

# St Anne's Hostel

Annual Report 2017



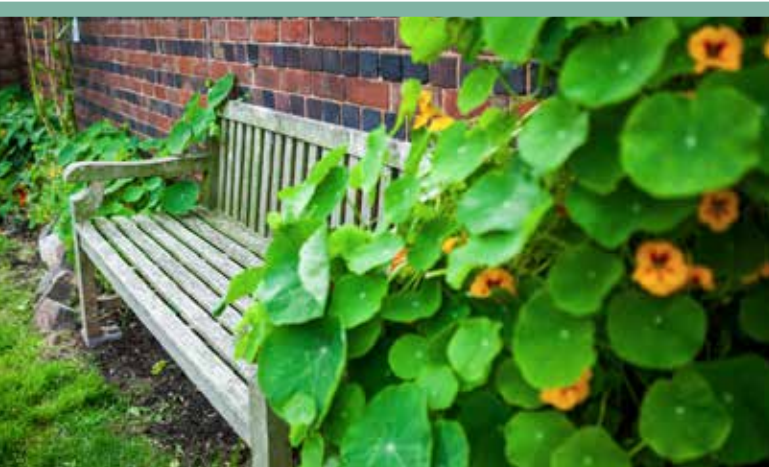
**SERVING BIRMINGHAM'S  
HOMELESS MEN FOR 40 YEARS**



# Foreword

**Stephen Morgan**

Chair of the Management Board,



As anyone who has to pass through the centre of Birmingham, or any other city or town, can tell you, homelessness is still very much with us in 2017.

As well as people having to sleep rough, and endure the privations that this brings, there is also a considerable number of people who have to 'sofa surf', squat, live in unsuitable forms of temporary accommodation, or sleep in cars, tents and night shelters.

This is core homelessness and research released this year by Crisis and Heriot Watt University indicates that in 2016 at any one time 160,000 households were experiencing it. The research also indicates that all types of core homelessness has increased over the past five years and levels are likely to keep rising.

What can we do? Well for over 40 years now, St Anne's has been part of the solution in Birmingham. By providing food, support and shelter, we can help a small yet significant number of people. This help can be immediate, with a bed and a hot meal, but it can also be more long-term. Our support staff help those who are ready to move on to accommodation to do so. By securing a throughput of residents, beds and space are freed up and the cycle can continue.

This year was one of change and challenges, all of which have impacted on the hostel, its team, and its residents.

The key change was the appointment of Danielle Harris as Hostel Director in February. She replaced Mark Orbell who retired after many years of working tirelessly to serve the hostel and its residents. Danielle has a strong background in public health and supporting those dealing with drug and alcohol issues.

To say she has taken the role by the scruff of its neck would be perhaps a little too graphic but in her first few months she introduced new policies and

procedures, built new relationships, and dealt with issues and situations that were having a major impact on the hostel's business, not least a fall in occupancy due to circumstances beyond our control. We are not out of the woods yet, and one could say we never will be but with Danielle at the helm I have every confidence that we are heading in the right direction.

As with all businesses, everything we do costs money. Housing benefit meets our key needs – accommodation, energy, wages and food – but we want and must do more. Boosts in funds have come via our fundraiser Bob Candlin. Successes this year have included new boilers, an upgrade in fire precautions and extension of funding for our support staff

However, the loss we incurred this year was dramatic and is not sustainable. During 2017-18 we are going to have to redouble our efforts to find new income streams that will enable us to offer more to our residents, be it important support, leisure activities or training. The building itself is also of great concern. At the very least we need to revamp its paint scheme and replace windows but there are some major issues we need to consider, not least the condition of the roof.

By preparing the building for the future and running a successful move on service, we can become sustainable. But we must also work to challenge concepts that exist in society, stereotypes that many of us, including myself, have held at one time or another.

First, it is important to remember that homelessness is the problem, not the homeless. It is scarily easy to become homeless – your business may fail, you may lose your job, you may live with your partner, in whose name your home is, and they may die or the relationship may break down up – these are all real circumstances that our residents have found themselves in.

Also, we must also remember that our residents are not just victims of misfortune, they are dads, uncles, brothers and sons. Many may also be skilled. We have had plasterers, builders, gardeners and ex-servicemen pass through our doors who, for one reason or another, have not been able to continue to work. Very few people choose to be homeless.

I would like to thank Danielle and her team for their hard work this year, my colleagues on the management team for their input and counsel, our volunteers, and everyone who has provided us with donations and support. We look forward to another year of meeting that most basic of need for men who need it the most.

# Hostel Director's Report

**Danielle Harris**

This year has held a lot of changes for St Anne's. Mark Orbell, who had managed the hostel and Park View for over seven years, retired in February. We wish him well and thank him for all he did for the organisation.

Our fundraiser Bob Candlin successfully secured funding for the continuation of our resettlement worker Sharon, and she continues to help move residents back into the community and into independent living. Bob also secured funding for an activities co-ordinator and they have helped develop and undertake structured activities for residents to participate in, with a view to help motivate and upskill them.

St Anne's provided 19,701 nights of accommodation last year. This represents 91.4% of capacity we have over the three sites. This is down on the level from previous years and is a contributing factor towards the losses in our accounts this year. However, thanks to the efforts of our team, the building of more relationships with agencies in the city, and the use of social media, we have reversed this trend and the occupancy rate is increasing.

A big financial challenge we face is the condition of the aged grade 2 listed building in which the hostel is located. Ongoing maintenance has continued to cause a deficit in our budget. My goals over the next year are to reduce void levels in order to maximise income and continue to work closely with our fundraiser to secure new streams of funding as and when they become available.

Promotion of the service is an area in which we are looking to develop. We need to have St Anne's recognised in the city for the service it provides and the great support the dedicated staff give to residents. We have recently opened Facebook and twitter accounts to enable us to become up-to-date and increase awareness of our service, as well as continuing to strengthen our multi-agency work with other key services in the city.

The staff team have continued to work hard by maximising income through speedy turnaround of rooms and flats, maintaining high occupancy levels where possible, collecting rents and keeping costs to a minimum. They are essential to the service St Anne's provides and it is evident that each member is passionate about what they are doing.

They have shown dedication to provide the best service possible and enable St Anne's to meet its objective of providing safe, secure accommodation for those who need it most. The kitchen staff have also worked incredibly hard to maintain their five star rating from Birmingham City Council's Environmental Health Department.



Over the next year we are planning to secure funding to improve the hostel's décor in order to provide a warmer and more welcoming environment for clients. This work will include repainting the hostel's landings and communal areas as well as laying new flooring.

We are also hoping to secure funding to bring our CCTV system up-to-date and for a resettlement pot. This will be used to fund basic kits of utensils and other items essential for a new home, which will be given to men moving on from the hostel to new accommodation.

In the background I am working on bringing St Anne's policies and procedures up to date to ensure we are working at the highest standards and ensuring procedures are in place for the most efficient and profitable ways of working.

St Anne's continues to be grateful towards the many individuals and organisations that donate services, goods and funds. These help greatly towards maintaining the service we provide. We also recognise and are grateful to SIFA Fireside, Crisis Skylight Birmingham, and Midland Heart.

Andy Mullen continues to volunteer and provide support for residents using our resource centre, and his work is greatly appreciated by St Anne's and its residents. I would also like to thank Bob Candlin as he continues to secure funding for St Anne's which is crucial to its continuation of service.

The Board of Trustees have continued to provide support throughout the year as they give their time and expertise freely. The staff and I are thankful for their dedication and I look forward to working with them over the next year to strive for greatness for St Anne's.



| SOURCES OF REFERRAL         | 2016/17 | 2015/16 | PERMANENT ACCOMMODATION                                     |                    |                    |
|-----------------------------|---------|---------|---|--------------------|--------------------|
| Self .....                  | 136     | 58      | Independent tenancies (HAs/LAs) ...                         | 14 ..... 38        |                    |
| Voluntary agencies .....    | 28      | 12      | Private landlords .....                                     | 11 ..... 11        |                    |
| Neighbourhood offices ..... | 3       | 52      | Group homes .....   | 8 ..... 13         |                    |
| Probation and police .....  | 7       | 24      | Long-stay hostels .....                                     | 15 ..... 12        |                    |
| Health services .....       | 5       | 10      | Residential detox .....                                     | 4 ..... 2          |                    |
| Social Services .....       | 3       | 5       | Family and friends .....                                    | 7 ..... 27         |                    |
| <b>ORIGIN OF CLIENTS</b>    |         |         | Other .....   | 35 ..... 58        |                    |
| British.....                | 118     | 78      | <b>INCOME AND EXPENDITURE - ACCOUNT DETAILS FOR 2016/17</b> |                    |                    |
| Irish.....                  | 17      | 16      | <b>INCOME (£'000)</b>                                       | <b>2016/17 (%)</b> | <b>2015/16 (%)</b> |
| Afro-Caribbean .....        | 14      | 8       | Rent charges .....  | 561.28 (91.77)     | 569.90 (92.45)     |
| Asian .....                 | 19      | 8       | Donations.....  | 48.73 (7.97)       | 44.73 (7.25)       |
| Others .....                | 14      | 51      | Interest.....   | 1.61 (0.26)        | 1.82 (0.30)        |
| <b>HOSTEL OCCUPANCY</b>     |         |         | <b>Total .....</b>  | <b>611.61</b>      | <b>616.45</b>      |
| Night's accommodation ..... | 19,701  | 19,816  | <b>EXPENDITURE (£'000)</b>                                  |                    |                    |
| Percentage.....             | 91.4%   | 95.21%  | Salaries .....  | 399.58 (61.04)     | 376.15 (60.24)     |
| <b>AGE RANGE</b>            |         |         | Food .....  | 23.47 (3.58)       | 22.87 (3.99)       |
| 25-35 .....                 | 82      | 81      | Rent and rates .....  | 65.62 (10.02)      | 65.29 (10.70)      |
| 36-45 .....                 | 50      | 61      | Maintenance .....   | 57.92 (8.86)       | 34.48 (6.01)       |
| 46-55 .....                 | 39      | 11      | Management services... ..                                   | 88.60 (13.53)      | 89.82 (15.66)      |
| 56-60 .....                 | 5       | 5       | Depreciation.....   | 19.40 (2.97)       | 19.52 (3.40)       |
| 60+ .....                   | 6       | 3       | <b>Total .....</b>  | <b>654.59</b>      | <b>603.68</b>      |

In 1975, Father Dillon, a local priest, found an old man lying in the street near St Anne's church. He had been asked to leave a local hostel because of his lack of personal hygiene and finance. Father Dillon helped the man, but decided there were many others like him who needed food and shelter without criticism.

Over the following years, Father Dillon worked with a group of nuns to provide accommodation. The first location was the crypt of St. Chad's Cathedral. After a fire, the hostel moved in October 1975 to 112 Moseley Street. The Victorian grade II listed building had been a police barracks and a halfway house. In October 1975 the doors were opened to the same vulnerable and often demanding client group that we deal with today.

**Hostel:** A 37 bed facility providing half board accommodation, 24hr staff, a resource centre offering support with basic skills and IT and signposting to other services. We are one of only a couple of hostels in the region that allows residents' dogs to stay.

**Park View:** 18 self-contained apartments next to the hostel for those with a history of homelessness or who have experienced difficulty in maintaining independent tenancies. Hostel staff visit and complete 24hr security checks, and referrals and



visits from other agencies are welcomed.

**Supported house:** A shared terraced house for four offering the opportunity to develop living skills. Staff are in regular contact with residents and there is a 24hr support service. Referrals come mostly from our own projects, but are welcome from other agencies.

We work with national and local agencies, notably CRISIS Skylight Birmingham and SIFA Fireside, to provide the best possible service to our clients.

We take pride in our service and look optimistically to the future. We will continue to celebrate our successes and be supportive of colleagues and clients when outcomes are not what we had hoped for.

The Management Board and staff are committed to ensure that we remain a key service provider in Birmingham, providing the best possible service in association with partner agencies. We will continue to:

- Work to fully utilise our accommodation and develop the service at the hostel.
- Seek value for money in all areas.
- Encourage resident participation in our projects.
- Provide staff development opportunities through external and on-the-job training.
- Work with other agencies to enhance our service and increase volunteer involvement, especially with life skills provision.
- Seek funding to re-introduce our own support, life skills and resettlement service.
- Raise our profile to raise awareness of the hostel and those it helps



## Mission Statement

St Anne's provides a safe and secure alternative to life on the streets, giving single homeless men aged 25 and over the chance to rebuild their self-confidence and make permanent positive changes to their lifestyle. We are committed to providing:

- Good quality, 24 hour, direct-access accommodation for residents with low needs
- A safe and secure environment where we can meet clients' immediate welfare needs, signpost appropriate agencies, and encourage them to obtain and retain move-on accommodation
- Training opportunities for staff so as to continuously improve their performance and our service

Our equal opportunities policy puts the highest value on respecting the rights, dignity and privacy of all.



*“The St Anne’s staff are 100% helpful. Any problems with things such as housing and health, you just need to knock on the door. Staying here has let me get back on my feet.”*

**Ian**



*“Staying at St Anne’s has given me breathing space, somewhere to take stock – it has given me the chance to look at moving on.”*

**Ray**



*“Living in the hostel has been a stopping off point for me, it’s been a platform to move on. I am looking forward to moving into Park View.”*

**Danny**



*“I was evicted because of the bedroom tax. This is quite a relaxing space, with its garden, and the staff are very good. It’s an environment to keep you going day by day. Badger loves it.”*

**Martin and Badger**



# Thank you

## AUDITORS

Jerroms

## BANKERS

Allied Irish

## INSURANCE BROKERS

Jobson James

## PARTNER HOUSING ASSOCIATIONS

Family • Harden • WM Housing Group

## SOLICITORS

Cobbetts Lee Crowder

## HEALTH AND SUPPORT

Community Nursing Homeless Team • Community Mental Health Team for the Homeless • Wand Medical Centre

## WELFARE AND TRAINING

Birmingham City Mission – Resource Centre • Birmingham Industrial Therapy Association • Birmingham Voluntary Service Council • Crisis Skylight Birmingham • Irish in Birmingham Centre • Ladywood Furniture Project • NGL Safety Consultancy • SIFA Fireside

## FINANCIAL AND OTHER SUPPORT

Archbishop Ilsley Catholic Technology College and Sixth Form Centre • Diplomats Barista • Blakemore Foundation • James Butroid • Bob Candlin • The Cole Charitable Trust • Mrs M Cridge • Fr. Pascal Dillon • The Dogs Trust • Edward and Dorothy Cadbury • M Etchells • Martin Evans Construction Ltd • The Eveson Charitable Trust • Fareshare • Foxfire Ltd • A J Gallagher • The George Fentham Trust • G J W Turner Trust • Greggs Bakery • The Grimmit Trust • Mrs Higgins • Highgate Council of Churches • J Sainsbury’s • Jericho Foundation • Joseph Hopkins Charity • Lloyds TSB Foundation • Lord Austin Trust • Midland Heart Housing Association • Victor Barron • The Provincial Grand Lodge of Warwickshire • Richard Kilcuppy Charity • Rotary Club of Birmingham Breakfast • The Roughly Trust • The Rowlands Trust • The Saintbury Trust • Slingshot Design • The staff at Sparkhill Job CentrePlus • St Anne’s Church • St Alban’s Church and St Patrick’s Church • Sysco Guest Supplies Ltd • Trust Hygiene Services • W A Cadbury Trust • Walter Smith Butchers • Warburtons • Wavelength Charity

# Who is who at St Anne’s



## THE MANAGEMENT BOARD

### Chair

Stephen Morgan  
Chartered Building Surveyor, Savills UK Limited

### Vice Chair

Adrian Passmore  
Owner and Manager, Red Kite Cycles

### Treasurer

Linda Reid

## MEMBERS

### Oliver Blackburn

Research Communications Manager, The University of Birmingham

### Paul Higman

Chartered Building Surveyor, Savills UK Limited.

### Jim Martin

Independent Financial Adviser, AFH Wealth Management

### Liz Millet

Inspector, The Care Quality Commission

### Douglas Montgomery

H.A. Manager (retired)

### Pamela Shepherd

Partner at Browne Jacobson LLP

## THE STAFF TEAM

**Service Director** – Danielle Harris

**Service Manager** – Amanda Trappett

**Administrator/Finance Management** – Harpreet Gahir • Tracy Carey

**Resettlement Support Worker** – Sharon Clarke

**Keyworker Worker** – Raz Khanom

**Administration Support** – Lakhvir Singh

**Senior Lead Concierge Officer** – Billy Merry

### Lead Concierge Officers

Dave Moyna • Claud Brown • Kevin Merry • Charmaine Perkins

### Assistant Concierge Officers

Seyaka Sonka • Ibrahim Tijani • Tawanda Takawira

### Catering

Isabella Chiaradia • Claudette Joseph • Hannah Russell

**Domestic/handyman** – David Richards

**Volunteers** – Andy Mullen





---

**St Anne's Hostel**

112 Moseley Street Highgate Birmingham B12 0RY

---

A registered Social Landlord no. H4276

---

A company registered by guarantee no. 2919404

---

A charity registration no. 1037430

---

**Tel. 0121 772 4406**

---

**Fax. 0121 772 4405**

---

**Email: [referrals@stannesbirmingham.org.uk](mailto:referrals@stannesbirmingham.org.uk)**

---

An Investor in People

---

Registered with The Independent Housing Ombudsman

---

Working with The Homes And Communities Agency

---

---

 [@stanneshostel](#)

---

 [@stanneshostel](#)

---