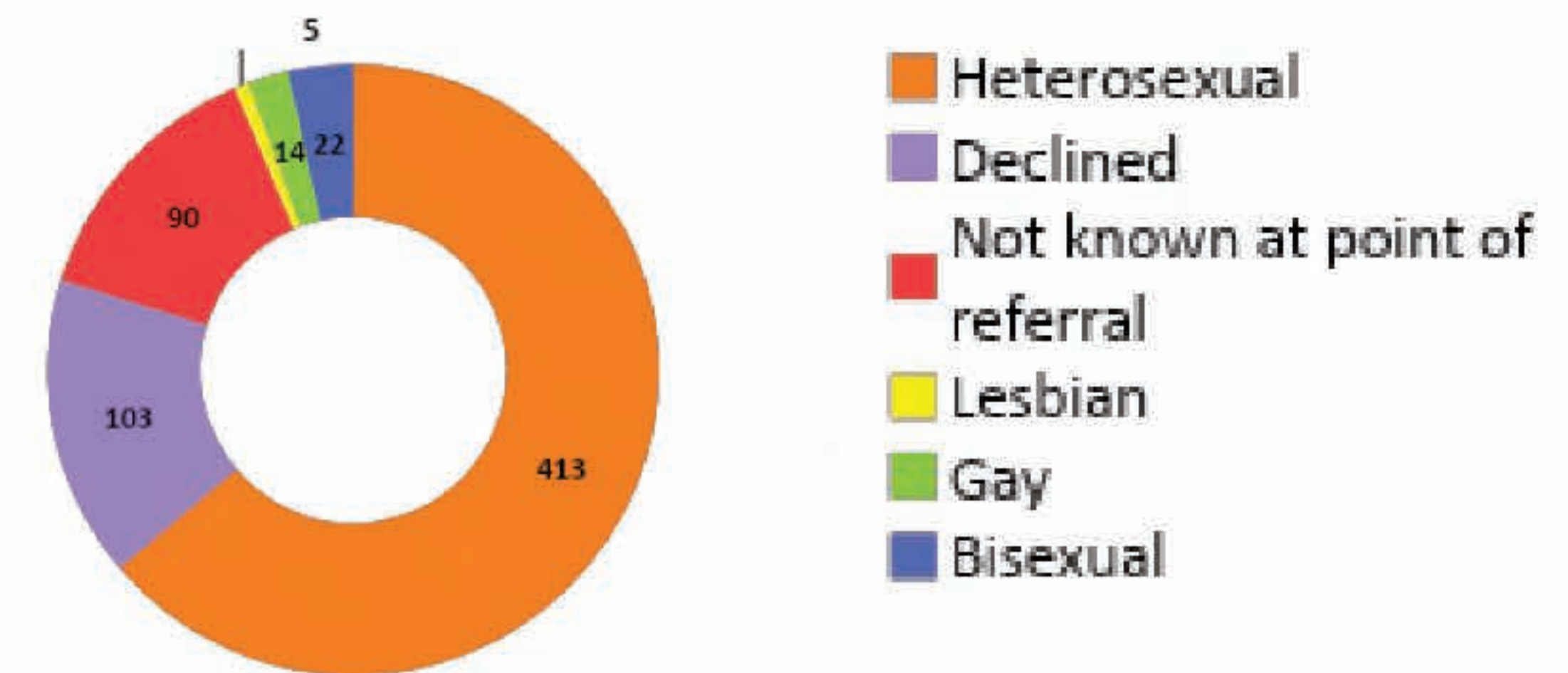
- engaging in training and education
- gaining employment
- improved involvement with drug treatment programmes and reducing and eliminating substance misuse
- compliance with probation requirements including support for completion of Rehabilitation Activity Requirement Days
- managing appointments and engagement
- re-building family relations including gaining access to their children/child contact
- engagement in social n leisure activities
- engagement in mental health and therapeutic support
- increased independent living skills e.g. reduced debts
- improved household budgeting and engagement in re-housing and tenancy ready work to move on to independent living

Staff encourage reflective practice to assist service users to identify even the smallest of positive impacts on their lives which assists them to more easily visualise longer term goals and aspirations thus improving their quality of life.



"I've been in and out of prison for so long so I've never really had my own place. I just sleep on mates sofas or on the streets when I'm out of the nick. I'm doing well with my support worker, I really like her and she helps a lot. I'm seeing my drugs worker, sticking to my script (prescription) and I'm not using anymore. My probation officer is really happy that I'm doing well and this flat is amazing! Thanks for giving me a chance and helping me sort my life out"

Sexual Orientation



"I know I've messed up a lot, but I'm doing a lot better now and my worker has helped me to sign up for courses to help with getting a job. My probation has finished and my tag is off and it's all thanks to having a home, not taking gear and all of you helping me get myself sorted out with things"





Supported Tenancies

Transforming Lives through Partnership Working

Our Supported Tenancies Service aims to make a difference to service user lives by promoting a positive approach to wellbeing and health. Empowering each service user to find the right support to improve their quality of life and choices they make.

We cannot underestimate the power of partnership working in transforming the lives of our service users. Multi-agency working is integral when we help our service users to plan and design a support package that aims to meet their support needs, goals and personal aspirations.

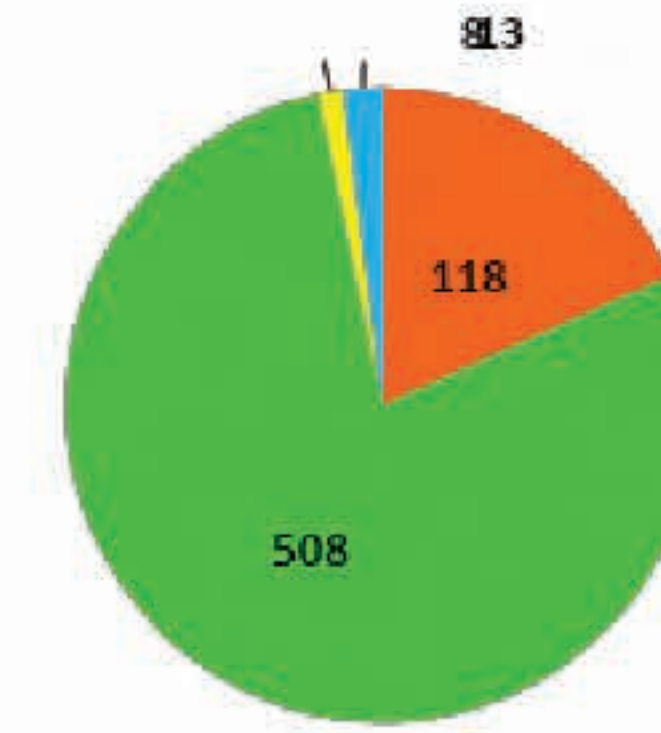
Our partner agencies have local knowledge, local links and specialist skills that benefit our service users who present with multiple complex needs. Working collectively, we are able to deliver a robust package of support that aims to prevent individuals becoming homeless.

As a provider of temporary accommodation we work closely with Housing Options as part of a direct referrals process.

Case study

C was referred to Supported Tenancies after a relationship breakdown. He used cannabis which made him increasingly angry and anxious. He was not allowed to see his children initially due to a restraining order. With staff support he felt stronger and able to get his life back on track. He was supported to access his GP who prescribed medication that greatly improved his mood. He was referred to Culture Fusion and was supported to access Dialectical Behaviour Therapy which he accessed weekly with encouragement from his Keyworker. He began to better engage with his Probation Officer and he cut down on his cannabis use. He was supported to get his own bank account and manage his finances. He was eventually allowed weekly supervised access to his children. With support from staff he was offered a housing association flat. He completed his DBT course and started a Thinking Skills course. In May 2023 he was granted permission to see his two children unsupervised.

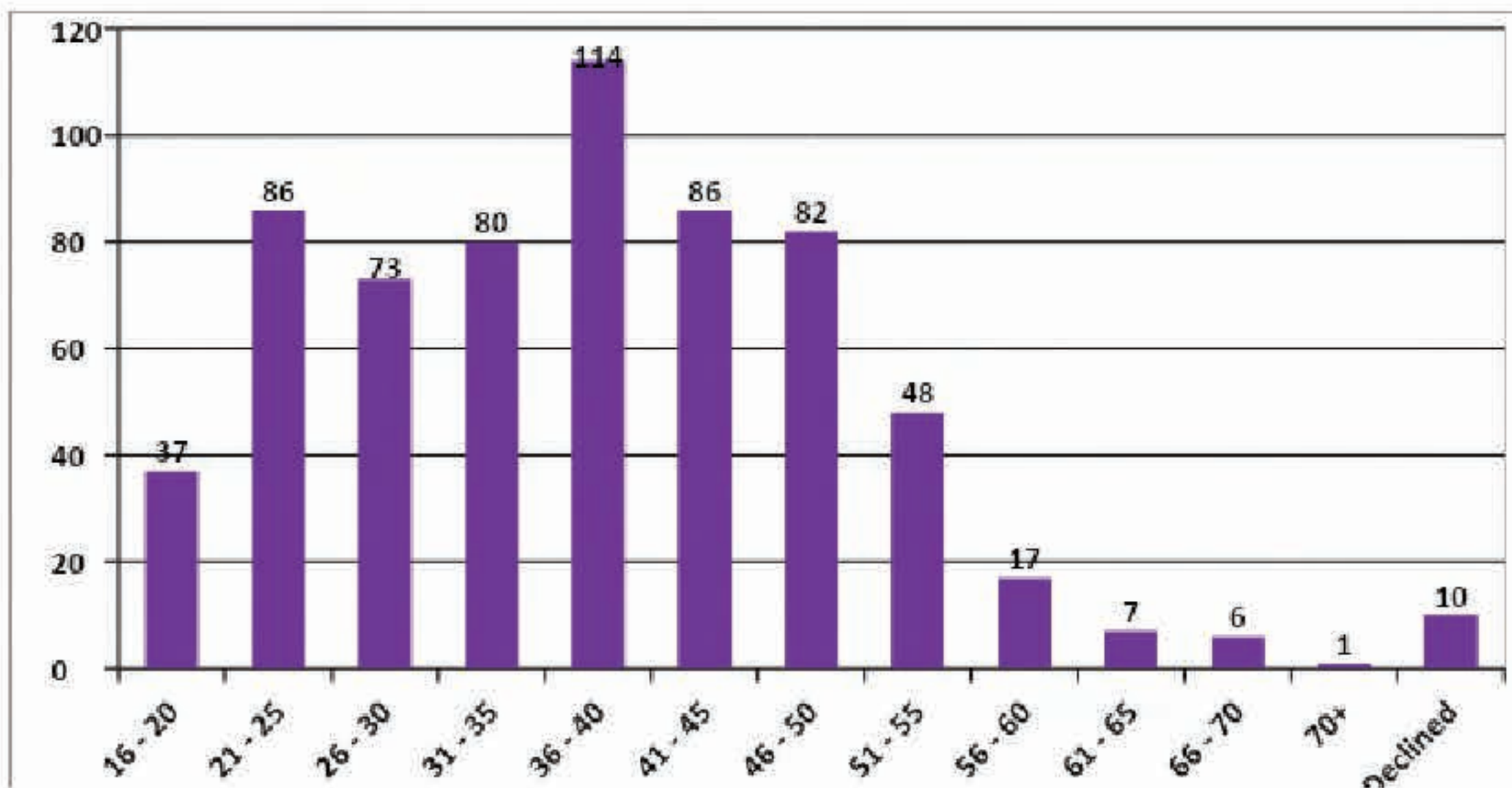
Referral Demographics



Gender of referrals to all services

- Female
- Male
- Transgender
- Not disclosed at point of referral

Age range of referrals to all services



I don't feel judged by staff at Cyrenians, they are happy to support and listen to me, during good and bad times. I appreciated visits from staff whilst I was in hospital.

I appreciate the support and help whilst being a tenant with Cyrenians, and helping me find more permanent accommodation. You helped to support me with my mental health.

SUPPORTED TENANCIES



Men Standing Up (MSU)

Transforming lives of Survivors of Domestic Abuse

MSU supports male victims of domestic abuse to overcome barriers and allow their voices to be heard in a person centred and trauma informed way. Working with service users, MSU helps them to identify barriers, support needs and risks with the aim of empowering and enabling them to move on and transform their lives.

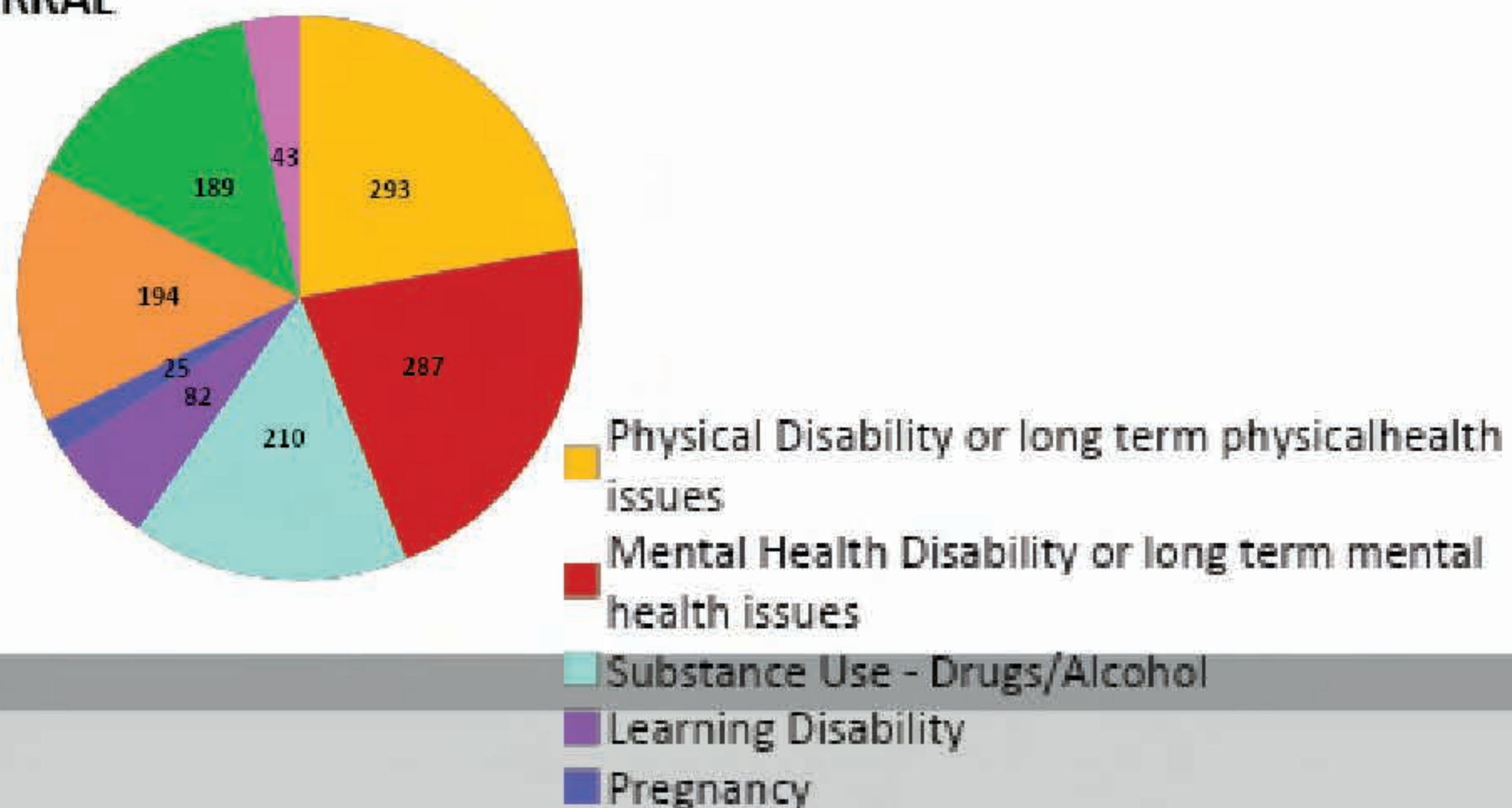
When our service users first approach us often they feel there is 'no light at the end of tunnel' due to the traumatic experiences of domestic abuse. As a result they present with low self-esteem and their confidence is often at low ebb. Through the intensive support packages that we deliver, they are able to access support by living in a safe environment, free from abuse, intimidation and control giving them the freedom to make choices for themselves.

Service users benefit from:

- learning the importance of developing positive relationships
- having access specialist help to improve their health and wellbeing.
- Developing coping strategies
- Developing life skills to become self-sufficient and ready to move on into their own homes

MSU continue to provide a variety of support and accommodation that enables vulnerable men to become survivors of domestic abuse and lead more healthy and positive lives.

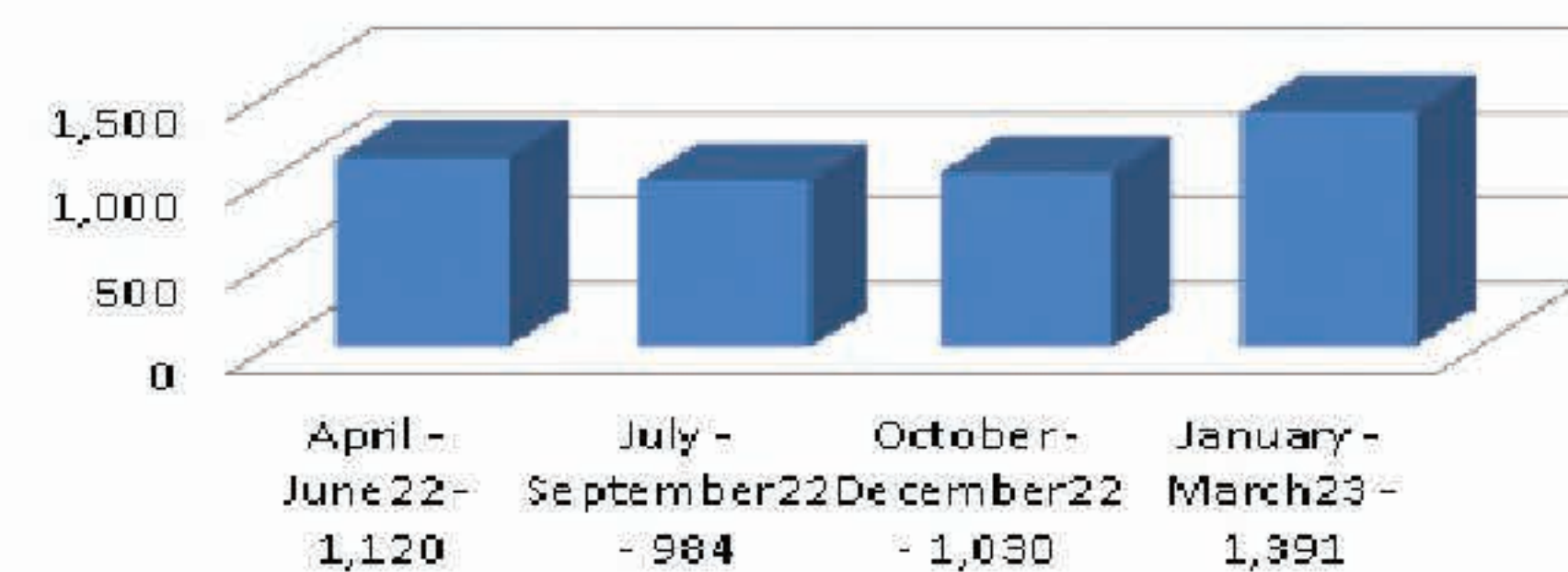
DISABILITY, VULNERABILITY AND SUPPORT NEEDS DISCLOSED AT TIME OF REFERRAL



"I am extremely grateful to MSU for providing me with a supporting letter to help me secure legal aid. I have found the service invaluable and I feel safe in the knowledge that there are organisations such as yourself out there for men to seek support as men can feel isolated and demonised in cases such as mine."

"MSU has been fantastic and has helped me move on and change my life. The staff are really supportive and always help where I need help. If it wasn't for MSU helping me turning my life around and see a future I would be in a worse situation"

Number of calls received to the MSU Confidential Telephone Helpline



■ Number of calls received to the MSU Confidential Telephone Helpline



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