



Impact Report for Sheffield City Council Core Service Grant

March 2018 – April 2019

St Wilfrid's Centre

In 2018-19 St Wilfrid's received a Core Service Grant of £12,200 from Sheffield City Council as a contribution towards our core costs. This is the final year of a two-year grant agreement with the Council and this report provides an overview of St Wilf's activities and impact during 2018-19.

St Wilfrid's Centre is a trusted and respected organisation that has been providing a safe space for vulnerable adults from across the city in which they can relax, socialise and engage in a range of enriching activities for nearly 30 years. The organisation is very proud of what it has achieved during this time. The services that the Centre currently provides are:

- Personalised one to one support, working in close partnership with other organisations
- A main hall that consists of comfortable seating areas, snooker table, pool table, darts, table tennis, board games, interactive white board and TV
- A timetable of 35 group activities and sessions every week including literacy/numeracy skills, drama, creative writing, computers, exercise, cooking, photography, pottery and wood work
- A social enterprise that supports clients to make items that are then sold, with profits generated reinvested into the centre to support its running costs
- An affordable two course, hot cooked meal as well as a café where drinks and sandwiches are available
- A schedule of social activities, trips and outings
- A partnership with Northern College that offers regular residential experiences
- A food bank that supplies other charities across the city
- A large clothing store
- An allotment where produce is grown before being cooked in the kitchen
- Support for rough sleepers in the form of a shower, food, sleeping bag, toiletries and clothes

St Wilfrid's Place

St Wilfrid's Place is a new purpose built unit located next to St Wilfrid's Centre. Staff and volunteers worked with the local community and businesses to raise two million pounds over 10 years and St Wilfrid's Place opened in autumn 2017. The unit has 20 self-contained flats providing supporting living for vulnerable adults. Each resident receives tailored support to help them to become more independent, and to gain the necessary skills they will need to move on from the service.

Leadership Change

In October 2018, the leadership of the centre changed and Josie Brooks, the previous Director, had undertaken significant work to develop the organisation ensuring that it remains a safe and effective place of safety for homeless and other vulnerable adults.

Since that time, it has been decided that there will be a period of consolidation for the centre in order to reflect on what has already been achieved, noting what has been done well as well as where further development is required.

At the same time, it is also vital that there is an understanding of how the centre can be more responsive in terms of identifying existing and emerging local need. This will ensure that services can more easily flex in order to complement or fill gaps in local provision. As such, a comprehensive mapping exercise is being undertaken to evaluate the needs of stakeholders as well as seeking to predict those issues that are likely to impact on the people who use the centre and its services.

Priorities

Since October 2018, the focus has been on working with staff, clients and volunteers to agree a number of strategic priorities that are to be achieved over the next two years. These will be published in the centre's first ever business plan:

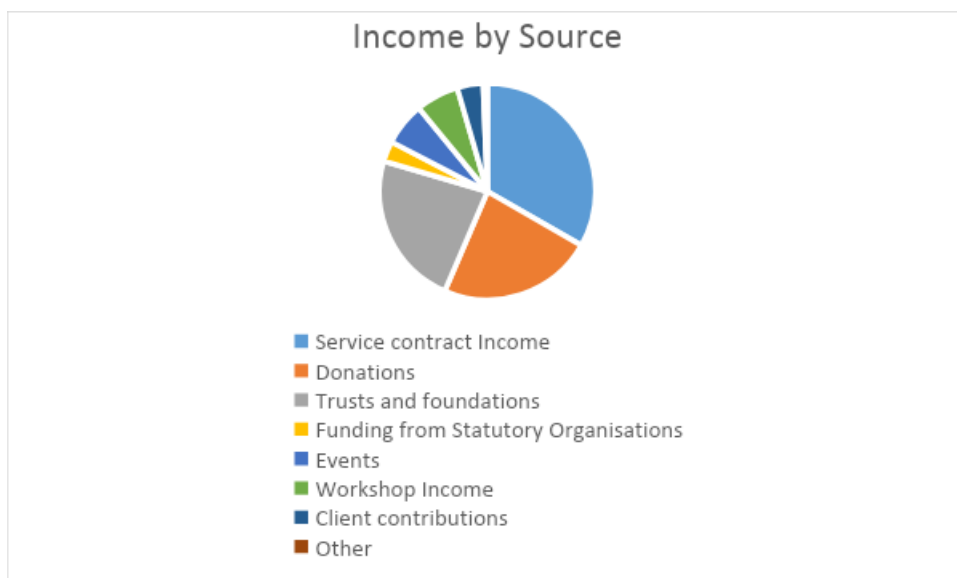
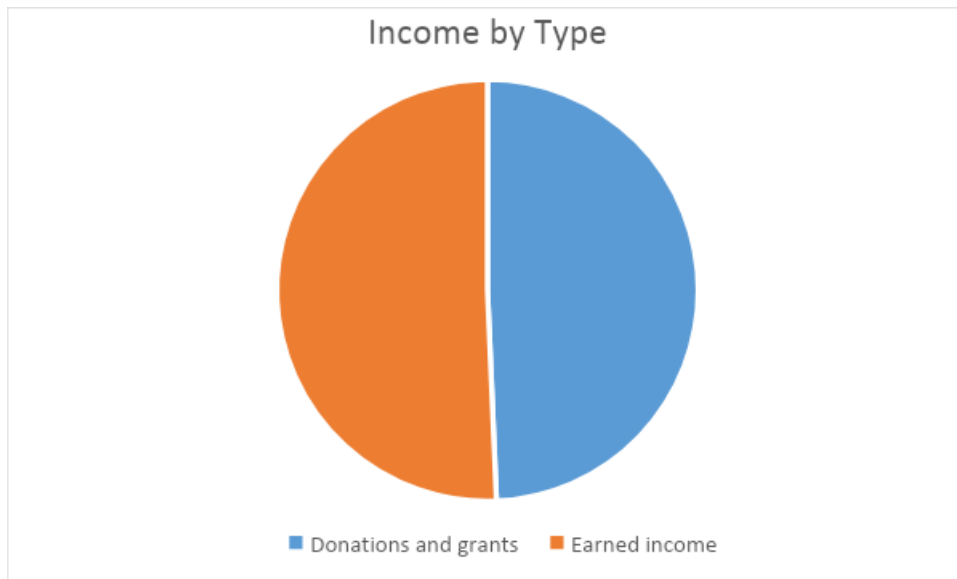
- Review and improve existing services (including our one to one support and group activities), learning from the latest evidence based support
- Make essential improvements to the existing building whilst developing options that consider the scope for extensive redevelopment as well as appraising how adjacent land can be utilized
- Increase the range of income generating activity in the form of social enterprise, taking care to retain the fundamental purpose of improving client wellbeing
- Pilot the delivery of services outside of the building, especially in those communities where St Wilfrid's has not traditionally had a presence
- Introduce and embed Psychologically Informed Environments (PIE) and the Trauma Informed Care (TIC) model
- Further develop partnerships locally and nationally to raise the organisation's profile and widen its offer
- Formally agree a partnership with the other two Sheffield day centres, Cathedral Archer Project and Ben's Centre in order to share expertise and resources whilst also creating a joined up offer for homeless and other vulnerable adults across the city
- Evidence how the impact of our services creates significant savings to public services such as health, criminal justice and adult social care
- Determine how the use of digital innovation can be used to help evidence impact, work smarter and contribute to clients' improving wellbeing
- Make contributions to local and national debate in strategic forums and develop a critical 'voice' on social media
- Increase the involvement of clients, volunteers and stakeholders in determining what we do and how we do it
- Find opportunities for the core building to be utilised outside of its current core hours
- Build a stronger and sustainable organization that is financially resilient

Current Funding Profile

Compared with most organisations of its size, St Wilfrid's is fortunate in that it has a well-balanced spread of income sources and has an acceptable level of reserves. The centre also benefits from a significant number of regular givers who contribute 9% of its total income.

In 2017 and 2018, significant amounts had to be spent on urgent health and safety works. In addition, there was significant growth in staffing costs resulting from additions to front line staff and strengthening the management and fundraising team. However, there is now a clear fundraising strategy in place and it is expected that targets will be met over the next two years.

Total income for 2018 was £434,609 and is expected to rise to £465,767 in 2019.



Outcomes

Historically, the centre has had effective measures in place to record and monitor outputs as well as qualitative information. However, the current electronic case management system is outdated and unable to track any quantitative evidence of impact. A number of different systems have been evaluated and the 'Views' system from Substance (<http://www.substance.net/views>) is currently being procured. This will enable the centre to report on how clients:

- Connect to their community and feel less lonely and socially isolated
- Have choice, control and feel empowered
- Report an improvement in physical and emotional wellbeing
- Are in stable accommodation and managing their life effectively
- Achieve economic wellbeing, especially in relation to managing debts and accessing benefits
- Are involved in service design and delivery

- Feel satisfied with service delivery and outcomes
- Are supported to manage their long term conditions
- Have better access to other services that they need
- Have improved social skills

Outputs (2018-2019)

New Clients:

- 58 self-referral
- 34 formal referral
- 14 pending (have attended for initial visit only)
- 36 inappropriate referrals

Total - 142 referrals

267 Clients, including the 92 clients above, used the centre in 2018.

203 remain current clients of which:

- 154 are male
- 49 are female

177 are White British and 3 black British. 1 Irish, 3 dual heritage (white & black Caribbean), 1 Indian, 3 Pakistani, 2 Iranian, 1 Nepal, 2 African, 1 Somali, 1 Chinese, 1 Black Latin American, 1 Western European and 2 Eastern European, 1 black other and 2 white other.

- We gave out 57 emergency food parcels.
- We assisted 63 rough sleepers – a rise of 22% on 2017 where we had 51 rough sleepers.
- We had 25 street vouchers redeemed (only 17 in 2017)
- We gave out 39 Rough Sleeper packs (Sleeping bags, clothes, toiletries)
- We sent out 91 referral forms on request by agencies and received 99 formal referrals (some agencies/workers refer regularly so have referral forms already).

Case Studies

Robbie is a 24 year old man with autism who has been attending St Wilfrid's for 2 years. He was referred by his social worker after safeguarding concerns posed by the family he lived with. Robbie came to St Wilfrid's to socialise outside the family and join in with activities to develop his social skills. He is an active member of the Men's Group and has developed positive friendships with other clients he socialises with outside of the Centre. Given the safeguarding concerns we referred Robbie to St Wilfrid's Place and he now has a flat there and is gaining confidence in independent living.

Sue is a 51 year old woman who has been attending St Wilfrid's on and off for over 20 years. Sue has bipolar disorder, a long history of alcohol abuse and overdose suicide attempts. She attends St Wilfrid's when she is in crisis and leaves for long periods when she feels she can cope again in her everyday life. Sue says St Wilfrid's is, "always there for me when I can't cope. I know I can always get help, clothes and a meal when I need them". St Wilfrid's has supported Sue to engage with Social Services and to start going to a Women's Support Group, which she is finding, "really good as they listen to me". Sue has been alcohol free for 2 months now and is justifiably proud of this. Sue requires prompting with her personal hygiene and encouragement to have her main meal here as her previous chaotic lifestyle means that she doesn't cook at home. Being a diabetic, a regular healthy meal per day is essential for her wellbeing.