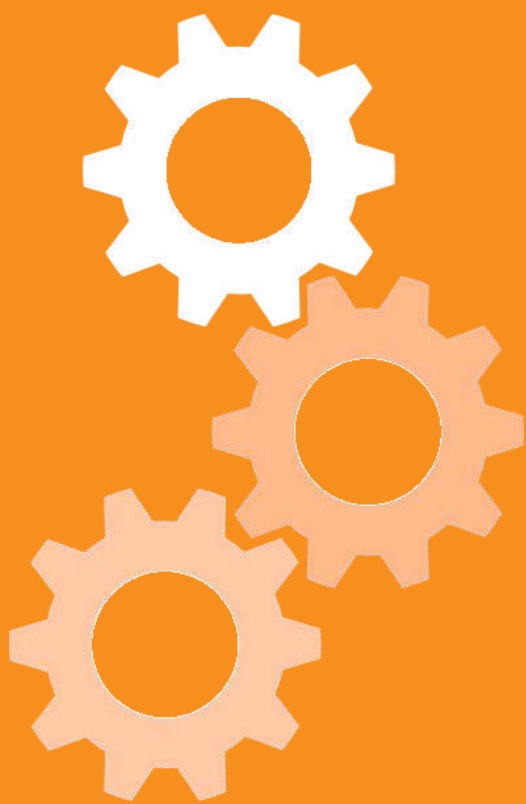


2018 Annual Review





St Giles Trust



Contents

About St Giles Trust	4
SNAPSHOT	8
Chair of the Board of Trustees - Denise Jagger	13
Chief Executive Officer - Rob Owen OBE	14
WORK WITH VULNERABLE YOUNG PEOPLE	16
Carlie's story	18
The SOS Project	19
SOS+	21
Work at the Royal London Hospital	22
SKILLS AND EMPLOYMENT SUPPORT	24
Support for disadvantaged adults	25
Charlotte's story	27
Support for disadvantaged young people	28
Brewbird	30
Support for adults with complex and multiple needs	32
Royal London Society Endowment	33
WORK IN PRISONS	34
Lisa's story	34
London and south east prisons	35
Midlands prisons	36
PEER ASSIST	37
SUPPORT FOR WOMEN	38
Nicola's story	40
SERVICES FOR CHILDREN AND FAMILIES	41
ST GILES TRUST CYMRU	42
Joanne's story	46
ST GILES TRUST YORKSHIRE	48
ST GILES TRUST EAST OF ENGLAND	50
John's story	52
FUNDRAISING	53
Corporate supporters	54

We are a charity helping people facing severe disadvantage to find homes, jobs and the right support they need



St Giles Trust does this work through:

- **training people with experience** of the issues faced by our clients to provide professional and credible services.
- **supporting probation services to reduce re-offending** by delivering quality resettlement services offenders need to help break their cycle of offending.
- **supporting people to overcome disadvantage** and improve their employment opportunities.
- **providing intensive support to vulnerable young people** at risk of serious violence, enabling positive life choices, breaking the cycle of exploitation and creating safer communities.
- **supporting women to** gain confidence and self-esteem in their own abilities to build a better future through achieving independence and a positive lifestyle.



Peer Advisors - definition and origins

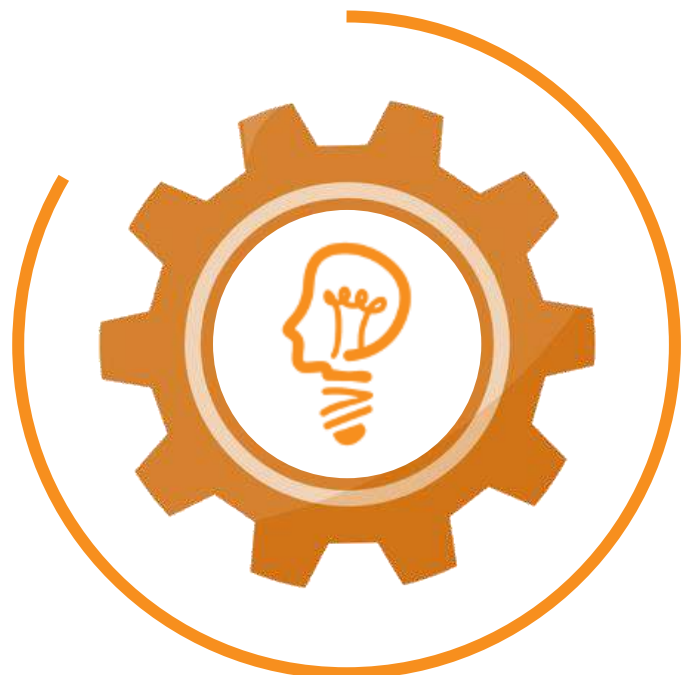
A Peer Advisor is someone who has successfully overcome serious disadvantage who uses this experience to help others and develop professionally. St Giles Trust offers a structured package of training and support in the form of a Level 3 Advice and Guidance qualification and supported work placements.

This mix of professional training, support and lived experience means they are able to offer highly credible, empathetic services and become inspiring role models to their clients and others. Furthermore, the qualification and experience gives the skills and tools to pursue careers in this field.

The Peer Advisor Programme was first developed in HMP Wandsworth in 2002 using serving prisoners to help other prisoners. It has developed over the years, is now offered in the community as well as prisons and tackles a range of issues beyond criminal justice.

we had our best year ever - 517 people embarked on the programme, 217 achieved the Level 3 Advice and Guidance qualification and 106 found paid employment.

We would like to thank all the funders who have supported this area of our work, especially The Big Lottery Fund who support our peer-led work in London, Cardiff, Ipswich and Yorkshire.



The Peer Advisor Programme forms the backbone of St Giles Trust's work. Last year,

517

people embarked on the
Peer Advisor programme in 2017/18

217


achieved the Level 3
Advice and Guidance
qualification

106

found paid
employment



Our ambition for a national network of Peer Hubs



Over the last five years, with the support of The Big Lottery Fund, our Peer Advisor Programme has evolved to a level where we are now able to share our good practice and support other agencies to embrace the employment of those with lived experience.

Through our Peer Hubs in London, Yorkshire and South Wales we have increased the number of Peer Advisors trained and demonstrated their potential by placing them with a diverse range of local agencies delivering specialist support to the most vulnerable in our society.

It has enabled us to build capacity across the sector through collaborative working; our Hubs provide space where conversations can happen between beneficiaries, providers and the wider stakeholders whilst embracing the needs, motivations and aims of diverse and varied groups being engaged.

Over the next few years we aim to scale up the Peer Hub concept across the UK. We plan to embark on a nationwide exercise to develop partnerships with local and national agencies to establish demand and appetite for Peer Hubs in new regions including the Midlands, Scotland and Northern Ireland.

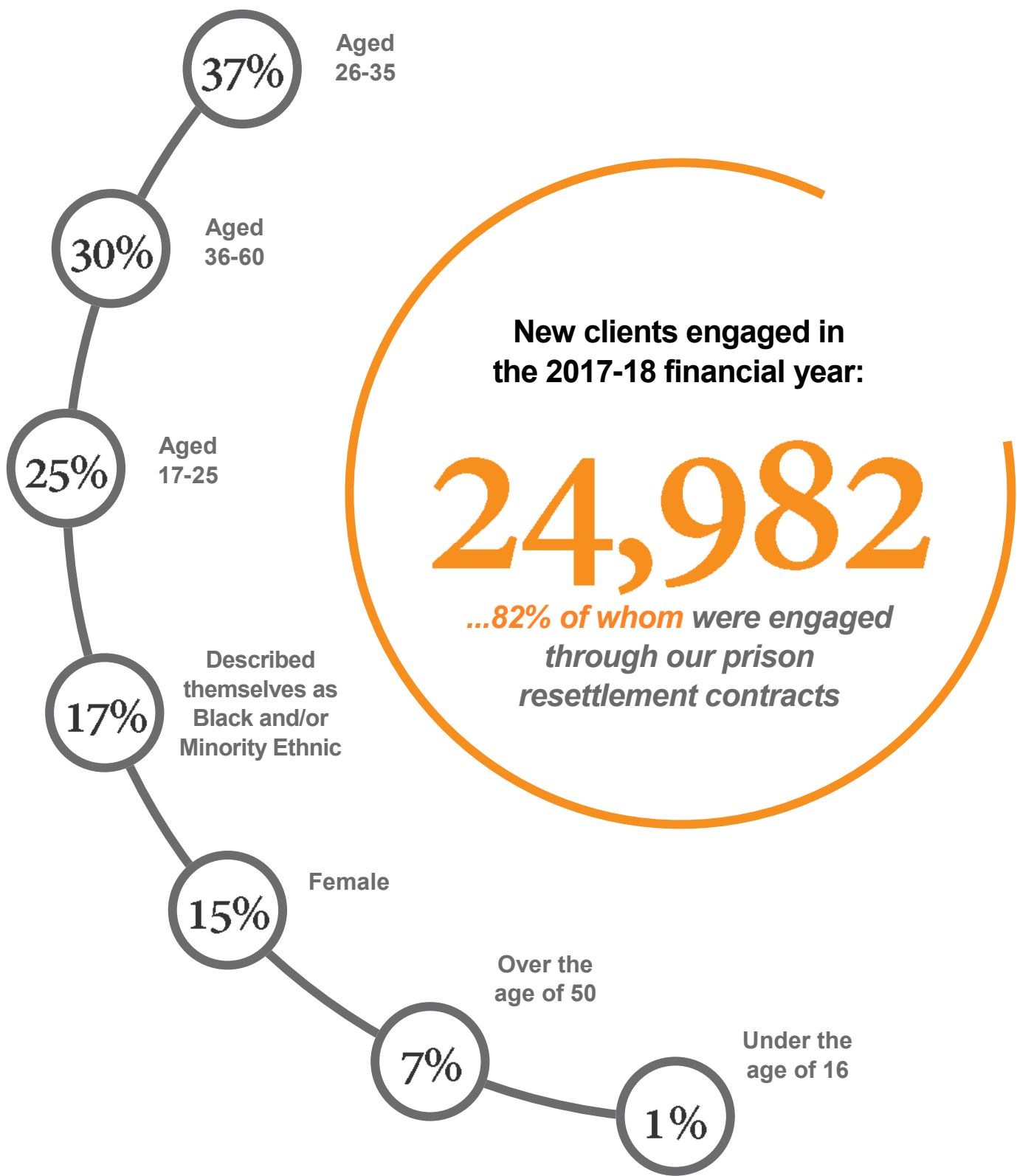
Advisor Programme, offering a whole systems change approach to the way in which the vulnerable in our society are supported.

Working with us on this journey are our key strategic partners - Advice UK, City and Guilds, the Workers Education Association and the Company of Community Organisers Ltd, all of whom share our ethos and objectives in empowering those with lived experience to become positive assets and agents of change within their local community.

We continue to live in times where funding and resources for providing services which enable people to overcome challenges in their lives are stretched and limited. It means we have to continue to find smarter ways to achieve these objectives.

Our approach demonstrates that relationships can be as productive as processes and by creating powerful relationships within local communities we can bring about meaningful solutions to complex issues and ensure those that need them can access the best and most suitable services.

It will provide us with the invaluable opportunity to showcase the value and benefits of our Peer



Snapshot of clients and outcomes



People building positive social networks like re-engaging with family



Interventions involving welfare benefits support for clients, like Universal Credit problems, DWP appeals



Clients had their housing saved and were prevented from becoming homeless



Clients were helped into paid work



Clients were helped to find a permanent home



Young people safely exited gang activity



People who started our Peer Advisor Programme

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



Head Office
(Camberwell)

- **SOS services**, including Pan-London and Kent county lines interventions and SOS+
- **Skills and Employment Help for young people**
 - Children and Families support
 - Skills and Employment services
 - Community-based services for vulnerable adults
 - London Peer Hub
 - Peer Assist
 - Footsteps
 - Brewbird

In prisons
(across England & Wales)

- **Peer Advisor Programme**
- **Resettlement services**
- **Through the gates support**
 - Teacher training
- **Work with foreign nationals**
 - Work with female prisoners



SGT Cymru
(Cardiff)

- **Peer Forward**
- **Children and Families support**
- **Support for vulnerable young people involved in county lines**



SGT East
of England (Ipswich)

- **Jubilee Project**
- **Working Out**
- **WONDER+**



SGT North London
(Holloway)

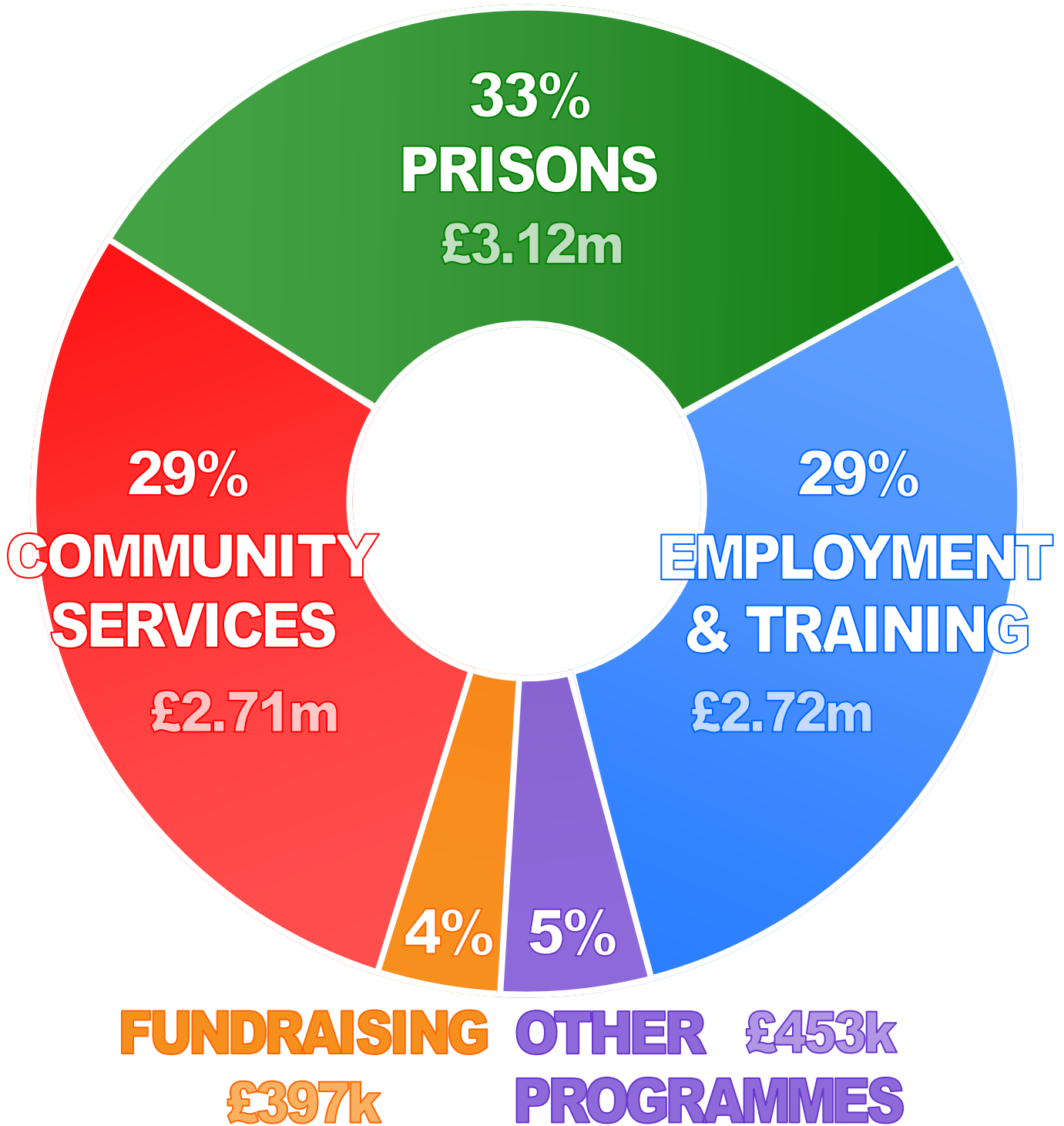
- **London Peer Hub**
- **Skills and Employment services**
- **Choices and Accessing the Future**
 - SOS Services
 - Peer Circles
 - Footsteps



SGT Yorkshire (Leeds)

- **Peer Advisor Centre**
- **Skills and Employment support for young people**
- **Yorkshire Employment services**
- **Children and Families support projects**
- **Services for women overcoming disadvantage**
- **Through the gates support for prison leavers**
 - Mentoring

Where we spent our money 7



Total = £9,396,774

Denise Jagger

This is my second year as Chair since joining the Board of St Giles Trust in 2014. I am extremely proud to be involved with the dynamic, committed team at St Giles Trust who undertake extremely difficult work with some of society's most forgotten people. This is work done with care, compassion and from a team who always seem to have a smile on their faces.

I am pleased to report that we helped a greater number of people over the past year and created a record number of Peer Advisors – people with lived experience who have overcome adversity and so are particularly effective in helping others. This has been mainly through our work in prisons training serving prisoners to become qualified, employable peer professionals who can offer essential services to others and progress their own lives. For people like John (see page 52) the opportunity to train and work as a Peer Advisor has meant that he has discovered previously untapped skills and talents. Not long ago a serving prisoner, he has been instrumental in helping us develop a new peer-led community service in Huntingdon. In the coming year, we are aiming to extend our community work in the Midlands to offer similar peer-led support addressing local needs.

Two key factors have emerged over the past year amongst our frontline work.

Firstly, the growth of grooming and manipulating vulnerable adolescents and children to carry drugs, known county lines activity, has had a terrible effect on some of the most vulnerable children and families in our society. St Giles Trust has been at the forefront of tackling this through our established peer-led approach of using caseworkers who are ideally placed to understand the trauma the young people and their families are going through. We have a proven and effective solution and aim to steadily grow this area of our work to support those affected and share our expertise with other agencies to help them address county lines.

We are currently evaluating a pilot county lines service we offered in Kent (see page 20). This was pioneering work tackling an emerging, complex issue that statutory agencies did not fully understand. As with previous evaluations, it once again underlines the importance of

using someone who has been there to offer services and support. It is highly likely that many of the young people we worked with in Kent would have been seriously harmed or in custody had our caseworker Carlie not been able to offer them life-changing support.

Secondly, broadening the focus of our work beyond the realm of criminal justice has brought new opportunities for us to develop services which help people experiencing wider forms of disadvantage, including in-work poverty and long-term unemployment.

At a time when social injustice continues to impact the most vulnerable in our communities the need for St Giles Trust's work remains acute. A key part of my role as Chair is to ensure that our resources are used in the most impactful way so that we can develop our work to meet this need and bring our solutions to help tackle some of society's most complex problems. To achieve this it is vital that we have the right people offering our services and that we harness funding and support from those who share our vision of using those who have overcome serious disadvantages in life to create a ripple effect of positive social change.

I would like to offer huge thanks to all our funders and supporters. Our work has a direct impact on the kind of future we will be living in and all our supporters are helping us create a better environment. We do not take any of our hard-won funding for granted and commit to using it in areas where it will have a sustained and lasting change.

Denise Jagger

Chair of Board of Trustees, St Giles Trust





Rob Owen >

Imagine growing up in a tiny, filthy flat strewn with syringes and crack pipes. For as long as you can remember, Mum has been on drugs and your older half brother has effectively been your Dad. Now he isn't around much to look after you. Instead, some older boys are coming by the flat and giving Mum her drugs. Other addicts are hanging around injecting and smoking crack - you don't know them and they scare you. The only time you eat is when the older boys bring you a takeaway and now they are telling you that you need to do things for them – like delivering packages.

This is a true story and - sadly - not an unusual one for us. But we were able to reach D - this 11 year old lad - and ensure he was safe before he was groomed to become a county line drug runner. Our caseworker was able to suss out what was going on, gain the trust of this very vulnerable, scared lad and get him to open up.

'Cultural competence' is a term that gets used a lot here. It's a nice tidy way of expressing that people who have had the same upbringing, social circle and lived experience are those we relate to and the best ones to help us. This is at the heart of St Giles Trust's peer-led model and is what makes us authentic – using people who really understand because it's been part of their life too. It means we have been able to tackle some of the most complex, painful issues affecting our society at present – the surge in weapons crime and the county lines activity that lies behind much of it, the difficulties in our prisons and lack of support for the most vulnerable leaving them (especially women), the grinding poverty disadvantaged families continue to face.

Over the past year, we have been able to widen our Peer Advisor Programme and enable more people to benefit from both the experience of training as a Peer Advisor and benefitting as a client from the services they offer. Last year was our best year ever for Peer Advisors with over 500 individuals embarking on the Programme.

This has mainly been through our prisons work. These teams have worked tirelessly to ensure that prison is used as an opportunity to rehabilitate and give something back. They have also fought hard to get prisoners permanent

accommodation on release which has contributed to the fact we have exceeded our housing target by over 300%.

Help with employment continues to be a big area of need and last year we helped 795 clients into paid work – the highest number we have ever achieved. The stability and structure of a job cannot be underestimated and I'm particularly proud of the work of our teams across the Trust who helped our clients gain the skills and confidence to realise their ambition of working life.

As mentioned above, tackling county lines has been a growing feature of our work over the past year and is fast expanding its reach beyond the capital as evidenced by our county lines work in Cardiff and Kent. An evaluation into the pilot county lines project in Kent we delivered for the Home Office showed that our peer-led approach offered a workable solution and cost savings to other local services. We hope to develop new services in other areas of the UK in the coming year to help other communities affected by this tough, complex issue.

We have workable, scalable solutions but they can't be provided on thin air. We are fiercely committed to staying true to our peer-led model as we know that this is how we achieve the results we do. But this means training and support for those coming through our services who wish to train as Peer Advisors. They are the next generation who will go on to give the potentially life-saving support to young lads like D.

For that, I would like to give sincere and heartfelt thanks to all our funders and supporters who have made such a difference to the lives of our clients. Your support matters and we will never take it for granted. I would also like to pay tribute to The Board who freely give their time to help steer the SGT ship and our Patrons and Ambassadors – in particular the wonderful Jenny Agutter OBE who is beyond generous with her time and support despite being so busy. And lastly, I'd like to say pay respect to the team at St Giles Trust of whom I am constantly in awe.



Work with vulnerable young people exploited through gangs and serious youth violence

Carlie's story

In September 2017, Carlie started work on the Home Office funded Kent County Lines pilot project. It helped vulnerable young people trapped in a cycle of drug dealing, exploitation and serious violence make a safe and sustained exit from this life. As a highly experienced caseworker she thought “she’d seen and heard it all” until she started work on the pilot.

“I started off work in Thanet,” she says. “At first I wasn’t even sure if some of the young people referred to me were even involved in county lines. Then I started work with a very vulnerable young girl and through her I started to learn more.”

As the scale of the issue became apparent, the project extended into Dover and Carlie started work there whilst a colleague picked up Thanet.

Things were busy – “I got 22 referrals in five days” – and she saw common issues amongst the young people she was helping. “Nearly all of them were excluded from education and their Mum was out at work... so they had time on their hands. Lots got arrested for things like shoplifting alcohol. They were a group of young people who no-one wanted to work with so they stood out. They became targets for the recruiters.”

According to Carlie, these recruiters were usually gangs from outside of Kent. After ‘befriending’ the vulnerable youngsters they fed them pure grade pharmaceutical drugs like Xanax to get them hooked and reliant. They were then coerced into concealing the drugs inside their bodies - usually their rectums - and dealing them on behalf of the gang. This put them at enormous risk – medically through the stashing and retrieving of drugs from their bodies, physically through the threats and violence from gangs and addicts and mentally through the trauma they experienced. All this was in return for little or no money. As a result, some of the young people started to steal the drugs as a way of making money which then put them in debt to the gang.

Within two weeks of working in Thanet, Carlie received a call from a mum who was distraught. Her 15 year old

son had been unable to retrieve drugs he had stashed and so he had phoned his friends to ask them to help him. Mum had come home to an absolutely horrific situation and Carlie was the only person she felt she could turn to.

Carlie eventually gained the trust of this young man. “He disclosed to me he’d been set up – robbed by the gang which then meant he ‘owed’ £200,” says Carlie. “He was definitely coerced into drug running. Later, he switched and started working for a different gang which got him into all kinds of trouble. He was at massive risk so we relocated him and his mum to somewhere else.”

Despite these experiences, the young man has been helped to rebuild his life thanks to Carlie’s patient and caring support which included staying in a hotel with him for two days whilst he withdrew from the drugs that the gang had got him hooked on. He is now back in full time education, a sports enthusiast and his relationship with his mum has rekindled. He is receiving help from the local adolescent mental health team to help him overcome his trauma.

During the few months of the pilot, Carlie had other similar success stories – a huge achievement given the brief time she had to work in Kent and the highly intensive nature of this work. However, she believes society has to do a lot more. “For me, we are failing these young people. If someone has cancer professionals want to know what is going on for the patient – they ask questions. We need this same level of professional curiosity for these young kids. If a young person has been missing for two weeks we need to be asking why and finding out more. If you don’t know anyone who has been involved in a county line how are you going to know what to look out for unless you ask the questions? In terms of what has happened in Dover, they now understand and are able to help the young people.”

Continued over

Carlie's story

Not all were from troubled backgrounds and many had loving, involved parents for whom the experience was equally devastating. In a very positive development, Carlie worked with a group of parents to help them form their own support group to give each other mutual support and press for change. The group are currently meeting with local MPs and campaigners.

Carlie has had her own lived experiences – although not county lines involvement - from many years ago. She firmly believes this makes a key difference in the way she is able to reach the young people. “We are the bridge to that young person and – given my own background – I can be on the same level as them. I can say to them, “Boys, this is what is in store for you if you carry on”. When I came out of my situation, I literally had to flip my life upside down and it's the same for these boys.”

For the mums as well, Carlie's experiences gave them

hope. “They wanted to know I'd gone through a situation and come out the other side.” Given that many parents are understandably reluctant to contact the police, they hugely valued the non-judgemental, independent compassionate care that Carlie offered them and their children.

The pilot has now come to an end but shows that there is light at the end of the tunnel for young people in county lines if they are offered the right kind of help from someone with real understanding of the issue. Our aspiration is to extend this work and enable more towns across the UK struggling to tackle county lines to benefit from the life-changing support offered by people like Carlie.



The SOS Project >

In a year which has seen a shocking rise in the levels of serious violence, the SOS Project has been a lifeline to the young people caught up in it. The growth of county lines across the UK has been identified by the Home Office as a key factor behind this* and we have been one of the first charities to develop services specifically designed to tackle it and help the young people and families affected get their lives back on track.

The SOS Project

SOS is a 40-strong team – both paid staff and volunteers – made up of professionally trained individuals with first-hand experience of the issues facing the young people who need their help.

They come from the same communities as these young people and have themselves been involved in gangs, offending, county lines and knife crime. Their insights – together with the professional training they receive through our Peer Advisor Programme – mean they are able to gain the trust of some of the most vulnerable young people who do not usually engage with mainstream services.

The work involves helping each young person out of offending and serious violence to re-connect with their families, education, training and employment opportunities. This intensive work takes time and persistence – each caseworker has active caseload of around 20 clients who can require up to 50 or 60 hours of support each month. These hours go way beyond those usually provided by mainstream support services.

Partnership work is key to SOS and the team now have caseworkers embedded in 14 London boroughs who can collaborate with the local authority and any other agencies. This promotes good information sharing and means our partners can draw on our experience in tackling the issue.

SOS was commissioned by **Islington Council** over the summer of 2017 as part of a partnership project with the local authority to work with at risk young people in hotspots in the borough. As part of Islington's Youth Crime Plan, our caseworkers carried out assertive outreach on Friday and Saturday nights diverting young people away from risky situations and steering them towards positive activities. The project was a success in helping to address crime and anti-social behaviour during the summer holidays.

In Redbridge, SOS has been working closely with the council's Children's Social Care team. The caseworkers are supporting young people at risk of going into care through family interventions, offering help when children go missing and to those at risk of county lines. We are hoping to extend this work to help vulnerable children who are already in the care system.

In Tower Hamlets, SOS's three caseworkers are based in the Youth Offending Team and in areas working with domestic violence and exploitation. The team are also carrying out work with schools and pupil referral units in the borough with young people at risk, offering group work and one-to-one sessions for young people who need added support.

Partnership work in **Greenwich** through the Woolwich-based Somali Youth Project has had continuing success in engaging a community who were heavily excluded and unaware of the services and opportunities available in the borough. It focuses on engaging and supporting young people who are at risk of gang involvement and radicalisation. The small team have gained the trust of young people in this community whilst working in partnership with the local council. Many of the young people are engaged in apprenticeships and education and this has had a knock-on positive effect on their wider families.

** Serious Violence Strategy, April 2018*

Borough highlights

The SOS Project >

County lines

The SOS Project has been at the forefront of tackling county lines – the phenomenon where vulnerable children and young people are exploited by gangs to become cross county drug runners – for a number of years.

As awareness of the issue has increased, so have the calls for help to the SOS Project from across the country. Thanks to support from **The Stavros Niarchos Foundation**, we have been able to meet this need in key areas and we have also adopted the use of spot purchase arrangements with local authorities when urgent needs have arisen.

The teams have offered a great deal of advice and support over the phone to concerned parents and professionals who are aware of a problem but lack the knowledge on how to address it.

In September 2017, we were engaged by the **Home Office** to deliver a pilot county lines intervention project supporting young people in London and Kent in partnership with **Missing People**. Our caseworker Carlie (see page 17) helped young people and their families affected by county lines. Prior to the project, we believed we would be primarily helping young Londoners who had travelled to Kent to deal on behalf of gangs.

However, once the project got underway, we discovered that vulnerable children and young people from Kent were being groomed and recruited by London gangs – either face to face or through social media – and that the young people were not necessarily from disadvantaged backgrounds. The violence and exploitation experienced by the young people was extreme and they were in desperate need of help.

Carlie was a credible, trusted source of support and she undertook a great deal of work helping them to engage with services, link in with education, training and employment opportunities and offered much-needed support to their families. As a result, a group of parents have now formed their own county lines support group and were able to train as Peer Advisors through us.

An independent evaluation of the pilot found it to have had a big impact in terms of helping young people rebuild their lives, equipping families and professionals with the necessary skills and support and saving time and resources for other services such as Kent Police. The evaluator highlighted that the fact the SOS Project uses people who have lived experience of the issues facing young people was a key factor in helping to engage them.

A full copy of this evaluation is available at www.stgilestrust.org.uk/reports-and-evaluations





SOS+

Many young people say they carry knives under the false belief it offers them protection from violence. Given the rise in weapons crime and growth of exploitation of young people through county lines, there is a clear need for the preventative work carried out through the SOS+ Project.

Last year, the SOS+ team reached 21,290 young people in schools and other educational settings through 326 sessions covering issues such as weapons, county lines, healthy relationships and a range of other areas. The team all possess first-hand experiences of these and can discuss them with credibility and authority.

We have expanded the SOS+ Project's sessions to work in the Home Counties. This is crucial given the spread of knife crime and county lines to areas beyond the capital.

The SOS+ team were engaged by the Home Office to deliver sessions in partnership with Connect Futures to raise awareness of extremism and gangs.

Through **BRAVE** (Building Resilience Against Violence and Extremism) the team covered issues such as gang activity, online radicalisation and exploitation in a way which was accessible and relevant to the young people. The sessions were highly rated by both students and staff who commented that the SOS+ facilitators could cover areas that would be too controversial for schools staff.

Pictured, above right: Junior Smart, SOS Project founder, CJ, SOS+ Project Manager and Egerton, SOS+ Facilitator collecting an award from the victim's charity the Chris Donovan Trust.



*The people who presented
were good, they made me feel
comfortable about contributing to the
discussions. The sessions made me think
about my future and have made me more
determined to get good
GCSE grades.*

Student feedback from an
SOS+ session

The Royal London Hospital



SOS work at The Royal London Hospital's Major Trauma Centre

Our partnership work with Bart's NHS Trust at the Royal London Hospital's Major Trauma Centre (MTC) offers confidential, non-judgemental care and support to all young people aged 11-25 who have been admitted to the MTC as a result of serious injury – typically knife or firearms related.

This work started in 2015 and came about as a result of Dr Martin Griffiths, the hospital's Consultant Trauma Surgeon, who was determined to prevent the countless number of young patients whose lives he had saved returning to his theatre again as result of being discharged straight back to the lifestyle that put them in hospital in the first place. He approached St Giles Trust to work alongside the clinical team to offer the young people the help they needed to rebuild their lives away from youth violence after discharge. We intervene when the young people are at their most vulnerable and receptive to change.

2017/18 has seen a shocking rise in the numbers of murders in the capital with a devastating impact on the lives of the young people affected and those around them. An added worry is the increasing violence in the attacks with multiple assailants attacking one single victim.

representing an increase of 27% on the previous year. Working closely with Dr Griffiths and his colleagues, the two caseworkers have offered intensive, tailored one to one help to the young patients and their families.

This has involved practical assistance with issues such as housing, accessing education, training and employment and other support services such as mental health and social services. Relocating young people and their families to different areas is often necessary as many are at risk if they return to their original areas. The caseworkers have also offered a great deal of emotional support for both the young people and their families to help them overcome trauma, understand the consequences of their current lifestyles and promote positive change.

They are an exceptionally busy team - one of the caseworkers was supporting 26 clients during a critical period in 2018. It is tough work emotionally because some of the young people sadly die as a result of their injuries. However, these tragedies are outweighed by the fact that their interventions prevent many future fatalities and serious attacks.

We are extremely grateful to **The Worshipful Company of Cutlers** for supporting this work. The service is part of the pan-London Youth Violence Intervention Project commissioned by the **Mayor's Office for Policing and Crime**.



Last year the service engaged 162 young people

SOS - the future

Looking forward

SOS caseworkers are on the frontline and often some of the first people to observe new patterns of activity in gangs and serious violence. They are ideally placed to share their insights with other services. The development of the pan-London Intelligence Hub set out in the Home Office's Serious Violence Strategy launched this year gives us a real opportunity to do this.

The team have observed that young people from regional towns are being recruited to become county lines drug runners. Local services are often inexperienced in working with this issue so our future direction on SOS will include an increased level of training up local professionals and developing a peer-led model of support which addresses their local needs. For example, the SOS team have been supporting St Giles Trust's teams in Yorkshire, Ipswich and Wales to address their local gang issues.

SOS is currently in the early stages of developing a **Brighton-based SOS service** with a small team of caseworkers who will support vulnerable young people on the south coast. Their presence in the capital will also be getting a further boost through their work in the pan-London MOPAC county lines intervention project.

As ever, the team are highly motivated and passionate about this work as it presents an opportunity to help some of London's most hard-to-reach, disengaged young people who are currently slipping through the net escape the cycle of exploitation, violence and offending.

At time of writing this report, 2018 has seen a 23% rise in knife crime and over 100 murders in the capital. 39 of these victims have been children and young people.

In August 2018 we were successful in a number of bids to the **Home Office's Knife Crime Community Fund**. This means we will be able to expand our work diverting young people away from serious violence in London, Yorkshire and Ipswich.





Skills and employment support

Helping disadvantaged adults with skills, training and employment >

Over the past year, we helped 795 people into paid work – our highest figure ever. This has been achieved by teams across the Trust and is testament to their determination to seek out opportunities for their clients in a challenging job market. We also helped 730 clients progress into further training and education and 136 into a volunteer placement.

In London

Pathways

Funded through the Boroughs of Lambeth, Lewisham & Southwark, Pathways helps disadvantaged adults overcome the barriers they face and access employment.

This is the second phase of the Pathways project which has been running since May 2016. It is a partnership project with the three boroughs and St Giles Trust is the lead of four providers. It is run out of Jobcentres who refer individuals who have a high threshold of need around issues such as housing, debt, finance, skills, childcare and health to the Pathways keyworkers. All of these issues can act as barriers to employment so Pathways keyworkers offer additional support to help the individuals overcome them and progress towards work.

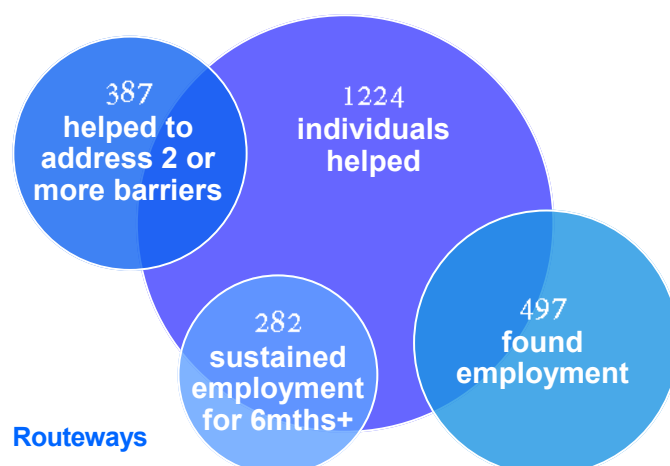
This added support is what sets Pathways apart from other employment services. The keyworkers offer people flexible help which meets their individual needs. We work with Pathways clients at JCP, offices, outreach and in our Job Club at our Camberwell HQ - an open plan room where there is easy access to IT facilities and both staff and other clients are around to offer support. This setting has an informal atmosphere which helps clients feel relaxed and is often helpful in engaging those with more complex needs.

Clients have fed back benefits such as increased levels of confidence alongside having mutual support from keyworkers and fellow clients – all of which has helped them feel more positive about their futures. Practical help with CVs, application forms and interview preparation has helped build skills and prepare people for work.

Many of the adults have faced heavy disadvantages and have come on a long journey from a situation where employment might have seemed an unachievable goal previously. The team have had fantastic success. Since it started Pathways has supported 1,224 individuals, 497 of whom have progressed into employment. They have also helped 387 people to address two or more barriers that have been holding them back from work.

Pathways will conclude in March 2019. We are keen to continue this work as the project continues to be in demand and has had a real impact in helping very disadvantaged individuals in south London overcome barriers, increase their skills and confidence and move towards employment and independence.

Pathways Project achievements



Routeways

In-work poverty has been a growing issue for many of our clients. In January 2018, we established Routeways to help address this. It supports individuals who are struggling financially due to low pay and poor quality employment. Since its start, it has helped 37 individuals with a range of issues including accessing further training, applying for grants and addressing other needs to help them improve their employment situation. Routeways has also helped two employers improve their employment practices.

Helping disadvantaged adults with skills, training and employment

London Peer Hub

Supported through The Big Lottery Fund, the Camberwell-based London Peer Hub is the engine room for many of the services we provide in London and offers a structured route to further training and employment for the Peer Advisors. They have experienced and overcome a diverse range of issues including prison, homelessness, substance misuse and gang involvement.

The training received on the London Peer Hub gave them the opportunity to use these experiences and insights for the benefit of others. 33 employability sessions prepared them for employment. 13 Peer Advisors gained the Level 3 qualification and 24 completed the Learning To Advise module meaning they were well on the way to gaining the Level 3. 14 were supported into paid work and 11 into voluntary placements.

North London Employment Project

Also supported through the Big Lottery Fund is a service helping ex-offenders into employment. Based in our Holloway Rd office it uses the peer led approach to help people, many of whom have recently left prison with no support.

It helps them with practical issues such as CVs, interview skills, accessing courses and securing small grants for CSCS cards and tools. The service has been in high demand over the past year and had some real successes. These include a man who has been in prison 16 times and is now working as a Group Facilitator for people with substance misuse issues. Another who had just left prison after a 10 year sentence secured a job as a stonemason within four weeks of his release.

In Yorkshire, the Leeds-based team help people in the region who have faced a range of disadvantages to train as Peer Advisors and address wider local needs through partnership work with other agencies. Since the start of the Peer Advisor Centre in Yorkshire in September 2014, 43 Peer Advisors have secured employment and 100 have undertaken voluntary placements. For many, this was the first time they had ever gained a qualification.

St Giles Trust also took over the **Work Routes** contract, funded by Reed and subcontracted through European Social Fund, in September 2018. It helps disadvantaged people in Bradford and Keighley into work and the team have had real success in turning around this contract. More information on the work of the St Giles Trust Yorkshire is on page 48.

In Ipswich

Our Working Out project in Ipswich has continued to help people with a criminal conviction into paid employment. The Peer Advisors on Working Out – many of whom are serving prisoners volunteering on ROTL – fulfil a much-needed local service offering support around a range of issues to help people prepare for and secure work.

Over the past year, they have secured some fantastic training opportunities for clients including fork lift license courses and employability courses. They have also forged close links with local employers to secure opportunities for their clients, including with a local construction company. Alongside these developments, the team moved into the city centre which has made them more accessible to people who need their services.

In Yorkshire

Charlotte's story

Charlotte works as a caseworker on Peer Circles – a peer-led service in London helping adults with multiple and complex needs access training and employment opportunities. Thanks to support from The Bell Foundation, she is one of very small number of Peer Advisors who have successfully qualified at Level 4 Advice and Guidance – a high level qualification equipping Peer Advisors with the skills to take on extra responsibilities and prepare them for management roles.

"I was serving in HMP Send and doing the Level 3 Advice and Guidance course, working as a Peer Advisor offering housing advice," she says. "The opportunity came up to do it at Level 4 and I took it."

This progression meant helping facilitate training sessions and supporting new Peer Advisors embarking on the Level 3 qualification. "Ali (Ali Beach – Team Leader on our Footsteps project page 38) visited," Charlotte says. "We held meetings about a new women's service supporting female prison leavers. This service became Footsteps – I helped come up with the project name and advised on the branding and design of the publicity."

Things progressed further when Charlotte become eligible for ROTL (release on temporary licence) and she was able to come out into the community during the day to further build her skills and experience. She volunteered on Peer Assist at the St Giles Trust Camberwell-based Head Office, offering over the phone and online advice to people in need of support. "I volunteered with Peer Assist three days a week whilst still doing Level 4. I did this for eight months and then moved over to volunteer in Footsteps."

Although still in prison herself, Charlotte was offering vital support to women on their first day out of prison – a very vulnerable time. The experience of prison is traumatising for most women.

Leaving without someone trustworthy to give a helping hand can mean many of them fall back into the predatory hands of pimps and dealers. Caseworkers like Charlotte steer the women on the right path and the work is full on.

"It was very exciting and a good experience – I really enjoyed it. I had the opportunity to become a proper

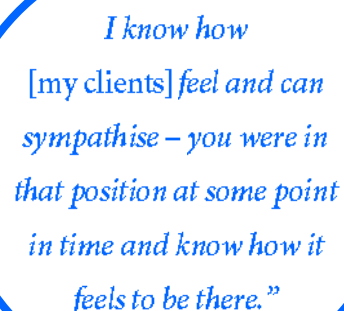
caseworker, meeting women at the gate on their release from prison. It involved helping women with housing, doctors, benefits... the women are so emotional and it was hard but it got me ready for my own release. I kind of knew what was I was going to face."

That day came in November 2017 and, after her release, Charlotte continued to volunteer in Footsteps until she successfully applied for Caseworker job in Peer Circles.

"They are still the same client base – vulnerable, homeless, facing addiction and mental health issues. Everything I learned from Peer Assist and Footsteps went hand in hand and I had the experience from both projects."

She is in no doubt that having had personal experience of the criminal justice system has a positive impact on the way she supports her clients. "You've been through the same thing as the individual. You know the best way to get through because you've done it yourself. I know how they feel and can sympathise – you were in that position at some point in time and know how it feels to be there."

Charlotte is now focussed on continuing her professional development whilst helping others to progress their lives. "I'm hoping to stay in Peer Circles, get as much experience and knowledge as I can and build my network. Then I'm aiming to into a supervisor role – either within St Giles Trust or another organisation."



*I know how
[my clients] feel and can
sympathise – you were in
that position at some point
in time and know how it
feels to be there."*

Support for disadvantaged young people >

We have continued our work with disadvantaged young people who are not in employment, education or training, helping them to improve their levels of confidence and boost their chances of employment.

Choices

Since 2012, HSBC have supported our work with disadvantaged young people under Choices. The project helps each young person overcome any barriers holding them back and assists them to access education, training and employment opportunities.

London

We have offered Choices in various London boroughs through weekly outreach drop-ins, one-to-one support and work with partner agencies. Referrals come from a range of sources including probation and youth offending services, partner agencies and from other projects within St Giles Trust. Peer referrals from friends and families of existing clients continue to form a significant portion – a factor we believe shows the level of value they attach to Choices.

The team have organised a number of workshops to help prepare young people for a professional environment. These have included interview techniques with volunteers from **HSBC and City & Guilds** 'Habit of Mind' sessions to

with challenges in the workplace.

Several clients undertook a Level 2 Mentoring qualification and benefitted from vocational placements across a range of organisations.

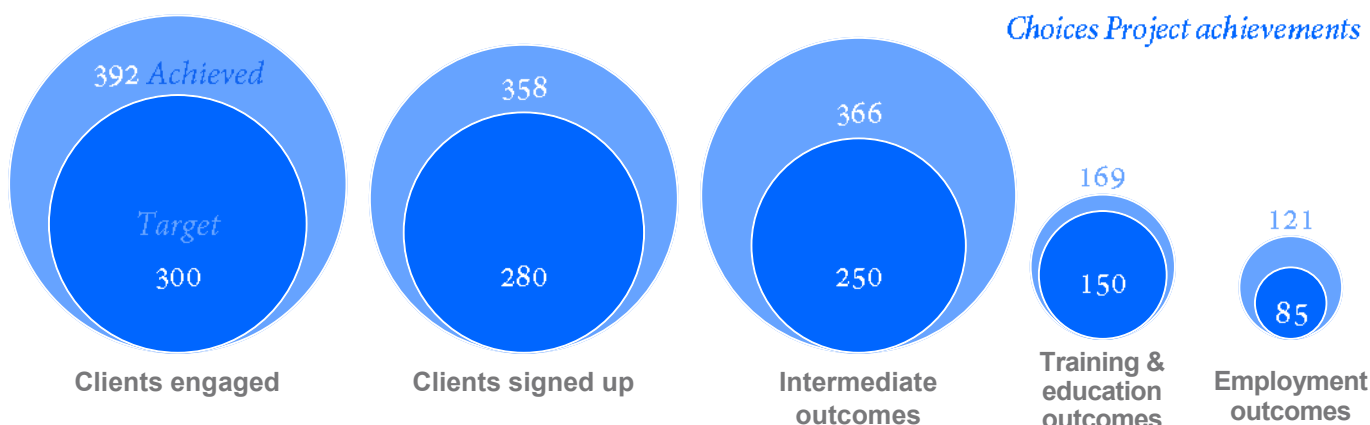
Yorkshire

The work with disadvantaged young people across Leeds and Bradford has continued to flourish. The team have further developed their work with care leavers and have developed a new link with **Leeds Adoption Team** in addition to their existing work with the Leeds Leaving Care team, offering education, training and employment support to young people in the care system.

Choices Yorkshire has been working with young people in HM YOI Wetherby, helping them prepare for life in the community through resettlement workshops offering advice and support on employment and other issues. The young people returning to Leeds have been able to benefit from the community-based support of the team after release.

Two important partnerships for the team have continued this year. This was the second year young people undertook a photography project with **National Citizen Service** to build skills and confidence. The aim of the project was to challenge stereotypes and give the young people a platform to share their experiences and journeys.

challenge young people's thinking and equip them to deal





First Direct have continued their generous support for Choices Yorkshire through offering young people employability workshops and free tickets to events at the First Direct Arena in Leeds. For most of the young people, this was the first time they had ever been to attend a live event. Alongside the workshops with First Direct, the team have also offered workshops on a range of other areas including conflict resolution, well-being and first aid.

Nine young people benefitted from a once-in-a-lifetime opportunity through participating in a residential sailing challenge with the **Jump On Board** programme. The two-week challenge off the south coast with the Tall Ships Youth Trust is aimed at building the skills and confidence of the young people through personal development activities and team building challenges. The programme is extremely effective at increasing levels of skills and motivation and seven of the young people made progressions with education, training and employment within eight weeks of completing the programme.

Accessing the Future

Supported by the Credit Suisse EMEA Foundation, Accessing the Future (ATF) helps disadvantaged young people to pursue their education, training and employment goals through offering a personal budget of up to £1,500 to help them achieve this.

Typically, the young people have been held back by issues such as homelessness, poverty, leaving care, being young carers, lack of family support or involvement in the criminal justice system. The help offered through ATF has a potentially life-changing impact which can give them a stepping stone to a better future.

In the first year, 103 young people have been helped through ATF. 63 of these have successfully achieved the goals agreed as part of ATF's support and the remaining 40 are well on the way to achieving them.

Typical beneficiaries of ATF are people like 22-year old Dave who left prison with little more than the clothes he

was wearing. After being helped by St Giles Trust to move into his hostel and resettle in the community, we started to help Dave search and apply for work.

He secured a paid work placement at **Brewbird** (see page 30). However, Dave had very little in the way of suitable clothes and, with winter approaching, needed a decent coat and shoes. He successfully applied to the ATF fund to cover the costs of suitable clothing and a bag. The fund also covered the cost of a Level 2 in catering which enabled Dave to undertake a work trial at a branch of one of the famous Ivy chains. Dave's confidence has increased as a result of these experiences and he now has ambitions of developing his own business.

North and East London

Supported through the European Social Fund with the Education Skills Funding Agency, the **YES Project** helped 107 16-24 year olds in access training and employment opportunities. This work is in partnership with REED Employment under the NEET outreach contract and targets young people who need a great deal of help to become 'job ready'. Due to its continued success, the work has been extended until March 2019.

South London

Offered in partnership with Southwark Council, the **GROW** team help disadvantaged young people access employment opportunities that fit in around other areas of their lives such as college and caring responsibilities.

Last year, the team helped 100 young people and helped 50 into paid work. They also engaged 20 employers to open up opportunities for young people.

Brewbird

Launched in 2016, Brewbird is a social enterprise run by St Giles Trust. It is a busy, bustling café based on the edge of Camberwell and Peckham, south London, offering training and employment opportunities to St Giles Trust's clients. Open to the public, Brewbird has a steady stream of regular customers who enjoy the friendly, welcoming atmosphere, range of fresh snacks, light meals and drinks.

Trainees come from projects within St Giles Trust and undergo 'on-the-job' training during the course of a paid work placement, whilst receiving ongoing support from their St Giles Trust caseworker. They learn a range of skills including catering, food and drink preparation, customer service and cash handling. Just as importantly, the experience of working at Brewbird is designed to increase their levels of confidence and motivation.

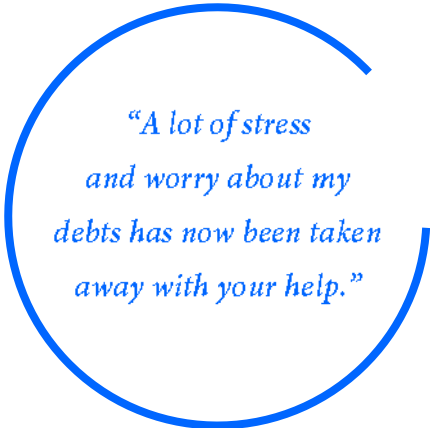
Over the past year, Brewbird has had an increase in the number of older trainees. Many have often previously been in employment but had gaps due to issues such as mental health, substance misuse and homelessness. The team have adapted the training and shift patterns to accommodate these issues, work at the pace of the trainees and prepare them for their next job.

Alongside boosting employability, Brewbird Manager David has witnessed added benefits for trainees around nutrition and healthy eating. Trainees who would previously have resorted to costly and unhealthy takeaways now have the skills to prepare food at home which is having a positive effect on both their purse and wider families – health of the children of one trainee has improved during their time at Brewbird. Another with a background of substance misuse whose children were taken into care has now successfully overcome her addictions and is in the process of getting her children back with her.

Brewbird has developed its functions over the past year alongside its regularly updated menu (which trainees help to develop). This has included hosting weddings, parties, events and private dinners. A spacious courtyard at the café means they have been able to hold outdoor events and host a stand-up comedy fundraiser for our work with vulnerable women. They have also provided catering for functions at the local council, homeless charity Thames Reach and the near-by theatre. All these have been extremely beneficial in boosting the confidence and broadening the horizons of the trainees.

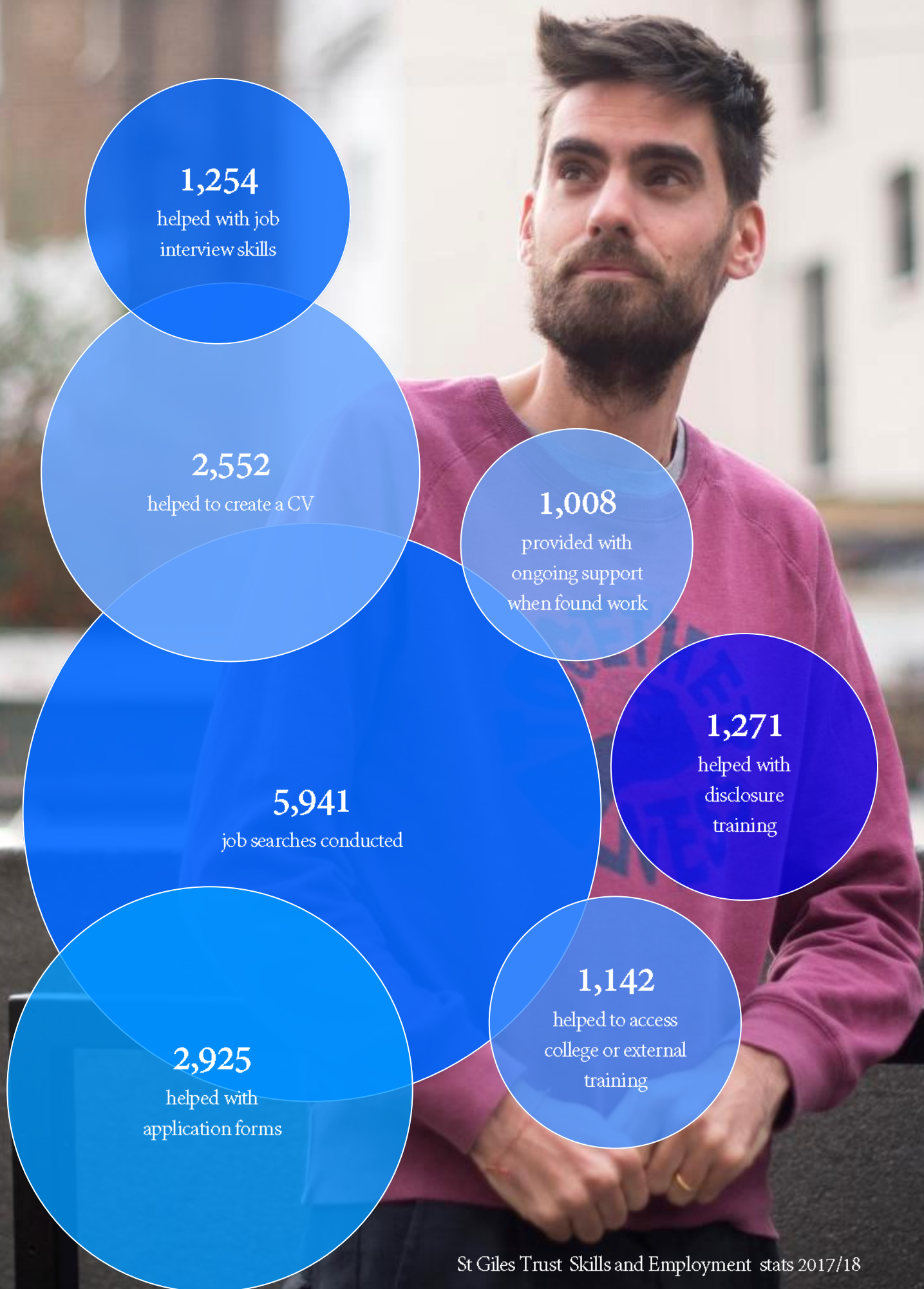
Future plans include incorporating the Peer Advisor Programme into Brewbird so trainees on work placements are able to benefit from the support and development opportunities this brings.

From weekend brunches to weekday lunches, Brewbird has held its own in an area where there is considerable competition from other local cafes and various eateries. Our aim is to develop it further in the coming year and attract funding to enable many more St Giles Trust clients to find their feet through fresh opportunities.



*"A lot of stress
and worry about my
debts has now been taken
away with your help."*

The ultimate aim is to give trainees a stepping stone to help them prepare for mainstream employment.



Support for adults with multiple and complex needs

St Giles Trust has decades of experience in helping individuals who are the most difficult to reach due to their high levels of need. The peer-led approach means these services can connect with some of the most vulnerable people in our society.

Peer Circles

Peer Circles got underway in April 2017. Supported by the European Social Fund and Big Lottery Fund through the Building Better Opportunities Programme, it is a peer support project working across London helping severely disadvantaged people to overcome complex issues and access training and employment opportunities. It also aims to help people build confidence and reduce levels of social isolation. Peer Circles specifically targets people who need help to address issues such as homelessness, mental health needs, substance misuse and difficulties engaging with mainstream services.

The first year has been highly successful, working across 16 London boroughs to engage new clients onto the project and recruit Peer Advisors to deliver the service. 27 potential Peer Advisors embarked on the initial Learning to Advise section of the peer advisor training and the team reached almost 300 individuals with help, advice and advocacy. Most of these have very high support needs and it will take some time before they are at a stage where they are ready to move to employment.

A women-only session has been developed on this project as it became clear that this was a need for both existing clients and to encourage new ones. The team have established links with relevant women's organisations to further support this.

Peer Circles is a partnership project involving Evolve Housing and Support and Warrior. Shelter's input has proved invaluable in offering the clients specialist housing casework support as many of the clients are experiencing homelessness, unsuitable housing or are in arrears.

London

The **Outliers Outreach Team** in south London have continued to offer intensive, peer-led help to vulnerable adults with needs around issues such as homelessness, substance misuse and the criminal justice system. The individuals helped by Outliers are chronically excluded and require careful support to help them stabilise and progress their lives.

The team work in partnership in **Bexley** to offer support to prolific offenders in this south east London borough. Over the past year, they have been working with drug and alcohol services to provide one-to-one casework and offer the Peer Advisor Programme to clients who are suitable to train as Peer Advisors.

We are delighted that David Jolie, the Team Leader for this area of our work, won a Butler Trust Award in 2018 in recognition of his long-standing work with vulnerable adults.

"I would like to say a big thank you to St Giles Trust and the people who work for you, for all your help."

"You have helped me find accommodation and sort out my benefits. St Giles Trust is the best in the world so keep up the good work."

Royal London Society Endowment Fund

This fund invites applications for grants of up to £500 from our clients in order to help them progress towards their employment goals. We took over the fund from the Royal London Society at the end of 2016 and have streamlined the application process to help make it easier for applicants.

The decision making panel meet every two months to assess applications. Over the past year, we received 175 applications and awarded a total of £15,982 to 92 applicants. Areas people have received assistance in include courses, IT equipment, driving courses/tests and tools and equipment.

The grants have offered many of our clients the kind of modest, very practical help they need to help boost their chances of finding employment.

"I couldn't ask for a better team of supporters to help me with everything I needed and I really appreciate everything they have done for me.

Thank you."

"I feel confident in my role as a Peer Advisor. I am now able to handle difficult situations and clients. I am learning new skills and knowledge daily from my colleagues. I feel that my employability has improved and I am confident in applying for work in the near future."

Peer Advisor working
on Peer Circles

1,041

Clients helped to seek charitable financial assistance in 2018 - a sharp increase from just over 200 in 2014

Lisa's story

We work in women's prison HMP New Hall in West Yorkshire training women as Peer Advisors. Women in prison are often particularly vulnerable, especially so when they are released. Many lose their homes during their sentence and face the prospect of homelessness. This is where Peer Advisors like Lisa carry out such vital work in helping them get the advice, support and services they need. Here she explains her work and its benefits.

"I came into contact with St Giles Trust in October 2017. I'd already done some peer mentoring work and completed the Information, Advice and Guidance course at Level 2. It was then I applied to train as a Peer Advisor."

Lisa works on the resettlement wing which helps women prepare for release. "At first, it was helping with basics such as filling out forms, doing the paperwork and logging information. I was also signposting people to other agencies and doing exit questionnaires with women who used our service."

The number of women Lisa works with on a daily basis varies but there are common themes to the problems they face. "A lot of women are worried about being homeless on release and many also have debts that need sorting. I signpost them to other people and services and help them with filling out forms for things like housing benefit."

She thinks being a serving prisoner herself makes a real difference. "People trust me with personal information as they know it's not going to go any further. It's about having someone there to talk to. If people have any problems or questions I'm always around in the prison. It just makes it easier as we are really accessible and I can build up the relationship with the inmates."

The experience has also had positive benefits for Lisa. "My confidence has gone really high and I'm learning a lot more about myself... previously I would have been like 'oh no!' when I had to fill out a form and now I'm confident about it. I realise that I like helping people. I still want to do peer advising roles and this has helped me move on and give support for others."



London and south east prisons

For over 20 years, St Giles Trust has been working in London prisons. We have extended our work with these prisons and the south east over the past year thanks to new funding opportunities.

Creating Peer Advisors in prisons

HMP Huntercombe holds foreign national prisoners who have high levels of need for advice and guidance services. For a number of years we have been offering the Peer Advisor Programme in this prison. Our work bridges the gap between demand and resources through providing the prisoners with a trusted and accessible point of contact through the Peer Advisor. Over the past year, the Trainer Assessor has engaged the linguistics team at **Reading University** to support the prison to design a kit for non-English speaking prisoners. The value of our Peer Advisor Programme in Huntercombe has been recognised by the prison who have extended funding for it.

The success of our Peer Advisor Programme in women's prisons **HMPs Send and Downview** has continued. The women who train as Peer Advisors can gain valuable vocational experience through volunteering at our Head Office when they are given ROTL. Many of these women work on Peer Assist (see page 37) and then progress to paid employment (see Charlotte's story on page 27). In 2018 Alison Drew, our highly experienced Trainer Assessor and Internal Quality Assurer in these prisons, was awarded a prestigious Inspirational Prison Educator Award from the Worshipful Company of Educators.

After a six-month hiatus, we returned to **HMP Wandsworth** to deliver our custody-based Peer Advisor Programme training serving prisoners to become Peer Advisors offering advice and guidance to other inmates. This is the prison in which we originally developed the Peer Advisor Programme in 2002 so we are pleased to be able to continue it.

We have sustained our work offering housing resettlement

support for prisoners in **HMPs High Down, Send and Bronzefield** under contract from Seetec. Despite the continued lack of suitable, affordable housing for prison leavers, the team have worked incredibly hard to maintain a high quality service.

Specialist support for Muslim prisoners

Over the last year, we were asked to develop a pilot service called **Way Out** supporting Muslim prisoners with high support needs using the peer-led approach to engage those who have difficulty engaging with most services. We have had a challenging time getting our staff cleared to go into prisons to work with the clients so have had to rely on using legal visits to offer them support. Whilst this was not ideal, it has been a valuable experience to learn from and vulnerable prisoners in need have received essential advice and guidance.

Work with vulnerable women

Work with vulnerable women prison leavers under the **Footsteps** project has been incredibly busy and the team are well ahead of their target. This demonstrates just how much this work is needed. More information is available on page 38 under Women's Services.

4,190

Housing intervention
carried out across
our services

*"St Giles
made my
so much better.
fantastic advice and*

*Trust
time in jail
They gave me
sorted out complicated*

Midlands prisons >

This was our second year of offering resettlement services under the Reducing Re-offending Partnership Community Rehabilitation Company in prisons across the Midlands. This was done through our custody-based Peer Advisor Programme.

This very dedicated team have been busy over the last year. 113 prisoners trained as Peer Advisors offering valuable advice and guidance to 25,687 fellow prisoners to support them during their time in custody and prepare them for release. The hours they put into this work amounted to 1,130 8-hour days. 70 Peer Advisors gained the Level 3 qualification over the course of the year with the remainder well on the way to qualifying.

The team and Peer Advisors have been sharing good practice, with two Peer Advisors receiving a standing ovation for a presentation at the International Corrections and Prisons Association Conference. They delivered a well-received team workshop at the Prisoner Learning Alliance annual conference.

HMPs Oakwood and Sudbury worked in collaboration with the **Open University** to allow final year law students to work with the Peer Advisors to research the most challenging issues around the law and legislation faced by serving prisoners. This successful project has led to a potential future collaboration with **Aston University**.

extended for a further 15 months due to its high level of success. We are also now delivering it in **HMP Gartree** – the first time St Giles Trust has been able to offer the programme in a high security prison.

The team have developed the programme in the community across the **East Midlands** in partnership with the DLNR Community Rehabilitation Company meaning we were able to offer community-based services in this region for the first time.

The team's Peer Advisor Programme Trainer Assessor Bianca Dosanjh was nominated by **HMP Sudbury** for a prestigious Robin Corbett Award for Prisoner Rehabilitation. This was in recognition for her continued exceptional work with Peer Advisors.

Due to ongoing success and effective partnerships, our contract to offer peer-led resettlement services across these prisons has been extended by four years. Our aim over the next is to build on our burgeoning community services and develop a Peer Hub in the Midlands to support people in the community.

*"I genuinely feel that the
Peer Advisor gave us a lot of
support and made our time here better,
not just the knowledge,
but the time filling and how
dedicated he is to help us."*

Our Peer Advisor Programme in **HMP Ranby** has been

Peer Assist

In 2015, we launched Peer Assist to offer online and over the phone peer advice to anyone who needs to access our services.

Based in our Camberwell Head Office, Peer Assist uses Peer Advisors (mostly serving prisoners on Release on Temporary Licence) to deliver the service whilst they increase their own skills and experience through their time working there. The aim is to give the Peer Advisors a stepping stone to future employment (see Charlotte's story 27).

Since its start, 26 Peer Advisors have volunteered on Peer Assist and 16 have successfully moved onto paid employment in a range of areas ranging from retail to construction. The others have progressed onto other volunteering opportunities and one has gone to university.

The length of time volunteers spend on Peer Assist varies according to their prior skills and experience. Many have very limited experience of IT and telephony and working on Peer Assist gives them the ideal opportunity to increase this knowledge through answering the phone, dealing with queries, responding online enquiries and updating the database.

accessible to people who are often in desperate need of help but cannot access them in person. The Peer Advisors are all either qualified at Level 3 Advice and Guidance or working towards it. Coupled with their lived experiences, they offer professional, empathetic support which reaches people who might be reluctant to engage with other services.

Just as importantly, the experience has given the Peer Advisors the opportunity to increase their levels of confidence after often lengthy periods of imprisonment. One has since 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 and develop crucial communication skills. I am truly grateful for the experience. I felt like I had a second family who looked out for me and wanted the best for me in all aspects of life. Without Peer Assist, I would not have got the job I have now."

We are extremely grateful to the **Oak Foundation** for supporting this area of our work.

227

Clients assisted with a DWP sanction that would have potentially left them for no income for a day or even weeks

"The Peer Advisor has helped me have positive thoughts about the future"

Peer Assist has also made our services more widely

Services for women >

Women made up 15% of the clients we supported last year and they engaged with services across St Giles Trust. In addition to this, we offer specialist services targeted at particularly vulnerable women, supporting them to move their lives forward.

Footsteps

The number of women in prison is rising – the figure has more than doubled since 1993. 48% are reconvicted within one year of release, rising to 62% for those who have served less than a year and 78% for those with 11 or more previous convictions. 65% of women in prison report having mental health issues.

Footsteps helps vulnerable women prison leavers returning to London who have multiple and complex needs, typically around mental health issues. It uses a peer-led approach to help the women build resilience, improve their lives, access the services they need and ultimately move towards employment and independence.

Since its start in January 2017 until June 2018, 48 women were provided with highly intensive, one-to-one casework through 384 support sessions. Their needs have often been very challenging and complex, comprising a mix of mental health, addiction, homelessness and traumatic experiences. The support offered is flexible to meet individual needs. Over 25% of the support sessions have been related to addressing mental health, with housing also featuring heavily.

The small team work intensively with each woman and offer a level of care that goes well above that offered in other similar services. Alongside advice and guidance, they accompany the women to the numerous appointments they need to keep to advocate on their behalf and ensure the women are not getting overwhelmed. An outreach element means women do not need to travel to receive support – instead the support is taken to them.

Footsteps as it helps engage vulnerable women who are typically wary of support services.

Footsteps is highly valued by the women using the service and the organisations it works in partnership with. It fills a big gap in services and is heavily oversubscribed with referrals. For many women, it helps break down a sense of extreme isolation they feel upon leaving prison as some have no friends or family support. One of the women commented: “I really appreciate the support and contact I have with my worker. Sometimes they are the only person I see in a week.”

In April 2018, we successfully applied to the Government’s **Tampon Tax Fund**. As a result, we are now able to expand our offering on Footsteps and boost our work with vulnerable women in Norfolk and Yorkshire.

WONDER+

In March 2018, we established WONDER+ to help vulnerable women in the criminal justice system.

Supported by Norfolk Police and Crime Commissioner, it works with women in police custody across Norfolk to help them get the support and services they need to address the root causes of their offending.

The project covers a wide geographical, rural area reaching women who are often in isolated situations and may find it challenging to access services without the support of WONDER+. It adopts a Whole Systems Approach which considers the wider factors underlying the women’s needs and brings together a range of providers to offer joined up, co-ordinated action.

It has got off to a very successful start and secured some great outcomes for the women in the first few months of running.

The peer-led approach is a particularly important aspect of

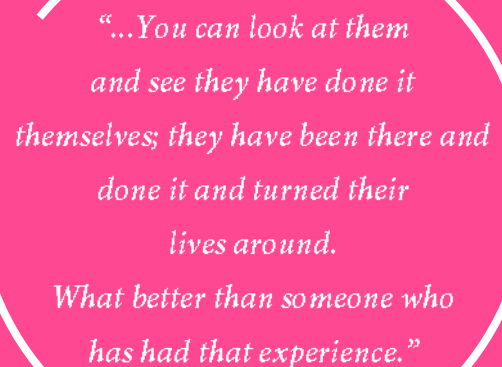
Services for women in Yorkshire

In March our Leeds-based team formed a women's group that has been going from strength to strength. Its aim is to support women, particularly the most vulnerable, female ex-offenders and those that are excluded and isolated from society, to make positive life choices and changes in their lives. The format of the sessions are led by the group themselves, mixing therapeutic approaches with practical workshops and involving guest speakers from a range of areas.

Through the group, the women work towards to agreed collective goals and explore themes such as self-awareness, image & identity, relationships, life skills, and creativity. Each week they are encouraged to take part in group work which will improve their self-confidence, increase their knowledge of the local community and empower them to affect change in their own lives. The aim is to help them realise positive goals, break down barriers to learning, reduce re-offending, build resilience and enable the women to pass on their skills and learning to their wider family.

Across the Trust

In addition to the above, we also provide specialist female only sessions in other projects across St Giles Trust – both prison and community based - to ensure we are meeting these specific needs. Many of these relate to children and families and another positive impact of this work is that many women have been helped to rebuild ties with their children. Our specialist services for women remain an immensely important and largely unsung area of our work.



*“...You can look at them
and see they have done it
themselves; they have been there and
done it and turned their
lives around.
What better than someone who
has had that experience.”*



1,486

Recorded interventions across
St Giles Trust involving welfare
benefits support typically dealing with
problems surrounding universal credit,
personal independence
payments and employment
support allowance and the
new benefit cap.

Nicola's story >

47-year old Nicola volunteers on the Footsteps Project helping vulnerable female prison leavers to resettle in the community and minimise the chances of returning to prison. Many of these women are battling issues around substance misuse and mental health. Nicola knows just how hard this is having been there herself.

"One day, I turned left into CGL* instead of turning right into an off licence," she says. Nicola then trained through Westminster Drugs Project as a Peer Mentor. Showing an aptitude for this work, she was referred by to St Giles Trust to embark on training as a Peer Advisor through the Level 3 Information, Advice and Guidance course.

"I always wanted to work with women," says Nicola. "I know from my own experiences how it is to feel like people are judging you and even though I've never been to prison, I've got lived experiences that mirror the women. I've got years of addiction, a criminal record and my children were taken into care."

Because of her interest in supporting vulnerable women, Nicola was introduced to Ali Beach, the manager of the Footsteps Project (see page 34). This is Nicola's third time in recovery but this time she has the structure and motivation of volunteering, study and future employment. "That's what's great about St Giles Trust," she says, "I couldn't walk into the job centre saying 'Oh, I'm an ex-addict with mental health issues and a criminal record. Give me a job.' But at St Giles Trust they'll work with it and see it as something positive."

Her experiences and the professional knowledge she has gained during her time at St Giles Trust are getting put to great use on the Footsteps Project. Up till now Nicola has been shadowing colleagues but she is now getting her own caseload and very excited by the prospect.

However, she is not under any illusions about the intensity of the work. "When we first meet the women we come up against mistrust and we have to work with them to break that down." This is where her lived experiences bring real value. "When the women find out that I've been through similar things they can't believe it. But then things start to open up. However, there are always professional boundaries. I don't share everything with them and it is

about them and their needs – not me."

Housing is one of the key issues facing women leaving prison. "It can take all day to get someone housed," she says. "And some of the situations are really complicated." This is where the professional training which the Peer Advisor Programme offers comes in. "Lived experience doesn't mean I know everything," she says. "The professional training is really brilliant. For example, many of the women are determined to have a drink (of alcohol) on the first day out of prison and the training gives you skills on how to work with that and say 'just a small drink then' rather than no drinks which means the women will disengage."

Most importantly, Nicola is an inspirational role model and gives the women hope that there is light at the end of the tunnel. "I say to them 'This is what recovery looks like.' I'm 47 and after what I've been through there is a good chance I wouldn't have been here at all. But I don't judge anyone. It could happen to you, your friend or a member of your family."

Nicola is now looking working towards paid employment and aims to gain it in the next two years. By this time, she will be an experienced and highly qualified professional. "I'm extremely open about my past but I've learned here at St Giles Trust that it doesn't define who I am. I'm always Nicola first."

**CGL is Change Grow Live, a substance misuse support agency.*

Support for children and families

Most of the clients St Giles Trust supports have families who are also affected by their experiences. For some – particularly clients under the age of 18 – the situation at home can be driving their involvement in negative activities. Therefore, it is essential that these are addressed to bring about real and lasting changes.

Last year, we received funding to launch a pilot Integrated Family Service which offers specialist additional support to families of clients using St Giles Trust's services. A team of specialist Peer Advisors are now providing our clients with one-to-one specialist support that stabilises the family's situation, helping them to engage more effectively with St Giles Trust and other support services. They help with areas such as housing, health, debt and benefit support, schools, parenting alongside advocating on behalf of the family with other agencies such as social services, probation, police and schools.

They also offer training and support to caseworkers in other teams around issues such as safeguarding, the Children's Act, Housing and Benefit Rights for Families and multiagency working.

Changes to the benefit system and low wages have meant that many families are experiencing in-work poverty. This issue, coupled with the universal credit roll out, has meant that we have been particularly reliant on the Welfare Rights Advisor at St Giles Trust to offer specialist advice in complex cases.

In London

There has been an increased need for the team's help in south London and demand has exceeded our capacity to meet it. However, they have successfully supported a significant number of clients into paid work placements at **Brewbird** (see page 30) which has been a big help for those who require a supportive working environment before progressing to other employment opportunities.

In Cardiff

In Cardiff, the Senior Caseworker Lee has maintained strong working ties with agencies that refer clients to him and the project is highly valued by our partners. The work has been boosted by Peer Advisors on placement from the team's **Working Out project** (see p 44 now superseded by the **Peer Forward project**) who have gained valuable experience themselves and offered added support to the work. The issues the team have been working with over the past year have developed further with the growth of county lines activity in Wales and the fact that a growing number of families are affected by it.

In Yorkshire

In Yorkshire, we have continued to offer our Leeds-based service helping children of prisoners. Caseworkers support the whole family to ensure that the children are in a safe and settled home environment. They also work with schools to help the children thrive and achieve their full potential during this very difficult time.

Through partnership work with the local Community Rehabilitation Company, we have sustained our work supporting men in **HMP Wealstun** to maintain contact with their children. It helps strengthen families and increase the men's positive networks through offering our children and families support services within the prison.

*"I don't know
where we would be without you.
You are a star. When a family
member goes to prison you are
thrown to the wolves, things go
daft, but you help
us keep everything
together."*



St Giles Trust



Across the UK

St Giles Trust Cymru



It has been a busy year for the team with new service developments both in their prison and community-based work. As both have grown, they have established a North Wales Team and South Wales Team to oversee services in prisons relevant to these regions and a Community Team to co-ordinate this work.

Working Out

Supported by the European Social Fund, this project offered paid work placements to people who have faced disadvantages such as homelessness, time in prison, substance misuse and a range of other issues. It offered the Level 3 Advice and Guidance qualification under the Peer Advisor Programme to trainees who carried out paid placements with partner organisations. At the end of Working Out, 70% of the Peer Advisors had achieved paid employment. Peer-led employment support is continuing through the Big Lottery Fund supported Peer Forward project which launched in July 2018.

Children and Families support

There is a big need for this area of our work in Cardiff and the surrounding areas due to pockets of severe disadvantage and poverty. See page 41 for further information on this area of our work.

County Lines in Cymru (CLIC)

As reported in last year's Annual Review, the spread of county lines to Wales has become a high profile issue generating a lot of concern in areas affected. Gangs from outside of Wales are sending in vulnerable young people to traffic and deal drugs and often recruit local young people as drug mules. In partnership with South Wales Police, our CLIC caseworker supports victims and their families to safely rebuild their lives. This is intense work in an area where there is often limited awareness of the issue. The SOS Project (see page 19) have been supporting this work through offering training to

professionals in Wales to equip them with the professional knowledge and skills to address county lines.

Resettlement work in prisons

We work across Wales delivering resettlement work under the Wales Community Rehabilitation Company. In these prisons, our work involves delivering our custody-based Peer Advisor Programme training serving prisoners to offer advice and guidance services to fellow inmates.

In North Wales, our staff in **HMPs Berwyn and Stoke Heath** have established joint working to promote information and good practice sharing. Developments at HMP Berwyn include a CAB pilot to support men with debts alongside added support for men with no ID and those making applications for Bail Accommodation Support Services. At HMP Stoke Heath, new team members have been recruited, supportive relationships with partner agencies have developed and the Peer Advisors are offering support with the prison Job Club as part of their qualification.

In South Wales, we have established a **Peer Hub in HMP Prescoed** which makes it is easier for the Peer Advisors to complete their qualification and has helped to further establish the programme in this prison. One Peer Advisor has been so successful in his placement that he has gained employment and is managing volunteer mentors. At **HMP Cardiff**, the majority of the Peer Advisors are diversity reps fulfilling an important role in helping to ensure the prison is an inclusive and fair environment for all prisoners. The Cardiff Peer Advisors are being offered additional training from The Shannon Trust and have been asked to help deliver employment workshops. One of the most exciting developments has been a link developed with **Centrica Gas** who provided training in the prison and were so impressed with the Peer Advisors that they are building this relationship further with potential employment opportunities for ex-offenders.

Cymru

Bu'n flwyddyn brysur i'r tîm gyda datblygiadau gwasanaeth newydd yn eu gwaith gyda carchardai ac yn y gymuned. Wrth i'r ddau faes dyfu, maent wedi sefydlu Tîm ar gyfer Gogledd Cymru a Thîm ar gyfer De Cymru i oruchwylio gwasanaethau mewn carchardai sy'n berthnasol i'r rhanbarthau hynny ynghyd â Thîm Cymunedol i gydlynu'r gwaith hwn.

Gweithio Allan / Working Out

Cynigiodd y prosiect hwn a gefnogwyd gan Gronfa Gymdeithasol Ewrop leoliadau gwaith am dâl i bobl sydd wedi wynebu anfantais, megis digartrefedd, amser yn y carchar, camddefnyddio sylweddau ac ystod o anawsterau eraill. Cynigiodd gymhwyster Lefel 3 Cyngor ac Arweiniad o dan y Rhaglen Ymgynghorwyr Cymheiriaid i hyfforddeion a gyflawnodd leoliadau gwaith am dâl gyda sefydliadau partner. Ar ddiwedd Gweithio Allan / Working Out, roedd 70% o'r Ymgynghorwyr Cymheiriaid wedi cael gwaith cyflogedig. Mae cyflogaeth dan arweiniad cymheiriaid yn parhau drwy'r prosiect 'Peer Forward' a noddir gan y Gronfa Loteri Fawr ac a gafodd ei lansio ym mis Gorffennaf 2018.

Cymorth i Blant a Theuluoedd

Mae angen dybryd am y maes gwaith hwn yng Nghaerdydd a'r cyffiniau oherwydd bod yna bocedi o anfantais a thlodi. Gweler tudalen 41 am wybodaeth bellach am y maes gwaith hwn.

Fel yr adroddwyd yn Adroddiad Blyneddol y llynedd, mae gwasgariad y llinellau sirol i Gymru wedi dod yn fater uchel ei broffil sydd wedi sbarduno tipyn o bryder yn yr ardaloedd a effeithir. Mae gangiau o'r tu allan i Gymru yn anfon pobl ifanc agored i niwed i mewn i fasnachu a delio cyffuriau ac yn aml maent yn recriwtio pobl ifanc leol fel cludwyr cyffuriau. Mewn partneriaeth â Heddlu De Cymru, mae ein gweithiwr achosion CLIC yn cefnogi dioddefwyr a'u teuluoedd i ailadeiladu eu bywydau'n ddiogel. Mae hwn yn waith dwys mewn ardal lle mae ymwybyddiaeth gyfyngedig yn aml o'r mater. Mae'r Prosiect SOS (gweler tudalen 19) wedi bod yn cefnogi'r gwaith hwn drwy gynnig hyfforddiant i weithwyr proffesiynol yng Nghymru i ddarparu'r wybodaeth a'r sgiliau proffesiynol sydd eu hangen arnynt i fynd i'r afael â llinellau sirol.

Gwaith adsefydlu mewn carchardai

Rydym yn gweithio ar draws Cymru'n darparu gwaith adsefydlu drwy Gwmni Adsefydlu Cymunedol Cymru. Yn y carchardai hyn, mae ein gwaith yn cynnwys darparu ein Rhaglen Ymgynghorwyr Cymheiriaid mewn carchardai sy'n hyfforddi carcharorion presennol i gynnig gwasanaethau cyngor ac arweiniad i'w cyd-garcharorion.

Yng Ngogledd Cymru, mae ein staff yng **Ngharchardai EM Berwyn a Stoke Heath** wedi sefydlu gwaith ar y cyd i hyrwyddo rhannu gwybodaeth ac arfer da. Ymhlith datblygiadau Carchar EM Berwyn mae cynllun peilot CAB i gefnogi dynion â dyledion ochr yn ochr â chymorth ychwanegol i ddynion nad oes ganddynt ddulliau adnabod a'r rhai sy'n ymgeisio am Wasanaethau Cymorth Llety Mechnïaeth. Yng Ngharchar EM Stoke Heath, mae aelodau tîm newydd wedi'u recriwtio, mae perthnasau cefnogol wedi'u datblygu gydag asiantaethau partner ac mae'r Ymgynghorwyr Cymheiriaid yn cynnig cymorth gyda Chlwb Swyddi'r carchar yn rhan o'u cymhwyster.



Yn Ne Cymru, rydym wedi sefydlu **Hwb Cymheiriaid yng Ngharchar EM Prescoed** sy'n ei gwneud yn haws i'r Ymgynghorwyr Cymheiriaid gwblhau eu cymhwyster ac sydd wedi helpu i wreiddio'r rhaglen ymhellach yn y carchar hwn. Mae un Ymgynghorydd Cymheiriaid wedi bod mor llwyddiannus yn ei leoliad fel ei fod wedi cael cyflogaeth ac mae'n rheoli mentoriaid gwirfoddol.

Yng **Ngharchar EM Caerdydd**, mae mwyafrif yr Ymgynghorwyr Cymheiriaid yn gynrychiolwyr amrywiaeth sy'n cyflawni rôl bwysig yn helpu i sicrhau bod y carchar yn amgylchedd cynhwysol a theg i bob carcharor. Mae Ymgynghorwyr Cymheiriaid Caerdydd yn cael cynnig hyfforddiant ychwanegol gan Ymddiriedolaeth y Shannon Trust a gofynnwyd iddynt helpu i ddarparu gweithdai cyflogaeth.

Un o'r datblygiadau mwyaf cyffrous yw'r cysylltiad a ddatblygwyd gyda **Centrica Gas** a ddarparodd hyfforddiant yn y carchar a chrëwyd cymaint o argraff dda arnynt gan yr Ymgynghorwyr Cymheiriaid fel eu bod yn adeiladu'r berthynas hon ymhellach gyda chyfleoedd cyflogaeth pellach i gyn-droseddwyr.

Joanne's story

Meet Joanne. Joanne has been through more in her life than many of us can imagine.

"Before I met Lee [Children and Families caseworker for St Giles Trust Cymru] I'd been drinking for 30 years. My parents were alcoholics and I've had two abusive husbands. I would drink to deal with things. It's all I'd known. Only I wasn't dealing with anything much. My son had left home as he couldn't handle it. I was in debt with the rent, my finances were a mess, the flat was a mess. I couldn't be bothered to do anything and I didn't care."

Joanne smiles, "On a typical day I'd have 24 lagers. I was 5 times over the limit but sober to the outside world. That was just to cope with the anxiety and depression. I always thought I wasn't worth it but I was ready for help. That's when I met Lee."

Lee was referred to help Joanne by local probation services in late 2017. A gentle man-mountain of activity, Lee worked to stabilise Joanne's tenancy and finances, and to address Joanne's drinking. He helped her get to appointments and liaised on her behalf with alcohol and drugs services, where Joanne agreed to undergo a detox. But a condition of accepting the structured detox was that Joanne would have to leave behind her beloved malamute rescue dog, Angel.

Angel was one of the few constants in Joanne's life and she refused to be parted from him. So she made a drastic decision; she would detox at home, on her own. This was a dangerous course of action because Joanne's level of dependency was extremely high and the risks associated with simply stopping drinking in an unsupervised way can be fatal.

"I thought, I have to do it for myself. I locked myself away for a week and detoxed. It was the worst thing ever and I thought I would die. Shakes, sweats, vomiting. Hallucinations. One night I thought I was having a heart-attack and I thought I'd called 999 but was having a conversation with someone who wasn't there. It was awful."

Joanne called Lee who immediately realised the extent of the crisis and went to Joanne's flat to simply be with her and make sure she wasn't in physical or mental danger. Joanne had taken an overdose that night and Lee stayed all night until the following morning.

"It was the turning point in my life. Once the alcohol was out of my system I was left feeling very fragile and wouldn't leave the house. Again, Lee was a godsend – he should have a halo."

That was back at Christmas 2017 and Lee helped with the basics of life, getting Joanne slowly back on track, helped her access services that would help her and to stay connected to them. Joanne completed an alcohol therapy programme and went on to enrol with St Giles Trust's Footsteps programme for women with complex needs, and has gained important coping tools. She joined the gym. Joanne has gone on to volunteer with the Trust.

"It's still early days but I'm living in the present now, not the past and I feel like, at long last, life has just begun."



Trust

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positive relationships
from someone who's bee

make a difference

Trust

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St Giles Trust Yorkshire

This is the fifth year St Giles Trust has offered services in Yorkshire – a milestone marked by a celebratory event for partners hosted by the team in January 2018. Their work has broadened over the years from primarily resettlement work with serving prisoners and ex-offenders to now extend to services helping people overcome a wide range of issues such as homelessness, mental health needs and long term unemployment alongside specialist support for women and disadvantaged young people.

Peer Advisor Centre

Supported by The Big Lottery Fund, the Leeds-based Peer Advisor Centre offers the Peer Advisor Programme to former service users from a range of backgrounds. It works in partnership with a range of other local agencies to offer them Peer Advisors who undertake placements with the partner agencies as part of the qualification.

The past year has been an extremely busy one for the team as word has spread on the project and demand increased. Peer Advisors undertake their placements with partner agencies and the Centre now offers 'bolt-on' training sessions in issues such as domestic abuse, drug and alcohol awareness, criminal justice, suicide and self-harm. This is in addition to the Advice and Guidance qualification, equipping the Peer Advisors with additional skills and knowledge in these areas to prepare them for their placements and for employment.

The Peer Advisor Centre has had a life-changing impact for both the Peer Advisors training through it and the partner agencies hosting placements. 43 Peer Advisors have now found paid employment since the start of the project and 100 have benefitted from volunteering placements. Partners hosting placements have really valued the diversity, skills and insights that the Peer Advisors placed with them have brought.

This team provide specialist support for disadvantaged women in Leeds. Further information on this work is available on page 38.

CFO3 Yorkshire

CFO3 Employment

The team are in the third year of providing the European Social Fund supported CFO3 employment project in partnership with APM. It supports the hardest-to-reach ex-offenders with personalised, long-term casework so each client can make steady progress to move towards employment. The project has continued to offer intensive, one-to-one support over the past year to clients with high levels of need. By the end of the project in 2020, the team will have helped 1200 people in Yorkshire.

Through The European Social Fund, the Peer Advisors have been involved in projects helping disadvantaged people in Bradford, Keighley, Kirklees, Calderdale and Leeds progress towards employment. This has been through two projects – one delivered in partnership with Reed In Partnership and another in partnership with the Department for Work and Pensions.

CFO 3 Mentoring

Also funded by the European Social Fund in partnership with APM is a project offering mentoring training to former service users who support people from heavily disadvantaged backgrounds in North and West Yorkshire. Over the past year, the team have introduced a range of new ASDAN short courses around personal finance, beliefs and values, volunteering and mentoring and relationships to help the work of both the mentors in supporting their mentees.



Work in prisons

We have continued to work with the **Community Rehabilitation Company Purple Futures** to carry out work in prisons and with prison leavers to reduce re-offending and help people successfully resettlement in the community.

In **HMPs New Hall and Wealstun** we are training serving prisoners as Peer Advisors (see Nicola's story page 40) and support prison leavers with through the gates services in these prisons and others in the region.

566

Clients referred to an external mentor for Through the Gates support on release from prison

Way Out

Like its London counterpart (see page 35) Way Out was a pilot project supporting Muslim prison leavers with high support needs to help them engage with services and support. It took several months for our caseworker to be cleared to go into prisons to make contact with and assess clients prior to their release so this was attempted through legal visits which were not an ideal setting for this type of work. However, despite these barriers, clients successfully found employment and the work enabled us to build further productive links with partner agencies such as probation.

Children and families support

We help men in custody to maintain bonds with their children and offer specialist help to children affected by parental imprisonment through two projects – **Maintaining Family Ties (MTF)** and **COPE**.

"The MTF project has meant that some prisoners and their families have been able to strengthen their family relationships. This has a positive benefit for prisoner wellbeing while they are in custody but also acts as a protective factor upon release for reducing reoffending. We are really grateful for the input and support received."

Governor HMP Wealstun

St Giles Trust East of England >

We work in the community in Norfolk and Suffolk and in prisons in the BENCH* region to help people in the criminal justice system rebuild their lives and successfully resettlement into the community.

County lines and gang-related activity are growing issues in this region. We have been able to offer SOS+ sessions in local pupil referrals units to carry out preventative work with young people at risk and work with those who may already be affected by the issue.

Community-based support

Employment support for ex-offenders

The Ipswich-based team have been continuing their peer-led work helping people with offending backgrounds into employment through the **Working Out project supported by The Big Lottery Fund** (see page 26 for full details).

Many of the Peer Advisors working on the project are on ROTL (release on temporary licence) from local prisons. For both them and the clients they support, Working Out offers a valuable stepping stone to employment.

The team have received fantastic feedback on Working Out from the local community – including the Suffolk High Sheriff. They have continued their work under the Community Rehabilitation Company to help prison leavers access education, training and employment opportunities and achieved all our targets for this year.

Training for professionals on gang issues

Many gangs have an established presence in Ipswich and professionals have expressed a need for further knowledge and skills to help them tackle it. Thanks to funding from Suffolk Council we have been delivering training for professionals in Ipswich which uses the insights and experiences of those working on this project.

Care and support for vulnerable women in police custody

In March this year, we established **WONDER+** - a new service helping vulnerable women in the criminal justice system supported by Norfolk Police and Crime Commissioner. Further information on this work is available on page 38.

Mentoring support for young people at risk

Funding from the **Suffolk Community Foundation** through the Suffolk Police and Crime Commissioner has continued the work under the Jubilee Project offering mentoring support for young people at risk. Some highly vulnerable young people who were at a significant risk of gang-involvement have been helped to re-engage with education and training opportunities thanks to this project and funding for it has been extended. The caseworker has developed key links with local agencies in the community which have helped to generate referrals.

SOS+



Work with the Community Rehabilitation Company under BENCH*

We have had a highly successful year in this area. Demand for the service is very high and the team work hard to meet it, helped by the fact they have established close partnerships with other providers. These have included a housing provider which has helped boost their work around housing support, resulting in some excellent outcomes for clients.

We are now offering community-based support to ex-offenders in the region and this is now led by our Peer Advisor John Rudd (see page 52). John and his team of volunteers offer comprehensive support around issues such as accommodation, debts, benefits and employment. They have carried out diligent work with very vulnerable clients, supporting St Giles Trust's ethos of using people with lived experience to support people with complex needs.

Through our work in **HMP Peterborough** we participated in a six-month pilot which trialled a streamlined assessment and resettlement planning process. The pilot was well received by clients and staff highlighting the need to remove duplication and change the timescales for completion. It is currently being evaluated by HMPPS and we are hopeful that it will influence some key changes to the current process. As reported in the last Annual Review, St Giles Trust took over resettlement contracts for both males and females in HMP Peterborough in July 2017. We are now the lead provider for females which further consolidates our work with vulnerable women in the criminal justice system.

*BENCH – Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire.

“The real beauty of St Giles is that they don’t give up on people. Those lads need a second chance because they feel like they don’t deserve one.”



John's story

42-year old John left prison with just a £50 discharge grant and his travel warrant. Determined to seize every opportunity he could, he is now working full time whilst volunteering as a Peer Advisor and studying at college. He found time in his busy schedule to tell us about his experiences.

"I saw a flyer in prison for the Peer Advisor course and thought 'That sounds like a bit of me.' Unfortunately, I was only doing six months so missed the opportunity to do it. However, when I was released into the community I jumped at the chance."

John is from Huntingdon and came into contact with St Giles Trust's team in the Eastern region who provide custody and community-based support for people with convictions. "I had done care work in the past but couldn't go back to that anymore. I wanted to do the Peer Advisor course as I like helping other people and wanted to give something back. It gives you the chance to make a negative into a positive and I could also become a role model for my kids and others."

He has secured a full-time paid job. Alongside this and college, he volunteers as a caseworker at St Giles Trust at least one day a week, helping people with a criminal conviction get help with housing and employment – two fundamental issues facing people who have been in prison. He has now progressed to having his own case-load to manage.

"I work with my colleague to run a job shop every Monday," John explains. "Mostly, the clients need help because they are of no fixed abode and are having difficulty finding work with their conviction. We help with things like disclosures, developing CVs, making applications and I've recently got a couple of lads into employment at a local charity." He feels it is important that his clients have a routine and structure. "It's important to get them up and doing something. A lot of them have issues with alcohol dependence."

John works in a close knit community. Whilst it might not have the same scale of services and support as a big city, he says that they all pull together to help each other out. The team have good links with the local

council, other charities and can signpost their clients to them and other services when needed.

Having been in the criminal justice system himself has a positive impact on the work he does with his clients. "I know how it works and what did and didn't work for me. For example, I had no money during my sentence or on release so I know how it is to have money problems. Now I'm working full time with somewhere to live so things are much better."

Alongside these benefits, St Giles Trust has helped him develop in other ways. He is on his way to achieving his next goal of paid work in peer-led support role. "Firstly, it's obviously keeping me out of trouble as I'm a role model to others. But it's also put me in a good light - given me a second chance and a career."



Fundraising



We continued to raise much-needed funds for our frontline services through voluntary donations and challenge events.

For the second year, we were lucky enough to secure the Big Give Christmas Challenge in 2017. Coupled with St Giles Trust's own Christmas Appeal 2017 we raised £20,000 from the two campaigns. Both were both important opportunities for us to spread the word on our work and harness support for it.

Our loyal team of community fundraisers continued to run, peddle and climb to their limits in support of St Giles Trust through participating in a range of challenge events and races.

Our own staff have also put their best feet forward, with Chief Executive Rob following on from his ascent of Mount Everest in March 2017 to undertake two marathon challenges this last year.

In the London one, he was joined by Brewbird Manager David Adams. Not to be outdone, Lucy Rodwell from St Giles Trust's Yorkshire Team swam the English Channel in 12 hours 22 minutes to raise money for the team's client fund.

We are extremely grateful to all our loyal supporters who generously give up their time and effort to fundraise for us. All the sore muscles and blisters they endure bring benefits to our clients and help make a real difference to their lives.

If you would like to join them, there are a number of ways in which you can do so.

Email fundraising@stgilestrust.org.uk to find out more.

A huge thank you to everyone who has supported our work over the past year. Every donation – no matter how large or small – really counts.

Corporate supporters >

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



Credit Suisse

Supporting our Accessing the Future programme that works with disadvantaged young people to pursue education, training and employment goals without financial constraint. Alongside financial support, the team at Credit Suisse mentor our staff, offer advice on CV writing and interview technique to our clients, and take part in fundraising events. We are delighted that the partnership has been renewed.



Nomura

There is a lasting legacy from our charity of the Nomura partnership from 2013-15. We have two senior Nomura employees on our Board of Trustees who bring valuable skills and experience, and several employees take time to mentor our staff. In 2017, the Nomura Charitable Trust supported our work with disadvantaged young people to help them find opportunities for education and employment.



Lancashire Foundation

Our ongoing partnership with the Lancashire Foundation helps develop our mission and boost our support services. This has a direct impact on our work with clients. Lancashire staff are actively involved with St Giles Trust with mentoring, challenge events and offer us pro-bono support.



Liberum

Liberum have continued their loyal and long-standing support for our SOS+ Programme, educating children about the dangers of gangs, prison, violence and exploitation. In 2017-18, we reached 24,016 children and young people reached through the delivery of 377 sessions. Once again last year, we were extremely grateful to benefit from their successful charity auction and summer fundraising day.

Supported by



Barclays

We were delighted to be the charity partner for Barclays' Investment Banking Gala Dinner in July 2017 and attendees at the event raised £120,000 towards our work. Barclays previously supported our Gamechangers Project working with disadvantaged children and families for several years.

JP Morgan

JP Morgan

We are incredibly excited to be supported by J.P. Morgan to deliver the Routeways project to tackle issues of low pay and poor quality employment, and help disadvantaged people who are in work to improve their situation. It aims to have positive outcomes for individuals, employers and local businesses. The project provides career coaching, skills training and one to one.

Supported by



HSBC

Since 2013, HSBC have supported our work with disadvantaged young people through our Choices Programme. Thanks to their support, we have been able to transform the lives of nearly 4,000 young people across London, Leeds and Cardiff. We are extremely grateful for their continued support for our work to motivate young people into education, training and employment.



Miles & Miles

London car rental company Miles & Miles have offered valuable support for our work in the London boroughs of Hammersmith and Fulham and Kensington and Chelsea, where their head office is located. In these boroughs we support some of the most disadvantaged young residents to exit gangs and make more positive choices for their futures.

City & Guilds Group

City & Guilds Group

For the past two years, City & Guilds Group has kindly provided us with support through its Skills Development Fund. Through the development of resources and workshops it has helped our Peer Advisors to develop their employability skills to enable them to better support their clients and progress further in their roles.



HELPING COMMUNITIES
ENRICHING LIVES TOGETHER
Insurance Industry Charitable Foundation

Insurance Industry Charitable Foundation

The Insurance Industry Charitable Foundation supports our Outliers Project. It works with people in south London with complex, multiple needs and challenging behaviour, caught in the revolving door of hospital admissions and short-term prison sentences. We are able source safe accommodation, reconnect people with their families and ensure they receive the specialist health services they need.



St Giles Trust

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