

A Word from the Chair



Trevor Paine
SHAID Chair

It is my pleasure - yet again - to make a few introductory remarks on SHAID's work during 2016/17 in our 20th Annual Report.

More austerity measures from the government; the referendum on Europe and the implications of BREXIT; the change in Prime Minister, and the increase in homelessness and use of foodbanks seems unlikely to give encouragement to our staff and clients. And yet, SHAID though being informed of pending cuts to our Supporting People funding continues to make progress in providing support for our local community.

The development at PACT HOUSE (the former Lloyds Bank Building); the continuation of Pre-Tenancy Support, Floating Support Service, Plan4Life programme and the Social Isolation Navigator initiative are all making progress addressing the concerns of those in need and less fortunate than many of us.

The effect of their contributions shows their commitment (by all our staff) in every project they undertake. This was exemplified when they realised there was a need for emergency funding in many cases when clients are referred to us, and so they organised a sponsored "Sleep Out" outside the Community House on Wear Road. In the foulest of weather they highlighted the dangers of "sleeping rough" and the need to do more to alleviate this growing problem. They were joined by a local councillor who provided great support to their efforts.

Thank you to ALL our staff.

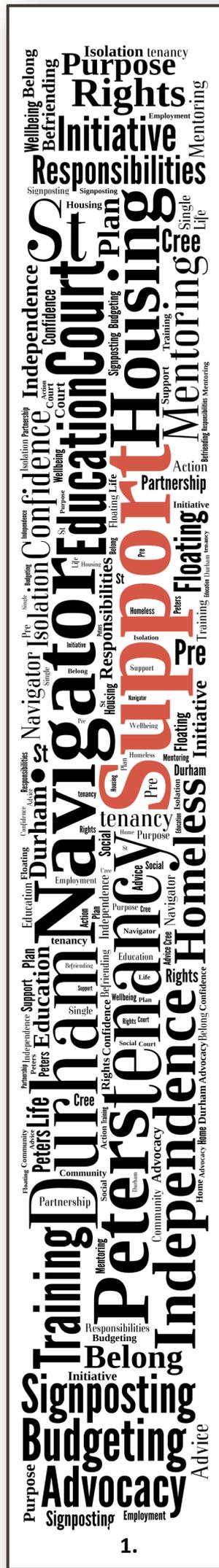
St. Peter's Court continues to provide support for ex forces personnel and with the purchase by SHAID of properties adjacent to St. Peter's - soon to be developed as Hollyacre Centre - we will increase our ability to assist more ex-soldiers etc, to be assisted towards independent living. More one-bedroom apartments and even a family room will allow the continuation and development of our service. I have met with the tenants on two occasions and have been convinced of the needs that they have and that we as an organisation must continue with our work.

As I write these notes, news has been received that the "Homelessness Reduction Act" has received the Royal Assent and new duties on local authorities to prevent Homelessness is likely to commence in 2018. The implementation of this Act of Parliament will mean so much to organisations like ours.

I wish to thank the Trustees for their support and efforts during the past year and to the managers and staff I can only hope that you have the strength to continue with your valuable work in the coming years.

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A Year in Review



Kevin Howe
Chief Executive Officer

2016/2017 has been a very exciting year for SHAID, not only did Durham County Council continue to support the much needed Homeless prevention services we operate but we also began a number of innovative developments. This will be seen as the year SHAID made it's first capital investment with the purchase of the Hollyacre Centre on the site of St Peter's Court (armed forces sheltered accommodation unit) an old vicarage care home and bungalow unit which is presently being renovated to create another **16** flats and a family room.

Life continues to be very tough for homeless people. The numbers on the streets having reportedly risen by **134%** over the past 5 years (National Homeless count November each year) with an increase to SHAID's services supporting these statistics having an increase in clients of over **60%** during 2016-2017 and there appears to be no let-up, with all services operating at full capacity.

During the reporting period we have supported over **700** individuals across all services.

The dedication of our Staff, Trustees and Volunteers, and the financial contributions from a wide range of groups and individuals, helps clients change their lives. The impact of the services we operate however, goes much deeper. It has transformed many lives due to the wrap around support they receive. SHAID does not believe in the revolving door culture we face in accessing other services. We bring the support to the clients, so that all needs are met within the one agency, SHAID. This has only been possible due to the full commitment of partner agencies and the will to work together for the better good of the clients we support. Partner agencies are wide and varied and include DCC services including Childrens, Wellbeing for Life, Police, NHS, Schools and Colleges, Probation, Food Banks, PACT House, Stanley Town Council, Local Surgeries, Domestic Violence, Local Elected Members, all of the armed forces service network and many more .

We treat the people who use our services in the way we would want to be treated in the same situation. We are truly blessed with amazing staff and volunteers who never stop trying to find solutions to what can sometimes seem to be insurmountable problems. In an economic climate in which more people are ending up on the streets, the impact we make is important. We give people the dignity they deserve, link them in with the specialist services they need, help them find employment and accommodation, and ensure there is ongoing support available after they have moved on.

Despite potential further cuts to come in our contracted funding, we are determined to ensure that SHAID continues to be the place that people can turn to when there is nowhere else. I am very grateful to everyone who ensured that we had the funds to carry out these much-needed services and that SHAID was there for those who needed it the most. SHAID has strong values and principals, we challenge where challenge is needed, open our doors and hearts to partnership working, share our knowledge and learning to anyone who will listen, and, time permitting get involved with anything that will result in better services for the people we serve. They say "Kindness is the key to hearts" and while most of us will never have been homeless, we have all experienced inner homelessness: times when we have suffered bereavement, loneliness, or have been at a loss to know what to do. We remember the person we turned to in that moment of crisis, and the support and care they showed for us. This is why SHAID operates at such a high success rate and why past clients never forget.

St Peter's Court

What an excellent year for St Peter's Court staff and tenants, not only did the project win County Durham Area Action Partnership Award. The organisation was awarded The North East Chronicle Finalist Award and Armed Force Covenant Employee Bronze award.



The projects' geographic networking continues to expand which has resulted in a high number of referrals from external partner agencies. To date St Peter's Court has received **1025** referrals. The project so far has supported **767** ex-service personnel into accessing permanent accommodation within the North East. St Peter's Court not only offers supported accommodation to ex service personnel; it also supports early service leavers and serving personnel from PRU (Personal Recovery Unit) at Catterick Garrison and Scotland in accessing accommodation throughout County Durham and the North East.

The project recently provided in-house training on the following subjects: Healthy Eating and Art Classes.

SHAIID Trustees, Management, and Staff Members would like to take this opportunity to thank the following agencies for their support and funding of the organisation; Sir James Knott Trust, ABF Soldiers Charity, The Royal British Legion, County Durham (AAP) Area Action Partnership.

Funding

Sir James Knott Trust funded St Peters Court £25,000 for tenancy support workers position.

ABF Soldiers Charity, funded St Peters Court £36,500 for project manager position for one year.

County Durham Area Action Partnership Councillor's donated £12,000 to the project for refurbishment.

Statistics for April 2016 to March 2017

220 Referrals received	15 Entered fulltime employment
45 Individuals moved into St Peter's Court	5 Commenced Volunteering
45 Accessed training	29 Successfully moved on to independent living
23 Unable to access employment or training through health issues	



