

2017 Annual Review

Developing the power of Peer Advisors



St Giles Trust



Contents

Snapshot	4
Where we are and what we do	6
Chief Executive Officer - Rob Owen	8
Chair of the Board of Trustees - Denise Jagger	10
Where we spent our money	11
CREATING PEER ADVISORS	
Peter's story	12
Peer Assist	14
Peer Hubs	15
SKILLS AND EMPLOYMENT SUPPORT	
Joanne's story	16
Skills and Employment	18
North London	19
Brewbird	20
EVALUATIONS	21
WORK WITH CHILDREN, YOUNG PEOPLE AND FAMILIES	
Kevin's story	22
Choices	24
SOS	27
Children and families work	30
YORKSHIRE	32
CYMRU	35
ST GILES TRUST EAST OF ENGLAND	39
WORK IN PRISONS AND SPECIALIST SUPPORT	
Shaun's story	40
Midlands	41
Specialist support	42
FUNDRAISING	44
Corporate supporters	46

St Giles Trust is a charity that helps people facing severe disadvantage to find jobs, homes and the right support they need to become independent, positive contributors to society.

We passionately believe everybody is capable of changing.

Our mission is to help them realise this through peer-led services which form the foundation of our work.

We offer housing and employment support, and ensure that our clients are able to access relevant services, such as those helping with substance misuse and mental health problems. External evaluations have shown that our services reduce the likelihood of re-offending and have a positive impact on our communities - and society as a whole.

We rely on the generous support of individuals, trusts and foundations, companies and our partners to continue our work.

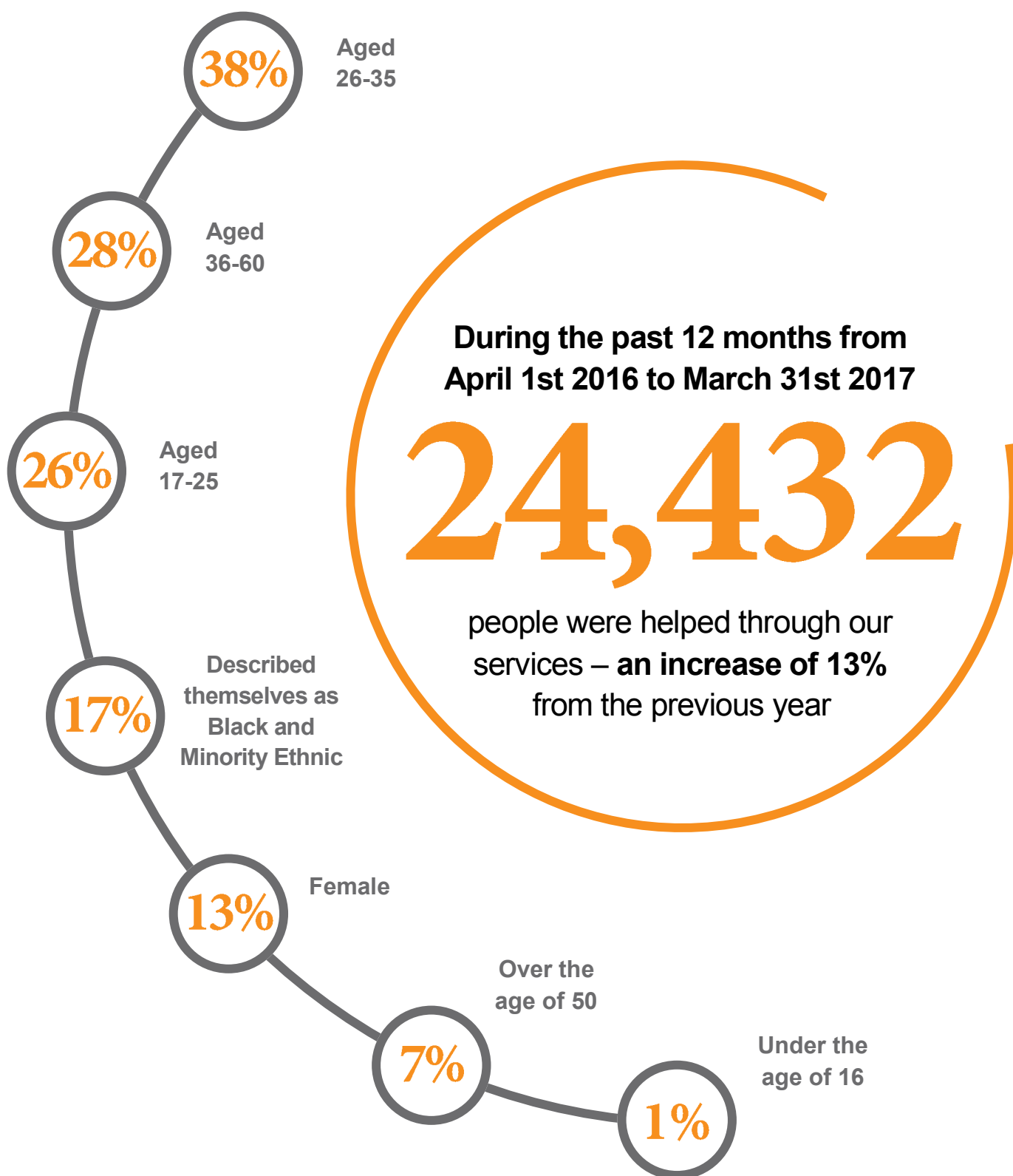
We would like to express our sincere thanks to them for helping us offer life-changing services for our clients.

A tribute to Kirsty Moyes

We would like to dedicate this year's Annual Review to the memory of our colleague and friend Kirsty Moyes. Kirsty successfully overcame barriers in her own life and inspired many others to take the same path through her work in our Leeds Team.

Kirsty first came to us as a Peer Advisor and volunteered with us, before successfully applying for a job with the team. Despite being diagnosed with cancer, Kirsty continued to work and did not take any day off sick due to her illness until earlier this year. Even when diagnosed as terminal, Kirsty continued battling and was insistent about returning to work with us.

She was really awe inspiring and put the rest of us to shame, never complaining and giving real perspective on everything. She is incredibly missed by all of her colleagues.



Snapshot of clients and outcomes



Clients were helped to find a permanent home



Disadvantaged families were supported to improve their situations and gain independence



Clients had their housing saved and were prevented from becoming homeless



Clients were helped to secure paid employment



Clients were supported to engage with specialist housing agencies



Clients were helped through education and training opportunities



Young people safely exited gangs

Where we are...

Key to map



St Giles Trust area offices



Prisons we work in



SGT Yorkshire

SGT East of England

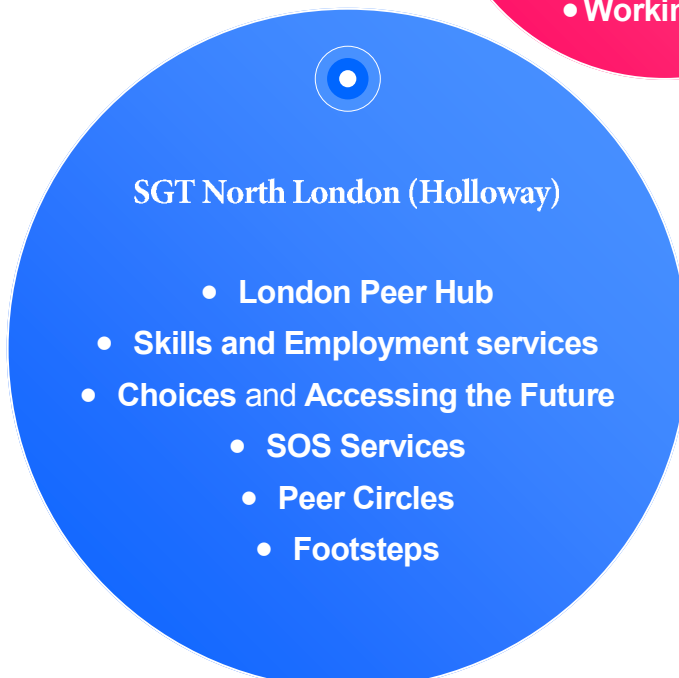
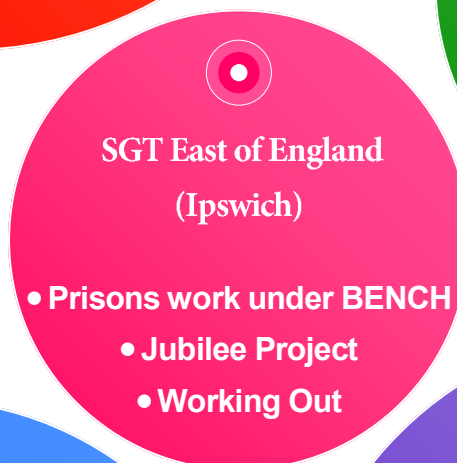
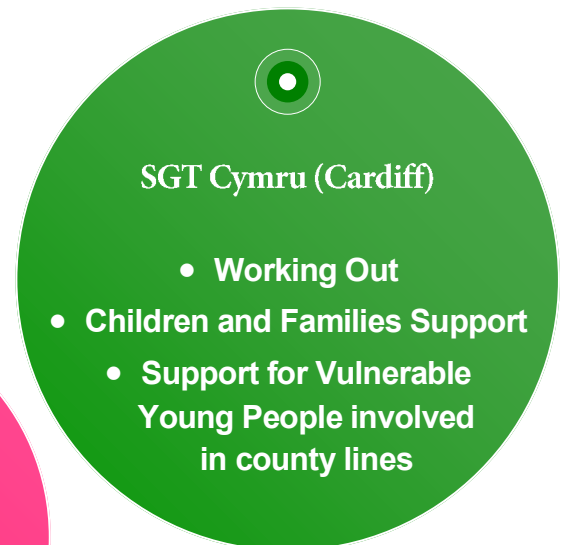
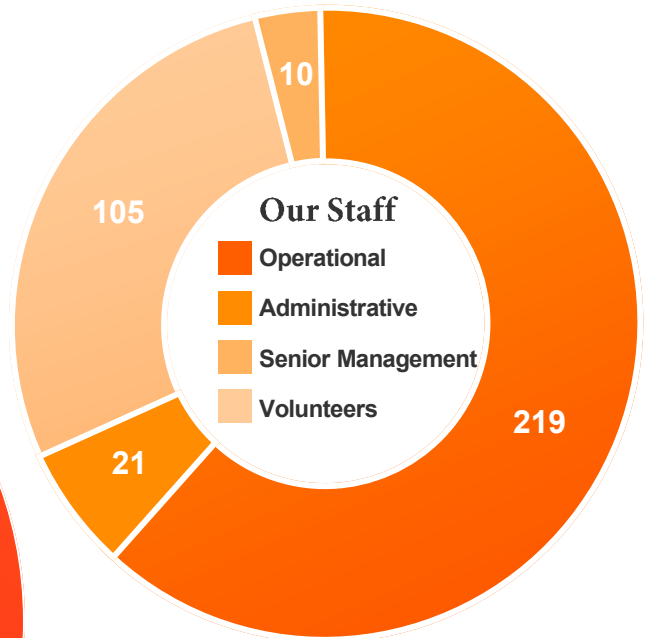
SGT Cymru

SGT North London

Head office,
Camberwell

For a full list of the prisons we work
in, visit www.stgilestrust.org.uk

...and what we do



Rob Owen >

The novelist Margaret Drabble said, “When nothing is sure, everything is possible”. This gives me hope in a world where there is so much uncertainty. The last year has been a desperate one for many. Political insecurity, prevailing austerity and the disparity of hope and aspiration in our society has put huge stress on our social cohesion. At time of writing this, atrocities in Manchester and London add to this air of despondency alongside the terrible loss of life at Grenfell Tower.

These are not easy times and our staff work tirelessly with those in society who feel the harshest effects. Our teams are often their last hope. The number of organisations who have staff with the skills, credibility and motivation to work with chronically excluded individuals are few and far between.

The fact we are able to reach out to these individuals is due to the generosity of our funders and commissioners. Thanks to them, I’m proud to say we helped 24,432 individuals receive the care, compassion and meaningful interventions to help them move their lives on. Some of these cases require many hours of determined work. I’d like to pay tribute to my team’s tenacity and professionalism in these most challenging of times.

The past year has seen the most recent evaluation on our Peer Advisor Programme from PwC. It concluded that the programme created huge value for society, generating £8.54 for every £1 invested in it. This followed numerous other evaluations in previous years carried out by Pro Bono Economics and others. Consistently, they have shown that we have a real impact and that the reason our services are effective is largely because we use highly trained, motivated, well managed ex- service users who give us a dynamic, high achieving, credible workforce who can really understand the world of our clients. Given the value we create, it seems insane that there isn’t a greater investment in organisations like St Giles Trust.

So we would like to thank every current or potential funder, commissioner or private donor for your

continued belief in our work and we promise to continue to deliver on our promises as we have done consistently over our 55 year history.

We are fortunate to have some loyal funders and a committed and determined workforce. But like so many charities, we don’t have huge reserves or a magic wand. We do what we do because of the funding we receive. We are very fortunate to be a very robustly managed charity – with steely governance and strong financial rigour that means we have a sensible amount of reserves for our size without them sitting idly. We invest everything and anything we can into our Peer Advisors and our services. With them, we know we can make a difference that will transform lives for the better.

Winston Churchill once said ‘Success is not final. Failure is not fatal. It is the courage to continue that counts’. We proudly stand up for the weakest and most needy in society. We enable them to contribute to the best of their abilities and give those with no perceived hope the chance to see there is light at the end of the tunnel. Thank you to all that make this possible. Thank you for making a difference.

Rob Owen OBE

Chief Executive, St Giles Trust



Denise Jagger

Foreword from the St Giles Trust Chair

It is my first year as Chair of St Giles Trust after becoming involved with the charity as a Board Member in September 2014. I would like to give thanks to my predecessor Sir Antony Greener for the wisdom and stewardship he brought during his many years as Chair.

St Giles Trust is a dynamic, determined charity with hard-working staff who are incredibly focussed on getting the very best results for their clients. This is difficult work delivered with passion, humility and care. The 24,432 individuals helped through its services last year often had nowhere and no-one else to turn to for help. Our teams take on a huge responsibility in giving them the support they need.

Over the past year, the team helped 3,016 people find somewhere safe to live, 618 people to find a job and offered life-saving interventions to 208 vulnerable young people affected by gang crime and serious youth violence.

An emerging feature has been a shift from focussing on working with people in the criminal justice system to helping individuals who require intensive support to prevent them from becoming involved in the first place. This work has principally been around helping disadvantaged young people and adults access training and employment opportunities and family support for those who are affected by issues such as gang involvement, homelessness, debts and unemployment.

St Giles Trust is set apart by our peer-led approach which helps us engage those who are hardest to reach in society. These are the individuals who are often afraid of authority, unable to access services or who may struggle to work with them effectively when they do. These individuals are those who are in most need of help and this is where St Giles Trust can really make a difference.

We are flexible in our approach to meet emerging needs amongst our clients and the local communities in which we work. We will be looking to grow our peer advisor model over the coming year to reach the many other hundreds of individuals across the country that need help to overcome

adversity and achieve their goals.

To ensure that we continue to attract high calibre colleagues and funders, it is important that we carefully manage our finances and other resources and have regard to best practice in our governance and oversight. To this end, I am grateful for the time and expertise freely given by each Board Member to guide and advise our organisation as it grows and continues its important mission.

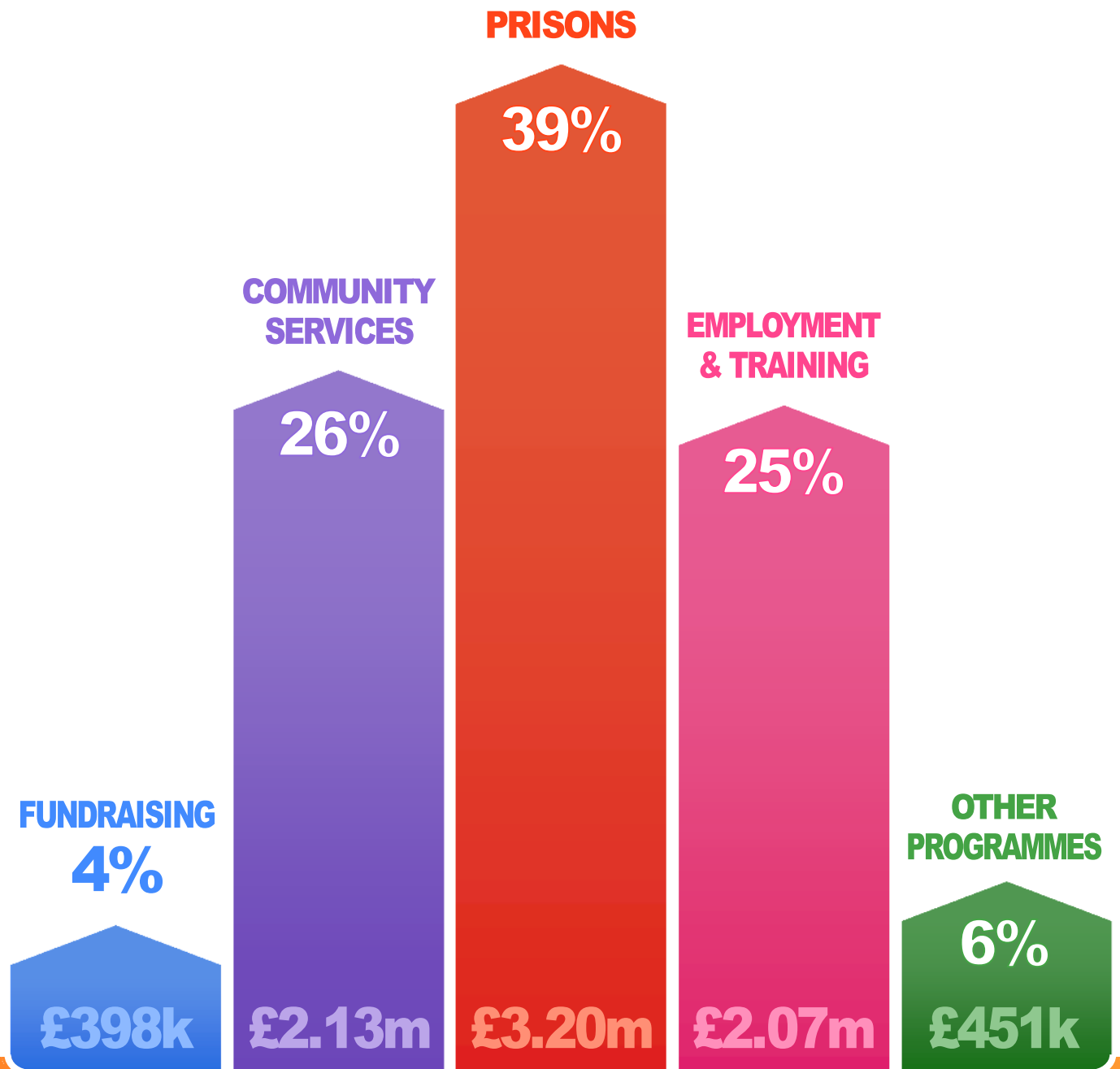
On behalf of all the Board and staff at St Giles Trust, I would like to extend my gratitude to all the loyal funders and supporters who have helped us carry out our work. We will continue to use your support to create more life-changing opportunities for some of society's most disadvantaged individuals.

Denise Jagger

Chair of Trustees, St Giles Trust



Where we spent our money⁷



Total = £8,249,948

Peter's story

51-year old Peter has many years of solid professional experience. When alcohol addiction took hold of his life – a problem that had been growing for many years – he had to stop work to address it. After rehab, he started volunteering for substance misuse project Aurora. It was at this point he came into contact with our London Peer Hub.

"I was a service manager in the NHS but had been a high functioning alcoholic for years. I had a good job and everything was great. But it got to the point where I simply had to do something about it. It was a long-term problem which got worse and worse over the years to the point where I couldn't work."

Cirrhosis and other health problems led Peter to enter rehab. "I was hospitalised and in a wheelchair. I was in rehab for six months."

After rehab, Peter entered a halfway house and started getting his life back on track. "I volunteer as a Peer Mentor with Aurora and was put in touch with St Giles Trust by their Volunteer Manager."

Once making contact with our London Peer Hub, Peter started to train under the Level 3 qualification in Information, Advice and Guidance. This offered Peter a professional qualification that enabled him to help others experiencing similar circumstances, while also helping support his own recovery. Despite his professional background, Peter found the course a surprising challenge.

"I hadn't been in education for years," says Peter. "I thought it would be easy but I've not studied for a long, long time. It was challenging – but just enough - not to the point it put me off. And I've enjoyed being in the training group – it's been really helpful and the people have been really supportive and friendly."

Peter has found that the course has helped him both professionally and personally. "Before I was just working on instinct but the course has given me really structured, practical information that I can use in my mentoring work. Not just with volunteering but also socially and with other jobs. It has helped with my confidence as well because when you come out of rehab it is like coming out of prison. Everything is done for you and you can get a bit overwhelmed by stuff."

Peter's life is now getting back to normal. "I've got the stage where I'm thinking about moving on now as I've got a part-time temporary job with Wandsworth Council. I'm at a good point as I'm getting back into work and mainstream life."

His future aspirations include looking at getting into counselling or possibly moving back to the NHS. He feels his Peer Advisor training will benefit him for this possible future. "I know it will still be stressful in the NHS but I'd still feel like I was helping people even though I'm not a medical person. This training has been very helpful in terms of interacting with people in general. Patients are normally scared when they come into hospital."

Peter's experience with St Giles Trust has been wholly positive. "I'm really glad I heard about St Giles Trust and would recommend it to other people who have been through similar things as me. The Peer Advisor course doesn't only improve your skills in working with clients but it also helps with confidence."

But he feels our wider society needs to better support people like him transition to independence, particularly those who have the added barrier of a criminal record.

"I haven't come from a criminal background but I've met a lot of people who have and I do think employers need to be educated to give people a second chance. It needs to be understood that if someone has made a mistake just because they were that person then 10 or 20 odd years ago it doesn't mean they are going to do it again."



*I'm at a good point
as I'm getting back
into work and
mainstream life.*

Peter

Peer Assist⁷



Peer Assist is a free, confidential online and phone service offering advice from St Giles Trust Peer Advisors.

Supported by the **Oak Foundation**, it helps us offer our award-winning peer-led services to people who are unable to access them physically. Anyone who needs advice around the issues typically affecting our clients can access this by visiting **www.peerassist.org** or calling the Freephone line. Last year, Peer Assist received 8,843 telephone calls and had 18,866 hits on the website. Most of the enquiries were related to housing and education, training and employment.

Peer Assist enables us to reach anyone in England and Wales with our advice and guidance services regardless of their location. It also offers an important stepping stone for the people we train as Peer Advisors. Based at our Camberwell HQ, it offers work placements to Peer Advisors who gain valuable experience on them. Many are prison-based Peer Advisors who are released on temporary licence and come to work on Peer Assist to build their skills and prepare for their release.

Since its start, 24 people have worked as Peer Advisors on Peer Assist and 15 have since progressed onto paid work, with all but one of the remainder volunteering either with us or with an external agency.

The Peer Advisors gain valuable skills that are unique to their role as advisors on Peer Assist and additional to their advice and guidance skills. They include IT skills through handling web chat enquiries and maintaining the website, experience handling a busy switchboard and customer service.

One Peer Advisor, who has since moved on, has commented: *"Peer Assist gave me a safe, professional environment to build my confidence, learn software packages and IT I was unfamiliar with because of being in prison so long, and develop crucial communication skills. I learnt a lot about working in a charity, helping service users and researching vital information that could help service users with their resettlement issues."*

It is therefore no surprise that the Peer Assist 'graduates' have moved onto a diverse range of employment areas. These have included sales, household name retailers, local authorities and other charities. One has started a Masters Degree in Building Surveying and is now working with a surveying firm.

She says: *"I was able to reignite my skills and attributes, build my confidence, learn how to communicate once again and reassure myself that I would not be judged by those around me."*

Peer Advisor Programme

Funded by The Big Lottery Fund, we have a number of projects helping disadvantaged adults to improve their skills, confidence and ultimately gain employment. It uses our long-established, tried and tested method of training former service users - people who have 'been there' themselves - to support other people in need.

It offers our Peer Advisor Programme to help the disadvantaged adults gain the skills and qualifications to become professional advice and guidance workers. In a welcoming environment, learners work towards a Level 3 Information, Advice and Guidance qualification and gain valuable practical experience through work placements within St Giles Trust and with partners.

A total of 176 people successfully completed the full Level 3 qualification and many more benefitted from the Learning to Advise course. Those who embark on training as Peer Advisors will have overcome barriers such as homelessness, a criminal record, long-term unemployment, mental health needs and substance misuse issues. They often struggled to engage with mainstream support services.

We see these life experiences as a positive asset which can be harnessed to help them progress their own lives and help others. The Peer Advisor Programme offers a



Peer Hubs⁷

structured package of training and support to achieve this. Partners who host a placement also benefit from the credibility, insights and added resources that our Peer Advisors bring.

These projects help improve the life chances of very disadvantaged people through providing high quality peer support. They also address the continuing need for finding smarter ways to deliver services and support local delivery organisations by providing them with trained and highly motivated ex-service user volunteers.

We are very grateful to The Big Lottery Fund for supporting this network of projects which currently take place in Yorkshire through our Peer Advisor Centre (page 33), our London Peer Hub (below), our North London office (page 19) and the Working Out project in Ipswich (page 39).

The London Peer Hub

Launched at our Camberwell HQ in August 2016, the London Peer Hub builds and develops on our long-standing work training adults facing disadvantage. It offers our Peer Advisor Programme of Level 3 Information, Advice and Guidance training enabling individuals to train as Peer Advisors to progress their lives and help others.

The Peer Hub helps people who are frequently experiencing multiple barriers in their lives; including problems around housing, health, personal issues and other commitments which affect their time and capacity to engage with mainstream learning and work placements. It adopts a flexible and holistic approach.

Over the past year, we have recruited two new members of staff for the project – A Support Worker works alongside the Trainer/Assessor to help learners with any issues and motivate them to stay engaged with the programme. One was externally recruited and the other a Peer Advisor who was already volunteering for us. She is an excellent role model and inspiration to the

other learners. They have helped eight learners secure paid work and a number of others into volunteering. Excellent working relationships with nine external partners have been formed. They are working with us on training their volunteers to become Peer Advisors.

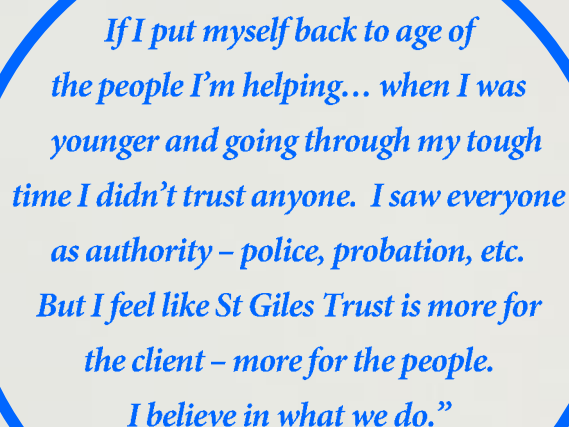
The Peer Advisor Programme is a stepping stone to employment so the team have developed a service to promote this. The Peer Hub Job Club is specifically aimed at helping Peer Advisors across our London teams improve their employability skills and move towards the job market. It offers one-to-one support around applications, interviews and disclosure. Work with prisons helps promote opportunities for employment, training and volunteering to our eligible prison-based Peer Advisors as they come up to their release.

We are aiming to develop our London Peer Hub further in the forthcoming year to extend the number of external partners we are working with and further develop the services it offers. We believe it offers a real asset to the local community. Not only does it help the learners progress their lives, it provides local partners with Peer Advisors. They bring a unique mix of professional skills and first-hand experiences to add value to the services they are working with.



Joanne's
Story





If I put myself back to age of the people I'm helping... when I was younger and going through my tough time I didn't trust anyone. I saw everyone as authority – police, probation, etc. But I feel like St Giles Trust is more for the client – more for the people. I believe in what we do."

Joanne

33-year old Joanne grew up in Peckham. She was first helped by St Giles Trust in the past when she experienced homelessness. Tough times meant she ended up getting involved in crime which led to time in prison. Fast forward 15 years and her life has now moved on. But St Giles Trust is once again helping her progress her career through our London Peer Hub.

"I used to be a chef but I had a daughter and the hours didn't really work out. I have experience of homelessness which is another reason I wanted to work with St Giles Trust. I used to run away from home a lot. When I was young I was sofa surfing and St Giles Trust helped me years ago when I was 17 and didn't have anywhere to stay. Then they helped again when I was homeless after coming out of prison.

Initially, Joanne started volunteering for us and then embarked on training as a Peer Advisor through our London Peer Hub. This gives her the professional skills she needs to pursue opportunities to help others who are going through similar situations to the ones she experienced.

"I love it and I've learned a lot," she says. "Although I was volunteering before I started the course I've become more confident and a lot more knowledgeable."

And things are already progressing in the right direction for Joanne. "I've got an interview next week for a paid caseworker role. Ultimately I'd like a career with St Giles Trust – I love what I do and want to gain as much experience as I can."

She is clearly relishing the opportunity she has had and believes there is something different that the St Giles Trust approach brings. "I think St Giles Trust is a really great organisation. If I put myself back to age of the people I'm helping... when I was younger and going through my tough time I didn't trust anyone. I saw everyone as authority – police, probation etc. But I feel like St Giles Trust is more for the client – more for the people. I believe in what we do."

But Joanne also believes wider changes need to happen in society to help everyone overcome disadvantages in the same way she has. "Society needs to be a bit more forgiving towards people who have made mistakes in the past and give people a second chance. We talk about rehabilitation but we need to practice what we preach."

Joanne was successful in her interview and now works for our SOS Team as a caseworker in Brent. She is really enjoying the role and engaging with her clients – especially the more challenging ones.

Skills and employment

Skills and Employment Team – South London

We have been offering employment support for disadvantaged people in south London for many years.

GROW (Generating Realistic Opportunities for Work)

Funded by Southwark council, GROW supports disadvantaged young people to find part-time employment that fits around college courses, caring responsibilities or managing other issues in their lives. Typically the GROW team help with careers advice, CV development and access to employers who offer part time work. This gives them a stepping stone to their careers.

Last year, the team hit all of its targets, helping 53 young people into part-time work. This has been in a range of areas including retail, administration and hospitality. A number of them progressed after undertaking a work placement at Brewbird (see page 20), using this experience as a stepping stone to further employment.

Many of the young people referred to GROW lack skills, relevant work experience, confidence and morale. One-to-one support from our team aims to give them a boost and build up their experience of the world of work.

The team have developed a good network of employers who are able to offer part-time work opportunities to the young people. Once the young people are over the first hurdle and gain employment, they tend to quickly develop confidence and motivation. Caseworkers continue to offer them in-work support to help them sustain their jobs or progress to further opportunities, including full-time employment and apprenticeships.

GROW is funded until March 2018. In the coming year, the team will continue to promote the project to generate referrals, increase their network of employers and hopefully secure further funding beyond this year.

Pathways to Employment

Over the past year, the Pathways to Employment programme has gained momentum and is in full swing across the Boroughs of Lambeth, Lewisham and Southwark, working together through the Better Placed Partnership. The project supports disadvantaged residents who are long term unemployed, or at risk of being so, with additional barriers to moving into and keeping employment. We are the lead and main partner, working with other local providers with close joint working with Job Centre Plus in the three boroughs.

Last year, the team helped 200 people secure employment. A further 220 were helped to access training courses and are now closer towards their goal of getting paid work.

It is delivered with a keyworker model, supporting people to tackle wider barriers to getting a job such as housing and health as well as providing employment support. There is additional support from Peer Advisors.

The Pathways team also deliver workshops on employability, confidence building and disclosure of criminal records to employers. We believe this is a vital component of the project as is our work with employers to encourage them to take on more disadvantaged people.

Given the high levels of need amongst the people the project helps, we are very pleased with these results. One young man referred to the team was homeless and had previously lived in foster care as a refugee. He was in poor health and distressed at the time we came into contact with him. Pathways helped him build his confidence and eventually he secured a job as a trainee broadband installations engineer with a communications company. Accommodation was provided with the job and he is now settled in full-time work, earning a good salary with the prospect of a pay rise on the horizon.

North London

When the lease on our Hackney office in north east London came to an end in September, we relocated the service to Holloway to reach a greater number of people across north London. The team offers a employment support project that helps ex-offenders into the workforce and our London-based Choices Team helps disadvantaged young people into education, training and employment (see page 24 for information on Choices).

The service offers peer support to people with recent convictions to help them into employment, training or volunteering. They also help people recently released from custody to settle and prevent from re-offending.

Last year, the team engaged 257 individuals and 95 of these secured a job. We helped each individual with a personal development plan, one-to-one support with identifying goals, job searches and sourcing training. This last area can be a real challenge as there are limited funds available to cover course costs. A lot of time is spent carrying out research to find and apply for funds.

Referrals have come from a range of areas including probation, hostels and voluntary agencies. There are also a significant number of self-referrals as word on the project has spread. Clients have come from Hackney, Camden, Haringey, Newham and beyond as the work has developed.

We offer our Peer Advisor Programme in Holloway and have established relationships with key partners so we have been able to offer the trainees suitable work placements as part of the Peer Advisor qualification. This has had the added benefit of offering those who host the placements the added resources and expertise our Peer Advisors bring.

As with many services we offer, the most difficult to engage groups are young people under 25 and people with mental health needs. To reach out to these groups, the team offer employability workshops in local mental health support settings and work closely with the Choices Team to source referrals.

This is a highly driven team who are passionate about helping others. Hardly anyone in need is turned away. One particular success has been with a man with mental health needs and substance misuse issues who was on the local authority MAPPA (Multi-Agency Public Protection Arrangements) and well known in the area. Many agencies found him too chaotic to work with. Patient and persistent support over two years from us has meant he has secured and held down a job. We believe this was largely because he was receiving help from people who had come through similar experiences to him. Enabling this one individual to progress his life has had a wide-ranging impact on other agencies and the local community.

Future plans include expanding our work in north London through collaboration with other partners and seeking new funding opportunities. Many of our clients wish to work in construction. We have recently obtained a grant which will enable us to pay for some of them to gain construction industry certificates to help them secure employment in this field.

To Brendan and Ashleigh,

I would like to thank you both for your help and support. I really appreciate everything you have both done for me, as I would not be in the position I am at the moment – in a job where I feel valued. Thank you St Giles – for having great staff who actually care.

Letter to staff in our
North London team.

Brewbird⁷

Brewbird is a social enterprise run by St Giles Trust. Based near our headquarters on the edge of Peckham, it is a thriving café which offers paid training and employment opportunities to St Giles Trust clients.

Brewbird trainees gain valuable skills and experience in areas relating to hospitality and catering such as food preparation, handling and serving; customer service, cash handling, ordering and menu preparation. Alongside this, they also receive support and training and use the experience as a stepping stone to their next employment progression.

They have had barriers and knockbacks in life which mean they need a little bit more support. When they become confident enough to learn the ropes, we help them make their next step.

Another tranche of trainees have come through Brewbird this year and progressed onto further employment opportunities. These include construction, retail and hospitality. Over the past year, Brewbird has further developed its catering offer for corporate functions, weddings and other events.

Brewbird continues to be a popular, thriving local café which stands shoulder to shoulder with other commercial cafes and restaurants emerging in Peckham as the area continues its chrysalis into a major arts hub in the capital.

Royal London Society Endowment (RLSE) Fund

In early 2017, we launched the RLSE Fund which offers small grants to our clients to help them further their career goals. This followed St Giles Trust taking on responsibility for the Royal London Society's fund and its distribution in 2016.

The grants typically cover the costs of training courses under £500, work-related clothing and equipment and tools. Individuals submit applications and a decision making panel meets every two months to assess them. We were overwhelmed with the number of applications we received and have now entered into a partnership venture with The Glasspool Charity which will enable us to support 20 clients with grants of up to £1,000 to cover the cost of specialist vocational training.

Although the grants on offer are modest in size, they have a big impact on the lives of disadvantaged people who are not able to access funding they need to embark on working life and turn over a new leaf. We hope to further develop this fund in the future through forging more partnerships.



Evaluations

True value of our Peer Advisor model unlocked

An evaluation from PwC, launched in March 2017, demonstrated the level of social and economic returns from our peer-led approach of training our clients to become professional, Level 3 qualified advice and guidance workers.

The PwC team concluded that £8.54 in societal and economic returns was generated for every £1 invested in our Peer Advisor Programme. The finding was based on a study into our work in Leeds using ex-offenders to support prison leavers at risk of re-offending. Alongside savings in costs to re-offending, the researchers also concluded that the programme offered immense benefits to the people who train as Peer Advisors in terms of increased skills and employment prospects. Increased wellbeing as a result of access to housing, jobs and opportunities was also found.

Full reports for these evaluations can be found on www.stgilestrust.org.uk

Choices Evaluation

In October 2016, we published an independent study by Pro Bono Economics. It demonstrated that our HSBC-supported Choices Programme, which offers support for disadvantaged young people who are not in employment, education or training (NEET) can help deliver long term benefits to the public purse.

It concluded that between £3.50 and £4.00 of savings to the exchequer were delivered for every £1 spent on employment support offered through Choices. The programme helps young people overcome barriers and disadvantage to access education and employment opportunities.

The study, completed by economists from Economic Policy Associates and Department of Energy & Climate Change (DECC), concluded that Choices helps young people who are harder to reach than the average young person and that the intensive, flexible nature of the support won their confidence. The resulting overall benefit of Choices was estimated to be £1.58 million (using an HM Treasury social discount rate of future benefits of 3.5%).



£8.54

Taxpayer saving for every £1 invested in our Peer Advisor Programme

Kevin's Story

Kevin* had heard about the Choices Project in Leeds through a friend. He was keen to turn over a new leaf and find a job after being released from his latest sentence in a young offender institution. However, his criminal convictions were holding him back as he had faced multiple rejections from employers and never been invited for an interview. When he came into contact with Choices, his self-esteem and confidence levels were very low and we had concerns over the risk of him re-offending unless we acted fast.

Our caseworker Gillian met with Kevin to discuss his situation and longer term ambitions. He was eager to find work but felt he would never get a job with a criminal record. Gillian helped him develop a CV and gain some interview skills – things he had never received help with before. Despite this, his lack of confidence was still holding him back.

An opportunity arose for Kevin to participate in a sailing challenge off the south coast with a group of young people in similar situations to his. Kevin seized this once-in-a-lifetime opportunity and attended all the required training beforehand. This included conflict resolution, team building, healthy eating, food hygiene and first aid. Kevin's confidence grew as a result of the training and he started to come out of his shell.

Once on board, he was an exceptional crew member. This was a tough challenge where the young team were expected to learn how to sail and navigate the vessel, cook for each other and learn and practice first aid. Kevin volunteered to take on additional duties after some of his crew mates suffered sea sickness.

The experience spurred him on and Kevin threw himself into looking for work after the challenge. Within three weeks he had secured a job in a warehouse and, ten months down the line, he was given extra responsibilities and a salary increase. It is the longest time Kevin has been out of prison and he is described as 'an exemplary employee' by his new employer.

**not his real name*





Choices⁷

Since 2013, HSBC has supported our work with disadvantaged young people through the Choices Programme. Choices helps them to successfully access employment and training opportunities.

Ranging in age between 16-24, the young people were experiencing difficulties such as gang affiliation, leaving the care system, homelessness, learning disabilities, substance misuse and mental health needs. In addition, clients may have added issues such as low levels of confidence, limited educational attainment, unemployment and/or financial difficulties.

Over the past year, the Choices teams in London and Yorkshire have engaged 496 young people, offering them the patience and one to one support they need to overcome their problems and pursue future goals. Of these, 206 have moved into training and education programmes and 91 have secured paid employment.

An added benefit of Choices is the use of young Peer Advisors to offer support to other young people. The Peer Advisors have all overcome similar experiences themselves which can inspire and motivate those that are disengaged or lack confidence in their ability to make positive changes.

Choices London

Over the past year, the Choices Team in London has expanded its work to include working on the Talent Match and Youth Education Support programmes and in new boroughs Waltham Forest, Haringey and Greenwich. Referrals come from a number of sources - internally from other St Giles Trust services, statutory agencies and other former clients who have been helped by the project (a fact we believe attests to its success).

The team work closely with a number of partners to support the young people. In particular, we work with hostels who understandably have a focus on addressing homelessness as opposed to helping young people with employment, education and training.



496

**Young people engaged
by Choices this year**

98%

of Choices clients
strongly agreed or agreed
that Choices was helping
them find suitable jobs or
training opportunities





Choices Yorkshire

This team have had a number of highlights over the past year, helping young people in Leeds and Bradford. Funding from Leeds City Council through their Youth Pathways Grant has boosted their work further.

They have developed a number of important links. These have included a local care home, a care agency and **Leeds College of Building** to offer a taster course in construction and give all the young people who participated the opportunity to gain their CSCS card.

One young woman has recently become a Peer Advisor after completing her Level 3 qualification. She is now supporting five other young people and is an inspiring role model for clients across the project.

The team have excellent links with corporates in the region, including **Yorkshire Building Society** who have developed team building and insight days with the young people to help them develop their skills and learn more about professional working life. **First Direct** have offered the young people money management workshops and a fantastic opportunity to attend a live concert at the First Direct Arena – something the young people would never have had the chance to do normally.

The team attended a care leavers residential at **Herd Farm in Eccup**, West Yorkshire, where they delivered a mixture of employment workshops which also covered issues such as personal budgeting, savvy shopping and paying bills. The young people enjoyed these sessions and the team plan to do future ones at the farm.

They have been working with HMPs Leeds and Wealstun to identify and support young people who are about to be released. The prisons have valued this work and it has been a highly effective way of targeting young people who may be facing multiple deprivations. They have also been working with HMP YOI Wetherby to offer employment workshops in the prison and help those coming up to release.

An exciting photography workshop has been underway in partnership with National Citizenship Service. Young Choices clients collaborated on a project which highlights the barriers the young people have faced and challenges stereotypes. It has been highly effective in building confidence, promoting teamwork and giving the young people a platform to portray their experiences.

Jump on Board

Thanks to The Whirlwind Charitable Trust, our Choices clients participated in two sailing challenges through our Jump on Board programme in partnership with the Tall Ships Youth Trust.

As a first step, young people needed to demonstrate their commitment to the challenge through participating in a two week training programme. Once completed, they were then given the opportunity to take part in a two week voyage around the south coast where they learn skills such as team building, first aid, healthy eating and conflict resolution.

To achieve this, the young people help prepare the ship for sailing each day, clean it at the end and prepare meals for themselves and the crew.

The voyages have offered a once-in-a-lifetime experience for the young people who would never have had this opportunity otherwise. As a result, the young people have built confidence and skills, become independent and overcome challenges, as demonstrated in Kevin's story (see page 22). Of the 18 young people from Leeds and London who participated in last year's voyages, 16 made education, training and employment progressions within two weeks of completing the challenges.



SOS⁷

208

young people safely
exited gangs

Dear Junior,

*Thank you so much for the first bit
of good news I've received.... Thank you
for even caring about someone you don't
really know. Knowing that I've got
somewhere to put my clothes and head
down takes so much pressure off me.
Also thank you for your kind words.*

Letter to SOS Founder Junior
from client in custody.

The SOS Project

The SOS team have expanded their work with vulnerable young people involved in or at risk of gangs and serious youth violence.

SOS celebrated its 10th anniversary in October 2016. We marked this through an event at Saddlers' Hall in London which the team dedicated towards victims of serious youth violence. Speakers included Grace Idowu whose 14-year old son David – a star pupil at his school – tragically had his life cut short in 2008 as one of the youngest victims of knife crime, the parents of Tom Ap Rhys Price who was robbed and murdered in 2006 as he made his way home from work and Chris and Vi Donovan – the parents of Chris Donovan – who was murdered as he walked home from a night out with friends. This was a poignant and moving event as all the speakers recounted the horror and distress they felt at losing their children as innocent victims of seemingly random violence. The SOS Team were humbled and honoured to give their voices a platform. They were a poignant reminder of what SOS's work is about.

Partnerships with London boroughs

We have continued our work with London boroughs to offer intensive support to some of the most high risk young people. These boroughs are currently Brent, Hammersmith and Fulham, Kensington and Chelsea, Westminster, Enfield, Islington, Hackney, Tower Hamlets, Newham, Bexley, Greenwich, Southwark and Lambeth. We have also continued our work in partnership with Barts NHS Trust in The Royal London Hospital to support young people admitted as victims of serious youth violence.

Two major themes have emerged over the past year. One is the decreasing age of young people involved in gangs, drugs and serious youth violence. SOS is now supporting an increasing number of young people still at



school. The other is their involvement in county lines - the phenomenon whereby young people are exploited as drug mules to move hard drugs across the country and develop markets in new areas.

The SOS Team have won a new tender in Islington and are helping the authority to develop an integrated gangs team. We are currently looking at the MOPAC (Mayor's Office for Policing and Crime) co-commissioning and working with various partners to explore potential opportunities. We have recently been given funding to address county lines issues in Cardiff (see page 36) and Kent.

Addressing radicalisation

Young people we help on SOS are falling prey to another form of grooming and exploitation through the risks of radicalisation. There is a strong crossover in the process by which young people are recruited to gangs and violent extremism. Our work with gangs has naturally led us to address this area and we are supporting young people at risk of these issues through engaging them with education, employment and other positive activities.

We have recruited one caseworker who is from the same community that we are offering this service in. He is a vital bridge as he can establish rapport and trust with mothers who have children they are concerned about. Once we have engaged these young people, we can link them in with opportunities and positive activities whilst offering ongoing support.

Partnership work with the Royal London Hospital

Our work in the Royal London Hospital (pictured below) has helped 152 young people over the past year who were admitted to its Major Trauma Centre as a result of serious youth violence. Shockingly, 65 of these were aged just 11-17 and two of these were victims of child sexual exploitation.

The workload on this project is very intense - the turnover of clients is high and they are in life-threatening situations meaning they often cannot return home. Our two caseworkers work with clinical staff at the hospital to ensure that the young people are provided with a safe and supportive environment once they are discharged. They are then linked in with other team members on SOS who can offer long-term support.

We are very pleased with the results our small team have achieved over the past year which include helping 42 young people into accommodation, 28 to engage or re-engage with education, employment and training opportunities and 30 to re-engage with their families.





16,035

Children and young
people reached via
SOS+ schools
sessions

SOS+

Given the young age of people SOS is supporting, our SOS+ Project has really taken off in the past year. It carries out preventative work in schools and other community settings to raise awareness amongst young people of the dangers of getting caught up in negative lifestyles and offer them tools and tips to stay safe.

Supported by The Librum Foundation, last year SOS+ carried out 295 sessions in schools and other educational settings such as Pupil Referral Units. These sessions reached 16,035 children and young people.

SOS+ has developed a programme called BRAVE (Building Resilience Against Violence and Extremism) targeted at schools who have reported concerns around young people becoming radicalised. This is delivered in partnership with ConnectFutures – a social enterprise whose specialisms include countering extremism.

The SOS+ sessions have been so successful that some boroughs have commissioned larger scale programmes from the project. It has also enabled us to reach out to young people who are already involved in gangs, drugs and serious youth violence, in need of support but hidden under the radar. We have been able to link them up with our SOS caseworkers and give them support to get their lives back on track. This has sometimes given us a way in to expand our SOS Project as local areas become increasingly aware of a need to address these issues.

Conclusion

Our peer-led model continues to be a core feature of the SOS Project. 90% of the team - from frontline to management - are ex-offenders. It plays an important part in its ability to reach young people in a way other services struggle to do. The emergence of county lines has meant the team have been supporting highly vulnerable children and young people who are fearful of accepting any offers of help. The fact the caseworkers have lived experience of these issues has made it easier to connect with these young clients and increased the likelihood of them being able to offer the intensive, life-changing support desperately needed.



“Daisy was fantastic. Our students really like stories and when she opened up and told them all about her life you could have heard a pin drop! Not only have the students talked about it but staff have also said such positive things. Daisy definitely made an impression!”

SOS+ session feedback
from school in Enfield

Support for Families Facing Disadvantage

The scope and impact of this small team's work is significant. The team provide a vital bridge between the families and statutory services, helping them to become independent and free from intergenerational disadvantage. Caseworkers often find themselves supporting six family members at any one time after a young person engages with one of the projects.

Over 1,500 interventions to help with family support were carried out by our community-based teams. These included helping families to engage with social services, support with school attendance, referrals to other specialist agencies and providing mediation.

Accessing the Future

In October 2016, we were delighted to launch Accessing the Future in partnership with the Credit Suisse EMEA Foundation. The programme helps heavily excluded young people across London to achieve their educational, employment and training goals without being held back by financial constraints. We work intensively with each young person to encourage positive activity, develop key skills and support attendance and progression with education, training and employment. Accessing the Future has provided assistance in a wealth of areas including courses for dental nursing, construction, book keeping, as well as providing specialist equipment such as speech-to-type software for visually impaired people and construction tools.

In our first year we engaged 103 young people (target, 75) aged 16 to 24 facing multiple disadvantages, at risk of violence or gang affiliation, or those with either current or previous involvement with the criminal justice system. This demonstrates a clear need for this work at a time of public cutbacks. Together, we are helping to improve some of the most disadvantaged young people aspire to and achieve better futures.

Gamechangers

For many years, Barclays have supported our work with disadvantaged families through our Gamechangers Programme. At present, the team is working intensively with 135 families in London (Southwark and Tower Hamlets), Yorkshire and Cardiff. Over the past two years they have worked with Southwark Council as part of the Troubled Families in Lambeth programme to help families with multiple support needs, typically around unemployment, debt, substance misuse and children not attending school.

Patient work with these families has paid off. The families' situations have improved as they have gained the skills and confidence to progress. Three former clients who have been volunteering on the project have moved into paid employment in the past year and three clients have secured a paid work placement at the Brewbird café (see page 20).

Supporting disadvantaged families in Lambeth

Comic Relief support our work through the Lambeth Safer Stronger Families Project which helps disadvantaged families affected by gang involvement. Our caseworker works in partnership with schools, the local authority, police and a range of other providers to offer a wide-ranging service which meets the needs of the families and the local community. Most of the families have had difficulties in engaging with mainstream services which is where our role comes in as a broker and advocate. The project has achieved all of its first year targets. These have included offering gangs awareness training for other professionals such as the Youth Offending Service. All this work has been very positively received. An increasing concern is the number of very vulnerable girls and young women our caseworker is supporting who are at risk of being exploited by gangs. He works in close partnership with our SOS Project to tackle this and other issues being experienced by the young people and their families.



539

disadvantaged families
were supported to
improve their
situations and gain
independence

Work with Pupil Referral Units

Students attending Pupil Referral Units are at an increased risk of getting involved in the criminal justice system so work in these units presents an ideal opportunity for prevention. We are working with young people in a unit in Tower Hamlets and the team have supported many young people to reintegrate into mainstream education, or to continue to higher education.

Over the past year, we have also been able to develop a service in Greenwich working with disadvantaged families affected by gangs. This involves close partnership work with Pupil Referral Units in the borough and statutory agencies to identify young people at risk and provide one to one support for them and their families when needed. We hope to build and expand this work in the coming year.

Looking forward

Changes to the benefit system are having a big impact on disadvantaged families. A lot of the team's time is spent supporting families to negotiate the changes and advocating on their behalf. The benefit cap in particular has had a detrimental impact of families of all sizes in all forms of accommodation. As such, we have seen families relocated out of London and away from their support networks due to the benefit cap and lack of affordable accommodation in London.

The team highly value the expertise of our resident Welfare Rights Advisor Sam Warburton who consistently ensures that our clients receive all the financial support that they are entitled to.

Our focus for the coming year will be to continue to funding for our work with children and families. Our prisons teams often report that they can be supporting three or even four generations of the same family in custody. By offering this area of our work, we aim to break this cycle and give disadvantaged families a true stake in society.

Support with debts, poverty and financial hardship

Changes to the benefit system and the continued austerity have had a detrimental effect on all of our clients across St Giles Trust.

This work has taken place across all of our services – both prison and community based.

- **3502 clients were advised and supported regarding debts**
- **2404 were given welfare rights support**
- **1628 were offered help with money advice and budgeting**
- **1150 were helped to open a bank account**
- **782 applications were made on behalf of our clients for financial and practical help from charitable trusts and food banks – the largest number of such applications we have ever recorded**

The pace of change of reforms to the welfare system means it is difficult for many of them to understand what their entitlements are, the requirements on them when claiming and how employment may affect their claim. Our teams assisted 280 clients who were sanctioned by the DWP last year and risked having their benefits stopped. Most of these instances were down to miscommunication and our intervention involved liaising with the DWP to explain mitigating circumstances on behalf of our clients.

Many of our clients have criminal convictions and face difficulties when they try to access bank accounts which are now required for benefit payments as well as paid employment.

Our **Welfare Rights Advisor Sam Warburton** has proved an invaluable resource in this growing area of need amongst our clients. Her level of expertise has meant she has been able to intervene, advise and resolve some of the highly complex cases our clients can have. Once our clients' financial situation is stabilised we are able to focus more on helping them achieve independence and employment.



Support for children and families

The team in Yorkshire help disadvantaged families and their children. This work takes place through a range of projects.

Thanks to our Barclays-supported Gamechangers team, several families no longer need social services interventions and their children have been removed from the child protection plans. All of these families were heavily disadvantaged and faced multiple barriers.

The need for support on release from prison is a frequent issue. One woman was released with a severe mental illness and serious debts. The Gamechangers team helped her resettle back into the community and rebuild her relationship with her children. She has also been helped to address her debts and supported with budgeting. As a result, her confidence has developed to the point that she has now embarked on the Level 3 Information, Advice and Guidance qualification and started volunteering. Her relationship with her children is good and social services are no longer involved.

The team also prevented one newborn being taken into foster care when the couple experienced delays to the pre-birth plan from social services. Dad had been recently released from prison and his pregnant partner was informed the baby would be taken into care. The team found them a place in a family unit they could stay in when the baby was born. They settled in well and the family are still engaging with support.

Supported by Children in Need, Children of Prisoners Empowered (COPE) was established by the Yorkshire Team to help children in Leeds, Bradford and Wakefield who have a parent in custody. Over the past year, the team have offered intensive support to 28 children and are looking forward to working with many more in the forthcoming months. COPE helps children make sense of the prison system – a traumatic time for them – and ease their anxieties.

Lack of information about prison is a key reason for such issues as many children gain first impressions of what it is like for an incarcerated parent from television and film. The team have created storybooks to explain prison to them and answer questions. They have organised days out such as trips to the woods and teddy bear's picnics meaning the children do not miss out on activities because of an absent parent. One family was helped to re-experience days out to watch planes take off at the airport – something they used to do with their dad before he went to prison but had since found too painful to do unsupported.

We also carry out family support in custody. In the past year, in partnership with the Community Rehabilitation Company Purple Futures, a project called Maintaining Family Ties has been developed. It helps prisoners in HMP Wealstun to maintain, build on and improve relationships with family on the outside. We are looking at opportunities to develop this further.

Our work with children and families is vital and preventative. It breaks down some of the social isolation disadvantaged families can feel and helps the children express their feelings. Addressing these barriers means that children can have the best chance of thriving and developing.

The work of this team has grown further over the past year. The development of the Big Lottery Fund supported Peer Advisor Centre, the CFO3 Employment Project and our ongoing work in prisons has meant we have been able to join up our services and offer more to the local communities in this region. There have also been some important developments in our work with children, families and young people.

Peer Advisor Centre

Based at our office in Leeds, this offers former service users opportunities to become Peer Advisors, helping to provide services to disadvantaged people in the local community and inspiring positive change. They carry out voluntary placements with local agencies whilst working towards their ultimate goal of gaining paid employment. The service works closely with others available at St Giles Trust Yorkshire and with external agencies in the local community.

Over the past year, 20 Peer Advisors secured paid employment – three of whom were employed by St Giles Trust. 41 individuals embarked on the first stage of the Peer Advisor course 'Learning to Advise' and 16 passed the Level 3 Information, Advice and Guidance qualification.

Peer Advisors undertake placements in a wide range of agencies including alcohol and drugs misuse services, debt support agencies, employability agencies, immigration support and other advocacy services. In a testament to the success of the project, one is volunteering in a Probation Approved premises, highlighting the level of trust statutory agencies have in this service.

Given the breadth of areas the Peer Advisors are working with, they are now offered specialist training in areas such as domestic abuse, mental health, substance misuse, suicide and self-harm awareness. In a fantastic development, several have progressed into higher education.

The team are currently looking to extend the range of placement opportunities available to the Peer Advisors and promote the Centre's Peer Advisor Training to groups such as care leavers and former Armed Forces personnel. They are now proactively taking the advice and guidance sessions out into the community to places used by people who may have unmet needs including fast food outlets, community hubs and faith venues.

CFO3 Employment Project

We are now into the second year of delivering the CFO3 Employment Project in custody and in the community across West Yorkshire. It is funded by NOMS ESF and working in partnership with APM. Running until 2020, the team will support 1,200 people, who are the hardest to reach ex-offenders. The individualised case management approach provides long term support, so that clients steadily progress through a range of supportive measures and courses that leads to employment and a more positive future.

***Pictured:** the Yorkshire team during the Three Peaks trek raising money for their client fund.*



Yorkshire

The Easy Read Project

St Giles Trust has been participating in The Easy Read Project in HMP Wealstun. Easy Read helps individuals with barriers such as language and learning difficulties access information in easily understandable formats through use of pictures and simple words. Over the past year, eight Peer Advisors have been trained in converting over 30 prison documents to Easy Read materials for HMP Wealstun and Her Majesty's Prison and Probation Service (HMPPS), exceeding the targets set for this project.

Some initial glitches over IT access within the prison were successfully overcome and Easy Read has been a real success. It has been embedded as a workshop, and this has led to the prison requesting an additional workshop instructor to continue this workshop in the future. The Easy Read documents have been well received by both HMP Wealstun and HMPPS.

Work with women

The Yorkshire team have developed specialist women-only services over the past year through the Women's Change Group. This is a weekly group that meets to help women identify their goals and support needs and achieve their aspirations. It crosses over with our children and families work as the team offer the women days out with their children and have most recently organised an overnight residential trip to Whitby. We are currently developing this work further in the coming year by making links with like-minded partner organisations and running training courses over issues such as tackling domestic abuse.

Work with disadvantaged young people in Yorkshire through our HSBC-supported Choices Programme is detailed on page 24.

CFO3 Mentoring

This project reaches out to people in North and West Yorkshire who are from the most disadvantaged backgrounds to help them engage with services and secure training and employment. It is funded through NOMS ESF and working in partnership with APM. It offers training to people who have already overcome disadvantage to become qualified mentors who can help and support others. Over the past year, it has tallied up over 1000 hours of volunteering from the mentors and supported over 100 clients. The mentors themselves have started the Level 3 qualification and we now offer short courses to clients, including personal finance, mentoring, relationships and foodwise courses.

The CFO3 Mentoring has helped many very disadvantaged people improve their lives and reduce their level of offending. Our plans for the forthcoming year include the delivery of more short courses, increasing referrals and recruitment of mentors alongside obtaining mentoring accreditation.





Working Out Cardiff

Supported by the European Social Fund, we started Working Out Cardiff in 2017. It offers work to people who may have never had the opportunity of employment before due to disadvantages such as an offending background, homelessness and substance misuse.

It trains people to become Level 3 qualified Peer Advisors and offers them paid work placements with partner organisations.

Since the start of Working Out, we have had a great response from other local organisations who host the Peer Advisors in their placements. They have been able to use their own experiences of overcoming difficulties to help others. This adds impact to the work of these organisations and helps break down some of the barriers disadvantaged people face when they look for employment.

Our plans for the immediate future are to help this first cohort of Peer Advisors secure paid employment. We are also planning to help expand our network of hosting organisations that can facilitate further opportunities for disadvantaged people who want to benefit through Working Out. Many of these come from other services we offer in Cardiff including our Gamechangers team.

Support for children and families

Our Gamechangers Team have continued to provide help for heavily disadvantaged families – often affected by the criminal justice system – in Cardiff and the surrounding area of the city. The service plugs a gap often left by other statutory services and helps meet this need.

Work in prisons

We work in HMP Cardiff, HMP Swansea, HMP Prescoed, HMP Stoke Heath and HMP Berwyn delivering a resettlement service on behalf of the Wales Community

Rehabilitation Company. In these prisons, we offer housing casework support to prisoners in need. The team are supported by our Peer Advisors who offer added value in helping these busy teams. There are a number of Peer Advisors who are ex-armed forces and they have helped us forge links with armed forces charities in the prison. One Peer Advisor in HMP Prescoed has helped to set up a veterans group.

Our caseworker in HMP Cardiff prevented a potential suicide when she was able to step in and offer a prisoner the rapid help he needed. A Peer Advisor we trained in HMP Cardiff helped a prisoner with literacy difficulties to read and write and as a result this prisoner is now able to read to his son.

Peer Advisors in all these prisons have paid tribute to the trainer assessors who have helped them. A Peer Advisor in HMP Swansea commented: “My NVQ assessor has been so supportive and helpful. I would like to say a big thank you to St Giles Trust for helping me become a better person and for making a negative experience into a positive one.”

HMP Berwyn

In March 2017, we started work in HMP Berwyn, a Category C male prison near Wrexham. The St Giles Trust team have settled in well and are an integral part of the prison. Our role is to offer resettlement services.

The team's initial work involved familiarising themselves with new prison policy and procedures, developing working relationships with other departments in the prison and building links with external agencies. On both sides of the gate, they have worked with the CAB to introduce a money advice service and a gambling support agency. The team are currently producing workbooks offering tips, tools and advice to help prepare men for their release.

This good start has meant the team have been able to pass on their knowledge and expertise to others in the prison. Their achievements have included one staff member receiving a Governor's Reward and Recognition

St Giles Trust Cymru⁷

Award, another chosen to be a 31 Practices Champion (an organisational values champion) and one team member flying St Giles Trust's flag in the prison through his involvement in the prison bowling team!

Future plans include developing and embedding courses in the prison, taking the lead on CAB linked work and running focus groups with the men to gain their feedback on their services.

HMP Stoke Heath

Located near the border with Wales in Shropshire, HMP Stoke Heath is a Category C adult male prison and Young Offenders Institute. Our role is to offer resettlement services and train prisoners through our Peer Advisor Programme. This has included helping remand prisoners and those with housing needs about to be released in England. The team have achieved 100% of their targets, helped by a number of prisoners who are now working as Peer Advisors who are an invaluable source of help. Their wide-ranging work has developed to offer one-to-one support to the prisoners to help them develop their CVs.

Extending their multi-agency work has been a key feature. This has included introducing courses on debt and illegal money lending (issues which can significantly affect prisoners and hamper their chances of successful resettlement), completing Welsh Discretionary Assistance Applications for Welsh prisoners and establishing links with new accommodation providers across England.

Future plans for the team include continuing to meet their targets and meeting the high demand for housing support amongst the prisoners they work with. They will also develop the Peer Advisor Programme, enabling more prisoners to benefit from the Level 3 Information, Advice and Guidance qualification, and maintain links with partners to expand multi-agency services for the prisoners.

Looking forward

We are extremely pleased with the developments in both our prison and community-based work in Wales over the past year. An emerging new need is the development of county lines activity in Cardiff where young people are exploited by organised street gangs to courier and distribute drugs. We have recently secured funding from Children in Need to offer support to young people in Cardiff who are affected by this issue and are currently offering training to professionals in the region to help equip them with the skills and knowledge to help us tackle it.

St Giles Trust Cymru

Rhaglen 'Gweithio Allan / Working Out' Caerdydd

Gyda chymorth Cronfa Gymdeithasol Ewrop, dechreuon ni raglen Gweithio Allan yng Nghaerdydd yn 2017. Mae'n cynnig gwaith i bobl nad ydynt erioed wedi cael cyfle i gael cyflogaeth o'r blaen oherwydd anfantais fel cefndir troseddol, digartrefedd a chamddefnyddio sylweddau.

Mae'n hyfforddi pobl i ennill cymhwyster Lefel 3 fel Ymgynghorwyr Cymheiriaid ac yn cynnig lleoliadau gwaith â thâl iddyn nhw gyda sefydliadau partner.

Ers dechrau Gweithio Allan, rydyn ni wedi cael ymateb gwych gan sefydliadau lleol eraill sy'n cefnogi'r Ymgynghorwyr Cymheiriaid yn eu lleoliadau. Maen nhw wedi gallu defnyddio'u profiadau eu hunain o oresgyn anawsterau i helpu eraill. Mae hyn yn ychwanegu effaith at waith y sefydliadau hyn ac yn helpu i ddymchwel rhai o'r rhwystrau mae pobl o dan anfantais yn eu hwynebu wrth chwilio am waith.

Ein cynlluniau ar gyfer y dyfodol agos yw helpu'r garfan gyntaf o Ymgynghorwyr Cymheiriaid i ddod o hyd i gyflogaeth gyflogedig. Rydyn ni hefyd yn cynllunio i helpu ymestyn ein rhwydwaith o sefydliadau cefnogi sy'n gallu hwyluso cyfleoedd pellach i bobl o dan anfantais sydd am elwa ar y rhaglen Gweithio Allan. Mae llawer o'r rhain yn dod o wasanaethau eraill rydyn ni'n eu cynnig yng Nghaerdydd gan gynnwys ein tîm 'Gamechangers'.

Cymorth i blant a theuluoedd

Mae ein Tîm Gamechangers wedi parhau i ddarparu help i deuluoedd sydd o dan anfantais aruthrol – sy'n cael eu heffeithio'n aml gan y system cyfiawnder troseddol – yng Nghaerdydd a'r cyffiniau o amgylch y ddinas. Mae'r gwasanaeth yn llenwi bwlch sy'n cael ei adael yn aml gan wasanaethau statudol eraill ac mae'n helpu i ateb y galw hwn.

Gwaith mewn carchardai

Rydyn ni'n gweithio yng Ngharchar EM Caerdydd, Carchar EM Abertawe, Carchar EM Prescoed, Carchar EM Stoke Heath a Charchar EM Berwyn, yn darparu gwasanaeth adsefydlu ar ran Cwmni Adsefydlu Cymunedol Cymru. Yn y rhan fwyaf o garchardai rydyn ni'n cynnig cymorth gwaith achosion i garcharorion mewn angen. Caiff y tîm ei gefnogi gan ein Hymgyngorwyr Cymheiriaid sy'n cynnig gwerth ychwanegol i helpu'r timau prysur hyn. Mae nifer o Ymgynghorwyr Cymheiriaid sy'n gyn-aelodau o'r lluoedd arfog ac maen nhw wedi ein helpu i greu cysylltiadau gydag elusennau'r lluoedd arfog yn y carchar. Mae un Ymgynghorydd Cymheiriaid yng Ngharchar Prescoed wedi helpu i sefydlu grŵp cyn-filwyr.

Llwyddodd ein gweithiwr achosion yng Ngharchar EM Caerdydd i atal rhywun rhag ceisio lladd ei hun pan gamodd hi i mewn i gynnis y cymorth brys oedd ei angen arno. Helpodd Ymgynghorydd Cymheiriaid a hyfforddwyd gennym yng Ngharchar EM Caerdydd garcharor ag anawsterau llythrennedd i ddarllen ac ysgrifennu ac o ganlyniad mae'r carcharor hwn bellach yn gallu darllen i'w fab.

Mae Ymgynghorwyr Cymheiriaid ym mhob un o'r carchardai hyn wedi talu teyrnged i'r hyfforddwyr-aseswyr sydd wedi'u helpu. Dywedodd Ymgynghorydd Cymheiriaid yng Ngharchar EM Abertawe: "Mae fy asesydd NVQ wedi bod mor gefnogol a chymwynasgar. Hoffwn ddweud diolch yn fawr iawn i Ymddiriedolaeth St Giles am fy helpu i fod yn berson gwell ac am droi profiad negyddol yn un positif."

Cymru

Carchar Ei Mawrhydi Berwyn

Ym mis Mawrth 2017, dechreuon ni weithio yng Ngharchar Ei Mawrhydi Berwyn, sy'n garchar Categori C i ddynion ger Wrecsam. Mae tîm Ymddiriedolaeth St Giles wedi cael eu traed oddi tanynt yn dda ac maen nhw bellach yn rhan annatod o'r carchar. Ein rôl ni yw cynnig gwasanaethau adsefydlu. Roedd gwaith cychwynnol y tîm yn golygu ymglyfarwyddo â pholisi a gweithdrefnau'r carchar newydd, datblygu perthnasau gwaith ag adrannau eraill yn y carchar a chreu cysylltiadau ag asiantaethau allanol. Ar ddwy ochr y glwyd, maen nhw wedi gweithio gyda Chyngor ar Bopeth i gyflwyno gwasanaeth cyngor am arian ac asiantaeth cymorth hapchwarae. Mae'r tîm wrthi ar hyn o bryd yn cynhyrchu gweithlyfrau sy'n cynnig awgrymiadau, cymhorthion a chyngor i helpu i baratoi dynion at yr adeg y cânt eu rhyddhau.

Mae'r camau cychwynnol cadarn hyn wedi golygu bod y tîm wedi gallu trosglwyddo'u gwybodaeth a'u harbenigedd i eraill yn y carchar. Mae eu cyflawniadau wedi cynnwys Gwobr a Chydnabyddiaeth y Llywodraethwr i un aelod o'r staff, rhywun arall yn cael ei ddethol yn Hyrwyddwr 31 o Arferion (hyrwyddwr gwerthoedd sefydliadol) ac un sy'n dipyn o arbenigwr ar fowlio gwrthlaw sy'n chwifio baner Ymddiriedolaeth St Giles drwy fod yn rhan o dîm bowlio'r carchar!

Ymhlith cynlluniau'r dyfodol mae datblygu a gwreiddio cyrsiau yn y carchar, arwain ar waith cyswllt gyda Chyngor ar Bopeth a chynnal grwpiau ffocws gyda'r dynion i gael eu hadborth am eu gwasanaethau.

Carchar Ei Mawrhydi Stoke Heath

Mae Carchar Ei Mawrhydi Stoke Heath, sydd wedi'i leoli ger y ffin gyda Chymru yn Swydd Amwythig, yn garchar Categori C i ddynion sy'n oedolion ac yn Sefydliad Troseddwy'r Ifanc. Ein rôl ni yw cynnig gwasanaethau adsefydlu a hyfforddi carcharorion drwy ein Rhaglen Ymgynghorwyr Cymheiriaid. Mae hyn wedi cynnwys helpu carcharorion yn y ddalfa a'r rhai gydag anghenion tai sydd

ar fin cael eu rhyddhau yn Lloegr. Mae'r tîm wedi cyflawni 100% o'u targedau, a hynny gyda chymorth nifer o garcharorion sydd bellach yn gweithio fel Ymgynghorwyr Cymheiriaid sy'n ffynhonnell gymorth hynod werthfawr. Mae eu gwaith eang wedi datblygu i gynnig cymorth un i un i'r carcharorion i'w helpu i ddatblygu eu CV.

Mae ymestyn eu gwaith amlasiantaeth wedi bod yn nodwedd allweddol. Mae hyn wedi cynnwys cyflwyno cyrsiau ar ddyled a benthyca arian yn anghyfreithlon (sef materion sy'n gallu effeithio'n sylweddol ar garcharorion ac andwyo'u gobeithion o adsefydlu'n llwyddiannus), cwblhau Ceisiadau Disgresiynol am Gymorth yng Nghymru ar gyfer carcharorion o Gymru a sefydlu cysylltiadau gyda darparwyr llety newydd ar draws Lloegr.

Ymhlith cynlluniau'r tîm at y dyfodol mae parhau i gyrraedd eu targedau ac ateb y galw uchel am gymorth tai ymysg y carcharorion maen nhw'n gweithio gyda nhw. Byddant hefyd yn datblygu'r Rhaglen Ymgynghorwyr Cymheiriaid, gan alluogi mwy o garcharorion i elwa ar y cymhwyster Lefel 3 mewn Gwybodaeth, Cyngor ac Arweiniad, a chynnal cysylltiadau gyda phartneriaid i ymestyn gwasanaethau amlasiantaeth i'r carcharorion.

Edrych ymlaen

Rydyn ni ar ben ein digon gyda'r datblygiadau i'n gwaith mewn carchardai ac yn y gymuned yng Nghymru dros y flwyddyn diwethaf. Rhywbeth sy'n dod i'r amlwg yn awr yw'r angen newydd i ddatblygu gweithgarwch 'llinellau sirol' yng Nghaerdydd lle caiff pobl ifanc eu hecsbloetio gan gangiau cyfundrefnol y strydoedd i gludo a dosbarthu cyffuriau. Yn ddiweddar rydyn ni wedi sicrhau cyllid gan Blant mewn Angen i gynnig cymorth i bobl ifanc yng Nghaerdydd sy'n cael eu heffeithio gan y broblem hon ac rydyn ni'n cynnig hyfforddiant ar hyn o bryd i weithwyr proffesiynol yn y rhanbarth er mwyn helpu i ddarparu'r sgiliau a'r wybodaeth sydd eu hangen arnyn nhw fel bod modd mynd i'r afael â'r mater.

East of England

St Giles Trust – Eastern Region

Over the last year, our community-based employment support project Working Out was refunded and we started a new project addressing crime and anti-social behaviour amongst young people in Ipswich.

Community-based employment support

Supported by The Big Lottery Fund, Working Out helps adults with a criminal conviction prepare for employment. The team of specially-trained ex-offenders offer support with looking for work, interview techniques, CVs and a range of other areas. They also offer the Level 3 Advice and Guidance qualification offering service users the opportunity to train and qualify as Peer Advisors.

The team have had some real successes over the past year. One man had a long history of mental health and drug misuse issues and came to the team on his release from prison. Working Out helped him secure a voluntary job one day per week supporting a photographer who has also kindly agreed to train him in professional photography for free. He is now much more positive about where his life is headed. We have now secured a further three years of funding from The Big Lottery Fund which will enable us to provide much-needed housing support as part of this project.

Working under the Community Rehabilitation Company for Norfolk and Suffolk, we have delivered comprehensive support to help prison leavers access education, training and employment support.

Mentoring for disadvantaged young people

In partnership with the Safer Suffolk Foundation, we are now offering mentoring to disadvantaged young people in the Jubilee Park area of Ipswich. The young people

have been referred from the local Pupil Referral Unit and Youth Offending Service. They have been identified as being at a particularly high risk of getting involved in the criminal justice system. London drug gangs target Ipswich making young people vulnerable to being exploited into running drugs for them through county lines activity. Our future plans include organising and delivering SOS+ sessions to support the mentoring work being carried out.

Work in prisons in the BENCH region

We are continuing our prison-based work under the BENCH region (Bedfordshire, Northants, Cambridgeshire and Hertfordshire) through resettlement work with prisoners in HMP Peterborough, HMP Bedford, HMP The Mount and HMP Woodhill.

Our work focuses on offering prisoners essential help with issues around housing, benefits and debts alongside support with education, employment and training. When people enter prison, our team meet them, prepare a resettlement plan and offer ongoing support to implement it. 12 weeks prior to their release, work intensifies to help prisoners to prepare for release and ensure the right support is in place.

This is a hardworking team who delivered high quality work under significant change, achieving over and above their targets. They took over the delivery of accommodation, finance, benefit and debt delivery in HMP Peterborough and reached their annual target within just seven months.

They have recently expanded their work in HMP Peterborough to offer resettlement support to returners to Norfolk and Suffolk and with women in HMP Peterborough, helping them adjust to life in the community. This means the team are now responsible for the resettlement of 95% of the prisoners in HMP Peterborough.

Shaun's Story >

44-year old Shaun has his own business running a barber shop in Peckham. It was through this work that he came into contact with young people who were at risk of progressing down the same route he did in his teens and twenties – one that led to a 14 year prison sentence.

Shaun got his life back on track after prison and secured a job in the City working for a software development company. When made redundant, he returned to barbering – something he had done before prison.

"I thought I was pretty clued up about what was going on when it came to the streets," said Shaun. "But dealing with the youths in my shop I realised there was a whole change of culture and dynamics. It's almost like organised crime and young kids are targeted. I was always talking to the kids who would come to my shop and mentoring seemed like a natural thing to do."

A friend introduced Shaun to St Giles Trust. "I started volunteering for the Children and Families team." This work involved going into Pupil Referral Units helping young people involved in or at risk of offending, gangs and exploitation. Shaun quickly developed an appetite for this and volunteered with the SOS Project. "I started volunteering with Carlie Thomas on SOS going into prisons and working with clients before their release. The more I got involved I thought it was more up my street."

He started training as a Peer Advisor through the London Peer Hub whilst volunteering and still also running his barber shop. "I was working in my own business and taking two days a week to come in here unpaid which was costing me really. A lot of other trainees were saying to me 'oh don't worry you'll get a job soon,' and I thought 'well I've got a job'. But because of the direction I wanted to go in terms of doing a mentoring/training programme I wanted to gain experience and learn a broader picture."



Shaun has a long-term ambition of developing a mentoring programme for young people at risk whilst offering them barbering training. "I know how to talk to youths," said Shaun. "I know how to direct them and how to engage with them. But on a professional level in terms of legislation I know I need to learn and gain experience in that side of things."

He now works on the SOS Project as a caseworker in Bexley – an area which is seeing a growing problem with gangs despite its suburban, leafy location. As such, many of his young clients and their parents are unprepared for the harsh realities of this lifestyle. "There is one Mum I'm working with who has done everything for her son," says Shaun. "She doesn't understand how he got like that and how to get back out of it. So she leans on me a lot for support because she's really at the end of her tether. It's a whole new culture for her and she's not aware of how it happened."

Shaun highlights the allure of social media in playing a key role. "I definitely think parents need to be made more aware of what is going on with social media. Kids are over-exposed to violence and sexual content - they sit on a phone in a nice house, see the gang life and emulate the slang, the attitude and pick up all the negative things."

And he knows how tough it can be for parents. "There is too much going on. It's all portraying a lifestyle that's not even real. I see grown men and women who are addicted to this stuff so it's highly impressionable to a child. You've got kids walking around with balaclavas for no reason – just because it's a fashion."

With exposure to gangs available at the swipe of an iPhone, people like Shaun are crucial in helping demystify some of the myths that are put online about this lifestyle – and offering non-judgemental, wise advice to those who have already been affected by it along with the support to help them break free.

Work in prisons and specialist support

Prison-based Peer Advisor Programme development

The introduction of reform prisons - although no longer still operative - offered a window of opportunity for us to revive our Peer Advisor Programme in some of these prisons as a prison-funded project. We have been able to re-establish the programme in HMP Wandsworth and HMP High Down whilst entering new prisons HMP Coldingley and HMP Gartree.

Work with the Kent, Surrey and Sussex Community Rehabilitation Company (CRC) -

Since October 2016, we have been working with the Kent, Surrey and Sussex Community Rehabilitation Company to deliver our peer-led work in HMP Bronzefield, HMP Send and HMP High Down. This work offers our Peer Advisor Programme in these prisons to offer housing casework support for prisoners in need. Peer Advisors offer invaluable support on the service.

Work in the Midlands

The Reducing Reoffending Partnership (RRP) is a groundbreaking partnership between St Giles Trust, Ingeus and CGL (formerly CRI), working together with Derbyshire, Leicestershire, Nottinghamshire, Rutland and Staffordshire & West Midlands Community Rehabilitation Companies.

Our involvement reflects one of the guiding principles of the RRP that those involved in the criminal justice system should be at the heart of the solution. We demonstrate this through the prominence of our Peer Advisor Programme in supporting the RRP's Through the Gates services in the prisons across the Midlands.

Our initial focus involved establishing partnerships, and standing up our peer-led approach to supporting inmates. This has paid off as we are now firmly embedded in prisons across the Midlands training prisoners to become Peer Advisors.

Last year, we trained 84 prisoners through our Peer Advisor Programme and had an average of 75 Peer Advisors working each month to provide invaluable support to the prison resettlement teams.

In a highly promising development, this year we have seen an increase in the number of prisoners who have reached Level 4 on the Information, Advice and Guidance qualification. Not only does this personally benefit those undertaking the training, it also means they can share their expanded expertise and knowledge with their fellow Peer Advisors.



84

Prisoners trained as
Peer Advisors in
Midlands teams

Specialist support

Specialist support for vulnerable women and foreign nationals

Our commitment to helping vulnerable women has continued over the past year. This has been through our prison-based work, our Footsteps project helping women released from prison returning to London and support in the community for vulnerable women.

Footsteps

Our WIRE service, supporting women with Autism Spectrum Disorder and Personality Disorder traits, ended last year. However, we were lucky to secure support in 2016 to help us launch Footsteps. This project supports women who have mental health and/or complex support needs. It aims to stabilise their situations and help them adjust to life in the community. It is specifically targeted at women with very high support needs who might struggle to engage with mainstream services.

Footsteps works in partnership with multiple agencies to help address the wide range of needs vulnerable women in the criminal justice system typically experience. These include homelessness, mental health issues, substance misuse, domestic abuse, sex working and debt. It helps women returning to London from HMPs Bronzefield, Downview and Send and also takes referrals from community agencies including Community Mental Health Teams.

Community-based work with women at risk

Expect Respect is a specialist service offered within our SOS Project (see page 27) which helps girls and young women at risk of becoming involved in and exploited by gangs. Our caseworkers offer practical and emotional support to help them realise positive aspirations, develop healthy attitudes towards relationships and stay engaged with education and training.

Both group work and one-to-one support with young women at a particularly high risk is offered.

Our Yorkshire Team offer a burgeoning range of community-based services to help vulnerable and disadvantaged women move their lives forward and become independent. Further details are on page 32.

Work in prisons

We have continued to offer our Peer Advisor Programme in HMP Send and HMP Downview. As well as providing peer-led support, it provides an important stepping stone as demonstrated through the fact that some progress to work on Peer Assist (see page 14).

There are also a large number of foreign national prisoners held in HMP Downview and demand for services and support is especially high amongst them. This is where our Peer Advisors come in through addressing this need and relieving the stress and anxiety felt by many of the women who are unfamiliar with the UK prison system (see right).

Help for prison leavers at risk

In December 2016, we started a new service helping prison leavers returning to London boroughs who were identified by the authorities as being at a high risk of re-offending due to their high levels of needs.

Our role is to work in partnership to help them access opportunities, engage with services and prevent future re-offending. We can meet them at the gate on the day of release and offer intensive support to help ease the transition into the community. We continue supporting them until their situations are stable and they have a solid, positive support structure in place. Being ex-offenders themselves, our team are ideally placed to reach this often heavily marginalised group of individuals.



Community-based services for adults with multiple and complex needs

This important but unsung area of our work is London-based with ex-offenders and vulnerable people at risk in the community.

Most of the people we support have multiple and complex needs driving their behaviour and have histories of long involvement in the criminal justice system. Given their high levels of need, this area of our work is most effective when peer-led and delivered as these caseworkers have a high level of engagement with this group. The work involved offers excellent vocational experience for Peer Advisors who are training in the Advice and Guidance qualification whilst they are supported by very experienced members of the team.

Under the **Bexley Integrated Offender Management** team we are working with high risk offenders to help them resettle and reduce their levels of re-offending. Our team offers support with housing, engaging with services and accessing employment and training opportunities.

Our work with the most excluded individuals through our **Outliers Project** has continued. It offers a lifeline for a number of highly needy individuals in south London who will not or cannot engage with any other organisation. They require extremely patient, persistent support offered by our staff who are a familiar face to them and are able to work with them at their pace. Despite their high needs, our long-term aim is to help the clients engage with training, volunteering, employment and gain independence when the time is appropriate for them. This service crosses over with our multi-agency partnership work through the **Pathways Project** helping homeless patients in Kings College Hospital who make frequent and inappropriate use of A&E due to their unmet needs.

Our caseworkers help to stabilise their situations through support with housing and engaging with other services. This not only reduces their use of services such as A&E, it also addresses underlying needs and offers lasting improvements to the lives of very vulnerable individuals.

Work with foreign national prisoners

Thanks to The Bell Foundation, we have been able to continue working with men and women who are held in prisons holding foreign national prisoners.

Our Peer Advisors can help ease the anxiety felt by foreign national prisoners who are often unfamiliar with the UK prison system but still have support needs around family, housing and face language barriers. Funding from The Bell Foundation has enabled us to offer Level 4 Information, Advice and Guidance training to prisoners in foreign national prisoners during this past year. Funding for qualifications at Level 4 and above is difficult to secure so this has been a very valuable opportunity. One of the prisoners who benefitted from the Level 4 qualification won a Prisoner Learning Alliance award from the Prisoner Education Trust in recognition of his tireless work helping prisoners in HMP Huntercombe.

Looking forwards

Looking forward to the next three years, St Giles Trust has been successful in its partnership bid to Building Better Opportunities for its Peer Circles project. This will provide employment support in central and south London for people with complex/severe and multiple disadvantage, who experience challenges such as mental ill health, homelessness, drug and alcohol misuse and offending. There is a specialist strand for women, and the service delivery team includes Peer Advisors recruited from the client group. St Giles Trust is the lead partner and is working with Evolve, Look Ahead and Shelter. We have also secured funding to offer specialist support to prison leavers who are Muslim to help them resettle into the community.



Fundraising⁷

Fundraising and campaigns

During Christmas 2016 we entered **The Big Give Christmas Challenge** in order to highlight the plight of vulnerable young women across Lambeth at risk of gang exploitation. With the opportunity to match our fundraising results, we secured a total of £20,000 thanks to the generosity of our supporters!

Our Patron Jenny Agutter OBE presented our 2017 Radio 4 Appeal which highlighted how our services help women who have fallen into the criminal justice system. We were thrilled with the magnificent response from our regular supporters and a range of new and interested donors who collectively donated £34,169! Special thanks to patron Jenny Agutter for her leadership.

The last year also involved a number of events where supporters ran, cycled, walked and swam for St Giles Trust. The team worked with a record number of London Marathon runners in 2017, and continued to grow the charity's Ride London Surrey 100 cycle team.

People are moved to support St Giles Trust for a number of reasons; as one supporter said, "St Giles Trust does incredible work in both communities and inside prisons helping ex-offenders and disadvantaged people move their lives forward, and it was an honour to fund-raise for them."

If you want to tackle your very own Challenge event and raise funds for St Giles Trust, contact us at challengeevents@stgilestrust.org.uk



Corporate supporters⁷

We are extremely grateful to our corporate partners who play a vital role in St Giles Trust and our ability to help our clients.



We were delighted to launch our partnership with the Credit Suisse EMEA Foundation in October 2016. They support our **Accessing the Future** programme (see page 30) which offers grants to help our disadvantaged young clients further their education and employability goals. Alongside financial support, the team at Credit Suisse has become actively involved in our work as mentors to our staff and via CV and interview workshops for our clients. We are very much looking forward to the next year of our partnership with Credit Suisse.



Nomura

We maintained our relationship with Nomura following the end of our highly successful two year **Charity of the Year** partnership with them in 2015. We have two Nomura employees on our Board who bring extremely valuable skills and experience. Staff from Nomura mentor our staff. We have now secured support from the Nomura Charitable Trust for our work with disadvantaged young people. Their team was also kind enough to offer us use of their venue for our Supporter Event 2017.



Lancashire Foundation

Thanks to the Lancashire Foundation, we have been able to **pioneer new services** and boost our support services. This has a direct, positive impact on our work with clients. The team continue through their annual volunteering day to give our client garden at our Camberwell HQ a much-needed makeover. Six members of the team mentor our staff. Lancashire have also been extremely supportive of **Brewbird** (see page 20) and use its catering facility for their corporate functions. This has also given our trainees on Brewbird valuable experience.



Liberum

Liberum have continued their loyal and long-standing support for our **SOS+ Programme** (see page 29) which has enabled us to grow it further over the last year. They also offer us 12 members of their team to mentor our staff. Once again last year, we were extremely grateful to benefit from their successful charity auction and summer fundraising day.



Barclays

For many years, Barclays have been supporting our work with troubled families through our **Gamechangers Programme**. Alongside this they have supported St Giles Trust through offering three members of their team to mentor our staff and raising £119,000 for our work through their annual Gala Fundraiser.



HSBC

Since 2013, HSBC have been supporting our work with disadvantaged young people through our **Choices Programme** (see page 24). Thanks to their support, we have been able to transform the lives of nearly 3,700 young people across London and Leeds. We are extremely grateful for their continued support in helping us achieve this for our clients.



Morgan Sindall

This is a new and exciting partnership. The team will be fundraising for our work and offering **suitable job opportunities** for our clients who want to get into construction. They will also be offering CV and interview workshops to help our clients boost their employability skills.



City & Guilds Group

For the past two years, City & Guilds Group has kindly provided us with employability support through its **Skills Development Fund**. This has been to help our **Peer Advisors** to progress further in their roles. We are looking forward to continuing to work with them in the coming year.



Insurance Industry Charitable Foundation

This is another new partnership. The Insurance Industry Charitable Foundation (IICF) will support our **Outliers Project** in 2018 to help vulnerable people in communities of South London make a new start in life. Their support will help 20 homeless people into safe accommodation to make a new start, 15 vulnerable people reconnect with family to expand support network, and 25 people to receive specialist medical help.



St Giles Trust

Head office
Georgian House
64-68 Camberwell Church Street
London SE5 8JB

T: 020 7708 8000

E: info@stgilestrust.org.uk

www.stgilestrust.org.uk

Registered Charity No. 801355
Company Registration No. 2175146 (England)

Patrons and Ambassadors

Lord Phillips of Maltravers KG, Dame Liz Forgan DBE,
Jenny Agutter OBE, Lord Gus O'Donnell GCB FBA,
Christine Ohuruogu MBE, Sam Bailey, Mark Tennant.

Thank you to Denise Rotatori, Jessica Eure and
Karolina Ochocka from our partner Credit Suisse in
helping us to produce this Annual Review.

© St Giles Trust 2017

Follow us on:



Registered with
**FUNDRAISING
REGULATOR**