

believing
in your
future

the society of
st **James** 
annual report 2009

the chair of the board's report >

"Standing still is not what the Society of St James does."

While this year has seen some emphasis on consolidation after the substantial growth of the Society of St James in 2007/08, along with continued steady improvement in a number of areas of our work, we still moved into some new territory. The award of a project to research and meet the needs of older people in Southampton opens up a possible new field of work for SSJ, and the long-awaited granting of planning consent to operate our Tier 2 substance misuse service in New Milton strengthens our presence beyond the City boundaries.

Standing still is not actually within our power. The vast majority of our services are dependent on funding awarded for just a few years at a time, so the business of writing tenders continues as part of our normal way of life, along with the uncertainty that inevitably goes with it. The quality of the work we do is both key to our survival and testament to the dedication, in the face of that uncertainty, of our staff and volunteers. For example, it cannot have been easy working at Albert Road South in the knowledge that it would close when the Booth Centre eventually opened, but work continued, and without any fall-off in quality. On behalf of the Board of Trustees, I thank our staff in particular for their continued dedication to the needs of those we serve, regardless of the organisational churn going on around them.

Standing still doesn't happen at the Board either, and I am pleased to welcome several new Trustees. I also have to record my sincere thanks to Gill Tunney for her sterling service as Chair and previously as Treasurer; she stood down from the Board at the 2008 AGM, and Trevor and I in particular will both miss her wise counsel and trenchant contribution to our discussions.



Brian Hooper
Board of Trustees





Jill Lovelock



Dave Blake



Jill Maguire



Mark Day



Geoffery Barwick



Geoff Ward



Noel Cato



Chris Goodhead

“I am delighted to welcome you to the Society of St James’ Annual report 2009.”

In this year’s report you will find details on the services that we run, broken down into the four main areas of support that we provide: Homelessness, Substance Misuse, Care, and Training and Employment. You will also find details on the impact that these services are having on our local community, something I am continually proud of, and you will find our detailed financial accounts for the year and how we have performed as an organisation. I have been with the Society of St James now for 17 years and this year, like every year with St James, has been an eventful and busy one.

We have had both high points and low and have seen both the acquisition of new services and the closure of old. St James’ now looks hugely different from when I first started but it has always maintained its core values of supporting the homeless and vulnerable and believing in peoples futures. Despite the closure of two of our services (our hostel at Albert Road South and the Soup Run) we are now in fact supporting more people than we ever have in the past and are having a greater impact on the local community.

Growth comes with its own issues, however. While it has great benefits for the community, it also puts the organisation under a degree of pressure, especially when combined with current economy. We have always relied on individuals’ generosity, and this generosity is now more valuable to us than ever.

Trevor Pickup
Chief Executive



homelessness service >

Our Homelessness Services had a good year which, unfortunately, ended on a low. August this year saw us close both the Soup Run and our hostel at Albert Road South. However the two large service contracts we won in February 2008 have continued to go from strength to strength.

The Southampton Street Intensive Service

This service consists of a 26-bed hostel and 19 flats for people who have recently been homeless and have high level, multiple or complex needs. Some have mental health issues and some have been in trouble for offending, prostitution or anti-social behavior. Many have issues with heroin, crack cocaine, alcohol or other drugs. It is almost impossible to address these kinds of issues whilst sleeping rough. Southampton Street Intensive Service enables residents to achieve a degree of stability so that they can start thinking about their lives in a different way and planning for the future.

In July, following a quality assessment by Supporting People, the service was awarded an A (for security, health and safety) and 4 B's (for assessment and support planning, safeguarding and protection from abuse, fair access, diversity and inclusion and client involvement and empowerment).

The Bellevue Life Skills Service

This service consists of a 63-bed hostel and 37 flats. It provides housing with low level support for people who are beginning to prepare for independent living, so that when they do move on they do not repeat the mistakes that led them to become homeless in the first place.

In our experience, things can start to go wrong for people who have moved on if they are lonely and/or bored. So we help residents to find work, training, voluntary work, hobbies and other ways of spending their time constructively in places where they can meet new people.

One of the ways we do this is through the Meaningful Occupation Consultation which most residents attend within their first 2 months of moving into Bellevue, which helps to motivate people by focusing on their strengths rather than their problems. The Meaningful Occupation project has had another successful year, with 85% of people who attend taking up a new activity which they are still taking part in 2 months later. These activities include voluntary work, sports and art activities.

Our performance this year

64% - our target for people leaving our homelessness services in a positive, planned way in 08-09

60% - the average of positive planned move-ons in Southampton's homelessness services

70.4% - the percentage of positive planned move-ons that we achieved between July 08 and June 09





“The Meaningful Occupation Consultation has helped me to decide what I want in life, and what I need to do.”

Jane, Bellevue Service User



a fond farewell ➤

Albert Road South

August 7th 2009 was the end of an era, as Albert Road South closed for business. The 20-bed hostel has been replaced by the Booth Centre Life Skills Service, a newly refurbished 46-bed hostel in Oxford Street. The Society of St James had hoped to run this facility but, in a competitive tendering exercise, were unfortunately outbid by the Salvation Army. Both residents and staff moved over to the Booth Centre when it opened.

Albert Road South has housed more than 800 homeless people over the past 17 years

The hostel was staffed round the clock - that's 21,216 continuous hours altogether

Albert Road South provided not only food and a bed for the night but also support, guidance and training



The Soup Run

Coinciding with the closure of the hostel, and knowing that the Soup Run would lose its base, we decided to review the service that we were providing. We discovered that demand had reduced and very few of those using it were actually street homeless.

To some extent, this reflects the success of our work to provide inclusive services that create more enduring solutions to homelessness. We also felt that if we were going to keep the Soup Run going then, as well as finding a new base, we really ought to provide our 56 volunteers with training, hepatitis inoculations and CRB checks.

Although it was a difficult decision to make, in the end we decided to stop providing the Soup Run and look, instead, to identifying and meeting the needs of the people still sleeping rough in the city.



The Soup Run provided food and company for rough sleepers for 37 years

During that time, it went through an estimated 50,000 tins of soup

“The shutting of the Soup Run was a very emotional and therefore difficult decision to make, but when looking at the facts it was clear that the Soup Run was no longer needed in the same capacity that it was set up for and this is to be celebrated”

Brian Hooper, Board of Trustees

Thank you!

Without all the volunteers who have dedicated their time to the soup run, some for many years now, it simply would not have existed. The Society of St James would like to say a huge thank you to all of our soup run volunteers and also to all those in the local community who have kept the soup run in soup over the past 37 years. Additionally we would like to say a big thank you to all at St Mary's Church for providing us with the perfect venue for the soup run over the past 7 years.





“The first six months after you stop are really crucial. It takes that long for your mind to start to function normally again.

I found that the Aftercare programme accelerated my recovery. It gave my week structure and purpose.”

Alex, Aftercare Service User



substance misuse services➤

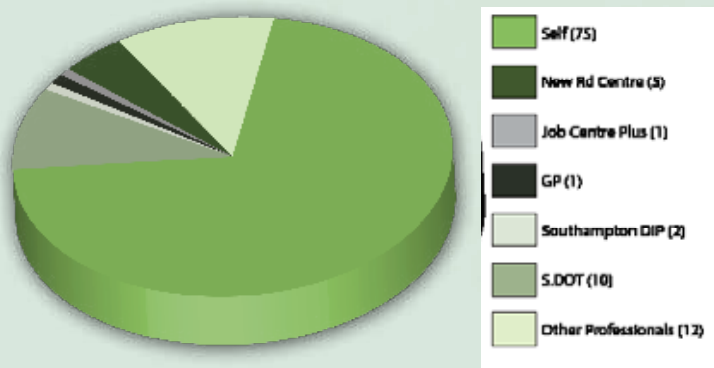
The Bridge Southampton - drop in treatment services for people with drug problems

We are now in the third year of our contract to run the service. Ann Galbraith retired as manager of the Bridge in April after doing a fantastic job in setting up and running the service for the first years of the contract. Ashley Christopher has now taken over as the manager.

Among the significant developments this year is the establishment of a safe and friendly area for children whose parents or carers are visiting the Bridge.

On average the Bridge Southampton receives around 110 referrals for treatment every quarter. The continuing trend is for the majority of these to be self referrals into treatment.

Referral Sources



Drug of Choice

Heroin continues to be the primary drug of choice for our service users with crack cocaine being a significant secondary drug. However, we find it encouraging that clients whose first drug of choice is cannabis are accessing the service as this coincides with our ethos, that anyone with a drugs problem should be able to receive treatment. Sometimes these services can be viewed as primarily prescribing services, however, we strive to employ an holistic approach to all drug related issues.

The Bridge Hampshire - including aftercare

The Bridge Hampshire has finally seen the full opening of its drop in service in New Milton, after a very hard-fought campaign against some poorly-informed local opposition. We are especially grateful for Councillor Goff Beck's tireless work in winning valuable support for the service.

Hampshire's substance misuse services are currently being reviewed, and a new model for the services will be rolled out across Hampshire in 2010 / 2011. The Society of St James will look to play an important role in the new model once it has been developed.



Councillor Goff Beck and SSJ staff celebrate the opening of The Bridge in New Milton

substance misuse services➤

Bridge to Volunteering – volunteering project

Bridge to Volunteering is our successful volunteering programme, aimed at ex drug and alcohol users. This year we trained and worked with 43 volunteers at the Bridge, with 26 volunteering at least once a week, contributing a total of 5019 hours between them throughout the year. We also saw 16% of our volunteers start in full-time employment, and 15% take on part time relief work.

These successes are thanks to the skills of our Volunteer Co-ordinator (Viv Burgiel) and the help of MORPH (mutually organised rehabilitation & practical help...for drug and alcohol users) who have helped us plan and manage the service.

The Southampton Drugs Intervention Programme (DIP) – treatment services for drug users in the criminal justice system

We are also in the third year of our contract to run the Southampton DIP. This year, the work of the DIP was examined by an analyst from the Crime and Disorder Reduction Partnership. The results clearly showed that people going through our programmes are reducing their criminal behavior.

Substance Misuse Support Service (SMSS) – visiting people in their own homes to help them with drug and alcohol problems

This year the SMSS team has continued to provide a lifeline to people across the city with substance misuse issues. As well as supporting individuals, they have worked with couples too, helping them confront not only their drug and alcohol issues but also how these issues have affected their relationship.

The SMSS service is now up for tender by the Southampton Supporting People team. The new service will be nearly twice the size, and will be of great benefit to people in the city with substance misuse issues. We are hoping that our experience will put us in an excellent position to tender for the management of the new service.

Southampton Harm Reduction Partnership (SHARP) – new needle exchange and outreach service (in partnership with Hampshire Partnership NHS Trust)

We have won a new tender in partnership with the Hampshire Partnership NHS Trust to deliver needle exchange and outreach services in order to help people access drug treatment facilities across the city.



Volunteering at the Southampton Bridge



SMSS Team meeting



The newly formed SHARP Team





Auricular Acupuncture can be used to reduce drug cravings

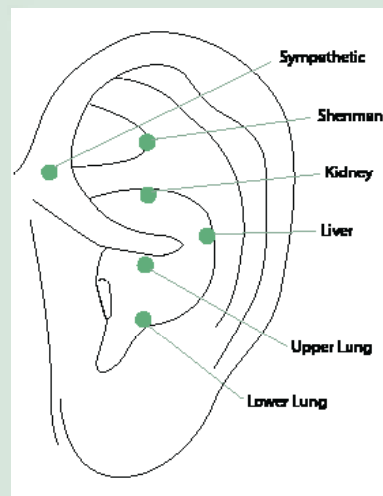
What are the benefits?

Auricular acupuncture is believed to help with detoxification and many of our service users find it has a calming effect that restores a sense of harmony. Three of the five stimulated points strengthen the liver, kidneys and lungs, which are key organs in the removing of toxins from the body. The treatment aims to boost the level of endorphins, or feel-good chemicals in the brain, enabling the service users to rationalise and control their addiction behavior.

Our drugs services offer acupuncture to those that want it on a daily basis. Acupuncture is especially effective in the early stages of drug treatment, complementing the move from illicit drugs to substitute prescriptions or into abstinence.

All of our drugs services offer safe, friendly and comfortable environments for you to start addressing your addiction problems.

Acupuncture Points



Service users are increasingly finding auricular acupuncture beneficial in their recovery process

“Acupuncture has really helped me. I now am able to sleep much better and feel in control of my cravings ”

Mark, Bridge Service User



care and support services➤

60+ Project

The initial pilot stage of the 60+ project was completed this year. This project examined the growing difficulties that health and care services are facing due to the ageing population. The aims of 60+ were:

- Help older people continue living independently and reduce the number of older people moving into sheltered accommodation or residential care homes.
- Reduce the number of older people being admitted into hospital, and reduce delays in discharging them.

60+ has been a great success, supporting an average of 15 people each month and receiving 109 referrals in total between 1st August 2008 and 1st May 2009. The project has provided a range of practical support through day to day tasks like shopping, domestic chores and transport which has helped people to continue living independently and reduced a great deal of stress and worry for them.

Handy Person Service

This year we won the contract to run the new Handy Person Service, which provides property maintenance to older and vulnerable people in Southampton. For those on certain benefits, this service is completely free, and for those who do not receive these benefits it is provided at very low cost. The Handy Person Service is closely linked to the 60+ project, and the two services together will support older people to continue living independently.

We hope that the Handy Person Service will help at least 600 people in its first year.

Mental Health and Chronic Heavy Drinkers

Our supported shared houses and independent flats for people with mental health issues and chronic heavy drinkers have continued to have a huge impact on the lives of their residents. In the last year, 13 people have moved on from these services to live in their own accommodation, and they are all doing well and enjoying independent life.

The next twelve months will see major changes in these services, as contracts to run them are now being tendered by the local authority. However, we are well placed to win a number of the new contracts, and we hope to have the opportunity to further develop and improve on our past successes.

The handy person service aims to help 600 people in its first year

13 people from our mental health and chronic heavy drinkers services are now living independently



May,86, is visually impaired and was struggling with isolation. The 60+ Project helped her to continue living independently and improve the quality of her life.



avondale residential care home ➤

Avondale is our small, friendly, residential care home, set in a residential area of Woolston. It is managed by an experienced Registered Manager who heads a loyal, hard working team of care staff. We are aware that older people who have experienced homelessness often need a level of support which a standard care home is not able to provide, and we hope to develop Avondale into a specialist care home offering support for this group.

This year has seen more progress at Avondale. A new Registered Manager has helped the staff team to develop well, and deal positively with the challenges of working with elderly people with high-dependency care needs.

We continue to invest in renovating and refurbishing Avondale - we are currently working towards converting all of Avondale's double rooms into singles. We anticipate achieving an improved rating and revised registration for Avondale. This will enable us to focus on providing accommodation for more of our elderly service users who have a history of homelessness, drug and alcohol addiction and mental health issues in the future.

“43% of older homeless people have 4 or more additional problems including substance misuse issues, mental health conditions, behavioral problems and physical health conditions.”
St Mungo's



training and employment ➤

Jamie's Computers is the social enterprise arm of the organisation. Jamie's Computers provides work placements and training to vulnerable and hard-to-reach groups with the aim of increasing their skills and employability. These opportunities are provided through, and funded by, the IT disposal and refurbishment side of Jamie's. Demand for both Jamie's training services and IT services have significantly increased year on year.

Training

Jamie's works in partnership with local service providers, probation services, mental health services, and education providers and works with a wide range of people across the city. These people include those with mental health issues, learning disabilities, ex-offenders serving community sentences, and the long-term unemployed.

This year Jamie's ran a project, funded by Southampton City Council, in which a group of 47 clients worked together to develop a website showcasing the Supporting People services available in the city. These clients came from a range of backgrounds, including homelessness, drug and alcohol abuse, mental health issues and learning difficulties. They also had a wide spectrum of IT skills, with some unsure how to use email or the internet and others experienced in using web design software. The website is progressing well, and we hope that it will be finished by the end of September.

You can visit the site at: www.southamptonsupport.org.uk

Jamie's continues to partner with probation services and offers training and unpaid work placements to offenders with work orders. Many of these people continue to volunteer at Jamie's after their work order is completed.

"I am learning new skills on the computer and socially as well"
John, Supporting People Web Design Project



"Providing education, training and employment has been identified as a significant factor in supporting the recovery of drug users."
Tackling Drugs, Changing Lives



IT disposal and refurbishment

At Jamie's, we take old computers, wipe their hard drives and refurbish them so that they can be used again. This process uses state of the art software and is of key importance to our business customers for security reasons. Manufacturing new computers uses energy, fossil fuels and finite resources. Prolonging the life of a computer is the best way to reduce the carbon footprint of IT.

Jamie's treats approximately 100 tonnes of computer waste each year, which works out at around 200 PCs per month. In the next year, Jamie's is aiming to increase the number of computers we handle and we would like to refurbish and re-use up to 500 PCs a month.

In the last 12 months, Jamie's has begun working in partnership with Computer Aid International, sending out refurbished PCs by the container load to be used in schools and hospitals in the developing world. The first container, sent out in November 2008, went to the National Library of Nigeria. Since then, we have been sending out around 200 PCs every month.

Jamie's has built excellent business links with a number of local businesses including B&Q and Carnival. Jamie's now receives the majority of their local used I.T. equipment and hopes to develop similar business links with new businesses in the coming months.

For more information on Jamie's Computers visit the website at: www.jamies.org.uk

An estimated 1.8 million tonnes of Waste Electrical and Electronic Equipment (WEEE) is discarded in the UK every year and this figure is rising

Around 270,000 tonnes of this discarded WEEE is computer equipment and much of this will still be working

Re-using a computer is up to 20 times better for the environment than breaking it up and recycling it

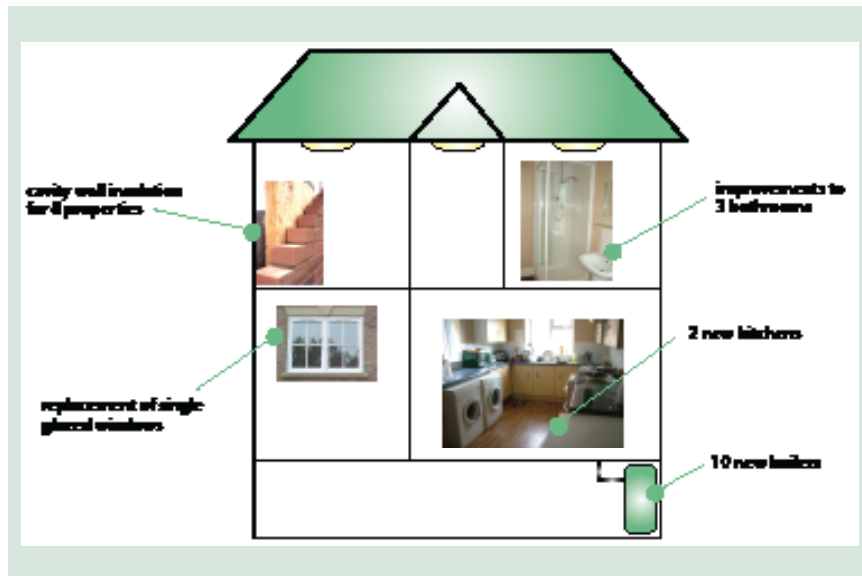
Jamie's IT collections have increased 50% each year over the last 3 years



our performance

Maintenance Costs

We spent approximately £40,000 this year undertaking major repairs and improvements on 15 of our properties:



We also spent approximately £250,000 on day to day maintenance, decoration, and renewals to ensure that our properties are maintained to the best possible standard within our budget constraints.

We are very grateful to the groups of volunteers who have supported us during the past year by carrying out some much-needed decoration and grounds maintenance at some of our properties during the year.

Rent Arrears

As of 31st March 2009, our rent arrears were £150,264.95. This equates to 5.94% of our total rent for the year. This compares with our rent arrears at the same point last year, which stood at £104,000 or 7.09% of our total rent for the year.

This year therefore shows a slight increase in the amount of arrears, but an overall reduction of arrears as a percentage of the total rent. This is due to an overall increase in the number of bed spaces that we have provided throughout the year.

Maintenance Reserve

This year, we have put a further £50,000 into designated reserves to pay for future major repairs. Our reserve now stands at:
£201,000

Reactive Maintenance

This year we had 396 emergency maintenance jobs. 100% were completed to a satisfactory level.

We had 359 urgent jobs. 100% were completed to a satisfactory level.

We also had 369 routine jobs. 99% were completed to a satisfactory level.



year end accounts

We reported a retained surplus in the year, after transfers to and from reserves, of £28,811, which represents only 0.51% of our income for the year. This small surplus will be reinvested in supporting the organisation in its objectives in the coming years.

Income and Expenditure

This surplus was achieved in a year which saw our turnover exceed £5million for the first time as the growth of the organisation continues apace. As we settle into a new year without such rapid growth it is anticipated that surpluses will grow and further bolster our finances.

The majority (42%) of this turnover is made up of rental income paid to us by tenants, often supported by Housing Benefit. The other very large sources of income to SSJ are the Supporting People contracts and Drugs Support Service grants. These make up 33% and 19% of turnover respectively and have both grown significantly in the last year.

However, this turnover comes with significant costs such as employing staff, paying for the properties in which we provide our services, and providing an excellent maintenance service. We are therefore extremely grateful for the efforts made by individuals, groups, companies and trusts that provide us with significant additional funding as well as 'in kind' support.

Again a tight control was kept on administration costs, which accounted for just 5.9% of our expenditure in a time where increased demands are being made of organisations with respect to employment, health and safety and monitoring requirements.



Service managers of the DIP and Bridge discussing new tenders.

The Future

We will continue to seek opportunities to tender for services that fit within our objectives in order to reduce the risk associated with losing other contracts, and to provide more essential services to our clients. Estimating the costs associated with these opportunities is never an exact science, but we will continue to ensure that any new opportunities are sensibly priced, and are financially viable for the organisation.

Additionally, we are actively seeking to extend and develop our existing property portfolio in order to ensure that it continues to meet the long term needs of our clients.

This year has seen new frontiers for us to explore and we can now be found on both Facebook and Twitter, raising the social profile of the organisation and encouraging more supporters to get behind the great work that we undertake. We look forward to you joining us within these arenas so that we can keep you up to date with our progress.

www.twitter.com/ssjcharity

www.facebook.com/home.php#/group.php?gid=31450985518



year end accounts

Summary income and expenditure for the year ending 31st March 2009

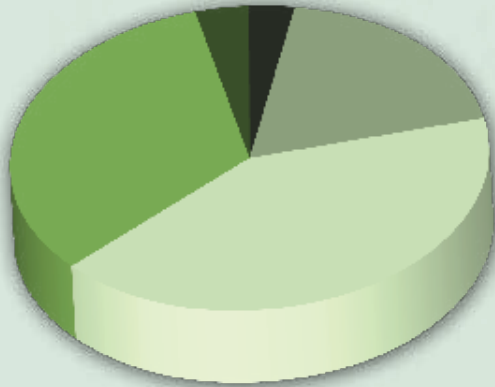
Income	2009 (£)	2008 (£)
Net Rents Receivable	2,330,481	1,567,904
Supporting People Grant	1,849,993	1,400,857
Drugs Related Support Services	1,049,699	896,167
Other Grants & Donations	204,789	161,343
Jamie's Computers	160,730	380,599
Total Income	5,595,692	4,406,870
Expenditure		
Resident Support, Sustenance & Outreach	5,174,761	4,044,024
Administration Costs	330,410	298,839
Net Interest	38,561	37,296
Transfers to Reserves	23,149	16,014
Total Expenditure	5,566,881	4,396,146
Retained Surplus to Improve & Develop Services	28,811	10,724

Summary balance sheet at 31st March 2009

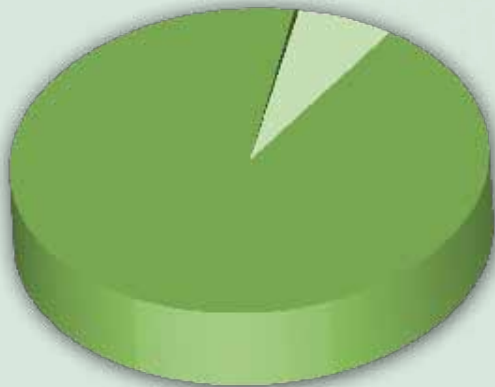
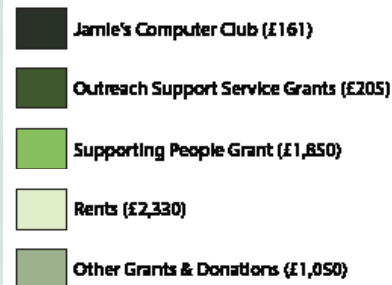
	2009 (£)	2008 (£)
Fixed Assets, Investments & Goodwill	3,818,098	3,849,837
Less Grants	(2,225,171)	(2,225,171)
Total	1,592,927	1,624,667
Current Assets		
Debtors and Cash	777,737	615,920
Creditors: amounts falling due within one year	(501,942)	(355,617)
Net Current Assets	275,795	260,303
Current Assets Less Current Liabilities	1,868,722	1,884,970
Creditors: amounts falling due after more than one year	664,323	687,694
Accumulated Capital and Reserves	1,204,399	1,197,276
Total	1,868,722	1,884,970



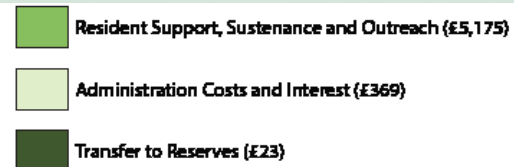
year end accounts



How the Society is Funded (£000's)



How the Money is Spent (£000's)





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