

Care about Us



St
Basils
Works with young people

Annual Review 2011



St Basils works with Young People

To enable them to find and keep a home

To develop their confidence, skills and opportunities

To prevent homelessness

Six strategic priorities

Provision of good quality accommodation which meets the needs and raises the aspirations of young people.

Provision and development of prevention and support services which meet the diverse needs of young people.

Young people fully involved in setting standards, identifying priorities and monitoring services.

St Basils - a good place to work.

Challenging discrimination and promoting diversity and cohesion through employment, service delivery and community engagement.

Optimising resources to achieve our strategic objectives.

Principles to work by

Young people first

Everybody counts

Working and learning with others

Strength and unity through diversity

Accountability

Delivery and effectiveness

Forward thinking



Youth Advisory Board Report

Hey readers, my name is Spike Seph Orion. I am currently the Chair of the Youth Advisory Board, and even though I'm the Chair I don't see myself as better or higher up than the Board, because we are all equal and all share our opinions as a little happy diverse family.

The Board consists of members from all walks of life, who learn and bounce off each other in a creative and unique way. We influence and make change to St Basils' services to benefit service users. Our Board members are creative, innovative and more involved than ever, controlling and managing our budget wisely, setting our own agenda items and re-designing our own 'Terms of Reference'.

YAB members take part in the Main Board of Directors meetings to have a better understanding of the organisation, our future challenges and other important agenda items. The Board also annually participate in Active Governance visits, which also helps members have a better understanding of the variety of St Basils projects. We also have Rep links with Fundraising, Finance, Learning, Skills and Work, West Midlands Police, Birmingham University, Birmingham Commissioners, and Supporting People.

Within the past year the YAB has had the opportunity to be involved and "have their say" with a recent St Basils restructure, giving their opinions on what works for them. Thanks to all young people who contributed and spoke on behalf of the young people of St Basils.



We've also developed more involvement with the North Worcestershire projects and now with YAB members from Bromsgrove, Kidderminster and Redditch we have maintained a full Board throughout the year.

So what's next?

We believe as a team, 2011 is the year of change. The Board will:

- modernise the YAB logo and publicity and make it appear as partnership work of young people AND staff as we are all working to the same goal
- be more involved in looking at St Basils Policies and Procedures
- be trained and involved in St Basils recruitment, interviews and selection process of new staff
- continue to link with the Main Board of Directors
- increase the links of communication and involvement with Resident Reps so they can have an input and see changes within the organisation and their projects
- monitor the implementation of our Local Offer

This year the Board has been so involved and empowered to want to make change for the better. I would personally like to thank the YAB members for all their contributions and hard work and I am glad that I have had the opportunity to meet and be a part of this Board. We are the voice for the speechless, we are role models, we are the future.

Spike Seph Orion
Chair, Youth Advisory Board

'Care about Us'

...sounds simple and something we would automatically do. However, it was seen as so unusual and so important by National Youth Reference Group that they identified it as one of their top 3 priorities in their Guide to 'Getting it right for young people'.

So what is it that gets in the way and why do young people across the country feel that professionals don't routinely demonstrate that we care about the people we support?

Perhaps it's because we have become immersed in the professional language of 'Care' and 'Support' and think of these terms in a functional way, as contracts to deliver services, with related funding streams which have to be distinct and justified.

Those of us in receipt of Supporting People funding have had to tread carefully so as not to encroach on the world of 'Care'.

Eligible and ineligible tasks are listed which are monitored and reviewed to ensure that service providers are not claiming for work which should theoretically be funded by another commissioner. Different standards and regulatory frameworks apply to Care and Support...

This sounds faintly ridiculous to those in need whose problems are inter-connected and messy, and who describe the responses they would like in much simpler terms:

- CARE about me, my welfare and my safety throughout the whole process.
- If you are responsible for SUPPORTING me, be friendly, approachable and knowledgeable
- TRAIN me with the right skills so I can make the right decisions and choices in my life

We need to reclaim the 'Care about' agenda, to ensure it is embedded in our organisational cultures and our practice, that it is discussed within teams and with the people we support, that we are clear what caring about young people means to them and that we recognise that it is much more demanding and enduring than seeing it emblazoned in our Mission and Value statements.

We would like to thank all of our partners, staff, volunteers and supporters who have cared about the young people who come to St Basils in this past year.

Kathy Halliday - *Chair*
Jean Templeton - *Chief Executive*

"We need to ensure that we are clear what caring about young people means to them"



PLEASE NOTE: Some photographs in this Annual Review include St Basils staff and service users. Photographs are not necessarily of people featured in stories which may be of a sensitive nature.

Accommodation Developments

Our aim is to raise the aspirations of young people living in St Basils temporary accommodation schemes to achieve a good standard of living for themselves in the future. We continue to improve our accommodation schemes where possible to ensure that they suit the needs of our young people.

We do this with the help of a number of partners, funders and supporters who care about us and share this aim. During 2010/11 together we have achieved the following:

New St Basils Accommodation Projects

- With a new project development by WM Housing Group, funded by the Homes & Communities Agency, we were able to offer accommodation in Bromsgrove from September 2010. St Basils now provides fully supported accommodation to 15 young people from the area. Many have already completed their Life Skills Awards and some have successfully moved on into their own tenancies. The staff and young people at this project have also received fantastic support from their local community who have attended their events and taken part in fundraising activities.
- Earlier this year St Basils purchased an accommodation scheme in Aston which will now provide a further 42 self contained flats for young people in the Birmingham area. The scheme includes a training room and offers 24 hour support to young people.

New Private Rented Scheme Launched in Wyre Forest

mYPlace Private Rented Scheme

With funding from Crisis, this year St Basils launched a new project called mYPlace. The aim of this project is to help young people aged 18-25 to secure good quality accommodation in the Wyre Forest private rented sector and concentrates on the needs of those who are on low incomes or in receipt of benefits.

mYPlace offers a range of intensive and flexible support services to both landlords and tenants in order to help create sustainable tenancies.

St Basils has been working closely with Wyre Forest District Council, Community Housing and partner support providers to create 25 tenancies for young people in mYPlace Private Rented Housing in the first year. www.stbasils.org.uk/myplace



New 'face lift' for schemes with the help of local businesses

Throughout the past year we have also received support from a number of businesses who have volunteered staff time to help improve external areas of our accommodation schemes. Groups of caring individuals have helped create some wonderful communal living spaces, transform gardens and help clear and prepare new properties in time for residents.

Thank you to all the businesses and individuals who have supported us in this way. Creating a comfortable and pleasant living environment plays an important part in raising the aspirations of our young people.

St Basils now has a total of 27 supported accommodation schemes for young people

Home2Home Supported Lodgings Scheme

The St Basils Home2Home Supported Lodgings Scheme was launched in April 2010. Funded by Birmingham City Council's Supporting People programme in partnership with Children's services, this scheme aims to provide a stepping stone to independent living for young people. The scheme recruits Birmingham based hosts who can provide accommodation to a young person within their home for an agreed amount of time.

The young people involved in the scheme are generally those who are leaving care or due to other issues, don't yet have the necessary knowledge and skills to live on their own successfully.

The scheme aims to recruit hosts who can provide young people with encouragement and guidance to enable them to develop the practical skills and confidence needed to make the leap to independent living. This means they can move on in a planned way thus helping to prevent 'crisis' situations.

The hosts and young people are supported throughout the placement by Home2Home staff and have access to training and out of hours support.

Yvette John, St Basils Home2Home Manager said; "We've had a good year, there's been lots of positives and several young people are developing the skills to move on to their own accommodation".

Dawn Shuttleworth from Sheldon, Birmingham has been involved with the scheme almost from its inception. She has already had a young man living with her who has since moved on, and is now providing accommodation and support to a young woman.

When asked what prompted her to get involved with the scheme, Dawn said; "I've raised four kids of my own as well as three of my sister's kids, but they've all grown up now. I was considering going into Social Work when I heard about this scheme."

When asked how she had found the experience Dawn replied; "I love it! It's very rewarding. It's enriched my life."..... "I've helped the young people staying with me to learn to take better care of themselves and eat healthier, I've helped them open bank accounts and tried to get them to see that they can do things and to think about the future". "What I've found most rewarding is seeing their behaviour change over time, seeing them more able to make their own choices and decisions and gradually start to blossom, and when they laugh with you it makes it all worthwhile! All kids can be challenging at times but they can give you a lot of joy as well. I would definitely recommend the scheme to others".

The young woman currently living with Dawn also wanted to talk about how she has found the Home2Home experience. She said; "Dawn's a lovely person! ...Where I used to live I just stayed in my room all day... I've learnt simple things here like dividing up washing and how to eat healthier"... "I would recommend the scheme to other young people because it's nice to live with someone else and you can learn about things other people wouldn't think to tell you".

Dawn's youngest daughter Ellen still lives at home,



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she said of the scheme;
"I think it's a really good idea.
It's opened my eyes to the world
outside of my own little bubble".

Dawn has recently made structural changes to her home so that the young people living with her can have their own space and more privacy. She is hoping to welcome another young person into her home shortly.

For more information on the Home2Home lodgings scheme please visit the St Basils website: www.stbasils.org.uk/home2home

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Innovations in Homelessness Prevention

The loss of a home and lack of access to suitable accommodation and support affects young people and has a negative impact upon their confidence, ability and skills.

St Basils works in partnership with key organisations and members of the community to ensure that young people can access help before they reach such a crisis point.

The Youthline service launched in January 2010 and continues to be delivered by St Basils. Youthline is funded by Birmingham Supporting People and is the Single Access Point for six local Supporting People providers. Youthline offers a 24 hour service for 16-25 year olds who need access to housing related support.

Young people can contact the helpline 7 days a week to speak to a trained member of staff about the home options and support services available to them across Birmingham.

The Youth Hub

Launched on 29th November 2010, this multi-agency service for young people who are homeless or at risk of becoming homeless, is delivered in a partnership between St Basils and Birmingham City Council's Homeless Service and Children, Young People and Families directorate.

Working together we are able to maximise the benefit of our combined resources and offer an inter-disciplinary, multi-agency service to address youth homelessness. The Youth Hub offers a variety of prevention and early intervention services including family mediation, advice around housing, benefits, employment and training, health, housing related support and access to supported accommodation through the Supporting People programme for vulnerable young people aged 16-21. Where required, young people also have access to statutory duties such as Homeless Applications and Section 20 assessments.

This service also works with strategic partners in the city, such as Birmingham Social Housing Partnership (BSHP), to improve access to move-on opportunities for young people, engages with the local Choice Based Lettings scheme and through the development of partnerships, increases access to housing stock for young people who are ready for independent living.

Since its launch, the Youth Hub has been receiving an average of 350 referrals per month and has had a demonstrable impact upon the lives of young people.



Successful early interventions

St Basils Family Mediation is a service for young people aged 13 to 25 who need help to re-establish relations with family members. It can also be accessed by young people referred to us by outside agencies seeking to prevent homelessness by providing support to deal with family conflict.

A total of 394 young people were referred to the service in 2010/11 with positive engagement from 86% of the families.

Discussion and negotiation

Becky Linden, Family Mediation Co-ordinator at St Basils explains, "Family breakdown is a major cause of homelessness. We aim to restore strong connections with young people and their parents or carers to enable them to return home. Once we have a clear picture from the young person we can begin to open dialogue with parents and/or other family members.

This could include arranging a family meeting to take place or engaging with other family members who can act in support of the young person. Our aim is to ensure that the young person is heard and taken seriously by family members. This can be the first step towards replacing shouting and destructive communication, resulting in discussion and negotiation".

Each young person and family exiting the service are asked to feedback on the service which allows Family Mediation to continue to develop the service around the needs of its users.

Recent quotes regarding this service include:

"Mediation really helped me and my parents get along better and helped my family. We all understand each other more and life is better now. It helped mine and Moms relationship but especially mine and my stepdad. I just want to say thank you so much, our family are at the best point we have been in for 7 years, I really appreciate it".

Young person who has benefited from family mediation

"It proved to our daughter that it is good to talk openly and that to discuss feelings and expectations is acceptable, our practioner was excellent. The work provided a point of balance between me as a parent and our daughter".

Family member who has experienced family mediation

"Mediation really helped me and my parents get along better. We all understand each other more now".



Integrated Support

An integrated approach to prevention and support is provided in Birmingham, Sandwell, Solihull and North Worcestershire to ensure that we offer prevention services that can be accessed by young people across our region.

Family Mediation Officer, Debbie, has been providing Family Mediation support in Sandwell for four years. Debbie has been working closely with young people and their families to resolve conflicts at an early stage as well as working with young people who may have already moved out of the family home but would like to improve relationships and communication with family members. Having a secure and supportive environment is crucial for the young person's transition to independence. Debbie works with young people to help widen their social networks whilst also helping to develop their self esteem and confidence to reduce the chance of repeat homelessness.

During 2010/11 we expanded our Family Mediation Service in Sandwell. Debbie says "the mediation service has been exceptionally successful at preventing homelessness between the ages of 16-25. This years reports show 98% of young people in this area have achieve a positive outcome from the mediation service".

Innovations in Education



STaMP

Young peer mentors have been supporting the St Basils Schools Training and Mentoring Programme (STaMP) across the region and playing an active role in developing and improving these homelessness prevention and education sessions.

In 2010 our STaMP sessions were amended to include more focus on challenging stereotypes and preconceptions of homelessness. This was facilitated through discussions with school groups prior to sessions commencing around young peoples definition of homelessness and a homeless person. Now the STaMP team are delivering homelessness awareness sessions to various other organisations and looking at how we can support a Youth Education Programme.

Life Skills

Our ground breaking St Basils Life Skills programme is modular based and allows young people to develop skills in areas such as cooking and budgeting. All the young people we work with are able to take part in the Life Skills programme to gain some very valuable learning and also achieve an accredited award through the Open College Network.

To celebrate the achievement of all young people who completed this award and other various courses and accreditations as part of their learning journey at St Basils, we held an inspirational awards night in October 2010.

Learning, Skills and Work

There have been major funding changes over the past year and the Learning, Skills and Work team (LSW) are increasingly working with a broad range of partnerships to ensure young people have access to education, training and employment opportunities.

LSW have also implemented changes to the way we deliver and support young people to achieve their goals including creating a new cross-agency programme of learning to improve confidence, independence and prepare young people for work. A number of training courses provided will also be accredited.

Throughout the year the LSW team have also:

- recruited young people to take part in our Professional Futures Programme. So far young people have covered topics such as positive communication, positive and negative emotional triggers, team relationship building and being healthy.
- engaged with local businesses and partners who have offered training opportunities for our young people. Examples include delivering Money Skills workshops, CV support and interview skills, DIY training, business planning and offering work experience.
- completed Phase 2 of the Future Jobs Fund programme. In total this programme has now provided employment opportunities for 32 young people.

- taken part in a consortium delivering "Roots to Work" project funded through Working Neighbourhoods Fund with emphasis on pre-employment support and in-work support
- sourced volunteering opportunities, work placements and apprenticeships with the support of local partners and organisations
- developed the LSW strategy and utilised all training and resource facilities as part of the places of change strategy.

This year young people have maintained a 93% success rate in the St Basils Life Skills programme.

Young People's Awards

Awards Evening

The Awards and Recognition Evening held in October 2010 gave a number of young people the opportunity to celebrate their achievements with family, friends and their support workers at St Basils.

A total of 142 awards were achieved by our young people last year, these included Life Skills Awards, Peer Mentoring and completion of 'Employability' courses.

Those completing their Life Skills Awards did so in full cap and gown along with their peers. Young people completing other courses such as Peer Mentor training and those who had completed the recent Future Jobs Fund programmes were also awarded on an individual basis and received certificates along with an opportunity to have a professional photograph taken of them to mark their achievement and show family and friends.

Young people who have moved on from St Basils and some onto University courses also joined us to share their stories and offer further encouragement to their peers.

To witness the positive changes and the growing confidence in our young people when they achieve these goals is wonderful. The event was a huge success and to top the night off, attendees were entertained by two young musicians from St Basils, a very talented singer and a guitarist, a fantastic addition to the celebrations.





Youth Involvement

Local Offer

During 2010, St Basils held a 'Local Conversation' and consulted with St Basils' tenants about what they want and need from St Basils. This was further to the National Conversation which took place in 2009 whereby young people were consulted to help shape new Housing Standards developed by the Tenant Services Authority. Our 'Local Conversation' gave our young people an opportunity to feedback their views through an online survey and by service users taking part in forums and consultation meetings. This feedback shaped our 'Local Offer' which was published on 1st April 2011.

Of those young people who took part in the survey, 97% were satisfied with St Basils support services and 71% stated that the relationship they had with their support worker was 'excellent'. St Basils were also rated highly in terms of support to access learning, skills and work and support to achieve independent living. Areas for improvement included complaint handling and DIY training for young people.

Project based activities

Each project continues to find new ways to engage with their young people, to ensure that they do not feel alienated in any way within their temporary home, help improve their social skills and encourage them to get involved in their local communities. Each project also selects a Resident Rep who takes responsibility for organising social activities and feeding back any issues or ideas from young people to project staff or the YAB. Project based involvement activities throughout 2010/11 have included community fundraisers, project open days, Christmas lunches and taking part in local events.

Orchestrated by a local theatrical percussion group, young people from our Bromsgrove based supported accommodation scheme performed a 'Trash Samba' drumming piece to crowds at this years Bromsgrove Carnival. Prior to the performance, the scheme had hosted a workshop with young residents who had been taught a variety of Samba instruments.

Youth involvement activities help improve social skills and ensure young people do not feel alienated within their temporary home



National Youth Reference Group



From strength to strength

The NYRG, managed by St Basils and funded by The Department for Communities and Local Government has now completed its third year of objectives. The group was set up to enable young people who have been homeless to influence and advise support providers and commissioners to make services more effective.

By sharing their personal stories, their passion for change and their considered views on what works – NYRG Members are helping local service developers to understand the experiences young people face. This assists ‘professionals’ to develop services that young people want and need throughout England.

So far the NYRG have delivered:

- 120 Conferences, Training Sessions and Workshops delivered across 9 Regions of England
- 9 Government Office Presentations
- 10 Tailor made NYRG Training Courses
- 1 Evaluation Report
- 1 National Tool Kit “Getting It Right For Young People” devised and developed by NYRG Members
- 1 Website sharing good practice on Youth Involvement - www.nationalyouthreferencegroup.co.uk
- new branding development for NYRG

The group have also travelled over 14,500 miles across the UK to involve a total of 70 young people. The NYRG have also been invited to get young people’s voices heard in areas other than housing; five members were involved in the NHS Reform and contributed along with NHS professionals throughout the country.

The group have also developed a great working relationship with the Tenant Participation Advisory Service (TPAS) helping to run workshops and acting as a general reference group.

More recently the NYRG contributed to Birmingham University Policy Commission’s Report ‘When Tomorrow Comes – The Future of Local Public Services’ by acting as youth advisors to the Commissioners.

The NYRG are now leaping forward into their fourth year after securing another years’ funding. The group now intend to update the website, arrange a national conference for professionals and focus on work around improving services for 16/17 year olds.



Young people who have been homeless influence and advise support providers and commissioners to make services more effective

National Youth Reference Group



Our People – Our Ambassadors



Support Manager awarded MBE

Jennifer Johnson, Support Manager of St Basils Edmond's Court Foyer in Small Heath, Birmingham was earlier this year recognised in the Queen's Birthday honours by being awarded an MBE for "Services to young people". Jennifer has been working with St Basils for 19 years. She started as a part-time Relief Cover Worker in 1992 and for the last ten years she has been the Manager for Edmond's Court Foyer, supporting young people, couples and families towards independent living.

Jennifer said "I have no idea who nominated me; I've worked with countless young people over the years. Some of them will be forty now. They come back to see me every so often; one dropped in this morning to introduce his wife and child to me. It's great to hear how well he's getting on." She added; "I've been given an award for doing a job I love! I'm really grateful to St Basils for giving me the opportunity to work with young people in a creative and meaningful way. It's brilliant to be in a position where having identified a need, you can respond to it."

St Basils is extremely proud that Jennifer has been nominated and recognised in this way. This is a reflection of the impact that inspiration has.

Psychologically Informed Environments

Recommendations following research by the Department of Communities and Local Government (DCLG) into complex trauma and homelessness have identified the value in creating a "Psychologically Informed Environment". This aims to enable all staff to consider how environments can have an impact on people who have experienced homelessness and suggests that those working directly with them can benefit from training in core psychological theories such as how to break negative cycles of thought or behaviour.

Earlier this year, St Basils launched an extensive programme in partnership with Dr Nick Maguire of Southampton University, Birmingham and Solihull Mental Health Foundation Trust (BSMHFT), supported by the Department of Communities and Local Government, Birmingham City Council and the London Housing Foundation.

This new programme is one of the first in the UK to commit to a whole organisation approach, providing:

- Training for all staff on psychological frameworks and approaches
- Review of working tools and alignment with PIE approach
- Monitoring outcomes over three years
- Embedding regular reflective practice sessions for all support workers with senior Psychologists

Sharing our experience and results

In 2010, our Gillott Road project extension was completed and officially opened. This project was funded through a partnership with SEGRO and the LandAid 'Foundations for Life' programme. The extension has provided new staff offices enabling staff to conduct their key working with young people and a training room fully equipped with IT facilities. This has helped young people to further engage with a variety of learning and training opportunities as well as provide a great communal space for residents to get involved with project based workshops and applying for jobs.

Following the opening, Support Manager at the project Bernadette Allen, was invited to SEGRO's annual staff conference which took place in Paris to talk to SEGRO staff about St Basils, how we work with young people and how their investment and support with such a development has had an impact on the young people who live there.



**INVESTORS
IN PEOPLE**

Awarded 2005, 2008 and 2011



Fundraising

Thank you to all the many people who care about us and have helped us transform young people's lives over this year and beyond.

Charitable donations are essential for us to be able to continue to deliver important homeless prevention services. Every year the fundraising team are tasked with raising at least £500,000 to ensure that services are maintained – and they can not achieve this alone. We very much rely on our wonderful supporters to continue to make donations, take part in fundraising events and influence and encourage others to help raise money, so that we can continue to help young people.

It has been a challenging time for us all in the current economic climate, and yet we are delighted to see that still, individuals, businesses, community groups and charitable Trusts and Foundations continue to support St Basils in a number of ways that helps us achieve the results as outlined in this Annual Review.

Over the past year, we have been very grateful to have had help from local supporters;

- taking part in St Basils fundraising events, such as the ever popular St Basils Walk and the Big SleepOut. These two events combined raised a staggering £140k
- Selecting St Basils as their company or group 'Charity of the Year'
- Choosing to support St Basils with Trust & Foundation funding
- Organising and holding creative fundraising activities within their local communities or businesses such as Charity Quiz events, coffee mornings, Carol Services, School and Church Fayres

- Completing a personal challenge to raise money such as doing a sky dive or running a Marathon
- Very kindly leaving St Basils a gift in their Will

In addition to fundraising, local people have been supporting young people by making donations of basic useful items for the home in the form of 'Starter Packs' and pieces of furniture that young people can use as they move on into their own properties. We have also received food donations and gifts for our young residents, some of whom come to St Basils with few belongings. All of these items can show a young person that people do want to support them through this period in their lives and that people in their own local communities do care about them. This means so much.

Groups of volunteers have also donated their 'time' throughout the year on a number of projects but most importantly to fundraising and support the running of events and campaigns. For example, kind supporters have given up a whole weekend to help marshal our Annual Walk event or have offered to stand out in the cold for the day to help bucket shake. Without these volunteers, including our fundraising committee members, many of our fundraising events simply could not happen.

We are indebted to those people who continue to find new ways to help support our aim of stamping out youth homelessness across the region. Preventing youth homelessness in our city and neighbourhoods requires a collective response; we can only do this together...



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Thank you to everyone who has supported us!



Governance

Board as at 31st March 2011:

Kathy Halliday (Chair)	- Ordinary Director
Prof. Harris Beider	- Co-opted Director
Anthony Bowron	- Ordinary Director
Dr Jon Broome	- Ordinary Director
Pat Brown-Richards	- Ordinary Director
Venerable John Duncan	- Nominated Director
Cllr. Paulette Hamilton	- Nominated Director
Cllr. James Hutchings	- Nominated Director
David Leigh	- Ordinary Director
Amelia McCann	- Ordinary Director
Jonathan Morgan	- Ordinary Director
John Parr	- Ordinary Director
Supt. Sue Southern	- Ordinary Director
Jean Templeton	- Executive Director

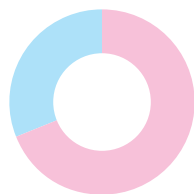
YAB members:

- Spike Seph Orion - Chair
- Denika Porter
- Aaron Towler - Temp Chair Sept-Dec
- James Whinnery
- Brian Hinton
- Ukeila Prophet
- Rachael Pritchard
- Saima Bi
- Nicholas Broomfield
- Callan Biggs
- Mark Barrett
- Alex Oldnall
- Keisha Finnegan

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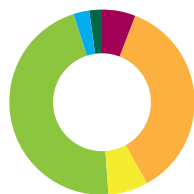
Our People:

Staff composition 2010/11



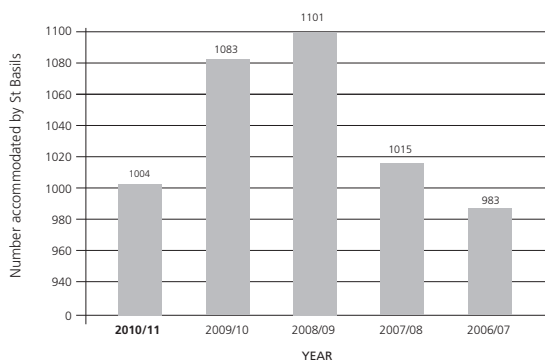
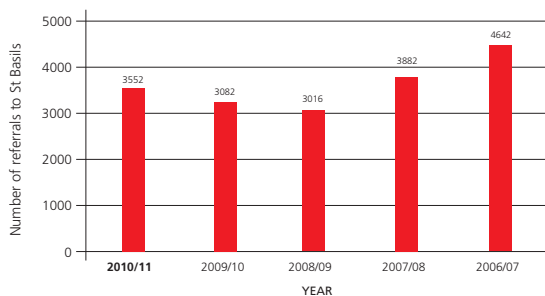
47 Men	=	31%
107 Women	=	69%

Staff ethnicity 2010/11



9 Asian	=	6%
56 Black	=	36%
11 Mixed	=	7%
71 White	=	46%
4 Other	=	3%
3 Rather not say	=	2%

Our Services:



Our Residents:

	2010/11	2009/10	2008/09
Planned Departures	87%	81%	84%
Tenancy Sustainment percentage over 12 months	96%	95%	95%

Ethnicity Accommodated	2010/11	2009/10	2008/09
White	46%	44%	41%
Black	24%	33%	34%
Asian	9%	7%	8%
Other including mixed parentage	21%	16%	17%

Gender Accommodated	2010/11	2009/10	2008/09
Male	56%	57%	56%
Female	44%	43%	44%

Our Services:

Family Mediation outcomes	2010/11	2009/10	2008/09
Referrals	394	381	376
Positive Outcomes	86%	83%	85%

Our Accommodation:

Average weekly rents	2010/11	2009/10	2008/09
Bedsits & bedrooms	£ 66.65	£ 67.25	£ 63.74
One bedroom flat	£ 75.40	£ 76.08	£ 72.11
Two bedroom flat	£ 78.87	£ 79.58	£ 75.43

Repairs

Repairs 2010/11	Completed within agreed timescales
Void turnaround within 7 days	95%
Emergency response (response within 24hrs)	96%
Urgent (response within 7 days)	94%
Routine (response within 28 days)	95%

The Accounts

Income and Expenditure Account



For the year ended 31 March 2011

	2011 £	2010 £
TURNOVER		
Supporting people grants		
- City of Birmingham	3,000,863	2,602,017
- Solihull MBC	72,224	66,160
- Worcester CC	611,816	584,612
Income from charges	2,358,369	2,145,982
Donations	601,399	612,358
Other income	1,402,588	1,440,077
	<hr/>	<hr/>
	8,047,259	7,451,206
OPERATING COSTS	(7,657,151)	(7,140,551)
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OPERATING SURPLUS	390,108	310,655
Interest receivable and similar income	38,381	31,996
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SURPLUS ON ORDINARY ACTIVITIES BEFORE TRANSFERS	428,489	342,651
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Balance Sheet at 31 March 2011

	2011 £	2010 £
FIXED ASSETS		
Tangible assets		
Housing properties		
- Cost	10,889,469	10,760,209
- Social Housing and other capital grants	(10,059,023)	(9,909,319)
- Depreciation	(219,357)	(185,025)
	<hr/>	<hr/>
	611,089	665,865
Other fixed assets	322,967	309,283
	<hr/>	<hr/>
	934,056	975,148
CURRENT ASSETS		
Debtors	422,412	131,613
Cash and investments	3,277,029	2,975,462
	<hr/>	<hr/>
	3,699,441	3,107,075
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	(778,011)	(654,987)
	<hr/>	<hr/>
NET CURRENT ASSETS	2,921,430	2,452,088
	<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES	3,855,486	3,427,236
	<hr/> <hr/>	<hr/> <hr/>
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	-	239
CAPITAL AND RESERVES		
Accumulated reserves	2,202,972	2,009,809
Designated reserves	1,055,570	785,913
Restricted funds	596,944	631,275
	<hr/>	<hr/>
	3,855,486	3,427,236
	<hr/> <hr/>	<hr/> <hr/>



Care
about US

St
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Works with young people

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