



St Wilfrid's Centre

Impact Report for Sheffield City Council - Core Service Grant

March 2017 – April 2018

The purpose of this report

This report provides evidence of the services we delivered for clients and the positive impact we have had on their lives in 2017-18. The report is part of the monitoring requirements of a two year grant agreement we have with Sheffield City Council. This grant provides core funding to support the salary of our Director and we received £24,400 in 2017-18.

We have begun work to develop robust impact measures for the individuals who benefit from our services and we are confident that at the end of year two we will be able to provide further evidence to demonstrate the range of positive benefits that individuals experience as a result of engaging in our services.

An Introduction

St Wilfrid's Centre is a day centre based in Sheffield and is open daily Monday to Friday 10am to 4pm to homeless, vulnerable or socially excluded adults aged 18+.

We have a skilled staff team that offer basic Welfare Services as well as Personal Development activities to promote wellbeing and independence. Every aspect of the Centre aims to improve clients' wellbeing and to encourage independence.

The Centre runs over 35 specialist sessions and activities each week. Some of these sessions are tailored to meet the individual's needs whilst most are group activities.

We provide a two course hot meal daily, served in our dining room and prepared by our in-house cook. In addition, we run a café, where drinks and sandwiches are available throughout the day for a nominal charge. This is not open to the public.

All of our activities are based at our Centre or on our allotment and we also run regular trips and outings for clients in our minibus.

St Wilfrid's Centre was established by a group of volunteers and was officially opened in June 1990 as a day centre.

The founding volunteers wanted to offer a safe space for vulnerable people in Sheffield to come for rest, something to eat and a chat.

Monsignor Kilgannon & the parish of Mother of God & St Wilfrid let St Wilfrid's Centre renovate and use a formerly uninhabitable church property.

Over the past 27 years, the building and the services offered have grown and evolved as support grew.

In 2005 the Director of St Wilfrid's had the idea to build a residential project. After a period of fundraising and research, St Wilfrid's Place opened in 2017.

St Wilfrid's Centre now employs 16 staff and has over 140 active volunteers.

St Wilfrid's Centre has had a busy and productive year welcoming 326 unique clients.

St Wilfrid's Place

We opened St Wilfrid's Place on 6th October 2017. The result of 10 years of fundraising. It now provides 20 homes for up to two years for homeless people. A quote from one of the tenants who was facing returning to street homelessness after leaving rehab – “before hearing about St Wilfrid's Place, I was scared that I might have fallen back into my own lifestyle, surrounded by people who drink and take drugs, and that wouldn't have ended well for me.” He says that the staff at St Wilfrid's Place (which is run by Great Places Housing Group) are polite, compassionate and understanding “they are angels and coming to St Wilfrid's Place was a miracle. I don't know if I'd be here now if it wasn't for St Wilfrid's”.

Another tenant said “St Wilfrid's Place is a lifeline for me. I need to learn how to live in a tenancy because all I have ever known is being homeless or being in and out of prison. It's a vicious circle. I want the opportunity to change my life”.

St Wilfrid's Place has been nominated for a supported accommodation award at the 2018 Northern Housing Awards.

St Wilfrid's Centre - Welfare support

In March 2017 – March 2018 we had 11,315 visits to the centre. We see around 12 new clients a month. The majority of our clients are aged 36-60 and are generally 1/3 female and 2/3 male. We have seen a rise in the amount of female clients over the years.

Looking at February 2018 as a snapshot of our services:

308 meals served in our dining room (£2 for a 2 course home-cooked meal)

4660 sandwiches/soup served in our café.

19 showers were had.

245 advice sessions with our welfare team

210 advocacy support given

39 clients using our clothing store.

16 clients using our laundry facilities.

8 food parcels given out.

We asked some of our clients, 'What is the best thing that happened to you this week?'

“Having a good meal at St Wilfrid's.”

“Being taken seriously by the staff here. They are trying to find me somewhere to stay.”

Rough sleepers

During January to March 2018 we supported twice the amount of rough sleepers than the same period in 2017. Rough sleepers come to us for meals, clothes, shower, laundry, sleeping bags/mats, support and to rest. We have lockers so that rough sleepers can safely store their belongings away while in the centre.

'I've been sleeping rough since January when I left prison. There's no accommodation anywhere. I was given a meal voucher to go to St Wilfrid's. They were welcoming and I was able to have a shower, get clean clothes and some food and drink. I even got a new sleeping bag. Brilliant!' Mark, aged 29, a Rough Sleeper, April 2018

Group sessions

Our group sessions are well attended and enjoy being inside and outside the centre. Groups also hold special events. For example, allotment group have open mornings, creative writing group have story writing competitions, sewing group made fabric bags that we sold at the Sleep Out. Some clients recently said about allotment group "I like coming, I think it's fantastic", "everyone is willing to fall in together", "people are helpful to each other, there are no arguments at allotment".

Skills workshop

Our woodwork and pottery studios have been transformed in the past year. Equipment has been replaced or serviced. Clients and volunteers have worked hard with staff to redecorate the areas and have a good clear out. Our new Skills Workshop Tutor is now recruiting clients to join his sessions. The Women's Group have bought some old pieces of furniture which they're renovating together.

Trips and outings

Clients joined coach trips to Blackpool and Skegness.

Shorter trips were – Cadbury's World, York Rail Museum, National Coal Mining Museum.

Men's and Women's group went out to local farms, bowling, meeting other local projects.

Photography Group head out most weeks to local parks, historic buildings and other local places of interest to learn about and photograph.

Volunteering

St Wilfrid's Centre currently has 148 active volunteers. They offer support throughout the centre and off site. 2017-2018 saw the introduction of some new roles – events, finance support and social media. We have some volunteers who have been with us since we started in 1991 and have had a big increase recently of younger volunteers too. We shall be holding our first event to honour our longstanding volunteers in June. In January – March 2018 volunteers contributed:

1026 hours to help our catering

762 hours supporting our welfare services (e.g. befriending, welcomers, games, haircuts)

717 hours in our workshop helping to make the products that we sell to raise funds.

696 hours supporting and running our group activities such as allotment, sewing, singing, drama, 121 literacy, creative writing, arts, and cookery.

442 hours as admin support helping with invoicing, processing payments, creating posters.

120 hours supporting our fundraising to run events, source raffle prizes, help with publicity.

"I heard about St Wilfrid's Centre through the Volunteer Centre website. I was looking for something to fill my days off that would help others.

What I like best about working with the Centre is being inspired by the kindness of the staff, volunteers and clients, and being part of something which I feel enriches the lives of everyone involved. As a volunteer I have the opportunity to help others, but I get so much back in terms of friendships and just the sheer joy of being part of the Centre's work.

If anyone is wondering whether to volunteer, I would absolutely recommend this. Volunteering is a fantastic, worthwhile use of your spare time and really enjoyable!" Grace, volunteer.

Fundraising - Sleep Out 2018

We recruited our first Fundraising and Marketing Manager in 2017 who will help us set up systems and events to set us in good stead for the future.

We held a large fundraising event where over 100 people enjoyed an evening of live music at Abbeydale Picture House followed by sleeping over in their semi-dilapidated hall. Three clients chose to join the event to help raise money for the centre. LP, 44, has learnt new skills and grown in confidence enough to live independently thanks to St Wilfrid's Centre.

Our weekly activities

Skills workshop (woodwork & printing)	Literacy, numeracy, 121 literacy	Games club Computers
Pottery	Sewing	Drama
Photography	Walking group	Indoor sports
Allotment	Women's Group	Relaxation
News & views	Men's Group	Snooker club
Cooking	Singing	

Recognition

Our allotment group won produce prizes at the Heeley City Farm autumn festival.

St Wilfrid's Centre was awarded the Duke of York Community Initiative in March 2018. A member of staff, two clients and a volunteer received the award in April at the Cathedral. The award lasts for 5 years and is awarded to organisations who are a real value to the local community, well run and are an inspiration to others.

Staffing, structure and organisation

During March 2017-April 2018 we recruited a new full-time Welfare Worker. A longstanding part-time Welfare worker retired and we replaced the role with a full-time member of staff. The welfare team are increasingly busy and have also increased their commitments at partnership meetings and visits in the network. We have had members leave our Management Committee and hope to recruit some new members this year bringing specific skills to their roles. We have worked hard to increase the efficiency of administration and fundraising systems while making sure we are a fully compliant charity.