



St Giles

Turning a past into a future

ANNUAL REPORT

AND FINANCIAL STATEMENTS **2024/25**

Company Number: 2175146 Registered Charity Number: 801355

impact

series



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Foreword

Chair of Board of Trustees

St Giles stands by the people in communities across the UK who need us most. This year we have intensified our efforts to support them, ensuring that we are focussed on the issues upon which we can have most impact. We have produced a new strategy which sets our future direction of travel.

This strategy defines three pillars of work – poverty, violence & exploitation and justice. Within these pillars lie services providing the leading-edge expertise and experience that we hold.

Critically, they are also the issues upon which our Lived Experience Ecosystem (see page 14) can create positive change at an individual, systemic and societal level. St Giles prides itself on working within the communities we serve, enabling us to identify emerging needs and develop innovative, effective responses. We are further enhancing our ability to capture the full impact of these lifechanging services, ensuring our stakeholders know how their investment in St Giles has led to demonstrable change.

These aren't just issues that are important to us at St Giles. They are some of the most critical issues facing the UK today. One in five people live in poverty; young lives are still blighted by fear, violence and exploitation and our Justice System is overburdened. The need for St Giles has never been more acute.

The need is clear, but the operating environment is tough for charities, we are all being asked to do more with less, to navigate a changing external environment and to recalibrate how we engage and deliver with a Labour government. Keir Starmer's visit to St Giles when he was Leader of the Opposition in 2023 helped bring about a pledge by Yvette Cooper to half knife crime over the next decade. St Giles has the knowledge and confidence to inform how policy is shaped and delivered, and this is a priority we will continue to take forward.

In 2022/23, St Giles made the decision to invest income designated for infrastructure spending into prison-based Peer Advisor training over a 3 year

period to the end of March 2025. This investment recognises the long-term value of developing the skills and talent grounded in Lived Experience – both for the future of St Giles and the wider sector. Although this decision has tightened our margins, it was the right one to make as it helps secure this vital area of our work.

We secured key successes – including funding for a two-year schools-based mentoring programme, expanding hospital violence reduction work into Bedfordshire, strengthening our justice offer through the St Giles Wise partnership, and receiving awards for our Pantry network. Most importantly, our teams continued to transform individual lives every day, often in the most difficult circumstances.

The Board of Trustees has provided expertise and guidance to help St Giles navigate the external landscape which requires us to meet increasing demands on fewer resources. We remain confident St Giles will respond to it with its unique blend of innovation, pragmatism and client-first outlook. The Executive Team, supported by the Board of Trustees, will continue to bring stability, confidence and perspective.

St Giles stands ready to play its part in the movement to address the UK's critical issues. We are ready to innovate and collaborate, to continue to work with our clients to ensure they can build their own futures with confidence.

None of this work would have been possible without our funders, partners and supporters. On behalf of all of us at St Giles, a huge thank you. We are extremely grateful for your loyal support and for helping people we support build a better future.

Lastly, I would like to say a sincere thank you to all the team at St Giles and the Board of Trustees. We recognise that it has been a year of change, but the team have remained committed to putting our clients first despite these challenges. Thank you for your skill and dedication.

Duncan Gibson, Chair



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Tracey Burley

Chief Executive foreword

This year has brought significant challenges shaped by a complex and shifting external environment. We have navigated a transition between Governments, continued to face sustained pressure on funding, and absorbed rising operating costs driven by inflation and increases in National Insurance.

The people St Giles supports have felt these pressures too. Our end-of-year figures show a clear and growing demand for our services, reflecting the deepening impact of these economic and social challenges on the most vulnerable in our communities.

Despite these headwinds, our commitment to delivering life-changing support has remained steadfast. We continue to adapt, innovate, and advocate - ensuring that those we serve are not left behind.

These figures speak for themselves. Last year, we helped 869 vulnerable young people exit child criminal exploitation or reduce their involvement in it. We currently have 120 households waiting to use St Giles's Pantry network, as visits to all nine of them surged to 12,620, more than double the

5,300 in the previous year. We supported over 10,600 people in prison. The number of intensive, caring, compassionate one-to-one support sessions we delivered nearly doubled to nearly 40,000.

These figures are just a snapshot of the committed, hard work of our teams. We do not see an end to these pressures in the coming year and, crucially, this knowledge spurs us forward to make sure we are there for those who need us in future.

Over the last year, we have been taking forward a programme of change and this will continue into the coming year. The changes will ensure that we create maximum impact where we are needed with reduced resources available.

These key changes are underway:

- **We are refocussing our services into three pillars** where we know we have solid expertise and a need for our work, these are Poverty, Violence & Exploitation, and Justice.
- We are **developing a client impact strategy** and under our new structure there will be a dedicated function responsible for this. We know anecdotally that we bring immense value to individuals, communities and wider society and it is vitally important that we quantify it.
- **We are influencing policy** to ensure that the issues facing the clients we support and communities they work in are heard by those in power.

The Lived Experience Ecosystem will steer our work for the next year and beyond. Over the past year, we have seen it flourish in new projects such as our mentoring work and an extension of our hospital work into Bedfordshire. In this report you can read further

about Experts by Experience and the exciting opportunities this will bring for people who have Lived Experience and organisations looking to work with them.

Our key focus on cost-effectiveness will remain, ensuring that every pound we have is used in a way which will deliver the best benefits for our clients. We have reorganised our teams to align to our three pillars of work and our colleagues are keenly aware of the need to use our resources in a way which delivers both impact and efficiencies.

These pressures are not unique to us; they reflect wider challenges across the sector and society, where demand is rising and resources are stretched. By staying true to our mission and adapting with purpose, we aim not only to emerge stronger but to help shape a more responsive and inclusive future for all.

I would like to express a sincere thank you to our funders and supporters who have stayed by our side despite the challenges we have faced over the past year. These are extraordinarily tough times for some of the most disadvantaged, vulnerable people in our communities and for those currently in prison. Your support is playing a direct part in providing hope and opportunity.

Thank you from all of us at St Giles.

Also, I would like to express gratitude to our Board of Trustees, whose support, guidance and networks have been critical over the past year.

Lastly — and certainly not least — to our wonderful colleagues whose dedication, skill and care has a transformative impact in the most profound way on people's lives.



**Tracey Burley,
Chief Executive St Giles**



The Trustees present their annual report and strategic report, together with the audited accounts of the charity for the year ended 31 March 2025. Our objectives and activities along with our achievements and performance are covered in the “Who We Are” and “Our Impact” sections.

We are St Giles, we help people impacted by poverty, violence and exploitation and the Justice System to build a positive future.

We are the right people, in the right place, at the right time to ensure people can build their own pathway to progress their lives.

We do this because we believe all of us should have the opportunity for a better tomorrow.

THE WAY WE WORK

Lived Experience is in our DNA

St Giles’ Lived Experience Ecosystem captures the essence and ethos of our Lived Experience approach whilst providing a framework and lens through which internal activities, policies and processes and external services are identified and developed.

It ensures that we understand the people that we support, the issues that they face and what works best to help them.

We see the whole person

We work with people, not with problems.

Our approach is personal, holistic and open-ended so that people get the support they need.

We recognise individuals as part of their wider community, supporting them to access other services, integrate and build social capital.



We work local to national

We listen and learn from the people and communities in which we work. We advocate for them and for what works.

We grow the evidence base for what works and seek to replicate the solutions in other local contexts and showcase their impact.



We work national to local

We work with partners, funders and policymakers at scale to mainstream best practice, embed Lived Experience and to make interventions work with and for the communities where they are most needed.



We work for today and tomorrow

We pride ourselves on making things better in the here and now, at both a systemic and individual level.

We strive to make life better in the future by influencing the systems that impact people’s lives.

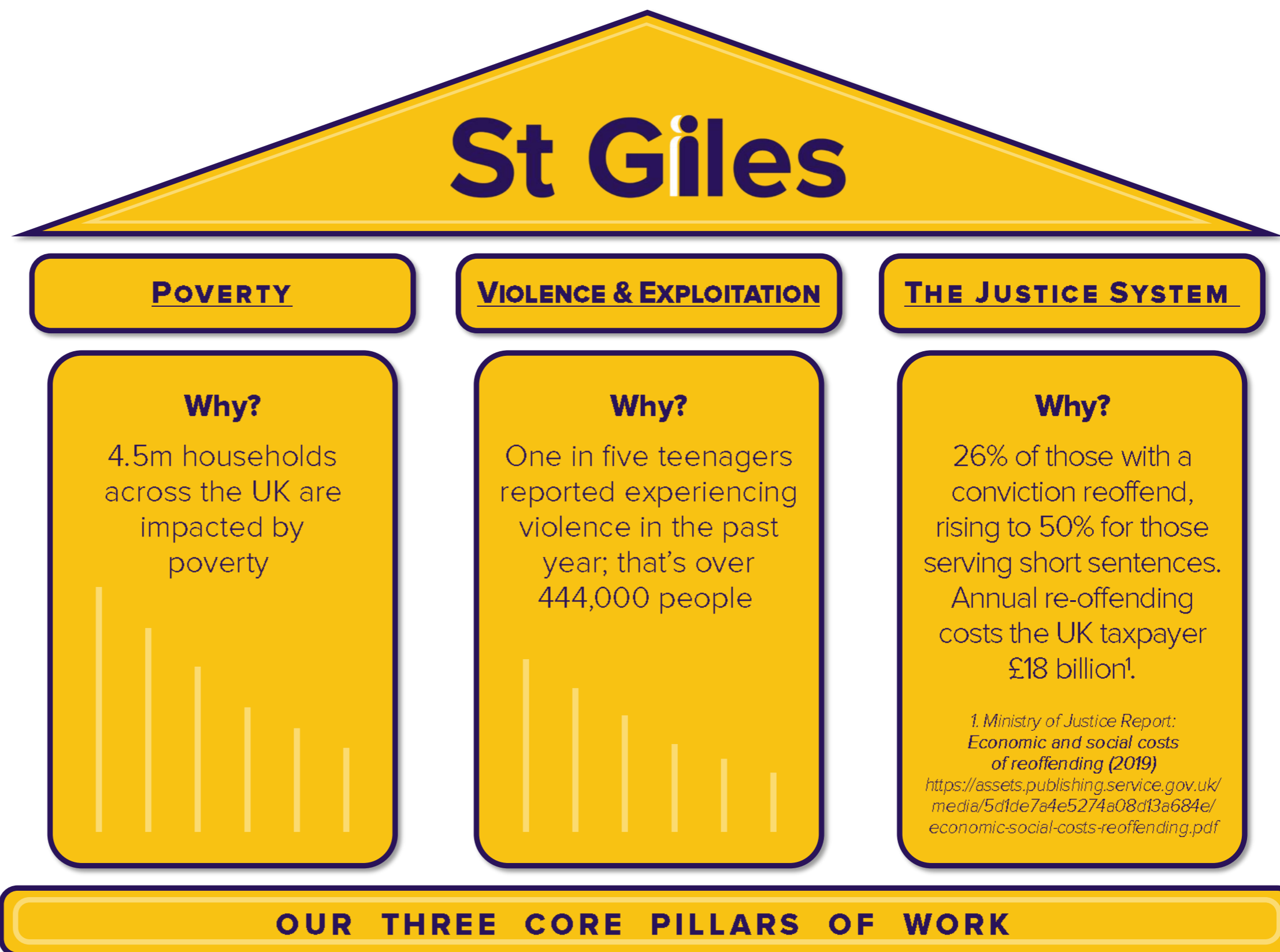


Pillars of Work

During 2024/25 the Board of Trustees agreed that the organisation would begin to align its work, internal structures and external communications to three strategic pillars of work.


These three pillars are the areas of work where St Giles has a long and proven track-record of delivery and expertise, where we have pioneered solutions and interventions and where we can speak with authority.

Not only are these three pillars important to St Giles, they are also some of the most critical issues facing UK society at this time. St Giles has a vital role to play in the movement to tackle those issues.



These areas of work are important to our communities across the UK, and this is why they are important to St Giles.

Our Year In Numbers



39,823
one-to-one support sessions carried out
(19,001 in 23/24)



14,851
hours of advocacy were provided



78,518
individuals were reached through our schools work
(96,668 in 23/24)

12,620
visits were made to our Pantries
(5,300 in 23/24)



869
clients reduced their involvement in gangs or county lines
(382 in 23/24)



10,693
new clients engaged with our Justice System projects



16,793
new clients were supported



1,063
Peer Advisors completing training in advice, guidance and support
(386 in 23/24)

The Lived Experience Ecosystem is a conceptual framework that maps the many ways in which Lived Experience is embedded across the organisation.

It recognises that Lived Experience is not a single programme or initiative. Instead, it is a dynamic and interconnected system that spans individual transformation, workforce development, organisational culture, service delivery, and systemic influence.

When these elements are aligned and balanced, Lived Experience can drive change at every level, from personal growth to policy reform.

The Lived Experience Ecosystem is structured around five key levels:

Harnessing the potential of Lived Experience has been at the heart of St Giles for over 20 years.

Quite simply, it means we can provide higher quality support for the people we work with as the services are delivered and informed by those who have been there themselves.

Over the years at Giles, Lived Experience has shifted from being a standalone service through our Peer Advisor Programme to becoming the very foundation of all our work and

a tool for positive change.

This framework is already in place at St Giles, but our ambition is to take it to the next stage.

This represents a new approach that harnesses its power in a way which has impact beyond our sector.

It is not only about embedding Lived Experience more deeply, but also about elevating it to drive transformation for individuals as well as across services, systems in a way that delivers positive societal change.



Individual

Supporting people with Lived Experience through psychological safety, trust and trauma-informed practice.



Workforce

Creating inclusive, flexible, and supportive working environments that value Lived Experience.



Organisation

Embedding Lived Experience in leadership, recruitment, training, and decision-making.



Community & Services

Delivering credible, co-produced, person-centered services that empower people and challenge stigma.



Systemic

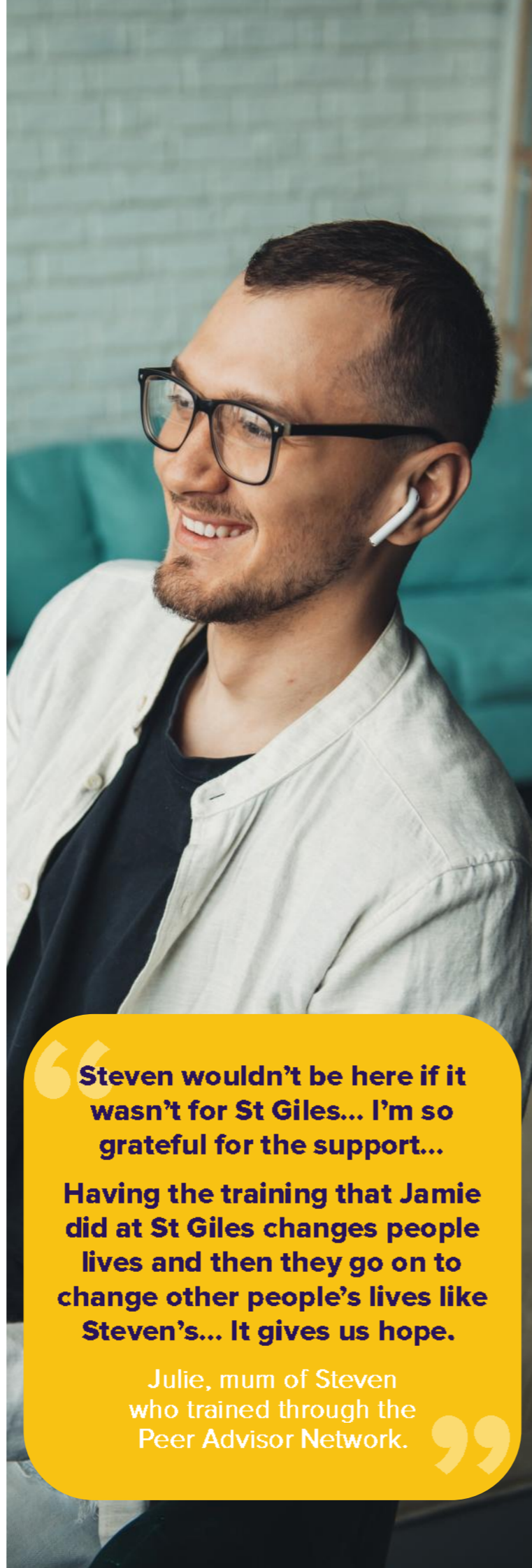
Using insight from Lived Experience to influence policy, redefine expertise, and drive innovation.

Our Impact in 2025

Lived Experience

Some exciting developments have taken place over the last year:

- **Taith Exchange** – thanks to funding from the Welsh Government, our volunteers and colleagues in Wales participated in an exciting international exchange programme where they could share their learning and experiences with a likeminded organisation in Norway, placing our Lived Experience Ecosystem on an international footing.
- **Experts by Experience** - also in Wales, funded by the WCVA and Welsh Government, we have developed Experts by Experience which will provide a platform enabling people with Lived Experience to connect with job and volunteering opportunities, alongside a toolkit for organisations wishing to embed a Lived Experience model. It will be rolling out this coming year through workshops and events.
- **Peer Advisor Network Evaluation** – in August 2024, we launched an evaluation into our National Lottery Community Fund supported Peer Advisor Network. It worked in local communities providing Peer Advisor training for people experiencing severe disadvantage. Over the five years of the network, 576 people trained through it, 98% of these moved into volunteering positions and 237 of these achieved paid employment. Over 10,000 vulnerable people benefitted from the support of a trained and skilled Peer Advisor with Lived Experience.
- Our colleague Des Skyers won **Mentor of the Year** at the **Multicultural Business and Community Champion Awards** for his work bringing his Lived Experience and professional skills to help young people at risk – further details on page 20.



“Steven wouldn't be here if it wasn't for St Giles... I'm so grateful for the support...”

Having the training that Jamie did at St Giles changes people lives and then they go on to change other people's lives like Steven's... It gives us hope.

Julie, mum of Steven who trained through the Peer Advisor Network.



Three Pillars Impacts

Poverty

The Pantry Network has continued to play a vital role in addressing food insecurity and promoting overall wellbeing among its clients through a holistic, wrap-around support model.

This past year has seen a sharp increase in the number of individuals using the Pantry Network, underlined by our end-of-year data for the year ending December 2024 which showed that skipped meals were becoming the new norm amongst people experiencing poverty. 79% of those first referred to our Pantries reported reducing meal sizes or skipping meals entirely due to lack of money, while 48% admitted to going a whole day without eating.

Despite the prevalence of such hardships, the Pantry has provided a safe and dignified space for people to reduce food insecurity, increase their financial resilience, improve their health and build connections with their local community.

- **72% of people reported that their financial situation improved.** Likely impacts include reduced use of crisis interventions and improved ability to budget.
- **60% of people reported that their physical health had improved** – one client completely reversed her diabetes – and 68% reported better mental health. Likely impacts include fewer NHS appointments and emergency use of NHS services.
- **80% felt more socially connected because of visiting the Pantry** and building supportive networks. Likely impacts include reduced use of mental health services and increased volunteering.

We are extremely grateful to the corporate partners who supported us with 32 volunteering sessions at our London pantries.

Alongside poverty alleviation, the Pantry network has played an important part in sustainable food practices. 158.9 tonnes of surplus food were

“ The Pantry has been nothing short of a lifeline. Increased bills, rising food costs and with everything going up - with the exception of wages and benefits - it's become very hard to eat well on a tight budget. The staff are friendly, hardworking, helpful and always welcoming. Michael, Pantry client. ”

received by our Pantries, helping prevent 258,85 tonnes of CO₂ emissions. The retail value of this food was over £554,000 which provided an estimated 378,909 meals¹.

Additional to our Pantry Network, our teams have continued to provide essential finance, debts and benefits advice to our clients across our services. Poverty despite employment remains a big issue facing many, so connecting them with financial support to help make ends meet has been vital, alongside improving people's employment situations.

Awards and accolades:

- **May 2024 – The Norwich Pantry** won the Skills Accelerator Award from the Nourishing Norfolk Awards
- **October 2024 – Y Pantri in Colwyn Bay** won the Wales Social Business Awards Community-based Social Enterprise Award and was also a finalist at UK Social Enterprise Awards in December 24

¹ Calculated for St Giles Trust by Fareshare and the Felix Project

When Donna* first met us at St Giles' Y Pantri in North Wales she was experiencing severe poverty and fleeing domestic abuse. Alongside urgent need for food support, there were many other issues in her life which required the team's advice, advocacy and care.

Due to the domestic abuse, Donna had been rehoused over one hundred miles away from her home area. She did not know anyone locally, and was experiencing poor mental health. Her income did not fully cover her rent, so she was struggling to make ends meet. All these pressures were compounding an already distressing, disorientating situation for her.

Alongside her visits to Y Pantri, our team regularly checked in with Donna to provide companionship and help her settle into the local community. We also put her in touch with mental health support services so she could come to terms with her trauma and get help with her ADHD.

To alleviate her financial pressures, our team advocated with the authorities to grant Donna a discretionary housing payment to cover the portion of her rent that was not met by housing benefit.

They also secured fuel vouchers and put in an appeal for her claim for Personal Independence Payment which had been previously refused.

With Christmas approaching, we arranged for a parcel to be delivered to Donna containing warm pyjamas and books. Through our Pantri supplies, we organised a Christmas dinner with full trimmings to be delivered to her home so she could have a comforting day and a good meal.

Donna's situation is complex, and she has been through a great deal of trauma. However, with St Giles's support she is making good progress and gradually coming out of her shell. Her emotional health has improved, and she is looking forward to her future. She has expressed an interest in volunteering at Y Pantri. We hope with continued support she will be ready to do this as a way of building a future and having a fulfilling life.

St Giles's Pantry Network is about more than just food. As Donna's case highlights, it plays a vital role in helping increase independence, decrease social isolation and provide companionship in times of upheaval and stress.

**Name changed to protect the client's confidentiality.*



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Three Pillars Impacts

Violence and Exploitation

Last year, we secured funding to expand our existing work preventing and addressing child criminal exploitation and violence.

A two-year grant from the Youth Endowment Fund announced in July 2024 enabled us to provide Mentors working in schools across five regions. These Mentors work with children and young people who are identified as being at a heightened risk of violence and exploitation.

There are several complex and interconnected factors that increase a young person's vulnerability. These include poverty, family breakdown, exclusions and social media risks, all of which can negatively impact emotional wellbeing, stability and behaviour.

The Mentors become a trusted adult who young people can turn to at times of pressure and risk. Lived Experience plays an important part in this work, increasing engagement and trust between the Mentors and the young people they support. In turn, the Mentors work closely with school staff and other agencies to share information and keep young people safeguarded.

Schools have reported improvements in attendance, behaviour and engagement in lessons because of the Mentors' support, demonstrating the effectiveness of targeted interventions.

Over 100 young people were supported by our schools-embedded Mentors last year. Additionally, group workshops and professional training continued to have an impact in a wider setting with 659 sessions reaching over 78,500 participants.

We also secured funding from Bedfordshire's Violence and Exploitation Reduction Unit to expand our hospital-based violence reduction work into Bedfordshire and Luton and Dunstable hospitals.

We are pleased to report that our existing work in hospitals in London and the West Midlands was renewed by these respective Violence Reduction Partnerships. This is vital work helping young people who sadly becomes victims of violence and

adversity-related harms, providing them with care, support and advocacy to stay safe once discharged and access positive opportunities. Intervening at this critical crisis moment in a young person's life increases the possibility of successful engagement and positive progress.

Over the last year, we further developed specialist work with girls and young women at risk of violence and exploitation. In North Yorkshire, we developed a mobile support unit operating from a van which parks up in areas where girls and young women gather. It is a drop-in service providing advice, support and signposting on any issue the young women need help with. In a largely rural area where risks can be high but support services scarce, this project is an important safety net.

Our work helping children and young people caught up in child criminal exploitation has successfully continued. Through a MOPAC (Mayor of London Office for Policing and Crime) funded multi-agency partnership, St Giles are supporting children and young people from London who are victims of child criminal exploitation to make a safe and sustained exit. Our interventions can last up to two years, recognising the fact that it can take considerable time to undo years of trauma and exploitation.

Our goal under our Violence and Exploitation pillar is to continue this work and better capture its huge impact, ensuring young people are heard, seen and supported to stay safe and succeed.

Awards and Accolades:

- **October 2024** – the West Midlands Hospital Team were recognised as Anti Violence Champions at the opening ceremony of the Knife Angel sculpture in Sandwell.
- **November 2024** – one of our schools-embedded Mentors Chantele Barker was interviewed by Channel 4 News to highlight her work supporting young people at risk of violence and exploitation.
- **December 2024** – Team Leader in our schools-embedded work, Des Skyers, won Mentor of the Year in the Multicultural Business and Community Champion Awards.
- **Feb 25** – St Giles London Hospitals Team Leader Samir Khattab was interviewed by Idris Elba for BBC's seminal documentary on knife crime *Our Knife Crime Crisis*.

“**Thank you for your support in a very difficult time. You have such a lovely manner where you make others feel at ease because you come across as a genuinely caring person with a positive attitude.**

You bought light into a very dark situation and I definitely felt that there was someone who was looking out for us.

Feedback from a parent on the support their son received from our team at the Royal London Hospital.



Simon's Story

When Simon* first met St Giles, he was 21 and at a crucial turning point in his life. Having grown up around serious violence and exploitation, he had already experienced more than most young men – excluded from school, involved in child criminal exploitation from the age of 15, and had served time in prison for drug-related offences.

Tragically, a few years earlier, Simon had been shot and was living with the ongoing trauma. He was determined to leave his old life behind but unsure of how to make meaningful changes. He had plenty of ideas and motivation but needed a roadmap to move forward.

Simon and his Caseworker had a good rapport, built on trust and honesty. We worked with Simon to address some immediate barriers in his life, securing housing and arranging repairs to make his home safe. From there, we referred Simon to other local agencies for added support and helped him identify opportunities that he had never considered before. Through our support, he gained a Construction Skills Certification Scheme card, opening doors to work in the construction sector.

We knew Simon had a huge love of dogs, so we introduced him to a dog breeding and training course. He is now a self-employed dog breeder and trainer, turning a lifelong passion into a viable career. Alongside this, we helped him complete a Food Hygiene Safety course, and he is working with one of our charity partners in Camden to develop a business plan for a burger stall - another step towards long-term financial independence.

Simon has become a role model in his local community. His progress has inspired other young men on the project, and he has taken an active role in encouraging them to stay out of trouble and pursue their own goals, drawing on his own experience to show that change is possible.

His name no longer appears on the police's radar in connection with gang violence. He is still on Probation but fully compliant, focused, and thriving well in his life.



“ It’s a wonderful thing you do. You’ve helped me so much after my release, not sure where I’d be if I hadn’t got your support, a lot sadder that’s for sure. Feedback from someone supported by our North Yorkshire Commissioned Rehabilitative Services Contract. ”

**Name changed to protect the client’s confidentiality*

Three Pillars Impacts

Justice

The prison-based Peer Advisor Programme has continued to offer vocational training and qualifications alongside hope and opportunity. In total, 936 people in prison successfully gained a certification in Advice and Guidance alongside other courses covering areas such as supporting young people at risk, introductions to housing and homelessness and financial capability. Behind these figures are individuals who now have professional skills which can be used to progress their lives whilst supporting others.

As St Giles Wise, we are working in partnership with The Wise Group to provide rehabilitation services for people involved in the Justice System.

Anchored in St Giles’s Lived Experience Ecosystem, we are providing peer support for people in custody and for those on release. This work is built on credibility, trust and consistency to help people navigate services and overcome barriers.

People in prison are amongst some of the most vulnerable and disadvantaged people in our society. Our partnership work with The Wise Group provides professionally trained, trauma-informed Caseworkers who have experience and have first-hand insights of the Justice System and how it operates.

Their professional training coupled with these insights means they really understand the challenges faced by the people they support, possessing the skills and knowledge to help guide them through what can seem a maze of services, projects and compliances.

Practical assistance is provided on a range of issues such as helping with benefits, registering with a GP, helping people settle into accommodation and reconnecting with family and friends.

Our work in prisons and with prison-leavers continues to have an impact on an individual and societal scale. Supporting people to build employability skills and guiding them through their resettlement into the community after release are crucial factors in reducing re-offending and future victims.

Last year, 10,693 people engaged with our projects in the Justice System.

Of these:

- 7,352 reduced their risk and improved their safety
- 3,702 improved their wellbeing and relationships
- 815 secured housing because of our support
- 503 reduced their debts and improved their finances

“ Specialist knowledge around benefits and local resources is also a key function that St Giles excel in.

Lack of access to sufficient funds is a problem for a lot of those who work with Probation and can lead to further offending behaviour if not resolved.

This has been a key issue for J, and she has been offered lots of support around this by Kelly who has assisted with navigating a paper-based claim which J has not been able to manage herself.

Time constraints around Probation appointments mean that these kinds of activity can be overlooked or rushed.”

Feedback from a Probation Officer on our Footsteps Project supporting women on their release from prison.

Evie's Story

Evie* gave birth to her daughter while serving a prison sentence and was placed in a Mother and Baby Unit. Nearing release, she was referred to St Giles for support with accommodation and resettling into the community in a safe way.

Before her sentence, Evie had been supported by a domestic abuse agency due to high-risk of domestic abuse from her ex-partner, which included severe violence during pregnancy that led to hospitalisation.


At a multi-agency meeting involving probation, prison staff, social services, housing and the domestic abuse agency, St Giles raised concerns that the baby might be removed from Evie's care due to the threat posed by the ex-partner. Professionals collaborated to explore safe housing options - such as mother and baby units, refuge placements, or secure family arrangements.

The priority was to give Evie and her baby the best chance of staying together. It was recognised that previous concerns about Evie's parenting were rooted in her vulnerability and past abusive relationships, not her ability to care for her child.

Prison staff gave glowing feedback on Evie's parenting. She completed the Freedom Programme in custody and confidently asserted that she shouldn't be penalised for her abuser's actions. As a result of the coordinated efforts, Evie was granted early release under electronic monitoring to a foster family specialising in mother-and-baby support.

St Giles has advocated for Evie on a range of issues. This included setting up a bank account, securing Universal Credit and housing benefits, and reactivating her housing application with supporting evidence to ensure higher priority for safe accommodation. She also received family support to help maintain stability for herself and her baby.

Aware of her ongoing vulnerabilities, Evie continues to receive support from St Giles and others, focusing on recognising abusive behaviours, building healthy relationships, and preventing re-victimisation.



Thanks to collaborative, trauma-informed support from St Giles and others, Evie is building a safer, more stable future with her daughter.

*Name changed to protect the client's confidentiality

Looking Forwards

The economic outlook remains uncertain, and we expect demand for our services to continue rising. Against this backdrop, we are preparing to meet future challenges with renewed focus and resilience.

In the year ahead, we will ensure our internal structures, external partnerships, and strategic direction are aligned to maximise our impact. We will promote increased collaboration across regions and teams, enabling us to build shared expertise under our three pillars of work.

We are also enhancing how we measure and communicate the impact of our work under each pillar, showing the real and lasting difference it makes to individuals, communities and wider systems.

Our Lived Experience Ecosystem will be the foundation for this next chapter. We are committed to taking this model to the next level, using it to influence systemic change across the sector and beyond.

We will continue strengthening relationships with decision-makers, partners and funders to shape policy and unlock sustainable opportunities. Alongside this, we are increasing collaboration across sectors to share learning, raise awareness and amplify what works.

To support our sustainability, we are reviewing all non-staff costs and introducing efficiencies where possible - from buildings and telephony to digital infrastructure.

We are exploring new opportunities to address labour and skills gaps by harnessing and developing the talents of the people we support. In particular, with an increased government focus, along with specific funding available to support the UK's net zero target, we will conduct further work to understand and explore opportunities for our clients to ensure we can support them to access the growing demand in these sectors.

Safeguarding

Last year marked a year of cultural and operational maturity in safeguarding, with clearer governance, strengthened practice, and a more confident and informed workforce.

Key achievements include:

- **The launch of the Safeguarding Recording System (SRS)**, providing real-time oversight of safeguarding referrals and risk themes.
- **Updated safeguarding policies** were implemented, and a simplified Designated Safeguarding Lead (DSL) structure improved operational accountability.
- Our **in-person safeguarding training sessions** achieved a 99% completion rate within mandatory timeframes. Bespoke training was given to teams with elevated safeguarding concerns, and thematic workshops and clinics supported wider staff learning and confidence.
- **Safeguarding governance** was further embedded through the introduction of a Quarterly Safeguarding Panel, structured case audits, and integrated alignment with our Quality and Impact frameworks. This approach has enhanced consistency in decision-making and accountability.

As a consequence of our actions, safeguarding referrals increased – a positive indicator of growing confidence and awareness amongst our colleagues.

Organisational learning from safeguarding practices and casework has informed our policy changes and improved our systems.

Looking forward:

- We are further enhancing our policies to ensure that they remain up to date, clear to understand and that we have the best tools in place to keep people safe. We will also be producing accompanying procedures for each policy.
- We will also be examining our recording system and introducing monitoring and outcomes alongside recording.
- We will be developing targeted safeguarding training for each of our new pillars of work alongside our existing mandatory training.
- We will be further improving our data capture of recorded incidents and exploring ways in which we can improve this where we are relying on external partner systems (e.g. NHS, HMPPS) where our colleagues are embedded.

Equity, Diversity and Inclusion (EDI)

Our EDI vision, strategy and supporting action plan have been in place since December 2023 and the progress of this plan has been reviewed regularly. Our EDI vision and zero tolerance approach are visible across our intranet and offices.

- Since launching our **Challenge to Create Change campaign in January 2024**, we've seen a heartening increase in colleague engagement around building an inclusive culture and fostering a strong sense of belonging. Colleagues are actively seeking advice and support to help strengthen our shared values, while any serious concerns would always be addressed through formal channels.
- We rolled out **Equality Impact Assessments** for use with any new policy, procedure or service design. This ensures that we are mindful of the diverse characteristics and needs of all our stakeholders (colleagues, clients, and visitors) and can effectively tailor services and policies, ensuring they are fit for purpose and meet the needs of the people they are intended for. This will further evidence our fulfilment of the Public Sector Equality Duty under the Equality Act 2010.
- We launched a **diversity data capture drive** and will analyse and identify any trends that arise across any of the protected characteristics, lived experience, also considering intersectionality. This will allow us to compare to our previous data collected in 2022 and act accordingly.
- **Mandatory EDI training continues** to be delivered to all new starters. Feedback on this training was positive with requests for further training. As a result, and in line with legislative change in October 2024 a refresher sexual harassment e-module was launched and mandatory for all colleagues.



impact

series

Fundraising highlights

Last year, we were pleased to secure several significant grants and renewals that reflect both our long-standing partnerships and growing national impact. These funds will support our vital work across the UK and help us continue transforming lives.

A major highlight was securing a £400,000 grant from **The National Lottery Community Fund** for our ASPIRE project in Wales. This significant investment will enable us to continue supporting women facing the dual challenges of criminal exploitation and complex disadvantage, providing pathways out of harm and into safer, more stable futures.

We were also honoured to receive a £97,000 legacy gift in recognition of our impactful **SOS and SOS+ programmes** that work with young people at risk of violence and exploitation. Legacy donations such as this are deeply valued and help us to sustain and grow services where they are most needed.

We are also delighted that charitable trust support for our work at **The Royal London Hospital** has been renewed, with a new three-year commitment secured in March 2025, ensuring funding through to March 2028.

We also secured £58,800 over two years from **Wales Council for Voluntary Action** for the St Giles Cymru Volunteer Development Project. This initiative will enhance volunteer engagement and provide structured support for vulnerable women in Rhyl and Colwyn Bay - many of whom are at risk of exploitation and exclusion- through meaningful, skills-building volunteering opportunities.

In addition, we were grateful to receive a £40,000 grant to support **Y Pantri in Colwyn Bay**. It not only provides essential food support but also acts as a gateway to wider services and opportunities for families facing financial hardship.

We are extremely grateful for the support of all our partners and funders. We remain committed to using every pound to maximise impact for the people we support.



ST GILES (A company limited by guarantee)

Report of the Board of Trustees

Structure, governance and key management personnel

St Giles is a charitable company, first founded in 1962 and re-incorporated in 1987, with a new Memorandum and Articles of Association which were reviewed during 2016.

Trustees may be appointed or re-appointed at any time by the Board and hold office for a period not exceeding three years, with the option of standing for re-election for up to two further three-year terms. By exception the Trustees may extend the appointment of an individual with special expertise.

Trustees are inducted through a comprehensive information pack and service visits, along with induction meetings with the Chair, the Chief Executive, Senior Management Team and Heads of Department.

The Board meets five times a year and Trustees focus on governance and strategy, significant new business, key risks and financial issues.

The board is supported by a standing Finance and Audit Committee, a Risk and Safeguarding Committee, an Equity, Diversity and Inclusion (EDI) Committee, a Property Committee, and a Remuneration and Nominations Committee.

The day-to-day management of the organisation is delegated to the Chief Executive, who is supported by a Senior Management Team comprising an Interim Chief Finance Officer, an Executive Director of Services, an Executive Director of Communications and Fundraising and an Executive Director of People.

The Executive Directors are supported by Directors and Heads of Service with responsibilities for finance, human resources, community services, employment and training services, and prison services.

Pay policy for key management

Pay of key management is reviewed annually. The remuneration is benchmarked with similar size charities.

Public Benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Further details on the activities undertaken by St Giles during the year are given above under "Who We Are" and in the "Our Impact".