

# St Giles

Turning a past into a future

## IMPACT REPORT 2023/24

**i**mpact

series



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## Duncan Gibson

### Chair of Trustees

**St Giles is at the heart of local communities, working to uplift people held back some of the pressing issues facing our society today. These include poverty, unemployment, homelessness, exploitation, and abuse. Our approach is grounded in the wisdom of lived experience, empowering individuals who have overcome adversity to guide and support others on their journey.**

Last year, we developed our high-quality services to ensure that some of the most disadvantaged people in our communities could meet their basic needs for food and shelter, while also giving them the tools and confidence to pursue positive opportunities.

We supported 5,967 individuals with just over 19,000 intensive one-to-one support sessions through our services to help them overcome barriers and move forward with their lives.

We expanded our Pantry Network to nine locations and, in partnership with statutory organisations, launched new prison-based projects. These initiatives help individuals rebuild their lives and support others through our proven, lived experience model. We actively contributed to public discussions on issues related to our work

by appearing before select committees and welcoming politicians to witness our efforts across all regions.

Internally, we strengthened our systems and processes and supported our staff's professional development. With significant challenges facing our local communities in the coming year, we have ensured our staff are equipped to help our clients overcome them. Our core training completion rates for equity, diversity, inclusion, and safeguarding have been extremely encouraging at 98% and 100%, respectively.

We remain focused on strategically developing services in areas where we have the greatest expertise and where people most need our support. Our commitment to trauma-informed practice prioritises the well-being and mental health of people we support and who work for us. By supporting people with lived experience, we harness their potential to make the greatest impact. Their understanding of our clients' lives, the non-linear nature of progress, and the frequent setbacks they face, as illustrated by the stories in this report, make them powerful role models who keep our clients motivated during the toughest times.

A highlight this year has been the expansion of our Peer Empowerment Programme (PEP) in prisons,



which the Board decided to fund due to its strategic importance for St Giles. Through PEP, we have expanded Peer Advice work in eight prisons, offering training and peer support to improve rehabilitation outcomes and help people find employment upon release. Impressively, 45% of learners who completed our Learning to Advise or Level 3 courses secured employment after release. The success of PEP has also led to new partnerships for St Giles in prisons.

We know the coming year will be tough. Continued funding cuts will create significant gaps in support services for the most vulnerable people in our communities. The ongoing cycle of short-term funding poses challenges for long-term planning. However, these challenges also bring opportunities, and we are encouraged by the new government's commitment to approaches aligned with our projects, such as hospital-based violence reduction services.

I would like to thank everyone who has contributed to making this past year so successful. We cannot solve problems in isolation, and our funders, partners, and supporters play a direct role in changing the lives of our clients. I also want to pay tribute to the team and Board of Trustees at St Giles. Their dedication, tenacity, and talent ensure St Giles is there for people who have often been let down badly. I would like to give sincere thanks to our staff whose commitment and hard work means we remain committed to giving people the best chance to move their lives forward.

**Duncan Gibson**, Chair, St Giles



# Tracey Burley

## Chief Executive

**I have now been Chief Executive for over a year. When I first joined, people told me St Giles was different. I took this with a pinch of salt - a lot of organisations make this claim. However, I can wholeheartedly say that this is genuinely the case at St Giles.**

At St Giles we use a blend of lived and learnt experience as a uniquely powerful tool. It has a ripple effect, spreading awareness and understanding in a way which is influential and impactful. For instance, individuals leveraging their

lived experiences at St Giles not only transform their own lives but also positively influence those they support. This often inspires others to undertake similar journeys, using their personal experiences to make meaningful changes when they are ready. This process represents positive social change in local communities, creating a knock-on effect that reaches wider society.

I spent my first few months listening and learning. A key priority was to ensure the drive and passion of the team at St Giles is transformed into a vision for a sustainable future. Alongside this, we have taken forward a lot of work over the past year to strengthen our systems and processes, ensuring our teams are fully supported to do the very best for the clients and partners we work with.

We have made great progress in embedding Equity, Diversity and Inclusion at our core, ensuring that all our team know that they must speak up if they feel something is not right. We have ensured that reporting channels are strengthened, staff are fully trained, able to feedback and that their voices are heard. Our enhanced learning and understanding ultimately benefits our clients but are also critical in making St Giles a great place to work. There will always be more to do in creating an inclusive and incredibly diverse organisation and we will maintain our solid commitment for our clients.

In April 2024, St Giles appointed a Head of Strategic Safeguarding to enhance safeguarding practices for children and adults, focusing on updated policies and consistent training for staff across all regions. A new Safeguarding Case



Recording system has improved oversight of safeguarding concerns, while the organisation seeks to define 'excellence' in interventions by collaborating with key partnership networks and sharing best practices.

Priorities for 2025 include influencing governmental policies with safeguarding data, ensuring informed decision-making for clients, implementing continuous improvement tools, and prioritising staff safety and wellbeing through tailored training in diverse settings. St Giles is committed to advancing its safeguarding initiatives to protect vulnerable individuals from harm.

Our services had expanded rapidly over recent years, in part due to increased demand brought about by the pandemic and the cost-of-living crisis. This growth has continued over the last year at a steady pace.

I am delighted that we have been able to expand our prison-based Peer Advice work thanks to funding from the Goldsmith Company charity. This is transformative work which offers a genuine, life-changing opportunity for people who face barriers when moving their life forward.

Rising costs have continued to blight the lives of our clients. In response, our Pantry Network has

grown further to provide a safety net of affordable, healthy food alongside companionship and support. Thanks to strong local partnerships, we have opened two new Pantries in London and one in Colwyn Bay to address rising levels of need.

In the face of these achievements, it is vital that we increase our ability to measure the impact of our work. Our 2023-2027 strategic plan *Leaving No-one Behind* will increasingly looking at ways we

can measure not only how many people we have reached, but what our work has achieved with them. We will do this not only through our peer evaluators who have lived experience themselves, but through using external independent evaluations because we know our unique approach works.

Exciting partnerships with organisations outside our sector have created opportunities for people

facing exclusion and disadvantage. We partnered with National Trust Cymru in the re-opening of the iconic Aberdulais site in the Neath Valley where we are now creating an innovative Green Community Training, Heritage and Wellbeing Hub, providing a unique volunteering support network and training programme for young people and adults who have had adverse experiences like poverty, exploitation and abuse.

**I spent my first few months listening and learning. A key priority was to ensure the drive and passion is transformed into a vision for a sustainable future.**





Our work has garnered high profile attention over the past year. This included a visit from Keir Starmer and senior shadow ministers from the Labour Party in April 2023, alongside visits by local politicians to our teams in Wales, Coventry and Leeds.

Our Pantry teams in the East of England and West London welcomed cooking legend Delia Smith and BBC Radio 4's Kimberly Wilson respectively through their doors, to explain how wholesome food can be a catalyst for positive change.

Supporting our clients doesn't just include the direct help we give them. We also work to influence policy so some of our most successful projects can expand to reach more clients. Over the last year we have worked with partners to successfully persuade Labour to commit to expanding funding for the life-saving work of A&E Navigators who support young people in hospitals who are victims of violence and exploitation.

We remain acutely aware that many individuals will continue to face significant struggles. Figures released from the Joseph Rowntree Foundation shine a stark light on the scale of the problem.

More than one in five people in the UK are in poverty – this includes nearly three in every ten children and one in every six pensioners. More worryingly, 3.8 million people and 1 million children in the UK are experiencing destitution\*. These are people in the most desperate circumstance who are unable to meet their basic needs to stay warm, dry, clean and fed.



We want to expand our Pantry Network further as this model gives people dignity, access to food and so much more. In each region where St Giles has a Pantry, it has become an essential part of the local community and a crucial way of ensuring people feel included, connected and cared for. Importantly, our Pantries are based in the heart of communities creating hubs where St Giles and partners come together to provide holistic support.

We are not complacent; we will do more to ensure St Giles is equipped with the right tools and service delivery models which will make a real difference to people's lives. We will also capture the impact of these to help share any good practice, influence policy and harness new funding and partners.

I would like to thank each and every one of our partners, supporters and funders who share our vision of helping people – often people who are at the very end of their tether and had every other door slammed in their face – overcome barriers and move forward. Without you, we could not provide our lifechanging work and your generosity is never taken for granted.

**Tracey Burley,**  
Chief Executive, St Giles

**\*UK Poverty 2024, JRF UK Poverty 2024:**

*The essential guide to understanding poverty in the UK |*

*Joseph Rowntree Foundation (jrf.org.uk)*

**Destitution in the UK 2023, JRF Destitution in the UK 2023 |**

*Joseph Rowntree Foundation (jrf.org.uk)*



# Who we are

**St Giles is a charity using expertise and real-life past experiences to empower people who are not getting the help they need – held back by poverty, exploited, abused, dealing with addiction or mental health problems, caught up in crime or a combination of these issues and others.**

**People trust us to help them when others won't.**

**We believe people have the power to turn their life around. Many of our staff have been in similar situations to the people we help and use their lived experiences to inspire and support others living through it right now.**

**We are a national charity providing advice, training and support to people facing challenges today.**

## OUR STRATEGIC GOALS

Three building blocks enable and empower our clients towards positive progress. They are at the cornerstone of our work:

- **Safety and stability** - we address essentials for survival and basic needs – stable housing, finances and budgeting, nutritious food and support around health and wellbeing.
- **Empowerment** – we build the skills and confidence of our clients which empowers them to overcome barriers and achieve their goals.
- **Connections** – we tackle barriers to social inclusion and strengthen local communities.

# Our year in numbers

STGILESTRUST.ORG.UK

**19,001**

**intensive,  
1:1 support  
sessions in the  
community**



**1,017**

**people found  
education, training  
and/or employment**



**380**

**people helped into  
accommodation  
across community  
based services**



**1,048**

**school  
sessions  
reaching**



**96,668**

**session participants**



# Our year in numbers



**382**  
**supported  
out of child  
criminal  
exploitation**



**386**  
**Peer Advisors  
completing the Learning to  
Advise course**



**346**  
**people  
reduced or  
cleared  
debts across  
community  
projects**

**5.3k**

**Pantry visits**



## Welsh prisons



**1,767**  
people  
supported by  
our Personal  
Wellbeing  
Coaches



**490**  
people  
supported by  
our finance,  
benefit and  
debt project



**3,551**  
people supported  
by our prison-  
based team



**2,495**  
1:1 interventions  
carried out  
with clients



**3,009**  
housing-  
related  
outcomes



**1,755**  
total number  
of exit plans  
completed

## Yorkshire prisons

# Safety and stability

## Spotlight on The Pantry network

**Our strategic plan commits to providing our clients with a sense of safety and stability during these tough economic times. Our Pantry Network provides a crucial safety net through providing affordable, nutritious food alongside advice and guidance to address the underlying issues trapping people in poverty and to help people move forward towards independence and self-sufficiency.**

We have opened three new Pantries over the past year, extending the total number in our national network to nine. They provide life-changing support to individuals and families experiencing poverty and the ongoing effects of rising costs of essentials. Research from organisations such as Joseph Rowntree Foundation and the Food Foundation has demonstrated that families have cut back on fruit and vegetables as a way of making ends meet.\* Being able to access these food items at an affordable price through one of our Pantries has helped families stay nourished and tackled health inequalities.

As our Pantry Network has grown, it has attracted attention from thought leaders and high-profile individuals. Delia Smith visited our Norwich Pantry in January 2024, thanks to their

partnership with Nourishing Norfolk, and heard first hand from staff, volunteers and clients at The Pantry. Earlier in the year, the team at the West London Pantry welcomed Bake Off star, author and chartered psychologist Kimberly Wilson who swapped recipes and tips with the clients using it.

We are extremely grateful to all our partners and funders who have supported this vital area of our work. It has enabled us to accommodate over 5,300 Pantry visits - from 1,704 households, comprising 2,408 individuals in need - and extend the range of work some of the Pantries provide. This includes partnerships with local farms enabling us to take families on farm visits, donations of sports equipment, toiletries, Christmas presents, easter eggs and help with logistics around refrigeration and vehicles.

The Pantry network provided a vital service to the individuals who were helped by it last year. We know many more people need our support, so we are redoubling our efforts in expanding the network further. Alongside helping

*\* **UK Poverty 2024:** The essential guide to understanding poverty in the UK | Joseph Rowntree Foundation ([jrf.org.uk](https://jrf.org.uk))  
**Food Foundation Food Prices Tracker** April 2024 <https://foodfoundation.org.uk/news/food-prices-tracker-april-2024>*



The background image shows the exterior of 'The Pantry' shop. It features a red brick wall on the left and large glass windows on the right. A yellow sign with 'Warning CCTV in operation' is on the door. A potted plant sits to the left of the entrance. A circular sign on the window reads 'THE PANTRY'. A yellow sign on the ground in the foreground also has 'THE PANTRY' logo. The overall scene is a daytime street view.

**impact**

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**Research has demonstrated that families have cut back on fruit and vegetables as a way of making ends meet.**

# Spotlight on The Pantry network

individuals with life-changing support to address poverty and hunger, the Pantries also contribute towards waste reduction and sustainable food practices as the food sourced would otherwise have gone to landfill, enabling the Pantries to make an important contribution to Environment, Social and Governance-based practices.

The Pantries are in the heart of the local communities they serve and have evolved beyond helping people make ends meet.

They provide companionship, connections and hope for people who have often been silently struggling to navigate their way out of poverty and loneliness.

**Over 330,000 meals were provided by the Pantries last year, food which would otherwise have gone to waste.**





# The Pantries in numbers

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**5.3k**  
visits to  
The Pantry



**1,582** adults  
**827** children

**2,409**

clients benefiting from the service

## Improved finances

**Q:** Have your finances improved since accessing The Pantry?



**+70%**

## Improved wellbeing

**Q:** Has your wellbeing improved since accessing The Pantry?



**+54%**

## Fruit & vegetables

**Q:** Are you eating more fruit and veg since joining The Pantry?



**+87%**

## New foods

**Q:** Have you tried new produce since accessing The Pantry?



**+88%**

## Feeling connected

**Q:** Do you feel more connected to the community since joining?



**+79%**

We asked our clients about how their habits and circumstances have changed...

## London (5 locations)

Number of meals

**222,241**

## Leeds

**17,000**

## Coventry

**34,940**

## Norwich

**24,771**

## Colwyn Bay

**34,940**



**- impact of  
food delivered**



# Gareth

**42-year-old Gareth Pritchard volunteers at the Coventry Pantry. Keen to support himself, he has held down a range of jobs over the years, but depression and anxiety - initially undiagnosed - have caused him immense trauma and stress.**

However, thankfully things started to turn a corner when he got support from mental health services, was put in touch with St Giles by Voluntary Action Coventry and started to train as a Peer Advisor. He has now qualified as a Level 3 Peer Advisor and is finding his vocation in life. He is volunteering at the Coventry Pantry, helping people in the local community access affordable, nutritious food in a dignified, empowering environment.

“The support I get from the St Giles team here is amazing and I feel that I am valued which I don’t think I’ve ever felt in previous places. I often feel like I’m a bit of a spare part, like I don’t belong anywhere. That’s something I’m working on.”

“If I was going somewhere I would not be familiar with, the pressure of that would make me not continue. There are places where if I feel I’m not doing well, or the pressures get to me I usually leave. I’ve never stayed at one place for as long as this.”



**“ Having services like The Pantry is really good and charities like St Giles are there to support people. They really care. ”**

"If I feel like if I'm having a bad day I can talk to people and if I just want to keep quiet and get on with my work I'm allowed to do that. I'm not pressured, and I feel like I can take it at my own pace. I don't get judged if I have a bad day, which is good. I feel valued and appreciated and if anything came up as a paid job I would definitely apply."

"In the past, I did struggle financially and used The Pantry. I had things on buy now, pay later and I got into a bit of a pickle with that. There were a few times when I had to use The Pantry. I'm better with my finances now as I got a bit of support with that through The Pantry's one-to-one support."

"The big difference with The Pantry is the support. Other places don't offer that – you just go there and get given a bag. The Pantry is different because you get to choose your own stuff, prepare it yourself and see what's on offer. And for £3.50 you do get quite a bit – it's worth a lot more than that. We get fresh meats and stuff."

"People get the support to help them get out of poverty which is the main goal. It's about empowering."

"I was initially nervous about working with clients at The Pantry as I'd never done anything like that before. But as my

confidence has grown along with my qualification, I've been able to support people."

"I am starting to feel the cost of living more, especially with gas and electricity. I'm on a pay-as-you-go and I still think I pay more than I should. I must decide whether to have my heating or my fire on as they are both quite expensive. And food costs are going up – bread and milk especially. But I'm quite lucky in that I've got parents and a brother who live quite close to me. I do struggle, but I don't have a mortgage or children, so I probably don't struggle as much as someone with family. It's just me fending for myself. But there are times when you feel it is so bloody expensive for everything."

"I want to do peer support and help people. If I hadn't met St Giles I'd probably still be drifting around, doing the same stuff I was doing and ending up in and out of hospital. As I don't feel like I had a purpose."

"I think what we do at St Giles is so important, especially nowadays with things how they are. Having services like The Pantry is really good and charities like St Giles are there to support people. They really care."

# Connections

## Spotlight on our hospitals work

**In April 2024, we welcomed Sir Keir Starmer, then Leader of the Opposition, to meet our hospital teams. His visit resulted in a strong commitment in their manifesto to support hospital-based violence reduction services.**

Effectively implemented services can transform lives and significantly cut long-term financial and human costs by easing the burden on healthcare, criminal justice, and other public services. The prevention of future trauma and bereavement is

invaluable, far surpassing any financial measure.

We engage and support young people admitted as victims of violence to address the underlying issues which led them to hospital in the first place.

Much of this work involves helping young people build positive connections and move away from associations which might be putting them at risk of further violence.







Alongside this, we work with their families to help them stay safe and supported. Since we began our first project at the Royal London in 2015, this work has steadily gained recognition, primarily due to its demonstrated success in reducing re-admission rates to 8%, compared to the national average of 30-40%, due to St Giles' interventions .

Some patients we support are as young as 11. The injuries they have sustained are shocking – many children have been stabbed, shot or wounded in violent and degrading attacks.

Our service harnesses the benefits of lived experience, meaning our clients can be

supported by someone who really understands what they are going through and they feel they can trust. Our staff are there for their clients round the clock, 365 days a year.

The team in Royal London have established a voluntary phone-based out-of-hours service to support their clients over weekends and they worked on Christmas Day, mindful of the fact that many people in the local community do not celebrate Christmas.

Alongside harm reduction, the teams invest a great deal of time in ensuring that young people are connected with services and enabled to move their lives forward positively.

# Hospitals in numbers

## Interventions in London



**174**

**children and young  
people supported**



**99**

**family  
support**



**2,751**

**support  
and advocacy**



**85**

**welfare and  
budgeting**



**76**

**education,  
training and  
employment**



**82**

**housing,  
health and  
wellbeing**

## Interventions in the Midlands



**1,036**

**children and young  
people supported**



**1,147**

**support  
and advocacy**



**86**

**family  
support**



**64**

**education,  
training and  
employment**



**131**

**housing,  
health and  
wellbeing**



## Spotlight on hospitals

**Behind these headline figures lie stories of great distances travelled by the young people as many had been in desperate and dangerous situations previously.**

Some were excluded from school; others had been heavily involved in gangs and county line exploitation and many were experiencing trauma and mental health issues which were then further exacerbated by the incident which led to their hospitalisation.

Had they not been able to get help to tackle the root causes many would have been drawn back into violence after their discharge, leading to future victims, less safe communities and expenses on public services such as police and NHS. Our intervention in hospital and after discharge has prevented problems which might have occurred in future.

Our projects also support a significant number of girls who have specific needs around exploitation and other risks. Mental health issues are prevalent amongst the young women we support. St Giles services providing specialist support for girls and young women at risk have been able to work with these young women on a long-term basis, helping them stay positively engaged and safe from harm.



This not only benefits the young people through increasing the effective use of other support on offer but also has a positive impact on wider community safety.

**An important consequence of our hospital work has been the way it helps other organisations reach young people. Feedback has included:**

“ They are a very positive presence, and they do something that we can’t do. The service fits very well with the public health model. ”  
**Emergency Department Consultant, London**

“ They are more likely to make statements about stabbings when they’ve been speaking to the caseworker. That’s so important in keeping them all safer. ”  
**Police Officer, Midlands**





## John

**44-year-old John Todd works in Coventry as a Caseworker supporting young people at risk of violence and exploitation. His journey from a troubled past to a dedicated Caseworker helping others demonstrates the power of lived experience.**

Originally from a mining town in south Yorkshire, John had a challenging childhood and learned to hide his emotions. Suppressed anger resulted in behaviour that led to him being in and out of the criminal justice system for drugs offences.

Today, John's life is dedicated to being the kind of person who would have helped him in his youth. His caseload ranges from entrenched 21-year-olds seeking a way out of violence and exploitation to 11-year-olds idealising harmful social media role models. He emphasises the importance of realistic role models, challenging the glamorous facade often portrayed online.

John's biggest tool in reshaping young minds is his ability to relate. Drawing on his own experiences, he delves into the complexities of adolescence, bravado, and the desire to belong. By sharing his unfiltered life experiences, he cuts through the glamorous surface, showcasing the importance of highlighting alternatives and the long-term benefits of positive choices.

“Young people feel that they have a lot to live up to and it's very easy to fall into a state of not feeling good enough. My job is hopefully to add a bit of perspective” he says.

John's role as a trauma-informed Caseworker is deeply personal. Having faced trauma at the age of three, losing his father, he spent the next eight years in a whirlwind of behavioural issues and anxiety. His journey into addiction became a coping mechanism. Yet, John's recovery and understanding of trauma became the driving force behind his mission to help young people facing similar struggles.

“I think my biggest tool I use to connect is empathy, because I remember how I used to feel how I used to think what made me tick when I was their age.

I can cast my mind back very quickly to when I was 13 and I knew how I was driven by ego and fear”.

“The death of my father left me feeling extremely anxious and out of sorts for the first eight years of my life, I didn't know I was traumatised because I had no comparison. It left me with a lot of behavioural problems and an awful lot of hypervigilance, anxiety and anger”.

John's own journey through rehab, witnessing others' transformations, and the discovery of kindness, patience, and acceptance, became the foundation for his work.

“People often ask me at what point was your worst. For me, it wasn't a trench, it was a plateau, a seabed

for 15 years. I wasn't in a state of acceptance because to accept something means that you can actually do something about it, so accepting where I was, was the starting point for recovery. The most terrifying thing I've ever done was face up to myself in the mirror”.

**“Young people feel that they have a lot to live up to... My job is hopefully to add a bit of perspective.”**

John's experiences have not only transformed his own life but serve as a touch point for young people and he connects with them on a fundamental level. His message is clear: regardless of background, change is possible.

“I work with young people from all different backgrounds, all different cultures, different ages with a different range of problems and the way I see it is we might be from a different background, and we might have done different things, but I guarantee we've felt the same at some point. I've felt the way they're feeling at that point, and I'll usually have an anecdote to be able to tell them to relate to it.”

“I feel valued and appreciated, now – and the addiction now is towards supporting and helping others” he says.





# Empowerment

## Spotlight on Peer Circles

Peer Circles was a project based in London that ended in March 2024. It provided education, training, and employment support for people over 25 experiencing severe and multiple deprivation.

Established in 2017 and jointly funded by the Big Lottery and European Social Fund, Peer Circles became a lifeline during the cost-of-living crisis, addressing the root causes of why individuals struggle to access and sustain work and offering patient, bespoke support at their own pace.

Since its start, Peer Circles has supported 1,322 individuals, helping them overcome complex issues through long-term solutions. 49% of participants have progressed to education, training, and employment.

**An evaluation of  
Peer Circles showed an  
annual cost-saving of £60k  
per client if they continued  
to make progress**



Helping people into employment required time, tenacity, and understanding. On average, participants had been unemployed for 3.3 years, with some never having had paid work.

Sustainable progress typically took one year, involving significant time spent building trusted relationships and understanding individual situations.

A standout feature of Peer Circles was the Peer Advisor model, training people with lived experience to provide peer support.

Despite initial setbacks from the pandemic, the model was well-established. 114 clients completed the Level 2 Learning to Advise course, and 55 achieved the Level 3 Advice and Guidance qualification.

One-third of current Peer Circles staff were former clients, and 22 trained participants now work in similar roles at other organisations. Additionally, eight individuals have progressed to higher education.



# Spotlight on Peer Circles

An external evaluation, *Peer Circles: Creating Positive Change for People with Complex Needs* (Jo Hudek, April 2023), highlights the project's cost-effectiveness, estimating an average annual cost saving of £60,000 per client who continued to make positive progress.

With annual project costs at around £2,500-£3,000 per client, Peer Circles represented excellent value for money.

Partner organisations have praised Peer Circles as a unique project, offering caring, stabilising support that generates hope in people who are often stuck in a rut and overwhelmed by their situation.

It empowered individuals to achieve and contribute to their families and communities, transforming lives and delivering substantial societal benefits.

“For Peer Circles clients, the risk of re-offending or of needing medical intervention is so high if they don't get the right help and Peer Circles makes a huge difference to their lives. **They also make working in partnership really easy.** It would be great if they could have centers around London.”  
**Housing Provider**

“It's good they have people with specific expertise so if, for example, housing is a problem there is someone who deals with that. **It is so helpful to people leaving prison who are often struggling to get themselves back on track alone.** It would be good if they were able to support through the gate at the prison – at the start of the journey.”  
**Probation Service**

Although funding for Peer Circles ended in March 2024, it has had a huge impact in helping heavily disadvantaged people who were furthest from the employment market access life-changing support.

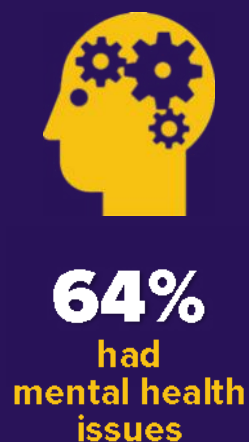
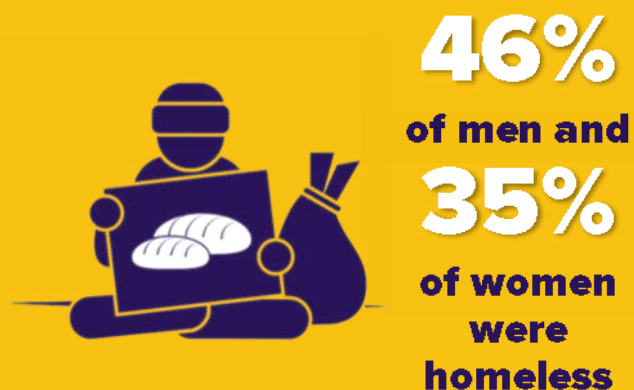
Some of the individuals we trained through Peer Circles are now working on similar employment projects at St Giles and externally. Projects such as Peer Circles, providing patient and comprehensive support, offer a timely and effective solution to help address long-term unemployment.

“ One of my cases was in and out of prison – a persistent offender who wouldn’t normally engage. But this time he came out of prison with a different attitude. **He has been out now since last September – 9 months – that’s a real achievement for him as a prolific offender.** He is doing really well... he remained abstinent and he engaged really well with the caseworker. **Probation Service** ”

“ What makes Peer Circles different is that **St Giles doesn’t have the corporate positioning and inflexibility of bigger providers of services** for drug users. It allows them to be flexible. It’s about limiting severe risks, taking the right steps and finding a way in to begin with and they can do that. **Local Authority Substance Misuse Project** ”

## Peer Circles in numbers

### Client group background:







**22%**

**moved on to  
education or  
training, surpassing  
the target of 17%**



**27%**

**moved into  
employment,  
exceeding the  
target of 25%**



**41%**

**of these  
maintaining  
employment for  
at least 12 months**



**1,090**

**individuals  
reported increased  
self-esteem**



**648**

**improved  
housing  
situations**



**488**

**improved  
their  
relationships**



**355**

**received positive  
support from  
Peer Advisors**

# Joel

Our Senior Caseworker, Amber, received a referral from the Probation Service for Joel\*. After serving a 14-year prison sentence in the US for drug offences, Joel was deported back to the UK. Due to his long absence, Joel lacked the support, up-to-date knowledge, and positive social networks necessary to thrive in London.

Amber met with Joel to introduce herself, explain our services, and learn more about his situation, goals, and skills. Joel's primary aim was to find a job, so Amber explained the UK's disclosure and barring systems related to employment.

Together, they identified achievable career goals, leveraging Joel's skills, training, and experience to create a CV and outline the steps needed to gain employment. To open up a career in construction, Amber helped him apply for a construction course, which would enable him to enter this field.

They identified a potential job opportunity at a local construction hire company, and Joel successfully applied for the position. Joel also needed support with housing as he was due to leave his approved premises soon. Amber liaised with the local authority in his area, and Joel is now in stable accommodation.

Joel is very grateful for all the support he has received from Amber in rebuilding his life. From returning to the UK with nothing, he now has full-time work, stable housing, and increased confidence.



**“Thank you,  
Amber, for all  
your help with  
everything.”**

*\*Name changed to protect confidentiality*

# Looking back

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St Giles has experienced significant levels of growth over recent years. It has been vital to ensure our teams are fully supported to deliver our services to the highest standards, encouraging a culture of transparency and openness. We have also reviewed and strengthened our internal systems to further enhance our ability to maintain our commitment to excellence and ensure the culture at St Giles is inclusive and supports everyone equally.

## Safeguarding

The Head of Strategic Safeguarding came into post in April 2024 to strengthen and build upon our Safeguarding practice and processes with a focus on updating policies, procedures and practice relating to both children and adults safeguarding that meets the needs of our clients, our staff, stakeholders and governance.

With all service delivery staff having received face to face updated training in all our geographical regions, there is now a consistent and strengthened organisational response to the safeguarding of children and adults that aligns specifically to the needs of our vulnerable clients.



# Looking back

Embedding a new Safeguarding Case Recording system has improved the immediacy and reassurance to delivery staff that their safeguarding concerns have swift oversight from their managers and the safeguarding team.

## Equity, diversity and inclusion (EDI)

**Last year, we committed continuing to strive for excellence in fostering an inclusive work environment and embedding the values of EDI. A great deal of progress has been made over this last year:**

**Zero Tolerance Campaign** – we launched a campaign amongst all our staff which was displayed in offices, on our intranet and through face-to-face with our teams. It set out our commitment to ensuring everyone at St Giles is treated with dignity and respect.

This was followed up with Challenge to Create Change, a campaign which empowered and educated staff on how to challenge and report inappropriate behaviour. This has led to a greater awareness amongst our staff and an increased level of confidence in reporting.

**Preventing sexual harassment** – ahead of new duties on employers under The Worker Protection Act, which came into force in October 2024, we have undertaken mandatory training for all our staff on understanding, identifying and reporting sexual harassment. We have further developed this with additional e-learning modules and support for managers to ensure they understand their responsibilities in this area.

Additionally, we have increased the number of staff-led groups promoting support and good practice and provide regular mandatory training for all staff.

The impact of our EDI work has extended to our clients as it has had a positive effect on service delivery and strengthened relations with clients as we have been able to raise awareness of EDI with them and support them when they have experienced discrimination.



### **Strengthening our internal communications**

Our internal communications have transformed over the past year. The development of a new intranet site, which was co-produced with staff, has facilitated and boosted our ability to keep staff informed, engaged and connected to our purpose. It has reduced the time staff spend on administrative tasks and strengthened our communication channels.

Internal communications have played a vital role in advancing our Equity, Diversity, and Inclusion (EDI) initiatives, and in ensuring all staff members understand and can effectively implement our policies and procedures.



A photograph of two people, a woman with long dark curly hair and a man with dark hair and a beard, sitting at a wooden table. The woman is wearing a pink sweater and a blue lanyard with 'St Giles' written on it. The man is wearing a maroon jacket. They are both looking down at a piece of paper on the table. The man is holding a blue pen. In the background, there is a wooden door with two blue circular signs.

**impact**

**series**

## Developing our staff

At the end of the previous financial year, we were in the first stages of establishing our Skills Centre. It provides a suite of tailored training for our staff around professional skills such as safeguarding, information security, EDI and a wide range of other areas relevant to individual roles.

The Skills Centre has been central to the professional development of our staff and we have recently upgraded to an online learning management system which integrates with our new intranet, making training readily accessible and helping staff easily understand their mandatory training requirements.

Completion rates for EDI training currently stand at 98% with the remaining 2% mainly new staff waiting to be trained.

Accredited Level 2 and 3 training for our staff in a range of areas key to our service delivery has made a steady contribution to developing the professional skills of the 66 people embarking on such training over the past year.

Of our total staff including support services the following has been completed:



**100%**  
of staff  
completed  
**Safeguarding**  
training

**98%**  
of staff  
completed **Equity,  
Diversity and  
Inclusion** training



**47%**  
of staff  
completed  
**Trauma Informed  
Practice** training

# Looking forward

## Our plans and commitments

Our attention over the next year will be focussed on streamlining our strategy, continuing to ensure we deliver impact value for our clients. We will refresh our vision and purpose, and ensure strategic alignment across the organisation.

This focus will support the development of a robust evidence base on the use of lived experience. Through this, we will seek to influence the new government and decision makers to promote equality and social inclusion, placing the vital role of civil society and lived experience at the heart of our influencing.

Alongside this we will continue to improve our internal operations ensuring our team are well supported and enabled to perform at their best.

### Safeguarding

St Giles is excited to move to the next phase of our safeguarding journey, with a strong desire to evolve safeguarding practice across the sector, we are establishing what 'excellence' looks like in interventions with children, young people and adults at risk.

By participating in key safeguarding partnership networks, St Giles will be conveying our understanding of 'best practice' relating to specific vulnerable cohorts of clients in the unique settings in which we work.

We are also grateful to our colleagues in other settings, such as healthcare and custody suites, who are continuing to allow us to help them shape what trauma informed safeguarding looks like for their beneficiaries.



### The priorities for 2025 will include:

- how we use our safeguarding data to influence governmental policies related to keeping children and young people safe by opening up strategic conversations utilising our thematic organisational wide data to bring about systemic change
- embedding the key safeguarding principles of 'informed decision making' with clients to ensure their wishes and safety by giving them all the information they need, at the time in they need, in a way that is accessible to them
- implementing project safeguarding self-assessment tools to ensure we are always learning, improving and reflecting on our safeguarding practice for the benefits of our clients
- focussing our attention on staff safety and wellbeing in our range of unique settings where our staff are based – prisons, schools, hospitals, in our Pantries -with bespoke safeguarding training that matches the needs of how they are also kept safe and feel confident in their interventions

### Equity, diversity and inclusion (EDI)

For us EDI is about one simple thing, turning difference into strength. Together, with our unique lived experiences we will forge safe, inclusive workspaces and services where every voice is heard, respected and understood.

### Our future plans around EDI include:

- Launching a further Diversity Data capture campaign, enabling us to analyse any trends arising across protected characteristics and monitoring the experiences of staff.
- Continuing to train and support our staff, including EDI refreshers, e-learning modules and the extension of our CIPD mentoring programme to managers.
- A quarterly Pulse Survey to capture employee feedback on their experiences working for St Giles, enabling us to monitor trends and address areas of concern.

# Looking forward

## Improving internal operations

We are currently in the process of replacing and improving our finance and HR systems to support the growth that has taken place over the last few years. This will drive efficiencies, meaning our services will offer the best value for money and enable us to do more for the people who need our help.

We are improving our quality assurance framework to examine each of our services, ensuring each one is delivering against its stated objectives, is meeting the needs of our clients and in line with best practice.

We have retained our Matrix accreditation for our advice and guidance services and will continue to work towards this important quality mark going forward.

We want to celebrate and highlight the outstanding work being done across all areas of St Giles and reinforce a culture of appreciation and mutual respect.

## Developing our staff

During 24/25 we will roll out a new management training package to develop our managers and equip them to best support their teams.

We will continue to develop new approaches for blended learning including leaders shadowing peers in leading organisations to ensure that we maintain stay aligned to current thinking and practice.



**We want to celebrate and highlight the outstanding work being done across all areas of St Giles and reinforce a culture of appreciation and mutual respect.**

# Thank you to our supporters

We would not have been able to carry out our life-changing work without the loyal and generous support of our funders, donors and partners. On behalf of the team and our clients, we would like to express our thanks and gratitude for your support.

St Giles has worked exceptionally hard to ensure that our income is developed and diversified and that our profile increases in places which can have a positive impact on the people we support.

## Key funding and marketing achievements over the past year include:

- **Income from corporate partnerships has grown 183%** on the previous year
- **Voluntary income has grown 17%** on the previous year
- **£5.75million in new business has been secured** – this has included a grant from the Goldsmiths Company new Landmark Programme which will train 150 people in prison to gain recognised Level 3 NVQ qualifications. It also included grant from the Youth Endowment Fund to deliver our SOS+ embedded mentoring programme across 30 schools in England and Wales. This will be independently evaluated as part of a randomised controlled trial
- **9 new major funding partnerships** have been secured
- **471 media hits reaching 10.5 billion people** with an advertising value equivalent to £1.07million



**impact**

**series**





THE PANTRY



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RY BY ST GILES

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Membership Only

from ten items

or £3.50



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# Financial statement

STATEMENT OF FINANCIAL ACTIVITIES  
AS AT MARCH 2024

Company Number 2175146

	Unrestricted Funds	Restricted Funds	Endowment Funds	TOTAL 2024	TOTAL 2023
	£	£	£	£	£
<b><u>Income and endowment from:</u></b>					
Donations	1,348,402	4,140,086	-	5,488,488	4,987,251
Charitable activities	5,916,656	9,150,887	-	15,067,543	13,653,657
<i>Trading Income</i>	-	129,314	-	129,314	108,925
Investment and other income	-	339,026	-	339,026	115,522
Other Income Endowment Fund from Royal London Society	-	-	-	-	-
Investment income Royal London Society	-	26,175	-	26,175	22,233
<b>Total income</b>	<b>7,265,058</b>	<b>13,785,488</b>	<b>-</b>	<b>21,050,546</b>	<b>18,887,588</b>

*The Statement of Financial Activities also includes the Income and Expenditure account for the year.  
There are no recognised gains and losses other than those shown above.*



# Financial statement

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## STATEMENT OF FINANCIAL ACTIVITIES AS AT MARCH 2024

Company Number 2175146

<u>Expenditure on</u>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Endowment Funds</b>	<b>TOTAL 2024</b>	<b>TOTAL 2023</b>
Raising funds	282,162	535,405	-	817,567	829,322
Charitable Activities:					
Youth Violence & Families Work	1,951,234	8,165,397	-	10,116,631	9,505,927
Criminal Justice Activity	5,388,155	241,401	-	5,629,556	4,118,837
Community Empowerment	-	4,604,430	-	4,604,430	4,752,609
Other programmes (inc. Royal London Society)	32,066	1,142,848	-	1,174,914	578,788
<b>Total expenditure</b>	<b>7,653,617</b>	<b>14,689,481</b>	<b>-</b>	<b>22,343,098</b>	<b>19,785,483</b>
Net income before investment gains/(losses)	<b>(388,559)</b>	<b>(903,993)</b>	-	(1,292,552)	(897,895)
Net gains/(losses) on	1,212	-	41,248	42,460	(48,908)
<b>Net income expenditure</b>	<b>(387,347)</b>	<b>(903,993)</b>	<b>41,248</b>	<b>(1,250,092)</b>	<b>(946,803)</b>
Transfers between funds	-	-	-	-	-
<b>Net movement in funds</b>	<b>(387,347)</b>	<b>(903,993)</b>	<b>41,248</b>	<b>(1,250,092)</b>	<b>(946,803)</b>
<b>Reconciliation of Funds</b>					
Fund balances B/Fwd	7,610,927	1,328,517	868,288	9,807,732	10,754,535
<b>Fund balances C/Fwd</b>	<b>7,223,580</b>	<b>424,524</b>	<b>909,536</b>	<b>8,557,640</b>	<b>9,807,732</b>

# Financial statement

BALANCE SHEET  
AS AT MARCH 2024

Company Number 2175146

## Balance sheet

	2024		2023	
	£	£	£	£
<b>FIXED ASSETS</b>				
		818,252		849,607
Investments		952,735		910,275
		<u>1,770,987</u>		<u>1,759,882</u>
<b>CURRENT ASSETS</b>				
Debtors	5,162,629		3,110,911	
Cash at bank and in hand	6,180,076		9,079,966	
	<u>11,342,705</u>		<u>12,190,877</u>	
<b>CREDITORS:</b>				
<b>Amounts falling due</b>				
within one year	(4,556,052)		(4,143,027)	
<b>Net Current Assets</b>		<u>6,786,653</u>		<u>8,047,850</u>
<b>NET ASSETS</b>		<u>8,557,640</u>		<u>9,807,732</u>
General fund		5,617,770		5,537,534
Designated fund Projects		744,359		1,181,799
Designated fund – Fixed Assets & Investments including revaluation reserves £103,706		861,451		891,594
Restricted Endowment Fund		909,536		868,288
Restricted Funds		<u>424,524</u>		<u>1,328,517</u>
		<u>8,557,640</u>		<u>9,807,732</u>

**Approved and  
authorised for issue  
by the Board of  
Trustees on 18th Dec  
2024 and signed on  
its behalf by:**



Duncan Gibson



Julie Key (née Rice)

# Financial statement

STGILESTRUST.ORG.UK

BALANCE SHEET  
AS AT MARCH 2024

Company Number 2175146

## Statement of cash flows: Balance as at 31st March 2024

	2024 £	2023 £
<b>Cash flows from operating activities</b>		
Net cash inflow from operating activities	<u>(3,199,221)</u>	<u>(994,534)</u>
<b>Cash flows from investing activities</b>		
Interest paid		
Interest received	365,201	137,755
Payments to acquire fixed assets	(65,870)	(75,204)
Proceeds from Fixed Asset		
Net cash provided by investing activities	<u>299,331</u>	<u>62,551</u>
	<b>2024 £</b>	<b>2023 £</b>
Change in cash and cash equivalent in the reporting period	(2,899,890)	(931,982)
Cash and cash equivalents at the beginning of the year	<u>9,079,966</u>	<u>10,011,948</u>
Cash and cash equivalents at the end of the year	<u>6,180,076</u>	<u>9,079,966</u>
<b>Reconciliation of net income/ (expenditure) to net cash inflow from operating activities</b>		
	<b>2024 £</b>	<b>2023 £</b>
Net income before investment gains/(losses) for the reporting period (as per the Statement of Financial Activities)	(1,292,552)	(897,895)
Interest paid		
Interest receivable	(365,201)	(137,755)
Depreciation of tangible fixed assets	97,225	100,482
Decrease/(increase) in debtors	(2,051,718)	936,480
Increase/(decrease) in creditors	413,025	(955,846)
<b>Net cash provided by (used in) operating activities inflow (outflow) from operating activities</b>	<u>(3,199,221)</u>	<u>(954,534)</u>



# St Giles

Turning a past into a future

St Giles is a registered charity No 801355

[www.stgilestrust.org.uk](http://www.stgilestrust.org.uk)

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