

St Anne's Hostel

Annual Report 2021

SERVING BIRMINGHAM'S
HOMELESS MEN FOR OVER 40 YEARS



Foreword

Stephen Morgan

Chair of the Management Board

This annual report covers a tumultuous year! It has been a difficult year for everyone, but for the hostel, with many residents having health conditions that make them vulnerable and residents and staff inevitably spending a lot of time in close proximity, Covid-19 had the potential to be catastrophic for us. I am proud to say the management team speedily put in place a fantastic suite of measures which equipped the hostel to meet the pandemic's challenges. This would not have been possible without supporters offering funding and direct assistance such as food and PPE, and again our fundraiser Bob Candlin was key to identifying willing supporters who would help us. An element of luck also played a part, with only a handful of residents and staff succumbing to the virus over the year, fortunately none seriously. At the time of writing this, the pandemic is still with us, but thus far the fantastic response of the staff team and co-operation of residents has meant the hostel has been able to continue its work almost unabated.

As ever, the hostel would be nothing without the dedication and commitment of the entire staff team. Our kind and generous supporters, and the hard work of Bob Candlin in making them aware of our work and opportunities for them to help us, ensure the residents' experience at the hostel and their successful onwards journey is enhanced by our resettlement and support services.

Covid-19 has meant that the committee's board meetings have switched to Teams, and very few of us have met face to face this year, but their dedication in steering the hostel through this most challenging year is commended and much appreciated.

Report

Amanda Trappet

Director of Service

The beginning of 2020 was a daunting start to the year to say the least with the onset of the Covid-19 pandemic. I am proud to report St Anne's doors remained open to deliver a crucial service to Birmingham's homeless men throughout the pandemic and provided 21,000 nights of accommodation with an overall occupancy of 96% across the 3 projects. During this period and up until the present day St Anne's had no confirmed cases of Covid-19 within the organisation which is an amazing success, and I am honoured to have been part of this incredible achievement.

Working and living in a grade 2 listed building with communal facilities and learning to live and adapt to the draconian measures the pandemic brought upon us was never going to be easy. This caused a prompt review of the charity's practices and provision to overcome the day-to-day challenges.

Due to government restrictions around social distancing St Anne's had no alternative but to dissolve the role of the Activity/Skills worker which was a great loss to the service. The hostel which was once a hive of activity sadly came to a halt. The focus quickly turned to making the residents as safe and comfortable as possible during these unprecedented times.

Through the hard work, commitment and determination of our fundraiser Bob Candlin who sourced support from outside funding streams, St Anne's was fortunate to be able to 'weather the storm' and was able to enhance the support

service, increase the food and beverage provision to the residents throughout the year and is continuing to do so to the current day.

Referral source into the organisation has caused rapid changes to the support service. An increased number of men we currently support have presented themselves with immense support needs around Substance Misuse and Mental Health. As a result of this we enhanced our service provision and recruited a Dual Diagnosis worker to help us meet the demand. This role has proved to be crucial to our service and has strengthened partnership working with other essential services in the city. Furthermore, there was a rapid review and restructuring of the housekeeping services and a need to increase domestic staff was acknowledged to maintain the communal areas in the hostel to keep infection at bay. The domestic team have worked tirelessly to keep the hostel and Parkview environments clean and infection free. They played a significant part in helping keep Covid-19 out of the organisation, for which I and the rest of the team thank them for their incredible contribution through these unprecedented times.

I give my sincere gratitude to the staff team, who are the 'heart of St Anne's'. Each one of them have shown incredible commitment, loyalty and focus, and have great belief in supporting the men we accommodate back on their feet to help break the cycle of homelessness. Their hard work, passion and determination has been awe-inspiring and without them this report would not be possible.

About Us



Hostel

A 37 bed facility providing half board accommodation with 24 hour concierge. We are one of 2 providers in the city that allow canine pets. We provide life skills, job club and pre-employability skills and we have our own in-house move-on resettlement service.

Park View

10 self contained move-on apartments to facilitate men moving out of supported hostel accommodation. Hostel staff visit and complete 24 hour security checks.

Wyndcliff Road Project

A four bedroom house in the community with shared facilities for men to develop life and social skills and gain independence prior to being resettled into independent accommodation with either private or social housing landlords in the city.

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:

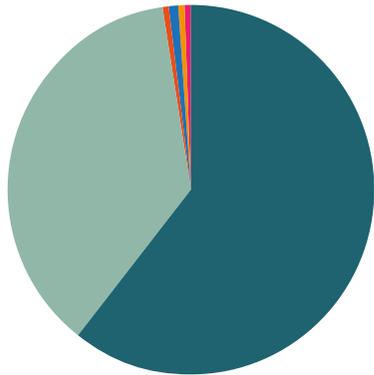
- *Good quality, 24 hour, direct-access accommodation for residents with low needs*
- *A safe and secure environment where we can meet clients' immediate welfare needs, signpost appropriate agencies, and encourage them to obtain and retain move-on accommodation*
- *Training opportunities for staff so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

Statistics

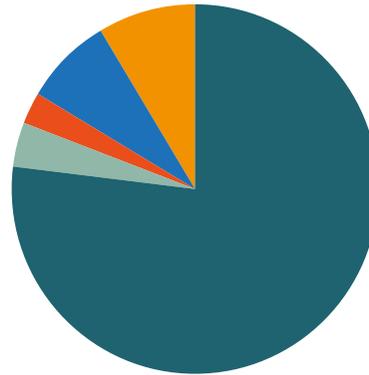
Income 2021 - £822,678

Expenditure 2021 - £734,851



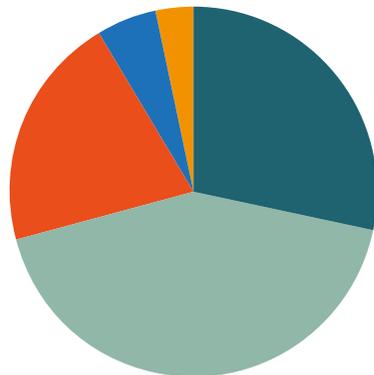
SOURCES OF REFERRAL

Self	138
Voluntary Agencies	84
Neighbourhood Offices	1
Probation & Police	2
Health Services	1
Social Service	1



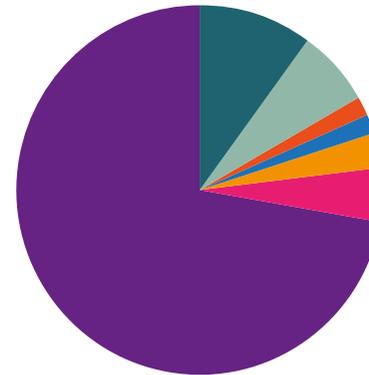
ORIGIN OF CLIENTS

British	175
Irish	9
Afro-Caribbean	6
Asian	18
Others	19



AGE RANGE

25-35	64
36-45	95
46-55	49
56-60	12
60+	7



PERMANENT ACCOMMODATION

Independent tenancies HA's / LA's	19
Private landlords	13
Group housing	3
Long stay hostels	3
Residential detox	6
Family & friends	9
Other	136

Fundraising

As the Covid-19 pandemic continued through 2020/2021 we saw an increase in demand for our services, we would not have been able to respond to those demands without the generous support we received from individuals and local, regional, and national Charitable Trusts and Foundations.

We would like to say a Big Thank you to you all on behalf of the Trustees, staff, and residents:

Jack & Lucinda Coombes
George Fentham Birmingham Charity
Sylvia Waddilove Foundation UK
Assura Community Fund
Crisis
Roughley Trust
The Clothworkers' Foundation
The Grimmitt Trust
Tesco Bags for Help Covid-19 Communities Fund
Souter Charitable Trust
Hopkins/Sayer Charity
Lord Austin Trust
Provincial Grand Lodge Warwickshire
The Saintbury Trust
The Cole Charitable Trust
G E Gee Trust
Greggs Foundation emergency funding
Lloyds Bank Foundation
Martin Lewis Coronavirus Emergency Fund
Coronavirus Resilience Fund

Albright Grimley Charity
C A & R J Hall
The Eveson Charitable Trust
Richard Kilcuppes Charity
G J W Turner Trust
Awards for All
The National Lottery Community Fund
The Lillie C Johnson Charitable Trust
The Rowlands Trust
George Henry Collins Charity
The Mary Kinross Charitable Trust
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
Boost Charitable Trust
CB & HH Taylor 1984 Trust
A F Blakemore Foundation
The Roger & Douglas Turner Charitable Trust
The Michael Marsh Charitable Trust

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

Sanjay Sharma

Director, CPFA Consultancy Limited

Members

Jim Martin

Independent Financial Adviser, AFH Wealth Management

Paul Higman

Chartered Building Surveyor, Savills UK Limited

Liz Millet

Inspector, The Care Quality Commission

Pamela Shepard

Retired Partner at Browne Jacobson Limited

David Kinnair

Head of Benefits- Birmingham

Caroline Naven

Head of Neighbourhood & Regulatory Services-Solihull

Danielle Harris

Supervisor, ChildLine Birmingham

The Staff Team

DIRECTOR OF SERVICE

Amanda Trappett

SERVICE MANAGER

Zunaid Chand

ADMINISTRATOR/FINANCE MANAGEMENT

Tracy Carey. Harpreet Gahir

SERVICE COORDINATOR

Anthony Merry

RESETTLEMENT OFFICER

Sharon Clarke

KEYWORKER/ RESETTLEMENT TEAM

Meabh McGinn

SKILLS COACH/RESETTLEMENT TEAM

Samantha Kiernan

LANDLORD LIAISON OFFICER/

RESETTLEMENT TEAM

Amer Nasar

DUAL DIAGNOSE WORKER/

RESETTLEMENT TEAM

Alice Abbott

ADMINISTRATION SUPPORT

Jamil Ali

LEAD CONCIERGE OFFICERS

William Merry. David Moyna. Claud Brown.

Kevin Merry .

ASSISTANT CONCIERGE

Seyaka Sonko. Ibrahim Tijani. Tawanda Takawira

CATERING

Isabella Chiaradia. Julie Hamilton. Sandie Bartlett. Patrick Goggin's

DOMESTIC/HANDYMAN

David Richards.

DOMESTIC HOUSEKEEPING TEAM

Sandra O'Brien. Sharon Stanley

VOLUNTEERS

Amanda Amass. Toby Railton. Patrick Trappett

Dual Diagnosis Worker



My name is Alice and I am one of the newest members of the St Anne's team. I was brought on board in October 2020 as a response to the increasingly complex support needs of our customer group. I headed a new project and was tasked with creating the Dual Diagnosis Service within St Anne's Hostel.

The Covid-19 pandemic was an unprecedented time that affected St Anne's in a number of ways. As a result of the pandemic, our residents were presenting more and more in crisis, with increased social isolation, poorer mental health and more significant issues relating to addiction. External face to face services ceased to operate and the responsiveness of the community services we rely on so much to support our residents, diminished.

Mental Health and Drug and Alcohol concerns became the forefront of the issues faced by our residents. By creating the Dual Diagnosis service within St Anne's, we were able to be more responsive to our customer group's needs and we were able to show determination and innovative prosocial change in the face of adversity.

The Dual Diagnosis service acts as an in-house advocacy and liaison based service that draws focus on the complex interplay between mental health and addiction. Residents are able to speak to a Dual Diagnosis specialist on-site without having to overcome the typical barriers of access to this kind of service. We offer an advocacy and liaison service in order to amplify our residents' voices to external services and to key stakeholders. As a result, we have raised the profile of the work being done here at St Anne's; we have continued to meet the dynamic needs of our customer group; and we are able to do our part in tackling the burden of mental health and addiction within the homeless population of Birmingham.

We are continuing to achieve positive outcomes for our residents and increased health, mental health and wellbeing. I look forward to the work that will take place within St Anne's moving forwards and what the future holds for the men that come through our doors.



St Anne's Hostel

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