

ST GILES TRUST

2016 Annual Review



St Giles Trust
Breaking the Cycle of Offending

We work with **ex-offenders**, those at risk of becoming involved in the criminal justice system or facing other serious disadvantage.

We **create safer communities** by reducing the number of people driven to commit crime and preventing future victims.

We offer **support around factors which are known to affect offending** such as housing, employment and ensuring our clients are able to access the right services to help them overcome any barriers.

We are a **leading employer of ex-offenders**. We put our clients at the centre of the solution by training them to become skilled professionals providing services to others looking to make positive changes in their lives.

Evaluations into the impact of our services have shown that they **reduce re-offending and have a positive impact on communities** and wider society.

We believe everyone is able to change their lives if they are given the right services and support.

This Annual Review is dedicated to the memories of Alex Wainwright-Melnyk and Jeffrey Hawthorne. They were both much loved friends and colleagues who sadly passed away in recent months. They overcame personal challenges to move their lives forward and positively transformed those of many, many others. Both are sorely missed.

Rest in peace Alex and Jeff.


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JACOB





**"YOU CAN DO
THIS, YOU'RE
GOOD ENOUGH!"**

Jacob Hill set up his business The Lazy Camper at just 18 whilst studying for a degree. However, after it ran into financial difficulties, he resorted to selling drugs at a music festival. Caught, convicted and sentenced to 28 months he was determined to use the 10 of them he served in custody as a way of helping others. After training as a Peer Advisor through our Yorkshire Team he has now established his own socially minded company Offplay helping ex-offenders into employment.

"It was my first time in prison. I was put in a cell with a serious criminal – a major drug dealer who was doing a long sentence and thinking "this could have been me if things had carried on and gone the wrong way". I had a complete sense of hopelessness – but relief as well as I was actually paying back my debt to society.

In prison, I was sewing boxer shorts – around 160 pairs a day! I'd heard about St Giles Trust's work in HMP Wealstun and applied to become a Peer Advisor in there. The first application I put in got lost in the system but I pursued it and submitted another one. And I'm really glad I did.

Being a Peer Advisor is the best way to help other prisoners and start the healing process. You are able to do something with real responsibility and help other lads. It gave me confidence as I had a purpose, a role and a reason to wake up every day. I loved my job because I was able to help so many lads.

Ex-offenders are probably the most experienced people to work with prisoners. They are massively under-utilised. The Peer Advisors broke down the barriers between the prisoners and the staff.

St Giles Trust selects the right people. The Peer Advisors are always very professional – we don't gossip – and we're full of knowledge. We know so much about housing and resettlement and it enables lads to come forward and talk to us. Prisoners understand each other's language.

Studying for the IAG course itself was ironic as I thought my studying days were over. I'd just finished my degree before I went into prison and got my graduation certificate on 17 July. I then started training as a Peer Advisor in August. At times it felt a bit like being back at Uni again up doing an all-nighter of swotting. All the Peer Advisors would sit there together concentrating hard and writing up our reports.

When I went into prison I thought it would be really violent. But what I found were lads with low self esteem who thought they were worthless. They wanted to earn an honest graft but most of them thought this was a myth because of their criminal records. I wanted to grab them by the shoulders and say "You can do this, you're good enough!"

Since I've been released on Home Detention Curfew, I've set up my own socially focussed company Offplay working with large companies to support their ex-offender hiring process. We're lucky enough to have a private backer which has given us enough funding for the first year. I'll be totally honest and say that – as an ex-offender myself – not all ex-offenders are ready for work and many need support to get to this stage. But the amount of support that is available to employers is mind-boggling if they know how to access it.

Everyone benefits from employing ex-offenders. Society benefits through reduced re-offending. Employers will find that ex-offenders will be loyal, talented and motivated. And it gives the individual a sense of value and means to provide for their family.

Employers should adopt a transparent hiring process as ex-offenders assume their application will automatically get rejected if they declare their offence. Also, if they are looking to do it seriously or on a scale it is best to go through an agency or organisation with the expertise to support them.

But the most important thing for an employer is to be proud of hiring ex-offenders. It is one of the most decent things you can do. You are not only giving them a job – you are giving their family a future as well.

Find out more about Offplay at www.offplay.com

PEER ADVISOR PROGRAMME

Peer Advisors play a vital role in the teams at St Giles Trust services

The Peer Advisor Programme offers serving prisoners and ex-offenders an opportunity to change their lives and help others. Individuals train in the QCF NVQ Level 3 Advice and Guidance qualification and gain valuable vocational experience through supported work placements at one of St Giles Trust's services or partner voluntary organisations.

Our involvement in new prison-based resettlement work brought about by Transforming Rehabilitation gave us an important opportunity to expand our Peer Advisor Programme to work in 33 prisons across the UK. This has been underpinned by continued delivery in the community-based programme.

Last year, 360 individuals embarked on training to become Peer Advisors under our Peer Advisor Programme – our highest number for six years – with 192 successfully completing it. As anticipated, developing it in new prisons took time whilst it bedded in but now it is fully established we expect more prisoners to follow on and complete it.

The growth of the Peer Advisor Programme also received a welcome boost in the community through the development of The Big Lottery Fund supported Peer Hubs in Ipswich, Leeds, Camberwell and Hackney.

We recognised that areas outside of the criminal justice sector could benefit from our Peer Advisors and knew many other organisations wished to incorporate a peer-led approach into their services. The creation of Peer Hubs has given us the opportunity to do this. Our teams have formed partnerships with other agencies working in the fields of homelessness, substance misuse, family support and other areas addressing complex needs and social exclusion. The Peer Advisors we train provide support to both St Giles Trust services within the Hubs and offer these partner agencies a pipeline of skilled, trained ex-service users who can be deployed to support their work and address local needs.

Peer Advisors undergo an accredited 12-module learning course on advising alongside supported work placements for one or two days a week for six months. They also benefit from professional development training and workshops tailored to their work placement.

They help with a wide range of issues and are led by the needs of the person they are supporting. Effectively, Peer Advisors become like a 'super buddy' for highly excluded people at challenging points in their lives. Their help can be very practical - for example helping someone move and settle into new accommodation – alongside offering emotional support such as helping a person stay motivated towards resettlement.

The Level 3 qualification is a high level one, offering essential grounding in key concepts in providing advice and guidance services. It offers a transformational opportunity for the trainees and the clients they support, providing a route to independence whilst giving back and helping others. Many of the courses on offer in prisons and for prison leavers are at basic level and do not always translate to employment opportunities. The Peer Advisor Programme offers a structured programme of accredited training, support and practical experience that can be widely applied to a number of different fields.

Peer Advisors play a vital role in the teams at St Giles Trust, offering support and bringing the expertise of their first-hand experiences to help shape our services. They add value and quality to our work, enhancing our reputation for offering highly credible support.

Our approach of structured training and support gives the Peer Advisors the confidence and skills to take on responsibility and become highly employable. Our future plans include developing further Peer Hubs across the UK and transferring the Peer Advisor Programme beyond the fields of criminal justice in a more structured manner through our own services. This is already evidenced through our partnership work with health providers such as SOS in the Royal London's Major Trauma Centre and support for homeless patients under the Pathways team at St Thomas' Hospital.



PEER ASSIST⁷

Peer Assist is our online and over-the-phone resettlement service. It is open to anyone in need of advice and support from our Peer Advisors.

We first established Peer Assist in 2014 after securing support from The Oak Foundation and The Google Impact Challenge 2014. It helped us realise our long-held ambition to launch a digital platform. Our peer-led services are accessible to people across the UK over the phone or at the touch of a button.

Since April last year, the team have received 9056 calls, 9928 hits on the website www.peerassist.org and dealt with enquiries offering detailed information and advice.

The Peer Assist team are all trained Peer Advisors and several work on the Camberwell-based centre at any one time. Around half of these are women we have trained through our Peer Advisor Programme in women's prisons. They work on Peer Assist on release on temporary licence as a way of gaining valuable skills in IT, telephony and customer service. Some of these have since progressed to paid employment within St Giles Trust and with other employers. The Peer Advisors have also researched and produced the information and support contained on the Peer Assist website.

Enquiries come from a wide range of people and places including serving prisoners, those who have been released, friends and family of people in the criminal justice system and professionals in other agencies looking for expert advice from our Peer Advisors.

To raise awareness of Peer Assist amongst prisoners we have publicised it in Inside Time – the national newspaper of prisoners – and on National Prison Radio. The wealth of information available on the website is also proving to be a very helpful resource for both our own staff and others working in the field of criminal justice.

Our plans for the future include developing a further Peer Assist centre outside of London and we are currently looking at ways in which we might be able to fund this ambition.

LAST YEAR WE HELPED 18,602 PEOPLE, 90% OF WHOM HAD A CRIMINAL CONVICTION. IT MEANS OUR TEAM WORKED WITH AN AVERAGE OF 1,500 NEW CLIENTS EACH MONTH.

Here is who they were:

84%

male

16%

female

1%

were aged
16 or under

31%

were between
17-25 years old

35%

were between
26-35 years old

26%

were between
36-50 years old

7%

were over
50 years old



18,602

people helped
last year



90%

of whom had
a criminal
conviction

And here is how we helped them:

	Achieved
Support from someone who has been there	
Peer Advisor Starts	340
Peer Advisors gaining Level 3	192
Percentage of ex-offender staff	38%
Number of clients helped by Peer Advisors	4,644
People met on release from prison	480

Support towards employment

Paid job outcomes	693
Progression into voluntary placements	161
Progressions into further ETE support and training	1049

Support towards a home

Referrals to specialist housing agencies	2240
Permanent Housing Finds	1230
Tenancies sustained for three months or more	305
Housing saves	316

Positive relationships

Gang exits	198
Improved family life	545

Read more about their stories in this Annual Review



ROB OWEN⁷

The past year has been challenging but has also felt like a homecoming. In 2007, we worked in nearly 20 prisons across the UK until cuts to prison budgets meant this vital area of work was scaled back. But I'm delighted to report it is now exceeding the level of 2007.

At time of writing this, we work in 33 prisons as a result of the 2015 Transforming Rehabilitation reforms. This has enabled us to extend our Peer Advisor Programme and create a new army of specially trained ex-offender Peer Advisors who can support others to transform their lives. Prisons act as the 'engine room' for the Programme and mean we can provide local communities with professional, job-ready ex-offenders who - when released - help some of the most disadvantaged people who pose the biggest challenges for many hard pressed frontline services.

We supported 18,602 people last year – the largest number ever since we evolved as an offender charity in 2004. We are modestly sized and dwarfed in comparison to many other providers in this sector. The fact we stand with them shows the level of commitment, drive and professionalism our team – 38% of whom are ex-offenders – possess.

The establishment of our Peer Hubs in Yorkshire, north and south London has meant we have been able to continue working with these Peer Advisors in the community and partner up with local providers to offer them the values and benefits they bring. I am extremely grateful to the The Big Lottery Fund for supporting these Hubs and the work we do in our Ipswich Team. We hope we shall soon be extending a Peer Hub to the Midlands to support our custodial work there.

Our teams worked under incredibly challenging conditions to get our new work in prisons quickly up and running. I would like to pay tribute to their dedication and professionalism in making this happen. Despite the blow of losing our work in London prisons as a result of new providers introduced under the 2015 changes, we continued independently funded work in HMP Holloway (now in HMP Downview following Holloway's closure) and HMP Send. At time of writing this, I am delighted to report that we have returned to HMP Wandsworth – the birthplace of the Peer Advisor Programme – to offer its life-changing opportunities once again as a result of Wandsworth becoming a Reform Prison. We are pleased to be able to support the staff in HMP Wandsworth and are extremely grateful to the Governor for his bold thinking which has brought this opportunity about.

Our work has rightly won awards over the past year. The plight of foreign national prisoners is often overlooked and misunderstood so I was thrilled that our peer led work with them in HMP Huntercombe won The Robin Corbett Award 2016. We won the Diverse Company Award for Charity in the Excellence in Diversity Awards 2015 and ranked at number 20 in the Top 100 Best Companies to Work For 2016. Both of these accolades are largely down to our approach of employing ex-offenders and capturing their untapped talents to move their own lives forward and help others.

Our SOS Team has continued to help some of the most vulnerable young people in the capital to break away from the deadly and destructive trap of gang crime and youth violence. Depressingly, we are seeing younger people falling prey to this lifestyle and the team have redoubled their efforts to put a halt to it. This has included increasing our support for families through carrying out joint work with our Children and Families team and joining up with health providers in our work in the Royal London Hospital. This groundbreaking work captures young people at that crucial moment when they have nearly become a fatal victim of the lifestyle they are leading.

PwC undertook an important evaluation into our Peer Advisor Programme which we hope will once more underline its true value to society. It concluded that for every £1 invested in the model £8.54 in societal benefits are delivered. We hope this will help underline our argument to commissioners that by investing in services today, future costly spending on mopping up the consequences of social exclusion and lack of opportunities will be prevented.

The very basic moral issues that are bound up in our work remain. We support people who have often made bad decisions – often clouded by underlying issues such as substance misuse, mental health and the extreme stress that grinding poverty brings. Our figures tell us that they need two of the things most of us regard as basics – somewhere to live and a job or help to gain one.


Reflecting back on the riots of 2011, the capital's communities were stunned by its own citizens engaging in rioting and looting. Thankfully we have not seen a repeat of this but my caseworkers are telling me that tensions are rising and levels of desperation becoming more acute. The promised economic recovery has not been felt by those who have always felt shut out of the mainstream. As our politicians squabble and backstab (I am writing this in post-Brexit freefall) they feel ever more neglected and ignored.

On behalf of St Giles Trust and our clients, I would like to extend my sincere thanks to all of you who did not ignore and neglect them. The forward-thinking charitable trusts and foundations, corporate supporters, statutory partners and fantastic team of individual supporters and fundraisers who do literally sometimes go the extra mile – and occasional injury – to raise vital and hard fought for funds for our work. Every penny is valued and helps give someone a hope of a better life for them and their family.

I stand on the shoulders of giants and so I would like to pay a special thanks to them – the team of wonderful staff and volunteers at St Giles Trust whose energy, passion and good humour never fails to amaze me and the Board of Trustees whose support and insight keep us on the right course to help those at the bottom of the pile have a hand up.

Thank you.

Rob Owen OBE
Chief Executive,
St Giles Trust

A photograph showing two people's hands clasped together in a supportive grip. The person on the left is wearing a dark grey long-sleeved shirt, and the person on the right is wearing a blue patterned shirt. A white circular graphic is overlaid on the left side of the image, containing text.

Employment remains
the final step on the road
to full independence
for most and we helped
nearly 700 people achieve
it last year.

WHERE WE SPENT⁷ OUR MONEY

£2,155,134 (27.6%)

Community Services

£2,858,446 (36.6%)

Prisons

£1,907,827 (24.4%)

Training

£343,411 (4.4%)

Fundraising

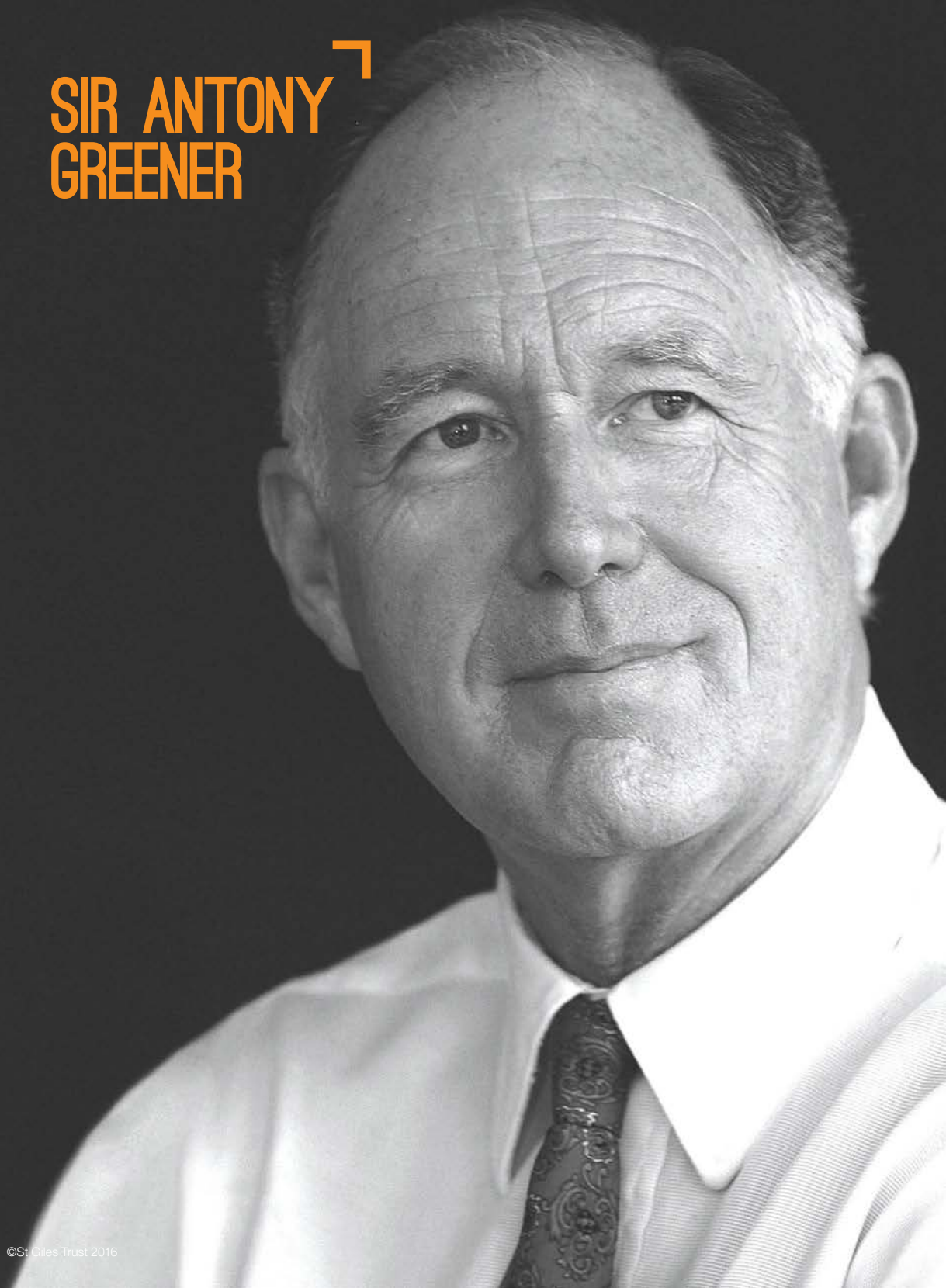
£548,540 (7%)

Other

£7,813,358

TOTAL

SIR ANTONY GREENER



Once again, the last year was underlined by a big change at St Giles Trust. An increased foothold in prisons across the UK created both significant opportunities and challenges.

When change comes at the speed that we have experienced it can bring about interesting things. Firstly, it can give rise to the sort of creativity and dynamism we have seen in the teams at the Trust as they stepped up to the plate in supporting 18,602 people. As Rob highlights on page 13, they have sometimes been working under very difficult conditions whilst continuing to deliver the high quality, peer-led services for which St Giles Trust is – quite rightly – highly regarded.

Secondly, change can bring into sharp focus one's core ideals and values. Our expanded Peer Advisor Programme engaged 360 people to train as Peer Advisors last year. They, in turn, helped our caseworkers support 18,602. It felt like a return to the heart of what St Giles Trust is about. Following the huge blow we suffered in 2014 when new contractual arrangements meant we were prevented from continuing our work in London prisons, I am very pleased to say that have returned to HMP Wandsworth. This is due to new autonomy offered to Governors and attests to the way in which they value our work.

Our community-based work has developed to offer seamless, ongoing services for people once they leave custody. We are particularly delighted with the wonderful support we have received from funders like The Big Lottery Fund to help us develop the Peer Hubs which offered community-based opportunities for our Peer Advisors and brought our peer-led approach into the heart of disadvantaged communities.

The impact of poverty and lack of opportunities have continued to affect those at the sharp end of society. A large part of our focus over the past year has been to continue developing services helping troubled families and vulnerable young people whose lives are blighted by gangs and serious youth violence. Helping such disengaged individuals turn a corner does not happen easily, especially when both the staff and those they are helping encounter many barriers beyond their control, such as lack of affordable housing and cuts to state services.

So it is up to us all to ensure that we act as their safety net and enable them to make the best of any available opportunities. Employment remains the final step on the road to full independence for most and we helped nearly 700 people achieve it last year. For those whose high levels of need means they are not yet ready for employment, we will continue to help them stabilise their chaotic lives so that this can remain a realistic long-term goal.

Our European funders are the backbone to much of our employability work with disadvantaged adults. With Brexit in the pipeline, we are now preparing for what this might mean for the clients these services support and will be putting plans in place once the situation becomes clear.

As Rob highlights, the value of St Giles Trust's work has once again been underlined by an important evaluation from PwC. This probably accounts for why our services continue to be demanded at a level which is well beyond our funding boundaries. I hope the evaluation helps demonstrate that choosing the cheapest option is not always the one that adds the most value. It certainly isn't the one that delivers a lasting impact for the people being served. It is a source of some frustration to our teams that they are often plugging the gaps left by poorly commissioned services in areas where they had previously been funded to work until providers changed. This has been a particular issue for our SOS Team over the past year.

I would like to take this opportunity to extend huge thanks to everyone who has supported St Giles Trust. Each life transformed has a knock on effect on those around them and saves society in both human and financial terms. I would also like to express my admiration for Rob and his team at St Giles Trust. You would be hard-pressed to find another organisation with so much passion, commitment and boldness. It is one of which I am extremely proud to Chair.

Thank you.

Sir Antony Greener
Chair of the Board of Trustees,
St Giles Trust

WORK IN PRISONS

80% of the new clients we came into contact with last year were through our prison-based resettlement teams. Our new work brought about by the Transforming Rehabilitation contracts has enabled us to reach many more prisoners in need of support and services. The number of new prisoners we assessed in total grew by over 50% on the previous year.

Our prisons work over the last year under the Community Rehabilitation Companies has extended from Yorkshire, the Midlands, Wales, Bedfordshire, Cambridgeshire, Norfolk and Suffolk. Independently funded work has continued peer-led services for women, foreign nationals and vulnerable prison leavers in London and Surrey.

Initially, our work involved establishing effective partnerships with new providers and adapting to new systems alongside helping prisoners. This was done under often difficult conditions and to tight deadlines. However, despite some initial teething problems our work has been well-received by the prisons who see it as a way of relieving some of the burden on hard-pressed frontline officers.

As highlighted on page 8 there has been a welcome growth in our Peer Advisor Programme over the past year. This has largely been down to the expansion of our prisons work with 70% of the new Peer Advisor recruits being created in prison.

As in our community-based work, these Peer Advisors work closely with our teams to enhance their service helping prisoners with their resettlement needs. Being on the wings 24/7 means they are an easily accessible, friendly and trusted source of information, advice and help.

Our teams have been responsible for meeting new prisoners and carrying out a Basic Custody Screening Tool 2 (BCST2) to assess their needs, capabilities and identify any barriers which might be holding them back. 14,951 individuals were assessed, 1,367 of whom were women through our work in the female estate.

Help with housing and employment has featured predominantly amongst the needs presented by the prisoners.

1,480

individuals were referred to specialist housing providers

225

tenancies were saved

223

people were provided with jobsearch support

1,165

people were supported into permanent accommodation

196

people were helped to find employment

976

people were referred to specialist debt support

404

people were helped to open a bank account

Work with foreign national prisoners

We continued our Peer Advisor Programme in HMP Huntercombe and HMP Holloway to support Foreign Nationals held in this prison. This year, our work in HMP Holloway has transferred to HMP Downview following Holloway's closure and the transfer of the women to this prison (see page 30).

Over the past year, 44 prisoners in both prisons embarked on the training and 37 successfully completed the Level 3 QCF Advice and Guidance qualification to successfully qualify as Peer Advisors. Three of them progressed to qualify at Level 4. This gives them added responsibilities such as delegating work to other Peer Advisors and working with partner agencies.

577 prisoners benefitted from the services and support offered by these Peer Advisors. Typically this involved help with translating information, support in arrangements for their release when they return to their home country and general advocacy around liaising with the UK legal system and immigration authorities.

We are extremely grateful to The Bell Foundation in supporting this work. It won second prize in the Robin Corbett Award for Prisoner Rehabilitation from the Prison Reform Trust in February 2016. We are now hoping to be able to extend it to further prisons supporting Foreign National Prisoners and are in the early stages of developing feasibility studies with two who have expressed interest.

Looking ahead

We are looking forward to continuing to develop our Peer Advisor Programme in prisons as this area of our work continues to grow. New independence for Governors with the introduction of reform prisons has meant that we have been asked to train Peer Advisors in HMP Wandsworth once more. This was particularly welcome news following our departure from the prison at the start of the year due to new contractual arrangements under Transforming Rehabilitation. We are hopeful of gaining further opportunities in other prisons and continuing our successful work in our existing ones.

CHARLIE

Charlie is training as a Peer Advisor in our Ipswich Team. Funding from The Big Lottery Fund has enabled them to support people with convictions get into employment and training. Charlie is in the final stages of completing his QCF Level 3 Information, Advice and Guidance qualification whilst helping others. Read a typical day in his life.

It's Thursday morning. At 9.15am I arrive to a warm 'good morning' as usual from the friendly staff here who are able to get up earlier than me (not really that hard as I'm not a morning person...).

However, a good strong coffee eases me into the day. It starts on a real positive as I learn my first client starts his volunteering job next week. I get to press the 'success monkey' – our toy monkey in the corner of the office – who does a quick dance on my behalf.

I check my emails and take a look at office white-board and my diary. Today there is nothing overly important - just a few emails that need my personal attention. But it's mostly junk and mass emails that need sorting through.

I really need to spend an hour today doing another part of my homework for the IAG Level 3 course so I crack on and finish it at 11:15. Let's hope it gets me a thumbs up.

As a part of my course, I shadow the more experienced Peer Advisors so I can get to fully learn the ropes. One of my colleagues has an appointment with a client at 11:30. It means I have to put back my course tutorial which is due at 12 but I contact the tutor and re-arrange easily enough.

The client turns up in good time and the meeting goes really well which is another positive - the day is full of them. I'm starving by the end so grab some lunch and another coffee.

After lunch, I sat with tutor going over my coursework. He seems very pleased with what I've done so far and sets me my next targets which I am sure I can achieve.

Once I finish my tutorial I've got another client appointment. I take copies of some paperwork for him but also seize the opportunity to try and interest him in an IT workshop we've got on the horizon. He's happy to come which is a real result. I've now been handed this particular client as a case of my own.

After this it's time to head off home. Each day working as a Peer Advisor is different. Some days it's manic and on others it's relatively peaceful – like today. However, this is one of the best parts of the job alongside the satisfaction of knowing I'm able to help others whilst learning new skills myself. I really value the opportunity I've got!



AS A PART OF MY
COURSE, I SHADOW THE
MORE EXPERIENCED
PEER ADVISORS SO I
CAN GET TO FULLY
LEARN THE ROPES

Charles Farthing
St Giles Trust

SUPPORT WITH EMPLOYMENT AND TRAINING

Despite continued challenges in the job market, we have continued our strong performance in helping our clients find employment and training opportunities.

North London

This team continued to help local adults with convictions look for work and training opportunities. In May 2016 the lease on the Hackney office came to an end, so the team have moved to offices in Holloway, north London. This gives us an opportunity to gain a foothold in north London whilst continuing to support our Hackney clients.

The team support clients to build confidence, motivation, skills and overcome barriers such as having a criminal record, and progress into training and skills. They also help them to sustain their employment and address wider issues in their lives that may be holding them back. The project also provides an opportunity for clients to become Peer Advisors, working towards gaining a qualification in Advice & Guidance, whilst providing support and employment services to their peers.

Ipswich

The Ipswich-based Working Out team runs on a similar basis as the North London project, helping people with convictions access employment and training. The team offer peer support through workshops, advice on CVs, disclosure, looking for jobs, volunteering and further training. It also offers the City & Guilds Advice and Guidance qualification. The service is open to anyone with a criminal conviction who lives in Ipswich or the surrounding area. Being the only one of its kind in the area, it continues to be much-valued by both the clients and local partners.

We are very grateful to the The Big Lottery Fund for supporting much of this work in North London and Ipswich, and giving us the foundations on which to develop it.

South London

Our employment support service at our Head Office in Camberwell, south London, has continued to offer vital support for disadvantaged adults and ex-offenders. Many of the people assisted through this service fall through the net of statutory employment support and turn to us as a well-known service offering friendly, non-judgemental advice and practical help.

In the past year, funding from Boroughs of Lambeth, Southwark and Lewisham and London Councils ESF, has enabled us to commence work as lead partner on the Pathways to Employment project. This supports residents in these boroughs who require extra support to overcome barriers and progress into work. Clients for this project are identified and referred to us through Job Centre Plus.

South London Peer Hub

Our new Peer Hub in South London has just commenced work, offering opportunities to people who have overcome significant disadvantage, to become Peer Advisors. They follow a course of training, placement and support to gain qualifications and progress into a relevant career. The Hub works in partnership with a range of local agencies who offer placements and refer people to the Hub. We are grateful to The Big Lottery Fund for supporting this exciting new project.

Support from The City & Guilds Group is also boosting the ability of our Peer Advisor Programme to develop our peer-led employability services. Those who train to the Level 3 Advice and Guidance qualification are supported to develop employability and knowledge of employment support. This allows Peer Advisors to support clients into employment whilst boosting their own progress into a sustainable career.



Choices

HSBC support through its Opportunity Partnership meant we were able to continue helping disadvantaged young people, who are NEET (not in education, training and employment) overcome barriers and secure education, training and employment opportunities. The team have worked closely with local partners to encourage referrals for Choices and with employers to source suitable work opportunities for the young people they support. Some exciting partnerships with companies including Pret a Manger, Nuffield Health and Cheema Railway Engineering have developed and several groups of young people have also participated in sailing weeks with Tall Ships.

The Opportunity Partnership came to an end in March 2016 after three years of enabling us to support thousands of disadvantaged young people across the UK into education, training and employment. Its end meant we regrettably had to close our Choices work in Cardiff but HSBC's support means we are continuing it in North & South London and West Yorkshire. The team in North London is also part of the Talent Match project.

Our GROW project funded through London Borough of Southwark supports young people into part time work. It is for those who are not able to consider full time work, because of college courses or other reasons, such as health issues, lack of confidence, being a carer and other barriers.

Young people from the Choices and GROW projects, who are interested in pursuing a career in the hospitality trade are increasingly taking up opportunities offered through St Giles Trust's first ever social enterprise, Brewbird.

Those who train to the Level 3 Advice and Guidance qualification are then enabled to offer support to help other ex-offenders into employment



SANDWICHES

(All Sandwiches Can be made on, Granary, White or Pulli bread)

- Hummus, Roasted Vegetables + Spinach £3.50
- Erie, Apple/Pear + Fy Chikney + Spinach £3.50
- Mature Cheddar, Roast + Horseradish, Chikney, Spinach £4.00
- Goats cheese, Comminated Onion + Rocket £4.00
- Chicken Pesto Mayo, Tomato + Spinach + Rocket £4.00
- Smoked Salmon, Cream Cheese, Rocket £4.20
- Parma ham, Mozzarella, Tomato + Pesto £4.00

SALADS

- Apple, Erie + Walnut £4.10
- Mozzarella, Parma Ham, Tomato £4.10
- Hummus, Roasted Vegetables, Mixed Bean Salad + Pulli £3.50
- Prosciutto, Cheddar, Erie, Goats Cheese £3.50

SOME OF OUR FOOD CONTAINS ALLERGENS!! PLEASE ASK A MEMBER OF STAFF FOR DETAILS IF YOU ARE UNSURE!

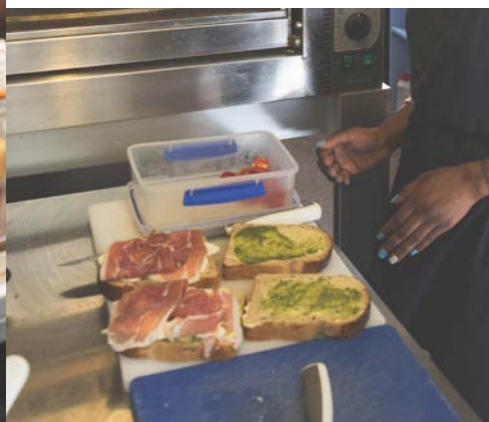

BREWIRD



BREWBIRD

Visitors to Brewbird are met with the satisfying aroma of locally-sourced coffee mingling with mouth watering snacks before being greeted at the counter with the friendly smiles of Harold (22), Sherene (20) and Majeed (22) who are the Trainees at work in there. Today the comfortable, buzzing cafe has a steady trade from mums with their children, students, workers at laptops and weary builders dropping in for a quick bite.





The Brewbird team start their day at 7.30am by opening up and getting Brewbird ready for the customers and chefs who do shifts throughout the day. Alongside its growing reputation for a tasty brew, it also serves a wide selection of snacks and light meals. As their experience has increased, Harold, Sherene and Majeed have now started to give their input into devising Brewbird's menu. During its first summer, this includes tuna nicoise salads and hummus, falafel and sweet chilli sauce sandwiches.

The three all have different and varying levels of work experience but like many other young Londoners were struggling to find sustainable work. Sherene has retail experience, Majeed previously worked in McDonalds. All three of them came to Brewbird through St Giles Trust. 12-2pm is when the lunch time diners descend, including many from nearby offices and the art college. It's all hands to the coffee pump for Majeed, Sherene and Harold as they serve customers, take orders, serve the food and clear the tables. During the quieter times, they help to prepare the food and plan for the catering orders that Brewbird has now started to take. This includes catering for corporate events and, more recently, they have hosted weddings and birthday parties at the cafe.

Whilst the team's views are divided on whether they love coffee drinking themselves, they all agree that their experiences at Brewbird have provided them with a wealth of skills they can put to use in future, including barista skills, customer service, food preparation and cash handling. And alongside this, it has helped increase their confidence after some had it dented by previous exploitation in the workplace and lengthy, fruitless searches for a job.

The aim of Brewbird is to give the trainees a stepping stone to move onto other things. They each have their own aspirations they want to pursue – Sherene is interested in pursuing an interest in dance and becoming a translator, Majeed is saving money to pursue an IT qualification whilst Harold, who only recently joined Brewbird, is biding his time by building up his experience and considering his options.

The doors close at 5pm at the end of a long day and the team cash up and get the cafe ready for the next one.

Brewbird is situated on the edge of Peckham – a postcode which has hosts some of the most trendy young blades in London alongside some of the most capital's most heavily deprived households. Brewbird is – in its own way – aiming to bridge this gap through giving disadvantaged young people the opportunity to build their skills, increase their confidence and raise their aspirations. Alongside artisan coffee and red velvet cake, who wouldn't want to tuck into that?



WORK WITH CHILDREN, FAMILIES & VULNERABLE WOMEN

The effects of involvement in the criminal justice system extend beyond the individual involved. These services aim to help address this.

Children and Families Services

Our work supporting disadvantaged families aims to address the misery they face – thought to cost the taxpayer some £9 billion each year – through bad housing, unemployment and poverty.

As part of its commitment to change 5 Million Young Futures, Barclays has been supporting our work with children and families since 2010. Many of these socially-excluded, troubled families have complex needs including homelessness, long-term unemployment, debts and domestic abuse. One family member is often involved in the criminal justice system. There is a danger that these problems will be passed down to the children of these families if left unaddressed.

Our service works with the whole family to help them untangle their problems and equip them with the tools to become independent and able to manage on their own in future. Many of the families have been offered short-term, emergency help to patch things up but not to tackle their underlying issues.

The type of support we provide is flexible and driven by the needs presented by the family. Homelessness and inappropriate housing, debts, poverty, support with parenting and dealing with statutory services are all common issues. Our role is to act as the family's advocate and help them build bridges to effectively engage with support or services on offer.

Over the past year, the team helped families in London, Leeds and Cardiff. The issues affecting each family are wide ranging and influenced by the area in which we work. Homelessness and debts are more prevalent in London due to the lack of affordable housing and cost of living whilst long-term unemployment and involvement with the criminal justice system tend to feature more in Leeds and Cardiff. However, a shrunken social safety net as a result of cuts to public spending is a feature affecting all the clients and the team are plugging a huge gap to help them cope.

Families come into contact with us from a range of sources including social services, schools, charities and other teams within St Giles Trust. This latter source has been particularly from our SOS team. Many of the young people supported on SOS come from troubled families which can often be a contributing factor driving their involvement in gangs and crime. As a result, the team have started to carry out joint work with our SOS Project and are supporting vulnerable families in Lambeth who come into contact with us through our SOS work in this borough. Our children and families caseworker Cham has been working with SOS to help families on a particularly deprived estate in Brixton experiencing gang problems which are often driven by families struggling with poverty, poor housing and debts. Contrary to the media myth of families languishing on benefits, many of these are single parent households headed by an adult holding down minimum wage jobs on zero hours contracts. Most work extremely long hours to make ends meet, meaning they are absent from the home making their children vulnerable to negative influences. Rather than blaming these vulnerable families who are simply doing their best to get by, our role is to offer one-to-one support for the family and help their children stay engaged with education and positive activities.

Over the past year, we have trained 43 women in both of these prisons under the Peer Advisor Programme.

Work with women in the criminal justice system

We have a long-standing commitment to helping the vulnerable women who comprise 5% of the UK prison population. They often serve shorter sentences for lower risk crimes and have a lower re-offending rate. The effect of sending women to prison can have severely negative consequences for them and their families. Just 25% of the children of women entering prison are cared for by a partner compared to 90% of men entering prison. It is therefore vital to provide women with support to ensure they are able to successfully resettlement and be reconnected with their children where appropriate.

Supporting women with ASD

Last year saw the ongoing development of our specialist work with women in the criminal justice system who were on the Autistic Spectrum Disorder (ASD). It was borne from our work with vulnerable women prison leavers who were frequently affected by this issue. Funding from the National Offender Management service (NOMs) meant we were able to work in partnership with The Cambrian Group to offer support to women leaving HMP Holloway with ASD.

The prison environment and sudden change brought about by release poses particular challenges for women with ASD. This project enabled us to offer highly personalised support to these women, helping them address any issue and reducing the likelihood of re-offending.

The ultimate goal was to help the women become independent and create a lifestyle where they had both support and opportunities. Given the intensive nature of the support which was provided by just one caseworker caseloads were kept modest. However, a total of 14 women benefitted from the project with one woman securing employment as a result of its support.

Alongside improving life for the women, an important element of the project was relieving some of the burden felt by other frontline professionals including those in prisons, probation and the NHS. Women with this condition can make frequent use of these services and have difficulty engaging with them when they do. Ensuring they receive the right support brings benefits for everyone.

Funding ended for this work in March 2015. However, a NOMs backed evaluation into it is currently underway and we believe findings from it will help us to make the case for refunding of this or similar projects.

Vocational training in HMPs Send and Holloway

Our work training women in these prisons to become St Giles Trust Peer Advisors has provided a lifeline for many of the women. They help the women access services which deal with issues such as housing, substance misuse and debts which many would otherwise fail to connect with. Such vulnerable women would often rather confide in the Peer Advisors who have personal experience of these same issues.

Over the past year, we have trained 43 women in both of these prisons under the Peer Advisor Programme. Some have been able to practically apply their training in the community through volunteering on Peer Assist in Camberwell (see page 9) when they have been released on temporary licence. Others have undertaken work placements with other partner agencies as a way of building up their vocational skills and experience.

The closure HMP Holloway in May 2016 means many of the women we work with in this prison were transferred to HMP Downview in Surrey. We are continuing our work in here and have previous experience of doing so through when HMP Downview was originally a Category C female prison.

CAROLINE HACKETT

Caroline Hackett is a Senior Caseworker on our Children and Families service. She helps vulnerable and disadvantaged families in London address their problems and progress towards independence. She describes her work here.

"As a team we have a diverse range of skills and backgrounds. However, we all share one thing and that is a genuine sense of empathy for our clients. We draw upon experiences from our own backgrounds.

Building and maintaining positive relationships with clients and other professionals in the field is an important part of my job. If clients don't start to see progress they can disengage and when you open one can of worms something else emerges. Helping people maintain a positive focus during difficult times is really important. I'll review progress with each client every couple of months and say, "Well, look where you were but also look where you are now."

I spend a lot of time connecting families with other organisations who can help them. Most of the clients are very chaotic and vulnerable. They've got lots of complex issues – anything from mental health, substance misuse, homelessness, long-term unemployment and domestic violence. Other professionals are usually involved but the families are not engaging with them properly. So we might be the only source of support linking up all those services for the family. A lot of it is about building bridges between the services as communication can break down. Other services can refer to the project and we get clients from schools, social services, council housing teams and other charities.

The role can be really challenging but I'm motivated by the successes that my clients achieve. What I love most is seeing the change in that person. When you've got a client that is too petrified to tell you anything and they eventually make eye contact and start to open up that is the best feeling in the world. When a client says 'thank you' it's really special. We hear the word 'thank you' lots during the day but when it comes from a client it's very different."



Caroline Hackett (left) with colleague Katinka Gbadebo at the Best Companies Awards for St Giles Trust 2016

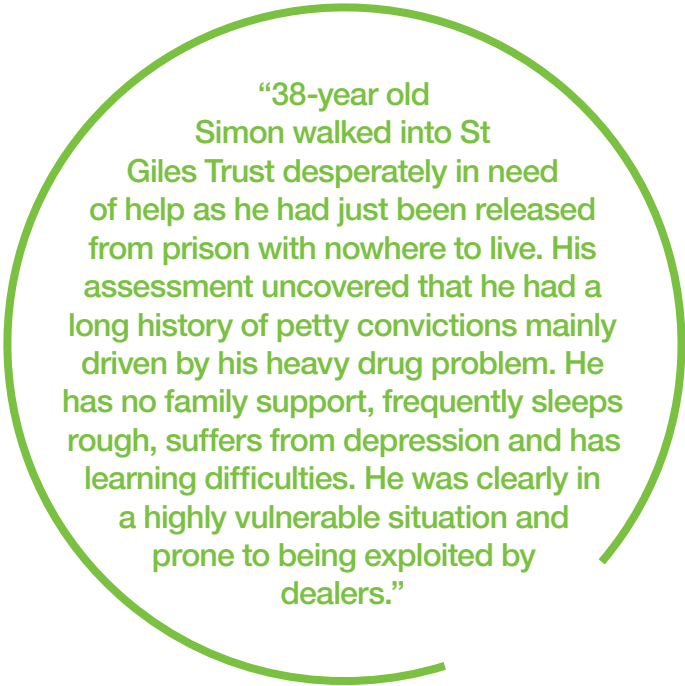
WORK WITH VULNERABLE ADULTS

St Giles Trust's roots are as a charity offering support to homeless people with complex needs. There is still a need for this area of our work today to help with people who are suffering from addictions, mental and physical health issues compounded by homelessness and involvement in the criminal justice system. For many of them, St Giles Trust is their only source of support.

Outliers

Our Outliers project is borne out of our history of helping the most disengaged people who are unable to work with other services. Outliers supports socially excluded adults in London with multiple and complex needs which could be causing homelessness. These include personality disorder and mental health problems, drug and alcohol issues, serious offending histories and regular contact with agencies such as the police and A&E. The small team comprise professionally trained former service users. Their credibility and the intensive, flexible nature of the service successfully engages individuals many other agencies are unable to help. The team offer assertive advocacy on behalf of their clients and work with a range of agencies and providers. The aim is to help the client secure and sustain housing whilst stabilising the rest of their lives so their contact with emergency services such as police and A&E is reduced and they are successfully linked in with other support as appropriate.

Clients supported are often known to multiple agencies but not engaging with them or are barred from doing so due to their challenging behaviour. Austerity cuts have hit the most vulnerable, meaning additional support is needed to prevent future problems which place heavy burdens on public services. These cannot usually provide the wraparound, 24-7 intensive support that the most needy individuals in our society require meaning they often become more challenging to work with to the point of exclusion from them. This is where Outliers makes a difference in helping those who literally lie on the outside of society join its ranks.



**“38-year old
Simon walked into St
Giles Trust desperately in need
of help as he had just been released
from prison with nowhere to live. His
assessment uncovered that he had a
long history of petty convictions mainly
driven by his heavy drug problem. He
has no family support, frequently sleeps
rough, suffers from depression and has
learning difficulties. He was clearly in
a highly vulnerable situation and
prone to being exploited by
dealers.”**

Last year, Outliers engaged 38 adults. Given their highly chaotic lifestyles some are challenging to engage and it can take several patient and persistent attempts to do so. 12 secured long-term or permanent housing, 13 were found emergency or temporary housing and 13 have been prevented from becoming homeless through having their tenancies saved.

This is just a headline snapshot of the work that has taken place. Outliers does not tick boxes but is led by the needs of the client – and these can be very basic. Work has included support with benefits and finances, helping clients move and store belongings, sourcing charitable funds to help people buy household essentials, help with cooking and cleaning and liaising with a wide range of specialist and other services on behalf of clients.

Although the clients currently being supported on Outliers are usually not yet at a stage in their lives where they are ready to embark on Peer Advisor training we are aiming to engage some of the more resettled clients as volunteers for us as a first step towards training and employment. Our aspiration for the future is to start engaging a number of them on the Level 3 course when the time is right for them.

As the effects of austerity continue to impact some of the most vulnerable in our society, we are seeing a great need for Outliers services. Our plan for the future is to develop it further to offer support to vulnerable and complex needs adults in other areas of London.

Pathways

Our partnership work with the Kings Health Partners Pathways Team at St Thomas' Hospital in Waterloo, London helps homeless patients into accommodation and with accessing any additional support. Most of these patients are long-term rough sleepers with multiple and complex needs who make frequent use of frontline hospital services as a way of coping with their situation.

St Giles Trust provides two of five housing caseworkers who work alongside clinical staff at the hospital. Their aim is to improve the health outcomes for homeless people in hospital whilst treating their physical, mental and social needs, often caused by or resulting in homelessness. Our role is to ensure these vulnerable patients have a proper support plan in place to minimise the possibility of homelessness and a likely return to hospital in the near future.

The work involves patiently gathering as much information as possible from the patient and other professionals and liaising with a maze of support agencies which a vulnerable person would not be able to negotiate alone. The support is cross cutting and covers pretty much any issue. Alongside homelessness, the patients are often experiencing a host of other issues including immigration, sex working, mental health and substance misuse problems.

Discharge from hospital can be very difficult for homeless people so providing seamless support both in and out of hospital is key. This work aims to close the gaps in support services and help vulnerable patients to engage with them. This helps prevent future re-admissions and minimises the pressure on other services. Most importantly, it means the needy people the team help have a better quality of life and their spiral of homelessness and ill-health is halted.

ST GILES TRUST CYMRU

St Giles Trust Cymru was established in 2012 to offer support to people in the criminal justice system in Cardiff and the Vale of Glamorgan.

The team has a strong track record of working closely with local providers to address unmet needs in the area. Their work includes both prison and community-based intensive tailored support to help disadvantaged individuals overcome any barriers to leading resettled lives.

Since May 2015, the team extended their reach through working under the Wales Community Rehabilitation Company, led by Working Links, to provide custody-based resettlement support in three prisons across Wales – HMPs Swansea, Cardiff, Prescoed and Stoke Heath in Shropshire.

This work has got off to an excellent start. Our Peer Advisor Programme (see page 8) has been central to it. We are training serving prisoners to become Peer Advisors who are able to assist other prisoners in need with a range of issues including housing, employment, debts and referrals to sources of specialist support.

This peer-led work is continued in the community to help prison leavers resettle and aims to minimise the possibility of re-offending.

Our Cardiff-based preventative work with disadvantaged young people through Choices and for troubled families continued to make a difference to some of the most socially excluded people in local communities last year. Unfortunately, Choices has now come to an end due to funding but we are very proud of what we achieved through it.

“If it wasn’t for Lee I would be in prison or not here now. He even sorted it for my grandson to go to Swansea football ground. I am in a different place now and finding it easier to cope. I try and do what I can but sometimes I need to call Lee and he advises me how to get around things. I don’t want my kids to end up like I did and I think they listen to Lee.”

**‘Glenn’
helped by our Caseworker Lee Dutton**

YMDDIRIEDOLAETH ST GILES CYMRU

Sefydlwyd Ymddiriedolaeth St Giles Cymru yn 2012 i gynig cefnogaeth i bobl yn y system cyfiawnder troseddol yng Nghaerdydd a Bro Morgannwg.

Mae gan y tîm hanes cadarn o weithio'n agos â darparwyr lleol i fynd i'r afael ag anghenion yn yr ardal nad ydynt wedi'u bodloni. Mae eu gwaith yn cynnwys cymorth dwys wedi'i deilwra yn y carchar ac yn y gymuned, er mwyn helpu unigolion o dan anfantais i oresgyn unrhyw rwystrau rhag byw bywydau adsefydlog.

Ers mis Mai 2015, mae'r tîm wedi ymestyn ei gyrraedd drwy weithio drwy Gwmni Adsefydlu Cymunedol Cymru, dan arweiniad Working Links, i ddarparu cymorth adsefydlu yn y ddalfa mewn tri charchar ar draws Cymru – yng Ngharchardai Ei Mawrhydi yn Abertawe, Caerdydd, Prescoed a Stoke Heath yn Swydd Amwythig.

Mae'r gwaith hwn wedi cychwyn yn rhagorol. Mae ein Rhaglen Ymgynghorwyr Cymheiriaid (gweler tudalen ?) wedi bod wrth galon hyn. Rydyn ni'n hyfforddi carcharorion i ddod yn Ymgynghorwyr Cymheiriaid sy'n gallu cynorthwyo

carcharorion eraill mewn angen gydag ystod eang o faterion gan gynnwys tai, cyflogaeth, dyledion a'u hatgyfeirio i ffynonellau cymorth arbenigol.

Mae'r gwaith hwn dan arweiniad cymheiriaid yn parhau yn y gymuned er mwyn helpu'r rhai sy'n gadael y carchar i adsefydlu a'r nod yw lleiafu'r posibilrwydd o ailddosoddu.

Gwnaeth ein gwaith ataliol yng Nghaerdydd drwy Choices gyda phobl ifanc ac ar gyfer teuluoedd mewn trafferthion barhau i wneud gwahaniaeth ar hyd yr amser, a hynny i rai o'r bobl a oedd wedi'u heithrio fwyaf yn gymdeithasol yn ein cymunedau y llynedd. Yn anffodus, mae Choices wedi dod i ben mwyach oherwydd materion cyllid ond rydyn ni'n falch iawn o'r hyn a gyflawnwyd drwyddo.

“Oni bai am Lee byddwn i yn y carchar neu ddim yma nawr. Gwnaeth e hyd yn oed trefnu i fy wŷr fynd i faes pêl-droed Abertawe. Rwy' mewn man gwahanol nawr ac mae ymdopi'n dod yn haws i mi. Rwy'n ceisio gwneud yr hyn rwy'n gallu ei wneud ond weithiau mae angen i mi ffonio Lee ac mae'n rhoi cyngor i mi ynghylch sut i daclo pethau. Dydw i ddim am i'm plant fynd i'r un cyfeiriad â fi ac rwy'n credu eu bod yn gwrando ar Lee.”

‘Glenn’
a gafodd gymorth gan Lee Dutton
ein gweithiwr achosion



Picture posed by actors



SOS

SOS helps young people in the capital break free from involvement in gangs and serious youth violence. Around 600 vulnerable young Londoners were helped by our SOS Team over the past year and nearly 200 of these were given the intensive, targeted support required to make a safe and sustainable exit from a gang.



Picture posed by actors

Peer-led help is key to reach some of the most vulnerable, needy young people who do not engage with mainstream support. The team are comprised mainly of specially trained ex-offenders with lived experience of the issues facing the young people they help. They work closely with staff from other agencies, organisations and colleagues from teams across St Giles Trust. Better than anyone else, they know exactly how difficult it is to build a completely new life often in a new area away from old associates.

SOS works across the capital and has spread its wings outside of London through a small project in Ipswich to mentor disadvantaged young people in the town. This aims to meet the need for SOS's support beyond London in suburbs and towns as the capital's gangs extend their activities to other areas to target new drug markets in a phenomenon known as county lines.

Helping young clients to access education, training and employment has been a key feature of the work, alongside emotional support to help them change the attitudes, thinking and behaviour that can drive their involvement in gangs and serious youth violence.

Our experience has shown that the young person's family can be a key factor in their gang involvement. SOS now provide joint work with our children and families support team to ensure that the whole family gets the help they need whilst our young clients rebuild their lives.

SOS Royal London Hospital Major Trauma Centre (MTC) Service

A young person who is in hospital recovering from a knife attack is often sadly soon re-admitted due to a return to a dangerous lifestyle that SOS can help them leave. First established in summer 2015, our partnership work with the Royal London Hospital supports young patients who are admitted to the hospital's Major Trauma Centre as a result of serious youth violence and sexual violence. Our two caseworkers have been inundated with referrals as the hospital admits patients from across London and beyond. Working in tandem with the clinical team, they offer support at a key moment when the young person is most receptive to permanently changing their lives. They engage with the young patient on the ward during their recovery and offer ongoing support after they are discharged. This is holistic and tailored, typically including help to re-engage with education, training and employment, re-locate to a safer area of London and support with family issues.

SOS+

SOS+ aims to prevent vulnerable and at risk young people from becoming caught up in gangs and offending by offering specially tailored, interactive sessions in schools and other education settings. There is growing demand for this service and, using their own first-hand experiences, the SOS+ facilitators are credible role models whose aim is to equip young people with the tools and knowledge to stay safe whilst debunking some of the myths that surround getting involved in gangs. Real life scenarios are presented and discussed with the young people to help them gain a better understanding of the issues. Over the past year, additional funding has enabled us to recruit an SOS+ Co-ordinator and she has proved to be a fantastic asset in helping us develop and deliver the work.

We have seen an increasing need for SOS+ in Pupil Referral Units where exposure to gangs and serious youth violence is higher than in mainstream schools. Alongside the group sessions, SOS+ can offer intensive individual mentoring for any young person the school has concerns about and can refer them to colleagues on the SOS Team if necessary.

We are also providing support for young women in a gang hotspot in Lambeth. It carries out group work in youth clubs and other similar settings through which the team can often identify girls who need more intensive one-to-one support. They can then be helped before they slip through the net. It also offers peer support to young men involved in or at risk of gangs who are often increasing the levels of risk the young women are at.

We are extremely proud of the work we have achieved on SOS over the past year and are ever grateful to the funders who have supported it. Cuts to local authorities have meant that sourcing sustainable statutory funding for this work continues to be a huge challenge and frustration for our team. In October 2016, SOS will be ten years old and is London's largest and original gangs intervention project. We will use this as a landmark opportunity to raise its profile and secure the funding it needs to meet the ongoing demand for its work within the capital and beyond.



SOS+ CASE STUDY

“This session was in a comprehensive secondary school for 1,400 girls aged 11-19 years. The school is one you would feel proud to send your daughter to. In the main entrance its wooden walls are lined with accolades and engraved with the names of its prefects and head girls dating back over 40 years.

The school got in contact with SOS+ over concerns around some of the young women and their vulnerability to exploitation. We were asked to provide assemblies for each of the year groups, spanning 6 year groups in total, followed by our Enhanced Presence, where the most at-risk girls could approach us for one-to-one further advice and guidance.

We had an amazing response from the young women. They were attentive, engaged and participated when requested. We tailored different sessions for each year group; recognising the sensitivities that were made apparent to us by the school and the need for a change in language according to their ages. Due to large numbers, we incorporated an icebreaker that helped us gauge the views of the girls. The icebreaker included several statements such as ‘they are my boyfriend/girlfriend, they buy me gifts, they look after me, if they want to have sex, then I shouldn’t say no’, which they were asked to stand up for if they thought the statement was true. For each year group we had at least 5-10 girls that stood up – and those were just the ones that felt brave enough to do so in front of all their peers. This was an extremely telling exercise.

The rest of the session focussed on defining exploitation and explaining the forms of abuse that can occur. We gave real-life examples of young female SOS clients that have experienced exploitation and highlighted the different grooming methods employed by gangs and perpetrators. We also looked at what a healthy relationship should look like and highlighted coping strategies and ways to avoid risky situations.

After all the sessions ended we headed up to the Careers Library for the drop-in Enhanced Presence open to everyone. We were swarmed by girls wanting to ask us questions about what they had just heard. The one-to-ones were even more powerful. We had young women of all ages talking about experiences they had had, concerns over boys asking them to do things they were not comfortable with, and some real fears about the risky positions friends were putting themselves in.

All the disclosures were passed on to the Child Protection Officer (all the girls were made aware that this would happen prior to the one-to-ones) and signposted by us to speak to a responsible adult in their life and the school/Child Protection Officer. We created two follow-up activities for the teachers to do with their form classes in the weeks to come, to really ensure the messages were absorbed by the young women. The school is keen to have us back, particularly to do more sessions with the most at-risk girls.”

YORKSHIRE

Our Leeds-based Yorkshire Team have grown steadily over the past year and are now offering a near comprehensive package of support from prison to the point at which someone becomes independent in the community.

Our work in prisons has developed as a result of our involvement in the Purple Futures Interserve-led Community Rehabilitation Company. Through this we have been able to support hundreds of serving prisoners through our peer-led advice and guidance. This has more recently been given a fantastic boost thanks to The Big Lottery Fund to develop a Peer Advisor Centre at our offices in Leeds (see opposite) and our involvement in the APM-led NOMS-ESF CFO3 Programme to help prisoners improve their chances of employment.

Our community-based work with disadvantaged young people under the Choices Programme and needy families through our Children and Families service has continued to thrive over the past year thanks to the ongoing support of HSBC and Barclays.

Prison resettlement

We are working in HMP Wealstun and HMP New Hall under Community Rehabilitation Companies to help serving prisoners with their resettlement issues. This includes helping foreign national prisoners and those on remand.

The aim of this work is to reduce re-offending by intervening early to address both the resettlement needs of the prisoners and train Peer Advisors to provide the support. Last year, we were part of the NOMS Easy Read project. This improves access to materials and services for prisoners with learning difficulties and our role was to use our Peer Advisors as facilitators to help deliver Easy Read and expand its reach across both HMP Wealstun and HMP New Hall. Funding for this area of our work ended in March 2016 but we are pleased to have been involved with such a key issue in prisons which can be a big barrier in someone's resettlement prospects.

Through the work completed on Peer to the Future we are looking forward to The Big Lottery Fund supported Peer Advice Centre, which hopes to build on the experience and success which Peer to the Future achieved. The new project will be focusing on expanding our Peer Advice model across multiple areas of disadvantage, not just ex-offenders. The project had its official launch in October.

Helping people into work

Our involvement in the APM-led NOMS ESF CFO3 helps serving prisoners in HMP Wealstun and ex-offenders in the community to access the support and training they need to secure employment. The service focusses on helping those who are furthest away from mainstream work, so we will offer support with any issue which needs addressing before someone can focus on employment or training – typically these issues revolve around housing and substance misuse. We are also engaging with potential employers to help them identify employees and facilitate volunteering opportunities. One caseworker who came to us initially as a volunteer Peer Advisor has now transferred onto working with this project. We are delighted with this development as it shows willingness by statutory providers to really 'walk the talk' and share our peer-led approach.



Peer Advisor Centre


This project is widening the Peer Advisor Programme and offering it to partners and people who face other significant disadvantage, e.g. homelessness, being a carer. It offers ex-offenders and others who have overcome other disadvantages to train and qualify as Peer Advisors (see page 8). Not only does this offer disadvantaged adults a structured route to access employment and other opportunities, it also supports other agencies and organisations working in similar fields through providing them with a steady stream of qualified, skilled advice and guidance professionals with lived experience of disadvantage.

The team have welcomed a friendly four-legged recruit in Oscar – a trained therapy dog who has been a massive help to the caseworkers in engaging some of the more vulnerable, excluded clients. Alongside this, he keeps the team morale high. They raised £4K for their client fund pot through trekking up Ben Nevis and this was used to help with essentials for clients that cannot be funded through other sources. The team are planning to do an annual challenge to keep this pot of money topped up.

Looking forward

The team have performed consistently through a challenging year in setting up new services under considerable pressure at times. Their work in HMP New Hall has meant an increased number of women have joined the ranks of their clients and some have since progressed to become Peer Advisors. Further plans include developing Women's Services in this team and they are currently looking for funding opportunities to help make this plan a reality.

The service focusses on helping those who are furthest away from mainstream work, so we will offer support with any issue which needs addressing before someone can focus on employment or training

A close-up portrait of a man with brown hair and a beard, looking directly at the camera. He is wearing a dark jacket over a patterned shirt. The background is a blurred brick wall.

Whilst it was very challenging – the total loss of control over my life - I also had to contend with the problems being faced by my children and family at home.

MATT RITCHIE

41 year old Matt Ritchie had his own successful shipping company before he was sentenced for four years. Having previously served in the RAF, worked as an IT Tutor and NVQ Training Advisor, he had years of professional experience which he put to good use in prison by helping others gain from his knowledge and skills. He now works part-time as a Tutor in our Ipswich Team helping local volunteers become mentors for disadvantaged young people. Read his story here.

"Going into prison was in some senses a relief as I'd known for eight months that I would end up there. The very day I was sentenced I decided I'd start counting down the days until I was coming out. There was a fear of the unknown but by the same token I could start the journey of recovery."

Matt started his sentence in HMP Norwich. "Whilst it was very challenging – the total loss of control over my life – I also had to contend with the problems being faced by my children and family at home. They were really worried about me. There was very little support in there apart from that which came from other longer-term prisoners. If you find the right people, there are guys inside who will support each other."

He was in Norwich for four months before being 'shipped out' to a different prison with very little warning. "I was in the classroom and two officers came in and said 'Ritchie? Get your stuff, in 15 minutes you're being shipped out.' I asked them where to but they couldn't tell me. When I was in the van, I was looking out the window trying work out where we were going. I realised we were on the A12 and so then I knew I was going to HMP Hollesley Bay."

Hollesley Bay is a Category C prison which prepares prisoners for release. The open nature of it was a challenge initially for Matt as he still had the bulk of his sentence to serve. "It was a massive shock to the system," he says. "I'd just got into the routine at Norwich. When I got to Hollesley Bay there was all this space and it's like a tease. You can see a bus stop at the end of the road and a beach. It becomes a mental challenge. Plus my family didn't know I'd been transferred as I hadn't been given any warning."

Matt had eight months to go before he would be eligible for home leave. He felt he had to occupy his time somehow. "I'd started work in the gardens and then did an education course. The staff asked me to help in the classrooms with the numeracy and literacy courses helping the guys doing construction. It's a good job as you get to know the guys in prison and I was starting to feel like I was doing something positive."

It was at this point he learned about St Giles Trust. He sent his CV to our Team Leader Carole in our Ipswich Team. Now eligible for Release on Temporary Licence, he worked as a volunteer Administrator for four days a week with our Working Out team. Around the same time, St Giles Trust established an office in HMP Hollesley Bay and he was able to continue working with us in custody as a Peer Advisor, helping new prisoners settle in through supporting them with sentence plans, induction, action planning and a range of other areas.

"It helps you as an individual," says Matt. "You feel like you are making a difference, giving something back and making some positive outcomes of your situation. For example, when people needed help with their CV I know what employers are looking for as I'd hired people before when I had my own business and knew a lot about what courses were on offer through my time working as an IT Tutor and NVQ Advisor."

Being a prisoner himself is something he identifies as a key benefit. "A lot of guys won't talk to staff as they don't feel they can trust them. But if there is a prisoner they can talk to they will relax more. Once they see that there is another prisoner who has the knowledge and capability to help they will feed on that. It will also end up making your life in prison more bearable as it helps you become accepted. It works both ways. It helps the Peer Advisor build their own confidence and wellbeing and it gives the guys a forum in which they can really talk."

He qualified under the Level 3 Information, Advice and Guidance course last year and set up IT workshops for clients at Working Out whilst working as a Peer Advisor caseworker in custody.

He was released under probationary licence in February. Although keen to set up his own business again, he liked the social interaction of helping people offered by his work with our Ipswich Team and offered to continue volunteering on the IT workshops. At the same time, a part-time paid opportunity arose through our Operation Jubilee project which offers mentoring support to disadvantaged young people in Ipswich. Matt successfully applied for the role of Tutor training the mentors on the project.

"I do two days a week as paid and the other three days a week setting up my business. It's been a really good transition getting me back into a working environment outside of prison and I still feel like I'm contributing and helping."

As a previous and future employer himself – as well as being an ex-offender – he has this to say to other employers who will not hire staff with criminal convictions. "You are missing out potentially on a huge section of society who have an awful lot of skills and experience to offer," he says. "Recruitment in any form is a risk. I've had First Class degree graduates who have not been up to scratch. But if you hire someone who has got to a place in their life where they want to turn it around you will get an awful lot more dedication and commitment. You were there for them when they needed it most."

CORPORATE SUPPORTERS

A huge thank you to all the charitable trusts, foundations and individuals who have supported St Giles Trust's work over the last year.

We are proud to be working with the following corporate partners who have loyally supported our work over the years.



Barclays

Barclays have been supporting our work with disadvantaged families since 2010 as part of their commitment to support 5 Million Young Futures.

This work is provided in London, Leeds and Cardiff and has helped hundreds of families access independence and employment (see page 9). Alongside financial support, Barclays have played an active role in our work; supporting our staff and clients with ongoing mentoring and employability skills. We have been delighted to give the bank's staff the opportunity to meet and chat to the families they support through attending the client coffee mornings and other client engagement events.

Supported by



HSBC

HSBC have been supporting our work with disadvantaged young people since 2013. Their support has been for our Choices Programme (see page 23) through the bank's three-year Opportunity Partnership which saw four charities – St Giles Trust, The Princes Trust, Catch 22 and Tomorrow's People – coming together to tackle youth unemployment. HSBC's support enabled us to extend our Choices Programme beyond the capital to Leeds and Cardiff, helping hundreds of young people across the UK access education, training and employment opportunities. Over the last year, we were able to complete an independent evaluation into Choices from Pro Bono Economics who concluded that Choices delivered a cost benefit ratio of between £3.50 and £4.00 in employment outcomes for every £1 invested in it.

The Opportunity Partnership ended in March 2016 but we are extremely pleased with what we were able to achieve. It gave us leverage to expand our work with disadvantaged young people and remove the barriers they were facing to achieve their full potential. We also believe it was valuable for us to work in partnership with the other charities in sharing good practice, experiences and insights.

LIBERUM

Liberum

We are delighted with Liberum's long-standing and loyal support for our SOS+ Programme (see page 38). With Liberum's support, we have recruited an SOS+ Programme Co-ordinator. This has meant that we have delivered more targetted sessions to more schools than ever before. The sessions are now AQA accredited. Preventing young people falling prey to the lure of gangs and serious youth violence means both human and financial costs are saved further down the line.



Google

As a result of reaching the finals of the Google Impact Challenge in 2014, we were able to develop our online and over-the-phone support service Peer Assist (see page 9). This has enabled us to reach thousands of people who need our advice and support but are unable to access it face to face. Peer Assist has also enabled us to capture valuable information about the needs of people contacting us which means we are able to shape our services accordingly. Alongside this, Google have provided us with valuable training on how to enhance our online presence. This has supported both service delivery and raising awareness of St Giles Trust.



The Lancashire Foundation

This was the third year of vital support from The Lancashire Foundation who provide us with help to pioneer new services. This is an extremely important area for us as it has a positive impact on the services we are able to provide our clients. Alongside financial support, we are grateful to Lancashire for providing mentoring support to our staff and participated in volunteering days at our offices – most recently giving the client garden area at our head office in Camberwell a much-needed makeover.

NOMURA

Nomura

From April 2013-March 2015 our two year charity partnership with Nomura raised nearly £600,000 for St Giles Trust's work through employee fundraising events and initiatives. Despite the end of the official partnership, we are still being supported by Nomura through pro bono advice and expertise on how to improve our IT systems and develop a new St Giles Trust intranet site.



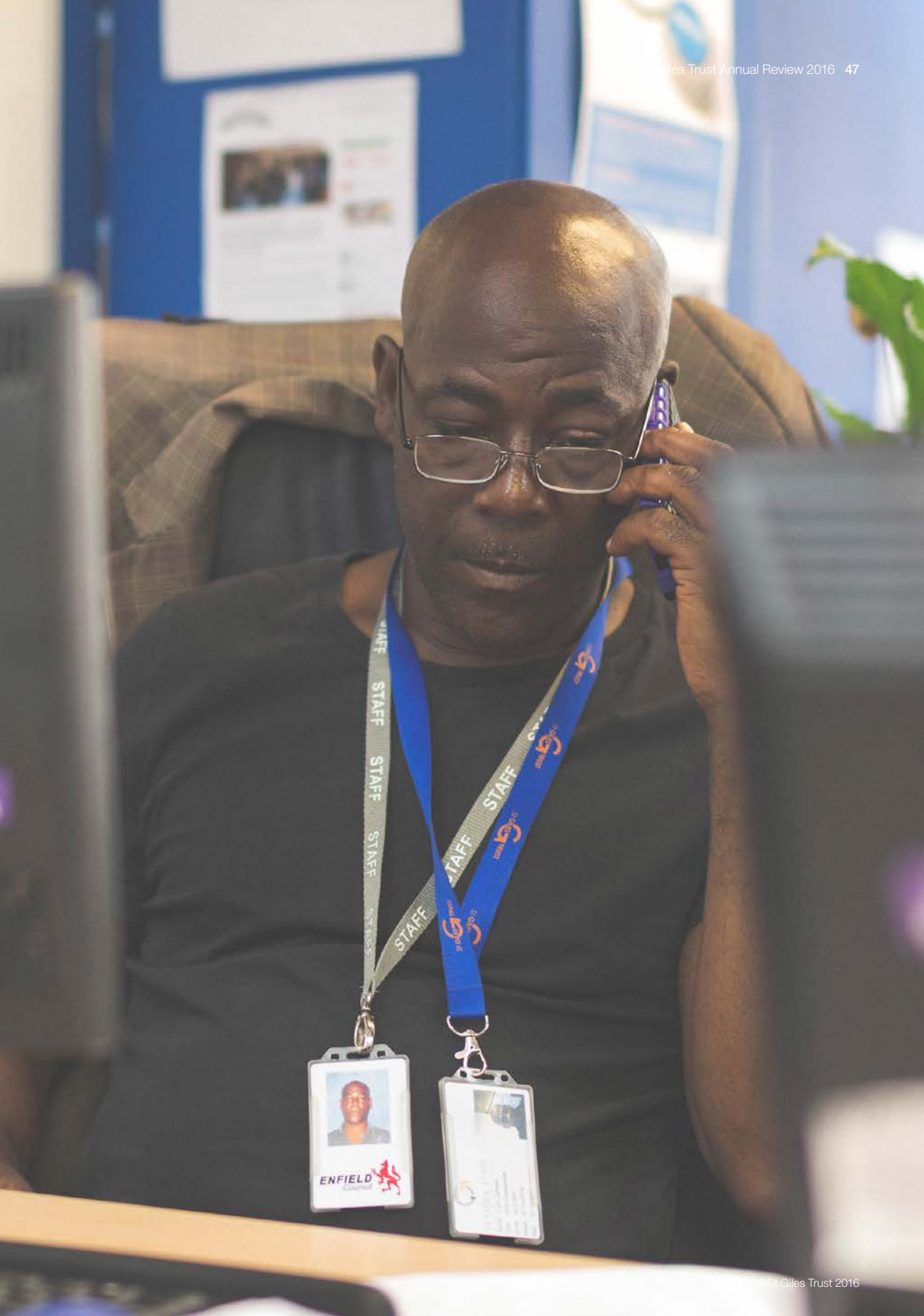
Credit Suisse

In 2015, St Giles Trust was one of the final three charities to be shortlisted for Credit Suisse's charity partnership. Although we did not secure the charity partnership we are looking forward to launching our Accessing the Future project which will support the most marginalised young people.



2015-16

18,602 lives transformed
thanks to people like
Colin (opposite)





St Giles Trust

Breaking the Cycle of Offending

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