

St Giles

Turning a past into a future



**Annual Review
2018/19**

Contents

- 1 About St Giles Trust
- 3 Chief Executive foreword
- 7 Chair foreword
- 10 Highlights of the year
- 13 St Giles across the UK
- 14 Peer Hubs
- 16 Beverley's story
- 18 Helping people to boost their skills and employment
- 24 Errol's story
- 26 Help for vulnerable young people involved in or at risk of criminal exploitation
- 34 Matthew and Jim's story
- 36 Support for vulnerable women, their children and their families
- 40 Multiple needs
- 42 Janine's story
- 44 Work in prisons
- 48 Simon's story
- 50 Brewbird and The Pantry
- 52 Ensuring quality, care and peer leadership
- 54 Georgia's story
- 56 Our supporters

St Giles is an award winning charity using expertise and lived experiences to empower people who are not getting the help they need, held back by poverty, exploited, abused, dealing with mental health problems, caught up in crime or a combination of these issues.

About St Giles Trust

We believe people have the power to turn their life around, regardless of their situation. Many of our employees have been in the same circumstances and use their experiences to inspire and support those living through it right now.

We train Peer Advisors to become qualified in Level 3 Advice and Guidance. They then use this qualification and their lived experience to support others. Being helped by someone who has 'been there' is powerful and underpins all of our projects.

“The Peer Advisor training brings out things that you never knew were there – that you didn’t think you’d be able to do.”

“Being part of it has been life changing. I don’t know where I would be without it.”

We enable people to overcome adversity through peer-based social action. The services we provide for 25,000 people each year cover:

- **Help for vulnerable young people involved in or at risk of criminal exploitation**
- **Services helping adults and young people facing unemployment and poverty**
- **Help for vulnerable women and their families**
- **Prison and community-based support for people in the criminal justice system**
- **Specialist support for adults facing complex barriers**

Our work broadly encompasses three key themes, these are:

Building a sense of safety and stability:

We ensure that people have the essentials they need before they can focus on longer term goals. This includes a safe place to live, a sufficient and regular form of income and help to access other services addressing issues such as poor health, debts, or violence.

Building aspirations, skills and positive futures:

We help people develop their skills, confidence and experience to move towards employment. It also reflects our work with a growing group of people who are in paid employment but still experiencing serious poverty and hardship and therefore need support to improve their employment circumstances.

Building connections to move forwards:

We support clients to have the confidence and tools to become positively integrated with their families and local communities, helping play a positive role within their family and become a role model in their community.

Chief Executive foreword



Rob Owen OBE

Chief Executive, St Giles

We are bringing our peer-led approach to tackle tough, emerging issues in society.

Last year I believe we turned a corner given the complex, nuanced problems we are tackling in a fast changing environment.

These challenges led us to give a great deal of thought as to what the St Giles of the future will look like and where our services will be most needed. Over the past few years, these needs have moved well beyond the field of the criminal justice charity we once were. We are bringing our peer-led approach to tackle some of the other tough, emerging issues in our society.

Unemployment remains a big barrier for many disadvantaged people trying to move out of the poverty trap. We helped K, a widower, find work after years of unemployment as he diligently cared for his young family after the sad death of his wife. K's only form of work experience had been on a farm in Sri Lanka 15 years previously. With our help, his skills and confidence increased and he discovered a real aptitude for IT. One day, his caseworker found him in our reception shouting and smiling. K had been offered a job and was so grateful for the help he had received from her to make this dream a reality.

K's story typifies the life-changing impact of our services. We are about people and have always passionately believed that those at the bottom of the pile have so much to offer if they are given opportunities and support. I am proud to say that out of the 24,996 people we helped last year, K was one of 1,050 of them we supported into paid employment. This result has been achieved by staff and volunteers across St Giles, many of whom had been in similar situations themselves – inspiring and motivating those we help to make the same progress they made.

Our network of Peer Hubs received a massive boost thanks to the generous and loyal support of The National Lottery Community Fund. This is the first time we will be offering services in Scotland and Northern Ireland and we are excited at the prospect of working in partnership with local communities to help them effect positive social change from the grassroots.

Sadly, serious violence was a dominant feature of lives of many of our young clients over the past year. Our work to both tackle and prevent this has gained momentum. A record 1,007 SOS+ sessions were delivered to 55,758 participants, helping children, adolescents, parents and professionals gain the awareness, tools and knowledge to stay safe and spot danger signs.

Drugs and county lines exploitation is largely driving the rise of serious violence and addressing the vulnerabilities that lie behind it is where we come in. Our first ever dedicated county lines project in Kent – initially under the Home Office-funded pilot and continued by Kent Police and Crime Commissioner – has made a real difference to the lives of some of the most vulnerable young people in the county. An evaluation showed that in the first year, over 80% of the young people supported through it made progress towards exiting county lines involvement and a third of these ceased their involvement completely. These fantastic outcomes do not capture the individual stories of jobs and GCSEs we helped young people – many of whom had been written off as failures – to achieve. Similar successes have been realised by our teams in Cardiff and London who are similarly addressing county lines in these areas.



**1,007 SOS+
sessions
focussing on
prevention**

Our long-standing services in prisons remain a key focus for us at a time when major changes are on the horizon. The reforms to prison and probation introduced under Transforming Rehabilitation have clearly not worked. They offered us a real opportunity to adopt bold new thinking but sadly the changes were focussed solely on cost with the results all too evident from levels of violence and understaffing. We firmly believe our peer-led approach can bring about life-changing benefits to situations of despair and desperation. We achieved a great deal in often impossible circumstances. However, the situation has become so dire that it is wholly right that the Government takes back control of our prison and probation system. We are keen to continue working in partnership with all providers to sustain our vital work. Our dream for a mass scale peer-led Through the Gates project where each prison leaver is helped to resettle by a reformed, professionally trained ex-offender is still very much alive.

We have expanded our work with vulnerable women leaving prison.

There has been an increase in the number of vulnerable women needing our help, paralleled by a further development of our women's services, partly thanks to the Tampon Tax Fund. As a result we have expanded our work with vulnerable women leaving prison, ensuring they are supported to stabilise their situations and steer clear from dangers such as domestic violence and exploitation. We have developed a new service in Norfolk working with women who are at risk to help prevent them ending up in custody.

I am delighted that our corporate charity partnership with Credit Suisse has been such a success. We are extremely honoured that their staff selected St Giles and grateful for the support they are showing towards our preventative work with young people at risk.

Going forward, I am confident we have a very clear vision on who we are and where we are headed. Our peer-led ethos will remain at our core to help society's most excluded change their lives and support others to progress, influencing other organisations to adopt this approach. However, we remain a nimble charity who can respond quickly and effectively to emerging social needs.

For this we owe thanks to all our loyal funders and supporters – individuals, trusts and foundations, statutory and corporate partners. Without them, we simply could not exist and offer our life changing services.

As I do every year, I would like to pay enormous tribute to our staff and volunteer team who ensure that the near 25,000 people we help each year are given care, kindness and compassion alongside practical support. I owe huge tribute to all of them alongside the St Giles Trust Board who give their time so generously to steer our ship.

Rob Owen OBE

Chief Executive, St Giles



**24,996 people
helped**

Chair foreword



Denise Jagger

Chair, St Giles

Like most charities, we have been adapting to the unpredictable political and economic climate which has had a ripple effect amongst all sections of the community.

I am pleased to report that St Giles is in a solid position to move forward and develop our services, reaching the people and communities in the UK who need them most.

A key feature of the past year has been the award of £3.6million from the National Lottery Community Fund in April, enabling us to develop a national network of Peer Hubs. These have developed from regional projects we have been running for some years whereby benefits delivered to individuals and communities are peer led. I am delighted that we have been given this once-in-a-lifetime opportunity to bring about sector change and encourage organisations to put the people who have direct experience of being helped by them at the heart of their work. We are extremely grateful to the National Lottery Community Fund for having been such loyal supporters of this work and for having faith in our approach.

Employment remains the ultimate goal for many of our clients as it brings them independence, the ability to provide for their families and to give something back to the community. I am proud to report that we had our best ever year in this area helping 1,050 individuals into work. For many of them who may have left school many years ago with no qualifications, this is a very big achievement.

A significant number of our clients are in 'in-work poverty' when they initially engage with us. We prioritise helping all of them into sustainable employment that pays a decent living wage.



1,050 found paid employment

Housing remains a key issue. St Giles helped 3,054 people in housing need into permanent accommodation, most of which has been achieved by our prison teams.

This indicates the ongoing homelessness prisoners face upon release from prison. It is an area we will be pressing the new administration in Government to take action on along with wider changes needed for support and opportunities for those being released from prison.

The exploitation of children and adolescents by criminal gangs through county lines has continued to blight the lives of families across the country. We have remained at the forefront, helping those affected and raising awareness of the issues. We have also reached a record number of young people through our schools-based sessions which offer crucial prevention work through using facilitators with personal experience of involvement themselves. By enabling young people to become informed and aware, we can save a lot of trauma further down the line.

As St Giles grows we are careful to ensure that we have the appropriate governance, systems and processes to enable our staff to deliver safely, efficiently and at scale whilst maintaining the quality of our services. This has included ensuring all our staff (both frontline and support) are trained in trauma-informed practice, safeguarding, GDPR and cyber security. We have also seen the highest number of Peer Advisors complete the Level 3 qualification for the past five years and believe the added training and support we have offered has been a key factor in this.



**3,054 people
were found
acommodation**

As we move forward, we have refined the way in which we speak about St Giles. Alongside our new visual brand it was important to identify the correct narrative to reflect our activity particularly as we have expanded beyond our early focus on people within the criminal justice system. Our new strapline 'Turning a past into a future' sums this up. We are working with people facing a diverse range of issues – homelessness, poverty, abuse, serious violence and addiction. Rather than seeing people with these experiences as a problem, we see it as an opportunity for them to change their own lives and help others to do the same.

All of us at St Giles are extremely grateful to all of our supporters and partners who have enabled us to grow and develop as a charity and to become what we are today. We do not take your support for

granted and we will invest your resources in a way that creates real social value.

Finally I would like to pay tribute to the dedicated and highly effective staff at St Giles. I am constantly humbled by their empathy, resilience, optimism and energy as they deliver their invaluable support often in trying situations. I would also like to thank our highly supportive board of trustees who give their time and expertise freely and help to ensure that the structure, governance and finances of St Giles are sustainable to enable the teams to continue their groundbreaking work.

Denise Jagger
Chair, St Giles



**377 people
started to train as
Peer Advisors**

Highlights of the year

1 April 2018

The Peer Circles Project celebrated its first year of success helping nearly 300 people in London since its start (see page 41). Peer Circles is a European Social Fund and National Lottery Community Fund project supported through the Building Better Opportunities Programme

11 July 2018

Two key projects were launched in Cardiff to expand our existing work in Wales – Peer Forward and the CLIC project. See page 32 for further details.

6 August 2018

The Home Office's Knife Crime Prevention Fund enabled us to develop new work across the UK.

30 April 2018

Our long-standing colleague Alison Drew, who works as a Trainer Assessor in HMP Send enabling women in the prison to become Peer Advisors, won an award from The Worshipful Company of Educators in recognition of her Achievements.

24 July 2018

Shaun Blackwood who joined us after training as a Peer Advisor won a Girdler Medallion from the Worshipful Company of Girdlers in recognition of his work helping young people steer clear from gangs and serious violence.

30 September 2018

A groundbreaking report into our work addressing county lines activity was launched. It showed that at just six months, our first ever dedicated county lines intervention project radically reduced the number of missing children and delivered cost savings to the police.

26 October 2018

Junior Smart, who founded the SOS Project at St Giles in 2006 helping young people out of gangs and serious violence, was awarded an Honorary Doctorate in recognition of his work.

28 February 2019

Following the six month report launched on 30 September, a full year report into our county lines project in Kent showed that 85% of the young people helped through the project either made a complete exit from county lines or made positive progress towards doing so.

1 April 2019

We celebrated a National Lottery Community Fund windfall with the news that our application for a £3.6 million grant to develop a national network of Peer Hubs had been successful.

January 2019

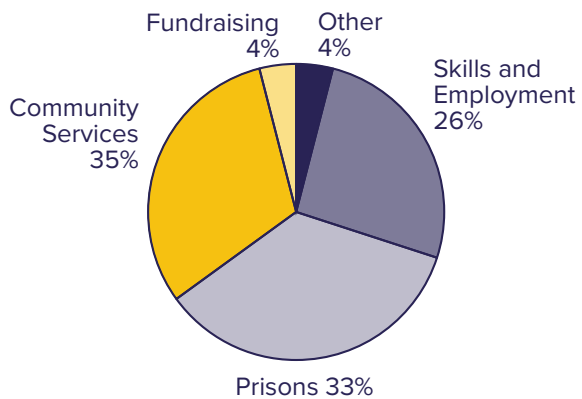
We saw in 2019 with the start of our new charity partnership with Credit Suisse. We won the partnership after being selected by their UK employees through a staff vote.

11 February 2019

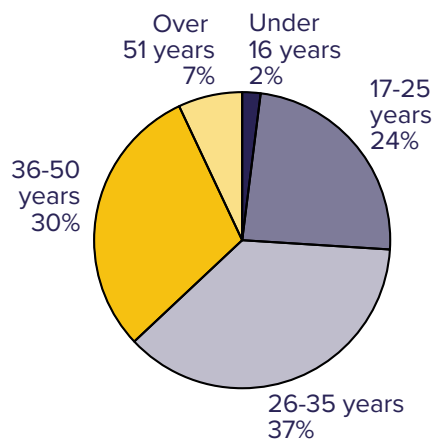


We ranked in the Best Companies Top 100 for the 11th consecutive year

How our funds are allocated



Age profile of our clients





St Giles across the UK



Peer Hubs

Our belief in the importance of our clients receiving “support from someone who’s been there” is centre stage in our strategic thinking; it is not a standalone service as such, but more the underpinning foundation upon which we deliver our services.

We have been addressing this need through development and delivery of our Peer Advisor Programme, which has expanded across both the prison estate and in the community over the last five years and has become a key element in how we design and deliver all of our services.

- Peer Advisor – a St Giles Trust client or disadvantaged adult who has trained through our Peer Advisor Programme. It provides City and Guilds accredited Level 3 training alongside a supported work placement. Once qualified they offer support to other disadvantaged adults looking to make positive changes in their lives
- Peer Employee – A St Giles Trust staff member who has come through our Peer Advisor programme.

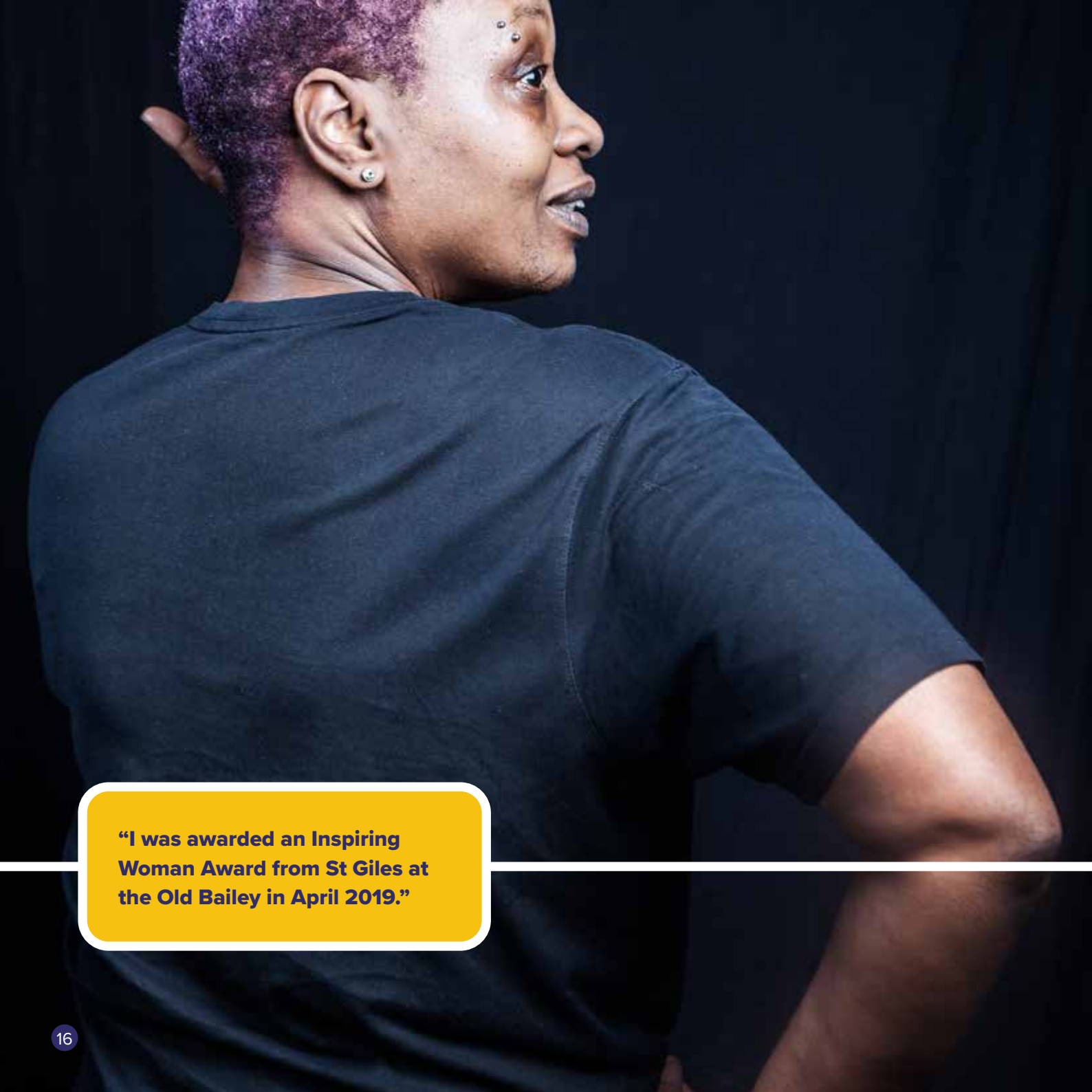


40% of our employees at St Giles have a background of ‘lived experience’ and have come to us through the Peer Advisor Programme route. They come from the same communities and share similar, relatable experiences to the clients they help. This is a powerful tool in our approach and enables us to reach highly disadvantaged, marginalised people who may be unable to engage with many other services. This is a win-win – the Peer Advisor gains professional skills which further boosts employment prospects and the individuals they help receive high quality, credible services from an inspiring role model who is living proof that positive change is possible. As the problems facing society become more entrenched and complex, there is a clear need for a smart, scalable solution to help address them.

We firmly believe funding we have received from The National Lottery Community Fund over the years has played a key role. The development of Peer Hubs has extended our peer-led work to benefit other agencies in this sector. These train people from local communities who have experienced and overcome disadvantages in the Level 3 qualification. As part of the vocational element to their training they undertake work placements with partner organisations. Many then progress onto paid employment with these partners or similar organisations. This has had a ripple effect of positive change in local communities, bringing a diverse range of professional, credible and culturally competent staff to the sector who are able to effect positive social change from the grassroots.

We have already been successfully offering peer-led services in London, Cardiff and Yorkshire for a number of years (read into the Annual Review for further information on these). Thanks to a £3.6 million grant from The National Lottery Community Fund, we are expanding the network of Peer Hubs into the Midlands, North Wales, Norfolk, Scotland and Northern Ireland. This gives offers everyone a huge opportunity to benefit from the life-changing impact of the Peer Hub, helping people facing disadvantage in local communities realise the positive benefits becoming or being helped by a Peer Advisor can bring. As we establish the new hubs, our priority will be to work with local providers to learn about the needs in their communities and ensure that they are able to partner with us in addressing them.

We are extremely grateful to The National Lottery Community Fund for enabling us to realise this long-held ambition of expanding our peer-led approach across the UK.



**“I was awarded an Inspiring
Woman Award from St Giles at
the Old Bailey in April 2019.”**

Beverley

I first started at St Giles May 2018 doing the Advice and Guidance course. I've been working as a Peer Advisor ever since. I supported clients with multiple and complex needs, and a number of them have since got into training and work. One client I was working with needed a Cognitive Behavioural Therapy licence so he could be a courier. We found him a job in four weeks and helped him purchase a helmet, waterproof clothes for the bike and a Bluetooth connect. He was so happy, as he was able to provide for his family. It made him feel like a man and he felt worthwhile being the man of the house.

What an overwhelming feeling of joy to have been a part of that, making someone feel worthy and seeing that light at the end of the tunnel.

On top of working as a Peer Advisor, Peer Circles helped me to start my own business. With their guidance and support, I registered my cleaning company in January 2019 and with the help of grants was able to purchase cleaning products and public liability insurance. I have been up and running for nearly a year.

I was awarded an Inspiring Woman Award from St Giles at the Old Bailey in April 2019.



Helping people boost their skills, confidence and experience to access employment

Last financial year, we helped 1,050 people into employment – our highest number for the past five years.

Once we have helped our clients with their fundamental needs of a stable, safe place to live and essentials such as food and a basic income, help finding employment often becomes the next step. It offers a way for people to become independent and able to support themselves and their families. However, in the current employment market many of the people we work with face added barriers around zero- hours contracts and enduring poor employment practices. Our services also offer people help to improve their existing employment if they are finding that work does not resolve issues around poverty and debt.

LONDON

Pathways To Employment

In April 2019, we successfully concluded our work under the Better Placed Partnership funded tri-borough Lambeth, Lewisham and Southwark Pathways to Employment project, helping disadvantaged adults into employment. Clients were referred to us by local Jobcentre Plus centres. We succeeded all our targets under Pathways to Employment:

- 1,254 individuals were helped against a target of 1,176
- 539 individuals gained paid employment against a target of 534
- 315 individuals sustained their employment for six months against a target of 260

Pathways to Employment used our peer-led approach to help people gain the skills and confidence they needed to move towards gaining employment. We are extremely proud of our achievements under Pathways to Employment.

Since the contract has ended, its legacy has meant we have strengthened our links with Jobcentre Plus providers and delivered further partnership work.

North London

For three years, we ran a North London project funded by the National Lottery Community Fund. It supported 603 clients with convictions, of which 376 clients gained industry standard qualifications and 239 moved into employment. 53 Peer Advisors were trained through the North London service, with 11 partner organisations hosting placements alongside other projects in St Giles. 32 Peer Advisors moved into paid work, with 26 in Advice and Guidance support roles, building the sector as well as providing career paths for themselves.

We are confident that we will be able to continue this work through two new exciting projects - our newly relaunched London Peer Hub (see overleaf) and a new project called Level Up which provides coaching to support some of the former North London clients who found employment. Over the coming year, the project is aiming to work closely with employers to help them understand how better working practices can be beneficial not only for the employee but also the employer, reducing levels of staff turnover and improving productivity and morale within their teams.

The people pictured do not match the individuals featured in the story



The London Peer Hub

The London Peer Hub provides opportunities for people facing severe exclusion and disadvantage, giving them the chance to train as Peer Advisors whilst helping others. All paid staff on the London Peer Hub initially trained as Peer Advisors.

Since the Hub was launched in 2016:

- 121 people have trained as Peer Advisors
- 59 gained employment
- 37 partner organisations have hosted Peer Advisor placements and been enabled to develop their volunteering policy and practice.

The numbers of Peer Advisors successfully completing their L3 qualification has increased this year with 26 completing.



Young People

The longstanding HSBC-supported Choices Programme has continued to help young people facing disadvantages in employment, education and training opportunities

The people pictured do not match the individuals featured in the story

Funding from The Mayor's Fund for London has enabled us to support 16-21 year olds in Islington, Tower Hamlets and Newham who have experience of the criminal justice system to overcome barriers, address offending behaviour and seek employment.

In south London, the GROW Project helps young people in Southwark who are seeking part-time work, usually to fit in with challenging personal circumstances such as being a young carer or parent. Our services for young people are thriving and successful, with new projects in Southwark and continuing services in North/East London.

The GROW team's work was recognised externally through the Award for the Best Disadvantaged Support & Development Service 2018.

Access to the Future

Supported through The Credit Suisse EMEA Foundation, Access to the Future offers young people direct practical assistance to help them achieve their career goals. It helps those who have commitment and potential but whose disadvantageous personal circumstances mean they are held back financially. The support goes towards a wide range of needs, such as appropriate clothing and equipment for specific trades e.g. chef's whites, construction equipment or towards achieving specific qualifications which can help young people gain employment. The project has continued its success over the past year and many more disadvantaged young people have benefitted from its life-changing support – most of whom would not have previously not been able to obtain the modest but vital assistance that Access to the Future has given them.

EAST OF ENGLAND

There are a network of projects based in Suffolk offering employment support, principally to people who have been involved in the criminal justice system.

The Ipswich-based Working Out project has performed very strongly over the past year. The team is predominantly staffed with serving prisoners who are on Release on Temporary Licence. They offer employment help to people in the local area who have a criminal record (see Errol's story page 24). The team have exceeded their targets.

We have achieved real successes with the Community Rehabilitation Community funded employment, education and training support work in this region. It helps prison leavers across Norfolk and Suffolk into work. Last year, 222 successfully entered paid employment in what continues to be a challenging environment for people with a criminal record who look for work.

YORKSHIRE



The National Lottery Community Fund supported Peer Advisor Centre based in Leeds helps people from a range of disadvantaged backgrounds gain employment. It has continued to be a busy year and the Peers had the opportunity to meet and discuss their work with the National Lottery Community Fund to support our application for the national network of Peer Hubs (see page 14). The work of the team was also featured on local and national BBC when Dane Holdsworth gave a moving interview on his experiences of being helped through the Peer Advisor Centre. Dane has battled addiction to now work for us a Peer Advisor Placement Co-ordinator. The funding for the Peer Hub network has meant that this has secured the future of the Peer Advisor Centre which will retain its existing identity as it is well-known across the region.

CYMRU

Located in Cardiff, Peer Forward works in deprived communities enabling people to access volunteering and employment opportunities through the Peer Advisor Programme. Nearly half of the 31 people who have come through it in the past year have found paid work and most others have accessed voluntary placements. The team has received excellent feedback from partner agencies hosting placements as well as the Peers themselves. In addition to Peer Forward, our work in prisons and other community-based services in Wales have all helped their clients into employment.

Going forward

We are committed to further developing our longstanding track record of helping society's most excluded people access the employment opportunities they deserve. We will also continue to develop our relationships with employers to open up opportunities for our clients and help them realise the value of providing decent pay and working conditions. Our growing national network of Peer Hubs will play a pivotal role in helping us realise these aims.

Over the coming year, our priorities will be to focus further on helping people access the skills and qualifications they need to help them gain sustainable, better paid work.

Errol

Errol works on our Ipswich-based Working Out project helping ex-offenders get their lives on track and find work. Having only recently been released from prison himself, he has a real understanding of what the clients he helps are going through.

Errol started training as a Peer Advisor during his last sentence and successfully qualified at Level 3 Advice and Guidance. Determined to continue to put his qualification to good use after prison, he now runs a regular Wednesday workshop at Working Out helping clients with employment and “all sorts of other issues,” he says.

“Mental health is a big factor,” says Errol. “People have anxiety and complex problems all mixed in with their daily lives. As they’ve been in prison, many have difficulty expressing themselves. Plus employers don’t give them a chance because of their criminal record.

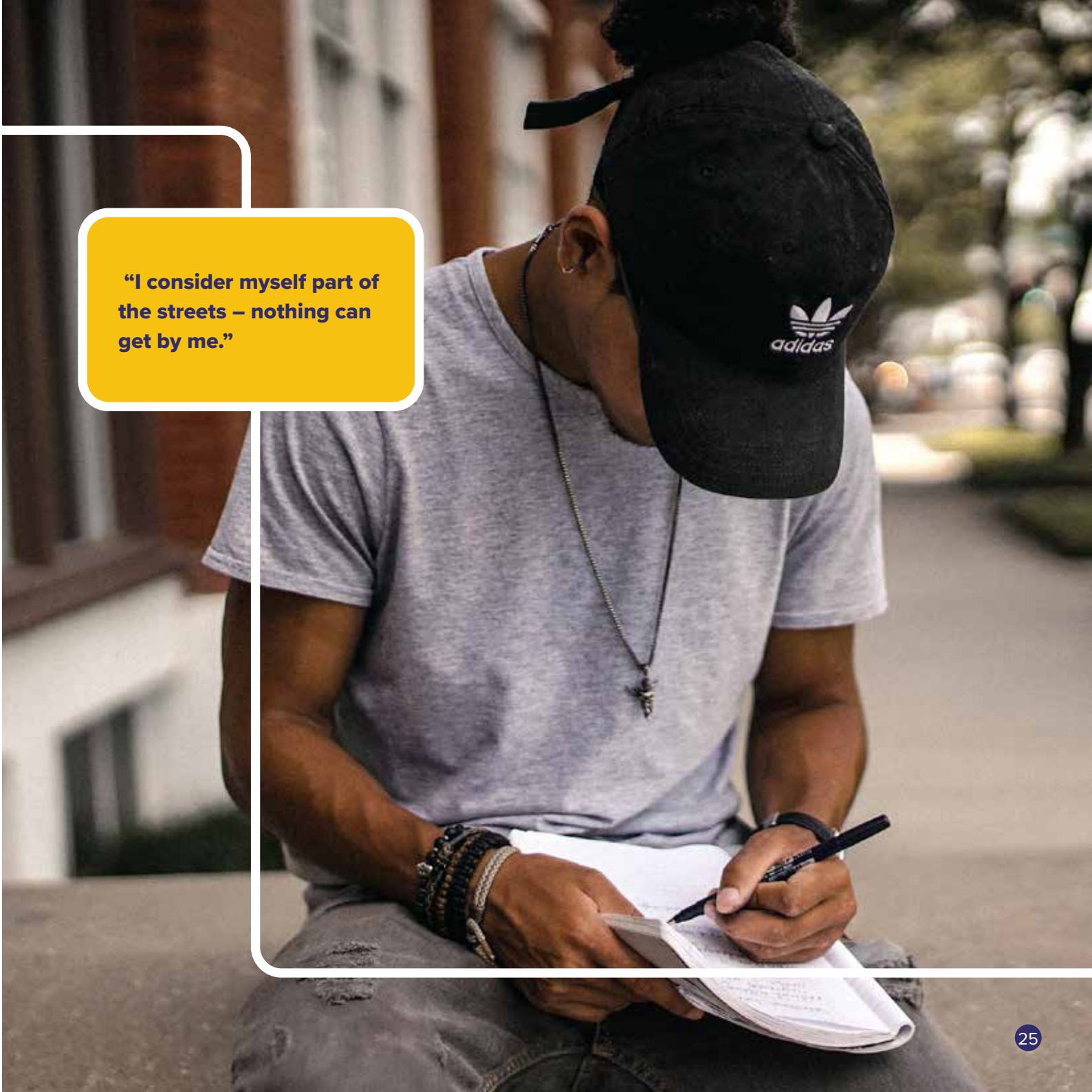
Each Wednesday, around ten people will come to Errol looking for his help and expertise. Practically, this means supporting them with things like creating and uploading CVs onto job sites and libraries,

doing job searches, disclosure letters and taking mock tests for various trade qualifications in preparation for the real thing. Having been there himself is a definite bonus. “I consider myself part of the streets – nothing can get by me,” he says. Alongside the practical support, Errol also offers help with life skills and motivation, helping his clients see that they can build a new life for themselves if they take the example of people like him and his colleagues.

Working Out is the only service of its kind in Ipswich and offers a lifeline in an area affected by both rural poverty and gang-related violence of the kind previously only seen in inner cities.

Originally from London, Errol has been in and out of prison since the 1970s. In the longer term, he would like to establish his own project offering counselling to people with addiction and similar problems. But - for now - he is staying in Ipswich so he continue his time with St Giles. “St Giles have done everything they can to help me get to where I am today,” he says.

The people pictured do not match the individuals featured in the story

A man with dark hair tied back, wearing a black Adidas baseball cap, a grey t-shirt, and a long necklace, is sitting on a concrete ledge outdoors. He is holding a black pen and writing in a white notebook. He has several beaded bracelets on his left wrist. The background is a blurred street scene with buildings and trees.

**“I consider myself part of
the streets – nothing can
get by me.”**

Help for vulnerable children and young people involved in or at risk of criminal exploitation

This area of our work has grown significantly over the past year to meet growing demand for services addressing county lines and serious violence.

We are one of the few voluntary sector organisations who provide on the ground services working with these issues. Since it was first developed in 2006 under the SOS Project, it remains delivered and driven by staff who have direct, relatable experience to the issues facing the young people they help. They have cultural competence, come from the same communities and know the experiences and backgrounds of the people living in them. This lived experience puts them in an ideal position to be engaged and support young people other services have difficulty reaching.



LONDON AND SOUTH EAST

Over the past year, we have been awarded new contracts helping young Londoners who are caught up in criminal exploitation around county lines and serious violence.

Rescue and Response county lines intervention

Under the Mayor of London's Office for Policing and Crime (MOPAC), we are part of the multi-agency Rescue and Response Project. It brings the expertise of charities Abianda and Safer London, alongside the three local authorities of Brent, Southwark and Westminster. It is a pan-London project helping children and young people from London involved in county lines to become safe, get the support they need and rebuild their lives. County lines refers to the grooming and exploitation of vulnerable people – most frequently children and adolescents – to transport and deal drugs in smaller towns and rural areas. Our team who work on

Rescue and Response have lived experience of these issues and they apply their personal insights and professional skills to help very excluded young people who are often too scared to open up to anyone else. Our role is to carry out the 'rescue'

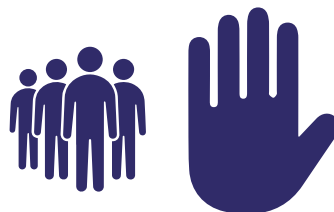
element of the project. We have helped young people from London who have been sent by drug gangs as far afield as Plymouth and Cardiff. They are often in desperate situations – exposed and often subjected to extreme violence, sexual exploitation and highly dangerous situations in trap houses (drug dens). This can leave them with long term trauma requiring care, consistency and compassion. Over the first year, St Giles have caseworked 167 and rescued a significant number of young people who were often in extremely risky situations.

Custody suite support

We have also deployed our peer caseworkers in police custody suites across the capital preventing young people from becoming further involved in the criminal justice system. Our caseworkers offer advice and support to address underlying issues and follow up once the young people have been released, helping them comply with any court or police orders and access positive opportunities.

Integrated gangs work

Our partnership work with local authorities helping to address serious youth violence in their local areas has been refunded and expanded over the past year, with new developments in areas across London and the South East. Many authorities who work with us have reported significant reductions in youth violence – for example, Brent has seen a 31% decrease in knife crime. New funding has enabled us to develop services in Brighton and Hertfordshire, working in partnership with agencies to help young people involved in drugs, violence and offending access and engage with support services and get their lives on track.



190 helped to exit gangs

Kent Out There County Lines intervention

Thanks to support from Kent Police and Crime Commissioner Matthew Scott the Kent-based Out There project is continuing for a further three years, after funding for the initial pilot came to an end. This important project, in a county which previously had an urgent but unaddressed need around county lines, has developed over the past year. 12 months evaluation of the work found that over 80% of the young people supported either made a complete exit from county lines or made positive progress towards doing so. The work offered cost benefit savings to Kent Police of £271,000 in reductions in the number of missing children and young people episodes. Alongside the county lines intervention project, peer-led work with young people at risk has developed ensuring they get the support they need before problems can escalate.



**428
reduced
or exited
county line
involvement**

Partnership work with the Royal London Hospital

Our partnership work with Barts NHS Trust at The Royal London Hospital started in 2015. It helps young people who are admitted to the hospital's Major Trauma Centre as victims of serious violence. Our hospital-based caseworkers work alongside the clinical staff to help the young patients and their families get the services and support they need to minimise their risk of exposure to further violence once they are discharged. This frequently involves support around rehousing (if needed), accessing education, employment and any other opportunities which will help the young person stay on a positive path. The small team have continued to be extremely busy given the sad continued prevalence of knife attacks in London. However, an analysis has shown that this partnership work has drastically cut the rate of re-admissions. The team have also come under the spotlight, winning a BMJ Award for their work in April, following the NHS Hero Award given to Consultant Trauma Surgeon Dr Martin Griffiths in 2018. In 2015, he initially developed the Trauma

Team enabling us to work in The Royal London. He has since been appointed by the NHS as the clinical lead for violence reduction. We were also delighted that he agreed to become a Patron of St Giles this year.

UK-WIDE – SOS+

There has been a significant growth in both the capacity and output of the SOS+ Programme over the past year. This award-winning programme offers awareness raising and resilience building sessions in both a group and one-to-one capacity in educational settings to help prevent young people from falling prey to criminal exploitation and serious violence. The sessions are delivered by specially trained ex-offenders who have direct, relatable experience of the issues at hand. They use their personal testimonies make the sessions extremely powerful and credible.

Over the past year, our corporate partnership with Credit Suisse (see page 57 for further information on the partnership) has meant that we have been able to expand our capacity to grow this important work. Offering prevention means that we can save a lot of work further down the line when problems can become more entrenched, complex and harder to address.

Alongside work with young people, the team also offer sessions to professionals to help them gain a better understanding of the issues and act on danger signs amongst young people. This area of the work has grown as local areas are increasingly aware of the need to become equipped with the knowledge and skills to address problems before they can really take hold.

Last year, the team delivered over 1,000 sessions to over 55,000 people across the country, predominantly under 18s.



55,708
participants
in SOS+
sessions

In a further development to our prevention work, our continued partnership with ConnectFutures has seen over 20 local authorities sign up for our work under BRAVE (Building Resilience Against Violence and Extremism) which prevents young people at risk from being drawn into extremism.

YORKSHIRE

We have been offering a series of knife crime workshops to over 3500 people within 27 different settings from Pupil Referral Units to schools, and community centres. These adopt our tried and trusted peer-led approach of using individuals with previous criminal justice involvement who come from the same communities that the sessions are targeted at. They have been extremely well received, helping prevent many young people at risk from becoming involved in serious violence.

In March 2019 we started gangs exit work in Yorkshire which has got off to an extremely positive start. We are in the process of establishing further similar projects in the region.

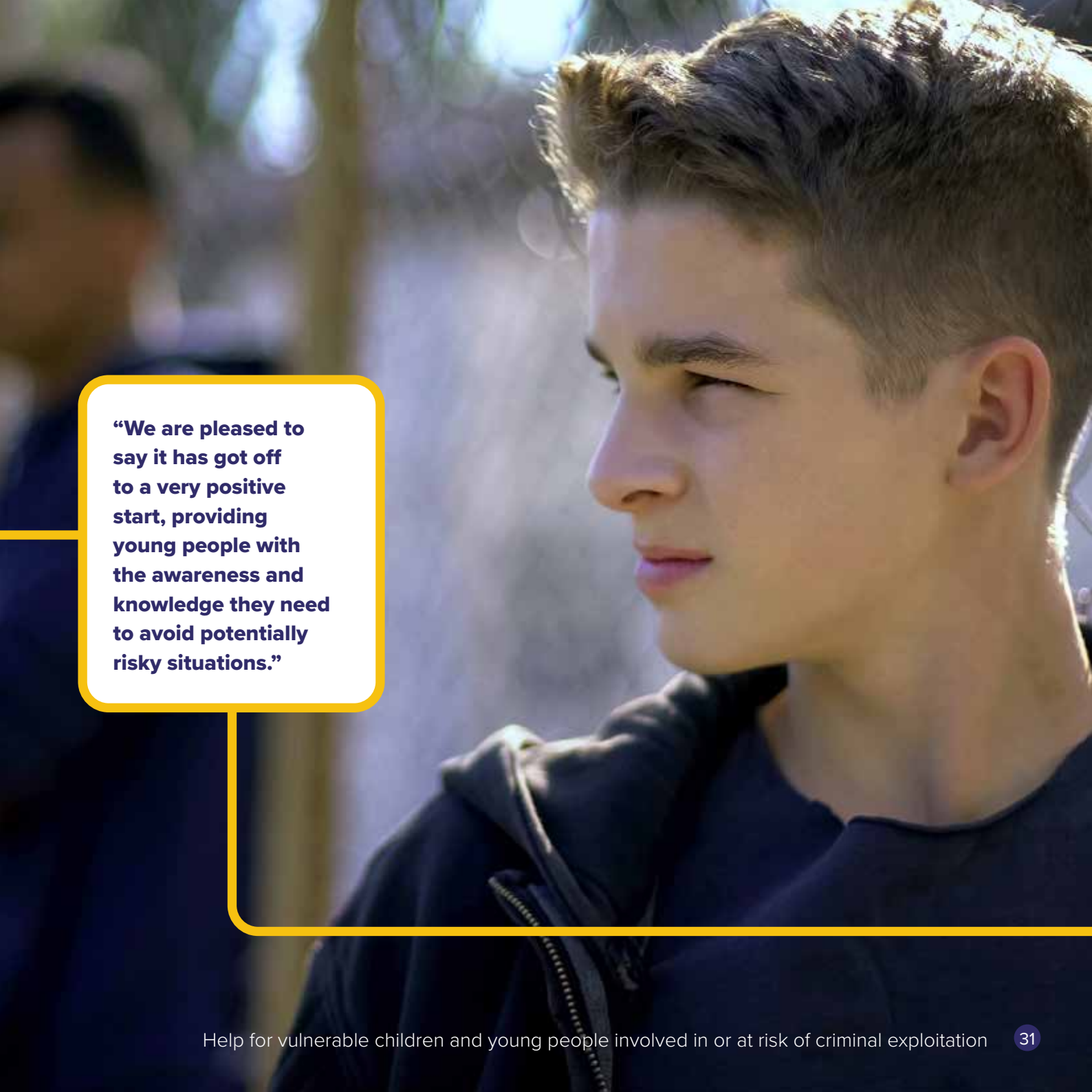
NORFOLK

Thanks to funding from Norfolk Police and Crime Commissioner, we have successfully established a local SOS+ project in the county. This is the first time we have been able to deliver specialist work of this nature in Norfolk and we are pleased to say it has got off to a very positive start, providing young people with the awareness and knowledge they need to avoid potentially risky situations and stay engaged with positive opportunities.

MIDLANDS

Supported by West Midlands PCC through the Early Intervention Youth Fund, we have been working in two hospitals in the West Midlands to support young people who have been admitted to A&E and the major trauma unit as a result of serious violence. The caseworkers help to address the underlying causes which led to the young person being admitted in the first place with the aim of preventing them returning to risky situations once discharged and linking them with opportunities that can support

positive change. This year, we will also be working in police custody suites to offer help to young people at risk, addressing the causes of their behaviour and preventing issues from escalating further. This is the first project of its kind in the region.



“We are pleased to say it has got off to a very positive start, providing young people with the awareness and knowledge they need to avoid potentially risky situations.”

CYMRU

CLiC

Funded by BBC Children in Need, CLiC (County Lines in Cymru) was established in 2017 to support children and young people in Cardiff and surrounding areas who have become involved with county line activity. It is the first ever service of its kind in Wales and one of the first in the UK. As of March 2019, 42 referrals had been made to CLiC and a significant number of young people have been supported to either reduce their county line involvement or successfully exit county lines. All of the children had experienced significant harm such as sexual and physical abuse, trafficking and coercive control. The project was a lifeline in helping them to escape desperate circumstances. The caseworker is also offering vital support for the families affected.

Early Intervention Youth Fund

We have also been awarded funding from the Home Office under the Early Intervention Youth Fund to develop a number of services across Wales helping young people at risk of becoming involved in serious violence. This work involves addressing underlying issues which could be increasing a young person's risk levels and helping them access and engage with positive opportunities around education and training.



The people pictured do not match the individuals featured in the story

Going forward

Our work helping young people involved in serious violence and criminal exploitation remains one of the highest profile areas of our work. This is sadly underlined by the fact that there continues to be a high level of knife crime and serious violence affecting both deprived inner-city communities alongside rural and suburban areas as the problem spreads. Problems this complex cannot be addressed by one single agency, so we remain committed to working in partnership with other like-minded organisations - such as Abianda, Safer London, PCCs and local authorities we partner with - who share our vision in reversing this trend.

We are aiming to establish the SOS+ Programme nationally over the coming two years.

We will be committed to keeping our peer approach central to its development and enable our staff to continue to have a voice in the ongoing national conversation around knife crime, serious violence and related issues.

Tackling root causes under a 'public health' approach, as has been recommended by the government, is a big step in the right direction.

Local communities are where the real solutions lie. From the grassroots up, people are pressing hard for urgent change in order to ensure their children can grow up free from the fear of being stabbed or drawn into criminal drug exploitation. The answers lie within people who have experienced these issues first-hand. They need to be heard and supported by government who have the power and resources. As our peer staff are increasingly being asked to contribute to policy discussions, we want to help them achieve this.



Matthew & Jim

“This will put me in good stead for when I get out.”

The Peer Advisor Programme fulfils a vital role in prisons, meeting the huge need amongst the prison population for advice and support. Two Peer Advisors in a prison in Wales describe their experiences.

Matthew* has qualified at Level 3 in Advice and Guidance and is now working towards the Level 4.

It is his first time in custody. “When I first came in it was horrible,” he says. He heard about St Giles from a fellow prisoner. “One of the lads next door was working in the (St Giles) office. He suggested I might be good at what he did. I filled in an application form and was successful.”

Matthew started on the training. “It felt ‘normal’ – even though I was still in prison. I got to grips with the admin side whilst shadowing some of the other lads and watching what they did.”

In their special T shirts, the Peer Advisors are highly visible and a familiar site on the wings. “At first it felt daunting, walking round the wings,” Matthew says. “I was used to being told what to do. But everyone knows us.”

Housing is a huge area of need amongst prisoners and Matthew finds this dominates his work. “Most of the queries are housing related. People who are on shorter sentences are worried they are going to lose

their home or maybe they are behind on the rent. Also lots of questions around the benefit system. I try to answer queries on the spot. But if I can't I find out the answers and get back to the lads."

Doing the Level 4 will provide Matthew with a high level qualification. "This will put me in good stead for when I get out. I like what I do and it has a good impact. I can walk round and speak to the lads, I've got a bit of a rapport with them. If someone is being a bit volatile, I can speak to them on their level because I'm a not an officer."

Alongside the skills and experience Matthew has gained, being a Peer Advisor gives him a personal sense of satisfaction. "This gives me a bit of purpose – I can help someone. If someone has been homeless and then we advocate for them and get them somewhere to go. It's a nice feeling."

Also working as a Peer Advisor in the same prison is Jim*. He has secured the Level 3 qualification and is putting it to practice on the wings.

It isn't Jim's first spell in prison but this is the first time he has had the opportunity to train as a Peer Advisor. He was working in a dead end role in the prison when others encouraged him to apply for the Peer Advisor Programme. The coursework involved "lots of writing!" he says but he is now helping his

fellow prisoners. "It's mainly around housing," he says. "Lots of boys are coming up for release and we try to rehouse them in a hostel or anywhere really. Also lots of them need help opening bank accounts and writing letters."

It's busy work. "I filled in 17 assessment forms last week and that doesn't include the number of queries I answered on the spot and people I dealt with just face to face. It's easier for the men to relate to us than it is to someone with keys or in uniform."

Jim is soon going to a D Category prison and hopes to be able to use his qualification to secure employment – a job interview is already in the pipeline. He also believes it fulfils a real need amongst the prisoners.

"We walk through the wings twice a day and everyone knows who we are. We get the ball rolling for the guys and then they see it through once they are released. We can't help everyone but we try our best. There would be nobody else doing this if we weren't here."

*Names changed to protect confidentiality



Support for vulnerable women and their children and families

St Giles has a strong track record of working with women experiencing complex needs – our first specialist service for vulnerable women prison leavers was established in 2010. We have developed this work over recent years to focus on vulnerable women in the criminal justice system who are experiencing autism and personality disorder.

Typically, the women have experienced and overcome complex needs around homelessness, substance misuse and mental health needs. We are also working with disadvantaged families who may be involved in the criminal justice system. This is a particularly important aspect of prevention, helping families overcome their problems and minimising the chances of the children falling prey to negative influences.



**Increase in
women
helped
13% to 19%
in three years**

The people pictured do not match the individuals featured in the story

Women's services

Thanks to support from the Government's Tampon Tax Fund, we were able to develop the existing London-based Footsteps project helping vulnerable women prison leavers to extend it to Norfolk and West Yorkshire. This is a vital service helping women whose needs are often unmet due to their

complex nature. Mutual support plays a key role. We have launched women's groups across London, Yorkshire and Norfolk. These have been very well received, giving the women a safe space to discuss the issues affecting them and break down isolation in the process.

The team adopt a trauma informed, peer-led approach using women training as Peer Advisors through St Giles who have lived experience of the criminal justice system. They work alongside caseworkers who have specialisms in the field of mental health – particularly autism spectrum disorders – as this is an issue affecting many women. Undiagnosed needs around it can sometimes drive offending.

An interim evaluation of Footsteps was carried out by AVA (Against Violence and Abuse). It looked at our work with 158 women between April 2018 and March 2019.

Headline figures show that:

- **102 women were found accommodation,**
- **99 were helped to access drug and alcohol support services**
- **37 were supported into health services**
- **25 mental health services.**

These figures indicate the chaotic and complex nature of the women's lives. Alongside these practical interventions, the study found that Footsteps is also having a very positive impact on the women's levels of well-being and decreasing their sense of isolation. 100% of the women asked said they would recommend Footsteps to others.

In addition to work with women, the team have also been offering trauma-informed practice training to professionals, which has included delivering Autism Spectrum Disorder training.

Norfolk

Support from the Norfolk Police and Crime Commissioner has enabled us to develop WONDER+ in the county helping vulnerable women in the community who are either involved the criminal justice system (i.e. known to the police and probation and/or come into police custody suites) or at risk of becoming so due to issues such as substance misuse, poverty, domestic abuse and homelessness. WONDER+ aims to address

underlying causes ensuring the women are supported to improve their situations and reduce the likelihood of offending where this is a factor.

Across St Giles have continued to offer vital help to often very vulnerable women. Most offer women-only sessions as the number of women in need of our support continues to grow.

Family support

Many of the people we help have families who need support through often extremely challenging times. Changes to the benefit system, unstable employment, domestic abuse and criminal exploitation are all issues affecting these families.



**1,200 improved
relationships
with family,
friends and
other support**

We offer a mix of specialised projects and cross-working with other teams within St Giles to ensure that all families who engage with us are offered help and services to overcome their issues.

The results of this work can potentially impact future generations. The team have successfully helped young people back into education, sourced and saved accommodation for families, and have supported families to become financially stable – either through access to benefits and work placements. This has been achieved through both partnership working with other teams at St Giles and

with external agencies. In particular access to our Crisis Fund has meant that we have been able to offer help at times of emergency.

Steps towards stable employment remain an important factor in our work with families. Many of the adults and young people in the families we help are keen to progress but need their skills and confidence boosted to make this a realistic prospect. The team have a long-standing working relationship with Brewbird (see page 51) which provides a means by which clients can progress towards paid employment with increased confidence in a supportive, structured environment.

St Giles is now funded by three London boroughs – Southwark, Lambeth and Tower Hamlets – to support families experiencing issues such as gang or criminal justice involvement. Through Southwark Council, we are a lead agency working with the Early Help/Troubled Families service to help address underlying factors which might be driving the family's involvement in offending.

In Lambeth, after the end of the council-funded Family Gangs Project, we were able to continue this support as part of the borough's new initiative Supporting Families Against Youth Crime.

In Yorkshire, our projects working with serving prisoners and their families have continued to thrive and been highly valued by both the families themselves and the prisons. This type of support offers an important stabilising factor which minimises the risk of re-offending.

Going forward

This is a vital but slow burn and very important area of our work. Working with families as a whole helps them mutually achieve skills, resilience and employment, breaking negative cycles of poverty, offending and addressing social exclusion. In addition to these specific projects, we will continue to embed a family based approach across all of our services, ensuring our staff and volunteers have the right skills and training to be able to offer it in their daily casework.



**286 helped
to improve
their school
attendance**



Multiple Needs

Peer Circles

Started in 2017, Peer Circles works across 16 London boroughs to help adults who are experiencing multiple needs progress towards independence and ultimately employment.

It is a Building Better Opportunities Project funded by the European Social Fund and The National Lottery Community Fund. Peer Circles has helped the most excluded and disengaged people in our communities who would probably have been struggling in the same situation or declining further if the project had not been here.

Through the use of Peer Advisors, Peer Circles forms 'circles' of support around the people it helps. It has supported 746 individuals who were experiencing issues around housing, debt, mental and physical health problems, homelessness and addiction.

- 168 people have moved into paid work
- 68 people have trained as Peer Advisors
- 8 Peer Advisors have progressed to paid work
- 210 women have been provided with specialist support

The funder agreed to extend funding until 2022. The team have also accumulated lots of vital data on clients facing complex issues as well as best practice in how to address them.

Outreach work

We have a longstanding track record of offering help to people with multiple and complex needs. Our Peer Advisors play a central role in these services and often join us as volunteers and then progress to paid employment. Three have gained employment over the past year on our work with the NHs in Bexley, South London, offering peer support to people with substance misuse problems and our partnership with the homelessness team in St Thomas's Hospital in London.





Jodie listened to Janine and helped her piece her life back together.

Janine

54 year old Janine* lives in West Norfolk and has been supported by our Wonder+ Project.

An abusive relationship and the poverty she experienced as a result of it drove Janine to commit benefit fraud for which she received a suspended sentence. Isolated from her family and friends, she had no money for essentials such as food and new clothes - the ones she was wearing were falling apart to the extent she felt she couldn't leave the house. Janine had health issues – possibly related to the stress of her former relationship – which meant she had to comply with a very strict gluten-free diet which was expensive to accommodate.

At the time the Wonder+ Caseworker, Jodie, met Janine she was also in debt due to her former partner and at risk of losing her home.

Jodie listened to Janine and helped her piece her life back together. Despite the trauma she had suffered, Janine was keen to move on, boost her skills and find employment but concerned that her conviction would hold her back. Jodie and Janine

worked together to draw up a plan to help her move forward. This included support from organisations which could help her manage her debts and overcome the aftermath of abuse she had suffered. Jodie also offered Janine coping strategies so she could deal with the stress she was under without becoming overwhelmed by it.

After encouragement and care from Wonder+ coupled with her own determination, Janine's life is now turning a corner. Her financial situation is improved and she is at college doing a Humanities and Social Sciences course.

She is thankful for the support of Wonder+ and now feeling optimistic about her future. Jodie still stays in touch with Janine and will continue to do so until Janine feels ready to end the support. Even after this, she will still be able to get back in touch with us if she needs help from St Giles in the future.



Work in prisons

We currently work in 35 prisons across England and Wales as part of the Community Rehabilitation Companies.

Despite challenges facing all prison-based providers, we have sustained our work offering the prison-based Peer Advisor Programme and resettlement casework.

Our peer training in prisons provides the engine room for many of the Peer Advisors we create – 72% of the Peer Advisors who complete the Level 3 Advice and Guidance qualification under us do so in prison. A significant number of these then continue their work with us in the community, which supports their resettlement and boosts the credibility of our services.

The people pictured do not match the individuals featured in the story

LONDON AND SOUTH EAST

Our housing advice and advocacy service in Surrey improved performance over the year. This has been particularly impressive given the lack of availability of affordable housing, particularly in London and the south east. Our Trainers in HMPs Send, Bronzefield, Downview, High Down and Wandsworth have delivered engaging courses to highly-motivated groups of learners and continue to create Peer Advisors with a Level 3 (and sometimes a L4) in Advice and Guidance. Some have engaged with us in the community either as volunteers or paid members of staff.



BeNCH

(Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire)

Through the Community Rehabilitation Company, we are working in HMP Peterborough to offer resettlement services and ongoing support in the community. This is delivered by Peer Advisors who share similar backgrounds. It is a busy service and the team work extremely hard to meet the level of demand. We have built on the success of the previous year and now offer Through the Gates services to prisoners being released locally. This work is starting to embed and we believe it is making a real difference – not only to the prisoner leavers we are supporting but also the wider community.

YORKSHIRE

We work in prisons across West Yorkshire to offer support to serving prisoners. We received positive feedback on our Community Rehabilitation Company funded prison resettlement work with women in HMP New Hall. HMIP Inspectors rated the service provision at grade 4 (Outstanding) and stated that: 'St Giles Trust, was impressive, generally timely and provided a good range of appropriate services'. Our work in HMP New Hall and Ashkam Grange in Yorkshire has linked in well with our Footsteps project in Yorkshire (see page 37), helping vulnerable women leaving these prisons to get the resettlement support they need. Other custodial services we offer in Yorkshire have a strong focus on providing family support to serving prisoners and helping them realise the benefits of maintaining family ties during their sentences.



MIDLANDS

We currently work in 12 prisons across the Midlands delivering our Peer Advisor Programme, training serving prisoners to the Level 3 Advice and Guidance qualification. The number gaining the qualification in our Midlands prisons work has more than doubled over the past year. Three Peer Advisors undertook the TAQA (Training, Assessment and Quality Assurance) qualification meaning they could work towards becoming qualified Assessors. One has progressed to train for the Advice and Guidance qualification at Level 4.

The growth of our community-based work in the Midlands has opened opportunities for the Peer Advisors we train in prison once they are released. Four were employed by us to work on our Youth Violence contract in the West Midlands (see page 30). We have now secured an agreement from the Community Rehabilitation Company to offer our Peer Advisor Programme to people with convictions in the community.

CYMRU

Our longstanding prisons work in Wales continues to have an impact across the country. Through the Community Rehabilitation Company, it involves offering resettlement services and delivering the Peer Advisor Programme in some of these prisons to support the work.

The teams have had some significant successes over the past year. In HMP Berwyn, an IMB report highlighted the team's excellent relationships with offenders and their multi-agency work in the prison.

A recent HMIP inspection has also reinforced the good work being done especially around accommodation and helping offenders open bank accounts. Our team's strength in working well with other agencies was highlighted in an HMIP report on HMP Stoke Heath.

As a result of changes to the Through the Gates specification for offenders, our teams in Wales have been boosted by additional staff. This provides greater opportunities for quality casework support to be offered. In addition, we are now also working in HMPs Parc and Usk to deliver resettlement support.

Going forward

The criminal justice landscape is set to change over the coming year, and we are optimistic about our ability to fulfil a continued role in it. We will be working closely with service providers to make the transition of services as smooth as possible with minimum impact on our clients and staff.

We remain committed to ensuring that people serving prison sentences are given the right opportunities to successfully resettlement and minimise the chances of them re-offending.

Prisons continue to hold some of the most socially excluded people in our society who have fallen through gaps in services and support. The opportunity to train in prison as a Peer Advisor – gaining new skills and a qualification whilst helping others can be a touchstone moment and prove to individuals that they are able to play a part in society.

Simon

When our Caseworker Emmanuelle first met 15 year old Simon* he was being held in police custody for attempted robbery. It was Simon's fourth arrest in just eight weeks. Simon had a string of previous offences and was extremely wary of anyone he thought could be connected to the authorities. However, Emmanuelle established a connection with Simon and they agreed to meet regularly.

Behind his volatile behaviour, Simon was upset and lost. His relationship with his family had broken down and he was often kicked out. He would go missing for weeks and have no contact with his family. This desperate set of circumstances was compounded by the fact Simon had been out of school for two years which led him to spend most of his time smoking cannabis and getting into trouble.

When trust developed, Simon started to confide in Emmanuelle. He said he felt like no-one cared about him and that he had been rejected by his family. Emmanuelle contacted Simon's Grandad and started to build bridges. Working together, they agreed boundaries around behaviour and with Emmanuelle's support he moved back home, agreeing to stay within the boundaries. As such, his home life improved and Simon stopped going missing.

It was vital that Simon found a productive way to fill his time and we helped him find some local boxing clubs so he could channel his anger and improve his health. Simon became more motivated and positive about his future. He started to train for his CSCS card in construction and attend a drug awareness course to reduce his cannabis use.

Importantly, we have challenged the authorities over the fact that Simon has been out of education for so long, highlighting the progress he has made and the long term implication that this will have on his future. As a result, the authorities are looking for a suitable alternative so that Simon can resume the education he is entitled to.

Simon has continued to engage really well and has not been arrested since Emmanuelle started work with him.

*Name changed



Simon has said of his time working with us: **“I’m glad that I met with St Giles: they have taken the time to really understand me and what I have been going through, I feel that they actually care about my life, and have shown me that there is other ways of living apart from hanging around on the streets, having fights, and smoking.”**



Brewbird provides the opportunity to work in a fully functioning café and events space open to the public.

Brewbird and The Pantry

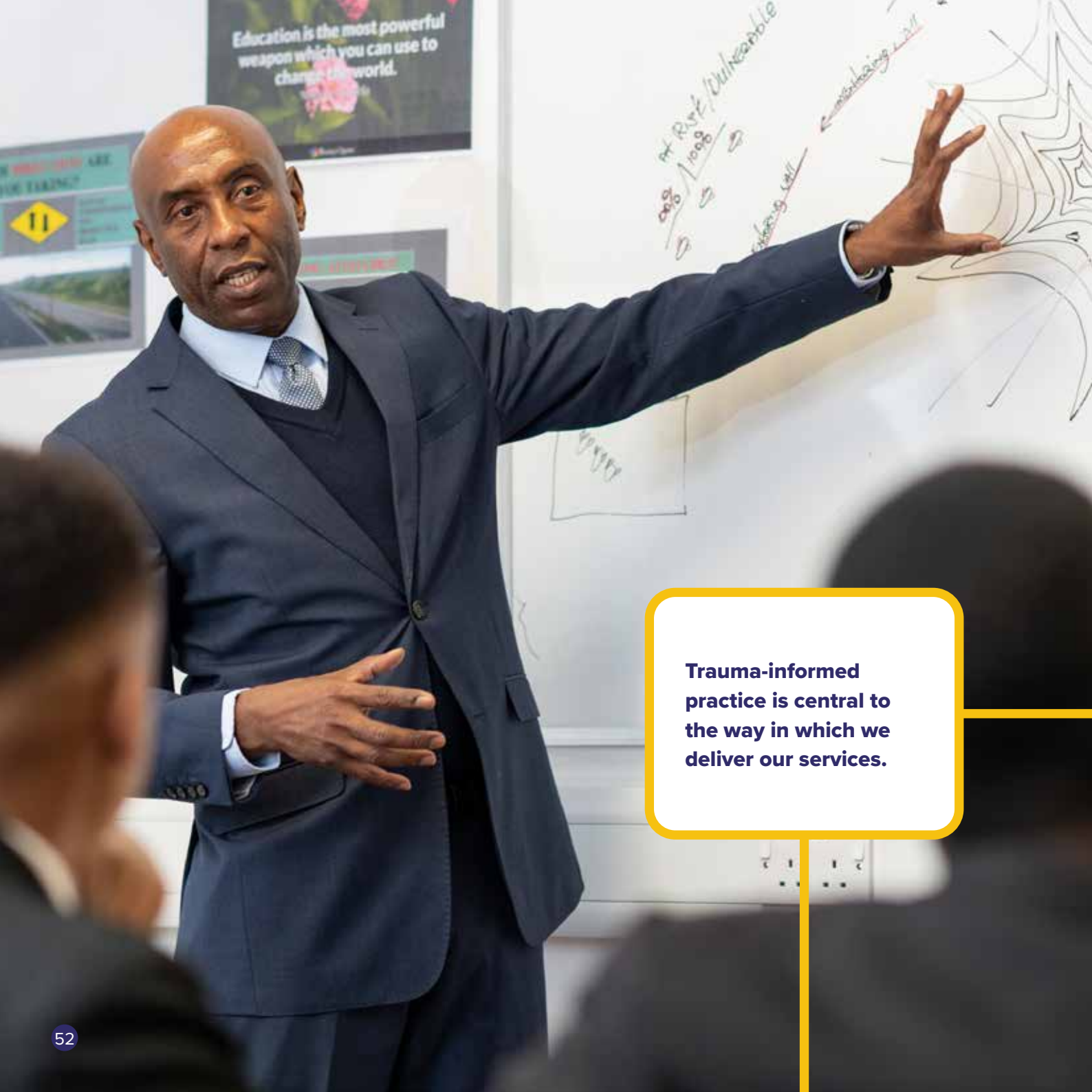
Empowering through nutrition

Since 2015, we have offered training and employment opportunities for our clients through the Brewbird Café in south London. It offers them the opportunity to work in the café, which is a fully functioning café and events space open to the public. A record number of trainees have started at Brewbird over the past year and this new cohort have shown a real commitment to becoming job ready. The Brewbird team have also developed links with our staff who offer family support to work with the families of trainees as well as the individuals in order to address issues such as housing problems, debts and poverty.

We have recently embarked on an exciting new development in this area of our work. In partnership with three housing associations we are involved in a social supermarket on a housing estate in Kensington and Chelsea known as The Pantry. For a small subscription, residents living on the estate can access good quality, nutritious food and also benefit from peer advice on a range of issues whilst using The Pantry's services.

We remain committed to developing Brewbird and The Pantry. Food can act as a hook to help socially excluded individuals engage with wider services addressing underlying issues whilst also supporting their health and wellbeing.





Trauma-informed practice is central to the way in which we deliver our services.

Ensuring quality, care and peer leadership

We have given much thought and time into ensuring that the services we offer are of the highest quality and meet the complex needs of the people we work with.

Quality

We already have a programme of training for our staff which both benefits the work they carry out and their own professional development. This is particularly important for staff who join us through the Peer Advisor Programme route. We also monitor the training we offer through the Peer Advisor Programme using the Ofsted Education Inspection Framework. A Quality Improvement Plan is driven by our internal Quality Team who report progress to the Senior Management Team where it is regularly reviewed.

Trauma-informed practice

Adverse childhood experiences and trauma feature significantly amongst the people we work with. Trauma-informed practice is central to the way in which we deliver our services and training in this is mandatory for all our staff.

Peer leadership

We have always strived to put our clients at the centre of our work. Over the past year, the establishment of an Expert Panel at St Giles puts lived experience at our core. Comprised solely of people who have come through our Peer Advisor Programme, it meets regularly to have a formal channel to input into the structure and governance of St Giles. Over the coming year, we will be strengthening their reach further through developing links with the Board of Trustees and Senior Management Team.





**Footsteps acts as a
safety net for very
vulnerable women**

Georgia

After being released from a 2 year prison sentence for her first offence, Georgia* was helped by the Footsteps team in London. At the time of her release, she was experiencing significant mental health issues and about to run out of her medication to treat them. This case highlights the need for flexible, intensive support to advocate for women in these situations and demonstrates that Footsteps acts as a safety net for very vulnerable women. Her caseworker explains.

“Although she had a London connection, Georgia could not return to her home area because of risks to her safety. She was placed in temporary accommodation just outside of London with just seven days of medication for her mental health issues. She had no other support in place for her other than Footsteps.

It was vital that we get Georgia’s medication sorted as a priority otherwise her mental health would decline. Due to patient caps, I had difficulty registering her with a GP so I took her to a walk-in.

After explaining the situation to the doctor, Georgia was prescribed two weeks of medication and

antibiotics as she was also suffering from a chest infection. I contacted NHS England to raise her case. As a result, they contacted the local GP’s surgery and registered Georgia.

Georgia’s benefits had not come through and she was about to run out of money. As she was away from her home area she needed money to travel to her probation appointments as well as ones related to her health. I accessed funds to cover her travel costs and also accompanied her to all her appointments, ensuring she got there safely and felt supported. St Giles provided her with essentials such as food vouchers, toiletries, mobile phone top ups and put her in touch with a food bank.

Eventually, Georgia was housed in permanent supported housing and linked in with local services. However, she thanked me for the support and said that if I hadn’t been there to help her on her release from prison, she would have been totally stuck.”

“If St Giles Trust hadn’t been there to help me on my release from prison, I would have been totally stuck.”

The people pictured do not match the individuals featured in the story

Our supporters

It is only thanks to the generosity of our supporters and funders that we are able to transform lives. Every pound we receive enables us to carry out our vital work and makes a real difference to some of the most vulnerable people in our society.

We view our funders as crucial partners and are truly grateful to you all for your support. We would like to give particular thanks to our funding partners below, without whom our work would not be possible.

Big Yellow Storage Foundation
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with the Kensington + Chelsea Foundation**
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Waterloo Foundation
Worshipful Company of Cutlers
The Worshipful Company of Gunmakers

The work we carry out relies on our generous supporters. No matter how large or small, each donation we receive plays a part in helping someone change their life and enabling them to inspire and support others to do the same.

We were honoured to be selected as the Credit Suisse UK Charity of the Year for 2019. Since the start of the partnership in January, the team at Credit Suisse raised a fantastic £671,367.34 towards our work keeping children and young people safe from serious violence and criminal exploitation. The money raised by Credit Suisse employees is helping us to extend our existing programme of preventative work further across the UK, helping stem the growing tide of serious violence that is currently spreading beyond the capital.

As mentioned previously, the National Lottery Community Fund has enabled us to expand our national network of Peer Hubs through a £3.6 million grant awarded in April 2019.

We are extremely grateful to the many charitable trusts, major donors and foundations which support our work. Many of them have been loyal supporters over many years, helping us with both frontline work and – just as crucially – support services which enable us to carry out work with the people who need our services. We commit to remaining a transparent and accountable recipient.

We would like to pay huge tribute to our growing team of individual supporters and fundraisers who show their support in so many different ways – donating, running, baking, DJ'ing and performing – to ensure that we can offer our life-changing work.

On behalf of all the staff team and clients at St Giles – a huge thank you. If you would like to find out more about how you support our work, visit our website or email fundraising@stgilestrust.org.uk

St Giles Trust

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

020 7708 8000
info@stgilestrust.org.uk
stgilestrust.org.uk

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Dedication

This Annual Review is dedicated to the memory of our colleague Michael Burke who passed away on 6 March 2020. Michael's colleagues describe him as 'like a magician, with a helpful listening ear and patience.' He put up a solid fight against cancer during the five years he worked for us, travelling the globe from Russia to China, learning languages and transforming lives. He will be sorely missed. Rest in peace Michael.



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