

Tenaciously delivering good services



Oxford Homeless Pathways

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Staff

April 2014-March 2015

Oxford Homeless Pathways

Chief Executive Lesley Dewhurst
Finance Manager Mike Slater
Volunteer Co-ordinator Helen Wright

O'Hanlon House (01865 304600)

Project Manager Simon Pitkin
Deputy Manager Operations Lucy Flanagan
Deputy Manager Client Support Lucy Richman
Facilities Officer Jason Buckingham
Senior Project Workers Tina, Laurent, Stephanie, Verity, Sue, Noel, Bev, Tim
No Second Night Out Assessment Worker Souad
Step Up Co-ordinator Steve
Day Team Penny, Peter, Fran, Simon, Marc, Emily, Alistair (Maxine left 2015)
Night Team Robert, Zak, Dominic, Survijay, Jack (Sit Up), Lorna (Sit Up)
Finance Assistant Gabriel
Accounts & Admin Veronika
Fundraiser Kaye
Maintenance & Cleaning Team Dennis, Jeremiah, Tracy, Paddy, Patience
Casual Project Workers Frank, Rodney, Lee, Steve, Gary, Richard, Jon, Bernie

Julian Housing (Main office 01865 201992/Vineyard 01235 526716)

Project Manager Toby Blake (until March 2015) Jess Willsher (from March 2015)
Deputy Managers, Charlotte Blake, Caroline Phillips (Susan Hemphill left 2015)
Supported Housing Workers Lindsey, Gemma, Philip, Boo, Pearline (Substance Misuse lead), Marc (Housing First), Lesley (Vineyard), Hannah (Vineyard), Verity (Kempson House), Andrew (Compass) (Alison and Charlotte left 2014)
Peer Support Worker Ben, Step Up Co-ordinator Roisin
Admin Officer Jane, Admin Assistant Salma
Maintenance Team Nigel, Joseph, Luis, Achias, Beatrice

Oxford Homeless Medical Fund (01865 792126)

Admin Officer Veronika

Oxford Co-operative Training Scheme

Course Manager Gina Ball

Trustees & Advisors

Trustees 2014/15

William Downing (Chair)
Eamonn Gaspar (Treasurer)
Karen Simeons, Gail Siddall, Liz Barter, Robin Aitken, Margaret Stevens,
Andrew Rodzynski, Anne Clarke (Tom Flanagan left 2015)

Oxford City Council Representatives Cllr Anne-Marie Canning, Cllr Scott Seamons,
Cllr Alex Hollingsworth

Patrons Radiohead, Hugo Brunner, Miss Jean Marsh, Rt Rev John Pritchard, Bishop of Oxford,
His Grace the Duke of Marlborough

Professional Advisors

Auditors James Cowper, 2 Chawley Park, Cumnor Hill, Oxford, OX2 9GG
Solicitors Ferguson Bricknell, Chester House, George Street, Oxford, OX2 7DY
Bankers Unity Trust Bank, 9 Brindley Place, 2 Oozels Square, Birmingham, B1 2HB

The pressure is on



Life continues to be very tough for homeless people. The numbers on the streets of Oxford continue to rise and there appears to be no let-up. O'Hanlon House is almost always full. The extra beds provided in our Sit Up service have been very well used, as were the Severe Weather Beds, which were opened during the very cold periods in winter. The effects of stringent cuts to services, welfare benefits and the severe lack of affordable housing in the UK are truly taking their toll.

Against this background, we have seen some fantastic examples of people managing to tackle profound problems and go on and find fulfilment in new accommodation, new relationships and employment. We have seen a rough sleeper move in to our Housing First project after 20 years of living rough. Please read his account later in this report and consider the picture of his former residence. We have also helped hundreds of people gain qualifications, get into employment or enjoy volunteering in the community, as well enabling more than 200 people to move into their own accommodation, leaving homelessness behind them for good. Wonderful things still happen, and our fantastic team of staff and volunteers are a major part of making those things happen.

Just picking out a few of the highlights from our staff's huge achievements: It was brilliant to see Riki Therivel, a longstanding volunteer, receiving her OCVA volunteering award. She was responsible for the My Story booklet (available at Blackwells and on our website) which enables homeless people to tell their story so powerfully. More recently, she has been working as an Ambassador for OxHoP, giving talks and presentations about homelessness.

Another feather in our cap: volunteering co-ordinator, Helen, received a Big Society Award from David Cameron at Number 10 earlier in the year for our PATHS volunteering project.

We are thrilled that Marc, our first GROW worker, has now joined our full-time staff as one of our project worker team at O'Hanlon House. He has been replaced by Alistair who, until relatively recently, was homeless and using our services. The aim of GROW is to help nurture the talent of homeless people so they can use their 'lived experience' to help others in a similar situation. More about this work later in this report.

Clearly in these times of enforced austerity, it is more important than ever to help disenfranchised people use their vote. To this end, Peer Support Worker, Ben, ran a successful Voter Registration campaign at Julian Housing. Read about it on page 8.

Our Compass Project for ex-offenders continues to settle down in its second year of operation, with residents engaging in more support, training and taking positive steps to move on.

Sadly, we have lost two of our longstanding patrons this year, with the retirement of the Bishop of Oxford and the death of the Duke of Marlborough. Their input to Oxford Homeless Pathways was always valuable and they will be missed.

Another major change has been the move of Julian Housing's Manager, Toby Blake, to Tanzania. Toby was instrumental in growing Julian Housing from a relatively small housing project to the flourishing example of supported housing that it is today. We will miss him, of course, but are delighted that Jess Willsher has come to join us as his replacement. She brings many years of experience in the sector and we know she will help write a new chapter in the life of Julian Housing.

Finally, many thanks to all our staff, volunteers, trustees and supporters for your ongoing efforts on OxHoP's behalf. We have a tough year ahead; we need you all more than ever!

Lesley Dewhurst, Chief Executive
William Downing, Chair of Trustees

Wonderful things still happen, and our fantastic team of staff and volunteers are a major part of making those things happen



Introducing a new face at Julian Housing

Hello! My name is Jess Willsher and I've recently started as the Julian Housing Project Manager. My first weeks in the job have been fun, busy, surprising and pleasing all at once! I've been living and working in Oxford for two and a half years, having moved from London, and I'm very happy to have joined an organisation that provides such effective support to people who have experienced homelessness.

My own journey within the sector began when I was a student: volunteering as part of a Community Action project in Manchester. Over the years I've had various roles, including working in a first stage hostel and being an outreach worker supporting people sleeping rough. Before joining OxHoP I was working for St Mungo's Broadway, managing their accommodation services across Oxfordshire.

It has been great joining a strong, passionate and experienced team at OxHoP who have been very welcoming, particularly during a time where there have been lots of changes at Julian Housing. I'm really looking forward to building on the good work that Toby, my predecessor, has done, and to developing Julian Housing services even further for our residents. I'm pleased to report that we received the highest 'green' rating in our recent monitoring inspection, for which the credit goes to Toby and the team. Since then we've had a successful project to increase participation in the election by supporting residents to register to vote and explore the various manifestos.

We've also been working on a new scheme called 'Give & Gain' where residents will receive rewards for the positive things they do with their time; points will be awarded for things like joining one of our Step Up courses, going to college and more holistic activities like going to the gym or spending positive time reconnecting with family. Accumulated points will be converted into a sum of money which residents can use to help with the costs of setting up a new home when they move on from Julian Housing to their own independent accommodation.

There's been a lot to learn about the different parts of OxHoP and Julian Housing: everything from admin, maintenance and volunteers through to the supported housing we provide. There are so many good things going on, even though the current climate has been difficult for the voluntary sector and there are likely to be more funding cuts to come.

All in all I'm delighted to have had the chance to join the OxHoP team and look forward to sharing further Julian Housing developments with you!

“There are so many good things going on, even though the current climate has been difficult for the voluntary sector”



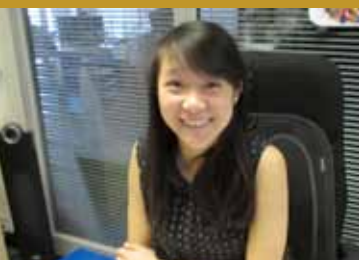
A year of growth, change and opportunity

What a whirlwind of a year! When I started at Julian Housing just over two years ago, I was the sole administrator covering all aspects of administration and reception. Two years on and Julian Housing has practically doubled in size with the Compass Project, Housing First and a new seven-bed dry house.

So much growth and change meant a doubling of paperwork, invoices, payments, visitors, ordering, phone calls, emails ... at times I felt like a hamster running non-stop on a wheel! And so one became three – admin has now become a team as I have been joined by a part-time admin assistant, and just recently by Esther, an admin volunteer.

I've been able to get off the hamster wheel and concentrate more on putting in place efficient systems and tightening up on those already in place. And I'm about to start a Business and Admin Diploma course – what a difference a year makes!

Jane Szluha, Administrator



I'm a second-year law student at Oxford University. I sent out an email back in May to enquire about opportunities for admin volunteering, and have since volunteered three hours a week on reception. It has been a real pleasure picking up new skills, finding out more about the work of Julian Housing, and interacting with such funny and kind individuals. I'm very glad to have had the opportunity to be here.

Esther Wong, Volunteer Admin Assistant

A fruitful year for 45 Vineyard



45 Vineyard is situated in the centre of historic Abingdon. It is an impressive Grade II listed building, which has 13 flats, an emergency bed space and use of a communal laundry. We provide support to residents aged from 22 with medium to high support needs. Referrals for the project come via the Vale of White Horse District Council.

The project offers one-to-one support, access to education, counselling, social and living skills, involvement in our Step Up programme and a safe environment. For the residents who embrace all that is on offer the experience can be invaluable, offering them confidence, increased ability and resources to prepare them for independent living.

Twelve months on from the last annual report and 45 Vineyard continues to offer our service users a wealth of opportunities.

Our weekly cooking group continues to thrive, with participants from both Abingdon and Oxford learning how to cook healthy meals on a budget. As I write this we are still in June and thanks to the kind weather we have had two BBQs already!

We had the opportunity to work with the Citizens Advice Bureau to offer a three-day Budgeting course to some of our residents. This was a great success!

Other opportunities our residents have availed themselves of, either run by Julian Housing or by other organisations, are a First Aid course, a Renting Ready course, Build a Bike, volunteering at Restore (a local mental health charity), volunteering at Turning Point (local drug and alcohol service), Survival Cookery, Tiggywinkles (animal charity), and voluntary work on a local farm.

We are delighted to report that over the past 12 months three residents have secured employment, and four residents are currently or have been enrolled on college courses.

The Emergency Bed (No Second Night Out) has been a great success with 13 short-term residents in the past 12 months, who have been verified by the Connection Outreach Team as sleeping rough in the Vale of White Horse and South districts.

On the main project six residents have successfully moved on into their own independent accommodation during the past year.

Lesley Walton, *Supported Housing Worker*



A resident's experience

My name is Angela. I live at 45 Vineyard. Before I moved here I lost the will to live and was very depressed, but when I got accepted here the light started to shine.

I receive great support from the team. They got me into college, which I have completed my first year, and got a NVQ1 in hairdressing. I also did a course in hair extensions with the help and funds of the team. Since I have lived here my life has a whole new meaning and I feel like I'm somebody and can make something of my life and I owe it all to my support worker and others in the Julian Housing team.

They are fantastic and really make a difference in people's lives. Without them I would not want to think where I would be. I am so grateful they gave me a purpose in life.

Angela Foster, *Resident*





Moving out from sleeping rough



Positive effects of Housing First

Firstly, a big thank you to our funders, Oxford City Council, for continuing to fund our OxHoP Housing First Project. This security in funding has enabled us to work with more individuals, putting an end to their period of homelessness. We are also able to provide our established service users additional support for up to two years, which is crucial in sustaining their positive outcomes.

To provide you with a snapshot of some of our Housing First residents, one slept rough for nearly 20 years without receipt of benefits, another slept under a piece of plastic sheeting in a thicket on Oxford ring road for nearly 10 years. This was after he was told that he would have to wait until he was 55 to get housed. Their routes into homelessness were similar and could happen to any of us. They fell into mental ill health, were not able to cope at work and had no one to turn to.

I am so pleased to let you know that with our support they have made a home for themselves and are now feeling safe for the first time in years. The common feature with all our clients is that their complex needs make it impossible for them to assimilate to life in a hostel and having to adhere to structured action planning.

We are also proud to announce that our original residents have all demonstrated that they can manage a tenancy. Currently, they are all busy preparing themselves to move on to longer term housing via Oxford City Council's 'move on' scheme. This provides us with the hard evidence that our long term, affordable approach works for those who do not suit the traditional models and do benefit from a flexible approach in support and housing management provision.

Since our last annual report, we have purchased a lovely new property and I have joined the team, starting in March 2015.

Marc Borja, Housing First Supported Housing Worker

Compass project scores on all points

The second full year of Compass Project has seen the project develop its own identity in the eyes of residents, referrers and other stakeholders. Funding for the project has been renewed in recognition of the good work being done to help protect members of the public and help medium-high risk offenders' move away from old behaviours to take a more positive role in the local community.

At the time of writing the project is at capacity, which has been made possible by the strong links that continue to be built with police, probation and other referrers. Compass support staff have increasingly been invited to attend multi-agency meetings to support individuals to meet commitments with police and probation, as well as maintaining their accommodation and moving towards independent accommodation in the future. There is now a clear supported housing option for individuals who would previously have ended up sleeping out or sofa surfing after finishing a placement at probation approved premises.

This year has also seen a wider level of integration with the core Julian Housing project; Compass residents have attended a number of Step Up activities and there was a successful ten-pin bowling trip for residents.

Engagement from residents has also increased and the daily drop-in sessions are used for general support, help with benefits enquiries and by residents using the IT suite to search for work and move on accommodation.

Andrew Grillo, Compass Supported Housing Worker

A Compass resident writes:

"I moved into Compass project in November 2014. I was previously living at home with family but this became difficult and I feel more independent and have more freedom with a room and space of my own. Since living independently my relationships with my family have improved and we tend to get on well when we do spend time together.

"I have enjoyed getting involved with Step Up activities, such as the weekly art group, and have made use of the Hooper House drop-in sessions to search for employment. My probation officer seems pleased that I am living at Compass Project and getting support as well as somewhere to live, and has commented that she has seen a positive change in me since I have been here.

"My plan is now to work with my support worker to explore move on options and speak to local councils while I continue to seek employment."

A thriving community

The Julian Housing Sober Living project has become a thriving mini recovery community consisting of 12 beds divided between two houses. Residents are selected on the basis of their knowledge and experience of developing and practising new skills that help them maintain drug and alcohol-free lifestyles.

The support offered moves them on from a rehab environment and encourages them to be more independent. With the support of the Step Up worker and visiting skills tutors, they are encouraged to seek activities in the local areas that will help them feel a part of general society – such as voluntary work, training and employment, leisure and therapeutic engagement.

Over the past year, 18 residents have benefited from the project, with 11 still in residency and seven moving on to independent accommodation.

Of the 18, there have been four lapses, two of whom regained sobriety and continued sober living, one returned to rehab, and one is continuing to be supported in the community.

Three are in full-time employment, one in voluntary work and seven involved in education or training.

Pearline Blackstock, Supported Housing Worker and Substance Misuse Lead

A former Sober Living resident, who had struggled with alcoholic patterns of drinking for many years, had this to say about his experience:

“If I didn’t come to Julian Housing, I don’t think I would have been where I am now. I needed to continue my rehabilitation and stay clean and it’s worked and is still working.

“I have now moved on to my permanent property and I am really happy. I feel confident about meeting and chatting with my neighbours. I even check with them if my music or TV is too loud and likewise feel able to knock on the door if I was being disturbed by them.

“Julian Housing has given me skills and confidence, but I am also starting to find new things I enjoy which I never did before – like going to the theatre and watching live performances.

“Julian Housing gave me a lot of support and if it was not right for me I felt able to say so.”

Making the forest garden grow



Julian Housing is working with a community organisation called Think Tiny to develop a forest gardening project at one of our Sober Living properties.

The initial idea for the project was put forward by Shayan, one of the residents of the property, who has been volunteering with Think Tiny. The idea for the project was discussed with the team at Julian Housing and supported as a really positive approach to working with residents and other community groups on ventures that promote healthy living and well-being.

A forest garden is a self-supporting natural system aimed at mimicking a young forest environment. It maximises flora and fauna biodiversity, allowing nature to look after itself. As a result, maintenance is kept to a minimum, making it very easy to look after. Forest gardens are the most sustainable form of agriculture: once the garden is planted, no herbicides, pesticides or fertilisers are needed. It also provides a habitat for many insects and animals, sequesters large amounts of carbon through tree and soil growth and improves air quality.

There are many reasons to plant a forest garden. On a personal level they provide high quality and varied food sources. They are also great spaces to relax and observe nature and our place and relationship with it. They teach new and important life skills and can help bring people together. Perhaps most importantly, forest gardens help to build a future worth living for, where we can realise our place in nature, rather than exploiting and extracting ourselves towards its early destruction.

At Julian Housing, we believe residents will benefit greatly from this chance to reconnect with nature and find meaning in the crazy and alienating world we’ve created. We also hope that in the future a permaculture design course could be run in conjunction with the garden to provide a qualification on top of all the skills and self-esteem picked up on the way.

Philip Amos, Supported Housing Worker





Homeless not voteless

As part of a Homeless Link and Hansard Society campaign, sparked by changes in voter registration, Julian Housing has been encouraging people to vote. For the 2015 General Election potential voters had to actively register as opposed to being automatically registered – which meant many people were not on the electoral roll.

According to Homeless Link, during the 2010 General Election, 74 per cent of home owners turned out to vote, compared to just 55 per cent in social housing. We at Julian Housing thought it was important to rectify this deficit, so we started 'voter outreach' sessions where residents on all the projects were given the opportunity to register to vote with a paper form or online.

We also invited Andrew Smith MP into Julian Housing to discuss the importance of voting. Service users questioned Andrew on a range of issues and considered his responses. We are grateful for Andrew for giving his time to our residents – who are now all registered to vote!

In the future, we wish to continue to offer opportunities for residents to participate politically, underpinned by the philosophy of empowerment and education. So when the next election comes round, hopefully every resident will have a voice.

Ben Howard, Peer Support Worker



Step Up numbers double

Step Up at Julian Housing has evolved in the past year, almost doubling the number of residents who can access it. This has led to the increased use of our volunteers' programme – where volunteers run activity groups, which can include peer work. A resident who may have a specific interest in a particular session can support the volunteer in running the groups.

A large number of Julian Housing residents have gained recognised qualifications providing structure and self-worth and a sense of achievement. Courses completed include first aid, hairdressing, food safety, forklift operation, customer service, life coaching, counselling, fire marshal training, end of life training, DSLR photography, manual handling and overdose prevention, to name but a few. Many residents have also found employment, which must be commended: that is no mean feat in the present economic climate, especially alongside the stigma and issues homeless people can face on a daily basis.

We have introduced pamper sessions to our women's group, including beauty and hair treatments. During this group women have been supportive of their peers, discussing the issues women face in today's society and within the homeless network. Dawn has been a pivotal member of the group and she has now secured independent accommodation. As well as Step Up groups, Dawn has attended women's group and art groups: we are so pleased to see how she has progressed and while we are a little sad to see her go, she has made a real positive change to her life and has plans to get involved in volunteering for homeless charities when she moves away.

The museum, arboretum and botanic garden visits remain a firm favourite and often a first introduction to Step Up for many new residents. We hope to start an OxHoP football team too – and are just awaiting a volunteer to help run it.

Notching up our achievements

Angela completed her Level 1 hairdressing course and is about to start her Level 2. On completion of Level 2 she will be a fully qualified hairdresser and I have no doubt she will pass with flying colours.

Angela became interested in hairdressing after we attended a taster session held at O'Hanlon House. My own experience as a hairdresser before coming to work for Julian Housing enabled me to answer Angela's questions, help her overcome some fears and anxieties, advise her on equipment and help her secure funding. The college end-of-year presentation saw Angela receive an award (pictured left), despite having had personal problems in the past. We at Julian Housing are incredibly proud of her for achievements while she has been staying on our project.

I am the Julian Housing Step Up co-ordinator but also an ex-student of Ruskin College, and Richard and I had many discussions during cooking group about current affairs. I also found he had so much insight into his Asperger's that with the right qualifications and experience he could offer a lot to others with the condition.

I felt Richard was on the wrong benefits and the demands of JSA were causing him extreme stress. I took him to MIND to get benefit advice and in time he was put on ESA. He began volunteering at Restore. The Step Up budget paid for a number of Autism seminars and conferences for him to attend.

I also took Richard to an open day for Ruskin College. As a result he took part in many Ruskin short courses which enabled him to apply for the Ruskin access course with a view to doing the very same degree that I did at Ruskin.

I have high hopes for Richard and hope that with his personal experience, qualifications and insight into his Asperger's he will find a job that allows him to offer others with the condition support and encouragement.

Roisin Heritage, Step Up Co-ordinator

Enabling everyone

In recognition of the complex needs of an increasing proportion of the people we accommodate and support, we are investing heavily in developing O'Hanlon House as an Enabling Environment.

Enabling environments are those where participants feel safe enough to develop relationships and to share experiences and ideas with others; places where everyone can get involved in helping to decide on matters that affect them. It is not simply organising or coping with relationships and difficulties, but positively and proactively trying to create an atmosphere and a network of interactions that allows people to grow.

We have been working closely for the past three years with Oxfordshire Complex Needs Service (CNS) which runs a range of therapeutic services for people with long-term emotional difficulties, trouble coping, or mental health difficulties sometimes described as 'personality disorder' or 'complex needs'.

The CNS facilitates clinical supervision for the staff team in order to embed good practice and ensure the work we do is informed from a clinical perspective.

The sessions take a case-based approach and give support workers the opportunity to discuss appropriate approaches based on a psychologically informed approach, which supports learning and good practice. Importantly it recognises the support workers' role and contribution.

We are a member of Enabling Environments; a part of the Royal College of Psychiatrists' Centre for Quality Improvements and well on our way to being credited with the Enabling Environments Award – a mark of quality designed to recognise services conducting best practice in promoting mental wellbeing, as well as a quality improvement mechanism to support ongoing development of the environment.

Lucy Flanagan, Deputy Operations Manager and O'Hanlon House Enabling Environments Lead

From benefits to earnings

When a client living at O'Hanlon House (OHH) goes back to work, they are expected to contribute towards the housing benefit shortfall as a result of their increased earnings. OHH has for a while put some thought into how to facilitate the transition for clients from benefits to earnings.

Thankfully Oxford City Council has now agreed to help us to fund such transitional periods with their Discretionary Housing Payment (DHP) fund. This means that once a client has been referred, and is back in employment, the DHP fund will be able to cover the shortfall for a period of time until a client is able to fully fund themselves.

The scheme is also transferable to another project once the process has started at OHH. It will be available at Julian Housing and, subsequently, other projects. The scheme will therefore move with the client as they move to other housing. It will be a win/win situation for the clients, OHH and OCC.

This back to work scheme will complement the pathway from key-working, to training, courses and, ultimately, employment. It will empower clients and staff alike by removing barriers to employment. It will also help to provide evidence that OHH is providing a service in line with the current government drive to get people back into work.

We are also involved with the University of Oxford Department of Social Policy. In addition to this and the other aspects of my role as benefits lead, I have been interviewed alongside Rebecca Ehata, regarding the impact of the Welfare Benefits Reform started in 2012 and its effects on EEA (Economic European Area) nationals. There has been a series of legislation to encourage EEA nationals back into employment. These legislations have greatly affected EEA nationals and their families. Many EEA nationals we are in contact with have issues such as mental or physical health problems, or substance misuse problems, and have had to make some difficult choices to try and comply with these new regulations.

It's important for organisations like Oxford Homeless Pathways to have strong working relationships with those who implement new policy, who report on the consequences and who research the effectiveness of the policies. We need to maintain a constructive dialogue with as many relevant individuals, groups and organisations as possible to ensure that we are not only well informed, but also actively contributing to the debate surrounding welfare reform.

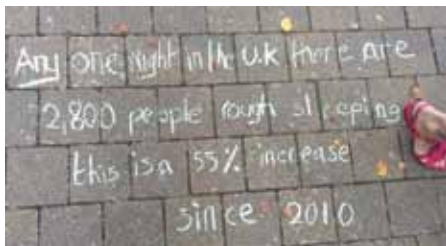
Laurent Cadoret, Benefits Lead



GROW with O'Hanlon House

I enjoy coming to work and have a sense of purpose. I am proud of what I have achieved and so are my family

Marc



The GROW Programme (Giving Real Opportunities for Work) is changing the culture of O'Hanlon House so that it fully embraces employing former service users.

GROW trainees provide role models for current service users and is really positive and inspiring; trainees possess a depth of knowledge and have first-hand experience of issues facing our service users.

O'Hanlon House is very pleased that Marc, its first GROW trainee, pictured below, has successfully completed his training period and is now employed full time as a Day Project Worker. We are equally pleased to introduce Alistair, our second GROW trainee, pictured with Sue, his line manager.

Lucy Flanagan, *Deputy Manager, Operations*

Here's what they say about the GROW project:

"My trainee year has been interesting and not without its challenges. I appreciate far more now how the staff team pull together to deal with some very difficult issues.

"I enjoy coming to work and feeling a sense of purpose. I am proud of what I have achieved and so are my family. I feel I have a solid foundation to build on and who knows what the future may bring.

"I have really appreciated all the training received and the support from staff, particularly Noel my line manager, and from the clients here at O'Hanlon House. I have been pleasantly surprised on many occasions when clients have said 'well done'; I feel respected and personally believe if you give a little then more often than not you get a whole lot back."

Marc, *GROW Day Project Worker*

"Having been on the other side of the counter and having experienced most of what O'Hanlon House homeless clients experience on a daily basis myself – including drugs, crime, involvement with the police and prison system, feeling excluded socially etc – my personal thirty-odd years' experience 'in the system' is now, as a GROW project worker, being put to good use."

Alistair, *GROW Trainee Project Worker*

"I am delighted to be working closely with Alistair and firmly believe that employing former service users benefits the whole organisation. It helps to break down barriers between staff and clients, and helps staff to see all service users' potential."

Sue Long, *Senior Project Worker*



Horses encourage fresh hope



It was an amazingly relaxed afternoon, with Belle able to enjoy living in the moment, making recent negative experiences feel distanced

Hope Thru Horses is a fantastic charity that we have been working with since last summer. It aims to support people who have had trauma in their lives without rehashing the negative events that have led them to where they are today.

We love the horses' unique way of helping people come to terms with past experiences and grow into having a happier future. Jo, who runs Hope Thru Horses, has a herd of 19 horses and ponies, many of which are rescue horses. She believes in mindfulness and focusing on the here and now; the emphasis is on spending quiet time with her herd and being out in the Oxfordshire countryside away from the stresses of everyday life,.

Last summer I took a client who had had a particularly challenging time to meet Jo and her horses. Away from the hostel and the city centre, Belle had the chance to find some tranquillity and to enjoy her time with the graceful and affectionate animals. We were introduced to the herd one by one. Belle also had the opportunity to use the skills she had acquired by working at stables as a young woman many years ago. It was an amazingly relaxed afternoon, with Belle able to enjoy living in the moment, making recent negative experiences feel distanced.

Recently Hope Thru Horses had an open day to raise awareness of the charity and the work they do, and a group from O'Hanlon House went along to show our support. We currently have a client who used to be a riding instructor and I knew she would enjoy being among horses again and get a lot of pleasure from the experience. Her partner had never been around horses but was excited about experiencing something new.

On arrival, Sandy went straight to the horses with a natural confidence, and immediately started grooming. She was in her element and encouraged her partner to do the same. Although initially wary, Gerry was soon grooming a horse, and asking his partner about horses, and her teaching and riding experiences. Gerry later told me it was the first time he'd been near a horse and although he said he was initially scared, he became confident and enjoyed the time.

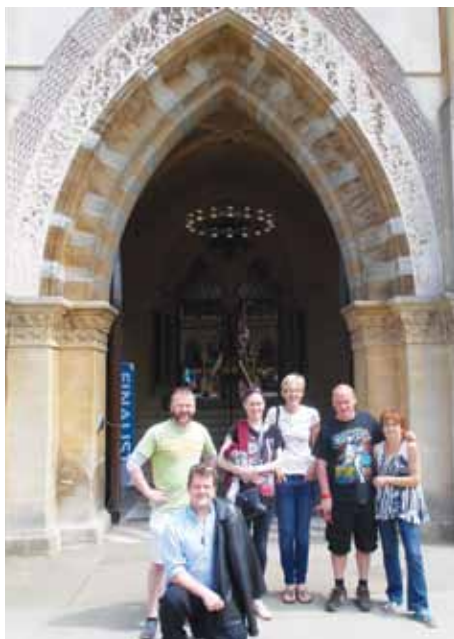
An activity such as this can often give service users a real sense of confidence and the tools to think about making other steps in their lives or making other small changes towards recovery. We finished the day with a lovely picnic, and talked of current and future plans.

One of the reasons we have activities here and in the community is to introduce people to previous or new experiences to build a positive routine. Both Sandy and Gerry remarked that they didn't realise Step Up could introduce them to such a charity or that such opportunities were available so close to the city.

Fran Rimmer, *Link Project Worker*



Stepping up for a busy year



As always, it's been a busy year for Step Up at O'Hanlon House.

Summer 2014 saw the second Kris Scott Memorial Canoeing day, with a large number of participants from agencies throughout the Oxfordshire Network. All the residents that took part thoroughly enjoyed the day, which involved canoeing lessons in the morning, followed by team competitions in the afternoon.

The market stall, run by service users, continues to be popular, with more than 70 people involved in the different aspects of project. We've had two very successful one-off events in the past year, at the Elder Stubbs Festival in August and the Oxfam One World Fair in November. We continued with our regular slot at the East Oxford Community Market and have also started a stall at the South Oxfordshire Farmers' Market. We had run very low on merchandise by January due to a period of high demand for the products being made by the service users! A big thank you to all who have taken part.

In July last year we signed a new contract with the British Red Cross. This has seen three volunteers and Fran, our Link Project Worker, trained to deliver Seven Essential Skills in First Aid. This has been a great success, with 75 service users successfully completing the course since the start of August 2014. The programme has now been rolled out to include residents at Julian Housing.

Service users have also taken on responsibility for some redecoration projects within O'Hanlon House. Initially, a group of residents redesigned and decorated the lounge on the resettlement floor. A new garden in the courtyard and the laundry on the resettlement floor are the next goals.

A scratch team from O'Hanlon House took part in the Social Inclusion Cup again, with teams from as far away as Portsmouth and Birmingham. The team managed three wins, three losses and a draw against a series of teams that play together every week in their own leagues. In further footballing news, one of our ex-residents who has moved on to his own flat, made it through the lengthy trials process to be selected for the England Football squad. He will represent England either at the Homeless World Cup in Amsterdam, another international tournament in Portugal or a new tournament being held in the UK.

A group of eight service users participated in MIND's Frontline Focus Group, contributing with thoughts and ideas about how homeless and mental health services could be improved nationwide. The report that proceeds from this is being passed on to the new government this year.

In the last year, a larger number of service users have been supported back into employment than ever before. This has been facilitated by close co-operation with the Benefits Lead at O'Hanlon House and made more viable due to the introduction of the Back to Work scheme devised by Laurent in partnership with Oxford City Council.

The number of volunteers who have offered their skills, time and enthusiasm to offer a variety of different courses and sessions that improves the Step Up programme for service users, has continued to grow. Many thanks to them for their time and dedication, without their help, we could not hope to do so much at O'Hanlon House!

Steve Usher-Wilson, Step Up Co-ordinator

“
Staff here are doing a great job; really good, despite being put through their paces at times they deal with it all really well

Simon B



PATHS: all the way to No 10



Our volunteering project, PATHS, has yet again had a very successful and exciting year. We have completed our highest number of volunteering hours to date, exceeding 1,000 hours donated by our 30 volunteers in both medical and other related appointments and activities.

The highlight of our year was attending a reception at No 10 Downing Street where we had the pleasure of discussing our success with David Cameron, after winning our Big Society Award last year. It was a privilege to represent the whole team of volunteers and discuss with the Prime Minister all the dedication and hard work they undertake for Oxford Homeless Pathways.

We have added several new activities to those already on offer, such as debating, art therapy, life coaching, museum visits and a new art group. We have also been able to work with the Red Cross and have two volunteers train to be first aid trainers. This has become well attended by clients both at O'Hanlon House and Julian Housing and focuses specifically on aiding the main injuries and difficulties faced by our clients.

Following the success of our book 'My Story', we are in the process of putting together another book, aiming to educate the general public on the lives of the people who are forced to use our services and try to break down stereotypes surrounding the homeless community.

We have also become involved in a very exciting, primarily client led, video project. Its aim is to train clients in film making and then conduct interviews with their peers and create a short film about people's lives in hostels and on the street. Once completed, this will be available to view on YouTube as well as local cinemas.

In March, one of our volunteers, Riki Therivel, was also recognised for her hard work with us by winning an OCVA award for her volunteering.

The activities element of volunteering has also branched out to include volunteers undertaking gardening work within our Julian Housing project and working in the kitchen at O'Hanlon House, both with excellent results.

We simply could not offer the activities and services we do without such a dedicated team of volunteers and I would like to thank them all for everything they do.

Helen Wright Volunteer Co-ordinator

Support for patients

Over the past year, OxHoP's Oxford Homeless Medical Fund (OHMF) has supported patients at Luther Street Medical Centre to purchase much-needed clothing and furniture items as well as necessary photographic ID such as passports. An Estonian patient was recently supported to get a new Estonian ID card, which was necessary prior to him getting a replacement Estonian passport – he is now able to return to Estonia to visit his family.

Others have been supported to buy essential white goods such as cookers, and decent second-hand washing machines that come with a three-month warranty.

Patients have also been supported in expanding their hobbies, such as support to buy fishing licences and gear including rods and tackle. Patients have also been supported to access and/or complete higher education courses such as accountancy.

OHMF also funds the annual cost of the surgery Patient Participation Group's (PPG) membership of NAPP, the National Association of Patient Participation Groups, and attendance at the NAPP annual conference.

The surgery is very proud that our PPG won the NAPP annual 'Corkill Highly Commended' award last year in recognition of its work. The PPG finds membership of NAPP helpful and supportive and would like to express its gratitude to OHMF and its patrons for their ongoing support.

Veronika Thornley, Admin and Finance Worker



Thanks to

We would like to thank everybody who has given their time, possessions, skills or money towards supporting OxHoP this past year. We are always so grateful for the amount of support we find in the community and beyond. Unfortunately we cannot thank everyone individually, but here is a small selection of organisations, groups and individuals who have gone out of their way to help us this year. Thank you everybody!

ORGANISATIONS: Coombs Catering, Oxford Food Bank, Aspire, Oxford Crisis Skylight, Steppin' Stones, Jennings, Bluespires, Connection Floating Support Team, Oxford City Outreach (St Mungo's Broadway), Arney, Butler Sherborn, all staff at Luther Street Medical Centre, especially Mary Squires and Susie Edwards, J Leon & Co, Howden's Joinery, Practical Sales Processes Ltd, Sharp and Strong Ltd, Corinne and Dave at Goodthinking, Littlemore Baptist Church (especially Andrew Bevan), JFDi Print Services Ltd and Peter Leach.

Trusts: Oxford Poverty Action Trust, Magdalen College Trust, Monument Community Trust, Caron Trust, Trusthouse Charitable Foundation and the Duke of Marlborough, Big Lottery Fund, Tobit Trust, St Michaels & All Saints Charitable Trust, 29th Mary 1961 Charitable Trust, Ian Mactaggart Trust, Sobell Foundation, Streetsmart, Thames Valley Police Trust, The Westward Trust, Doris Field Charitable Trust, P F Charitable Trust, Garfield Weston Trust, J Paul Getty Jnr Charitable Trust, OxFizz.

Community Groups: Oxford University, especially the RAG and On Your Doorstep teams, St Stephens College, Ahmadiyya Muslim Association, D'Overbrookes School, Oxford Conservative Association, Ruskin College, Oxford Christadelphians, Tingewick Trust, Keble College, All Saints Methodist Church, St Swithun's Church, Windmill School, Cumnor Primary School, Oxford Quakers, Wantage Methodist Church, Bucknell Parochial Church, Balliol College Chapel Fund, East Hagbourne Church, Clanfield Primary School, OxFAP.

Volunteers & Sessional Workers: Riki Therivel, Ed Hart, Jimmy Hetherington, Chris Morgan, Vivian Shaw, Aziz Halime, Steppin' Stone Counsellors Lisa Wadeson, Lucy Surman and Hannah Gattrell, Jo Faulkner-Harvey, Gillie & Sarah from Complex Needs, Jim O'Kane, Nick Vernede, Riki Therivel, Ian Draisy, Carlo Sico, Barry Dalziel, Liz Williams, Lizzie Pugh, Emily Holman, Joe Fenton, Paul Becka, Caspar Jacobs, Alexandra Adamson, Alexandra Cheng, Christina Spencer, Isabella Hutton, Karlie Shead, Evelina Savackaite, Verity Bennett, Hope Frost, Victoria Murphy, Jovi Wong, Davina Bannister, Sabrina Gohill, Robin Bayley, Theo Armon Jones, Jessica Turner, Chloe Baldwin, Josephine Vegilo, Iain Winton.

Individuals: Will Newell, Mona Hafez and her two sons, Claire Cartwright, Ali Fraser, Rachel Wood, Brenda Lennon, Christopher Blount, Dr & Mrs Pain, Evelyn Mukherjee, Ian Meikle, J C Gosling, S V Owen, Mr Gary Withlock, Mr Brian Broad, Mr Alastair Craig, Tomas Christmas, Thomas Black, Rhian Jones, Peter Mahoney, Flora Fergusson and all of our other individual monthly donors.

Upping our game!

Each year as a fundraiser, I feel increased pressure to find new and inventive ways to raise money for OxHoP. With our funding being cut significantly next year, this pressure is unlikely to lighten.

This year I finally stepped into the role of fundraiser as my sole responsibility, and it's been a challenging but also very rewarding time. I have very much enjoyed being able to focus solely on fundraising for OxHoP.

Each year I am also astounded and impressed by the inventive ways our supporters raise funds and awareness on our behalf. And this year has been no different. New community groups and businesses have stepped forward to organise events and team fundraising challenges, as have more individual supporters than ever before. Overall this year, we have seen supporters work harder than ever. More marathons, obstacle courses, row-a-thons, and of course cake sales!

Over the next few years, we will come to rely on donations more and more, as our funding decreases and we fight to keep the standards of service as high as they are now. At all costs, we want to avoid having to cut certain services and the standards of care due to financial hardship. It's not fair that our vulnerable service users suffer any more than they already do. Thanks to people like you, we still have hope that we can overcome the cuts and keep our services safe.

A huge, unending thanks, to all of you who donate your time, skills and money. You can't begin to know how much it helps.

Kaye McDougall, *Fundraiser*



Financial report

The charity recorded a surplus for the year of £252,000 after investment gains. Fundraising from the community, individuals, corporate and trusts amounted to £220,000 including a small legacy. We are extremely grateful for this income; it allows us to give added services to our users above those which our basic funding allows. Service costs increased slightly over 2013/14, allowing us to carry out necessary maintenance and improvement work to the increased number of houses we now manage. However, rental income for both O'Hanlon House and the Julian Housing Projects, which includes supported housing for ex-offenders, has been maintained very positively throughout the year with void periods being strictly managed. The Medical Centre land and buildings and other property assets all reflect a realistic market value in the accounts, and are in constant use by the charity for our clients. Reserves to cover three months' operating costs are included in our general funds. We anticipate making use of some reserves over the next few years, to ease reliance on public sector funding while increasing alternative income streams. This will ensure there is capacity to develop services which are in the best interests of homeless people.

Mike Slater
Finance Manager



Statement of finance 2014/15

INCOMING RESOURCES	2014/15	2013/14
Rent & Grants	3,161,923	2,754,371
Medical Centre rent	94,200	46,200
Donations	219,991	238,535
Investment income	34,015	31,932
Total incoming resources	3,510,129	3,071,038
RESOURCES EXPENDED		
Direct charitable expenditure		
Service costs	2,062,830	1,789,673
Service support	1,180,381	1,480,105
	3,243,211	3,269,778
Governance costs	14,871	15,400
Total resources expended	3,258,082	3,285,178
Net (outgoing)/incoming resources for year	252,047	(214,140)
Unrealised assets/gains	21,334	23,331
Balance brought forward at 1 April	2,710,738	2,901,547
Balance carried forward at 31 March	2,984,119	2,710,738
BALANCE SHEET AT 31 MARCH	2015	2014
Fixed assets		
Tangible	1,226,543	1,257,681
Investments	972,747	951,413
Current assets		
Debtors	159,479	178,845
Cash at bank and in hand	789,997	600,492
	3,148,766	2,988,431
Creditors		
Bank loan	(134,331)	(227,761)
	(30,316)	(49,932)
Total net assets	2,984,119	2,710,738
Funded by:		
Unrestricted funds		
General and office funds	714,310	988,978
Designated funds		
Welfare & Medical Fund	377,610	270,857
Fixed Asset Fund	993,853	717,041
Social Development/Housing First	634,601	437,084
Restricted funds		
Oxford Homeless Medical Fund building	232,690	281,055
Personalisation/OHMF Training	31,055	15,723
Total funds	2,984,119	2,710,738

Notes to the accounts: The summarised accounts printed in this annual report may not contain sufficient information to allow a full understanding of the financial affairs of the charity. Copies of the unabridged accounts (which comply with current statutory requirements and include an unqualified audit report) can be obtained on request from Oxford Homeless Pathways.

Auditor's statement: "We have examined the summarised financial statement included in this annual report. The Trustees are responsible for the preparation of the summary financial statements; we have agreed to report our opinion on their consistency with the full financial statements.

We have carried out the procedures we consider necessary to ascertain whether the summary is consistent with the full financial statement from which they have been prepared. In our opinion, the summarised financial statements are consistent with the full financial statement for the year ended 31 March 2015."

James Cowper Accountants



Mission

OxHoP's mission is to make homelessness a thing of the past; to support and guide people along a one-way journey out of homelessness, towards fulfilling futures.

Aims

OxHoP's aim is to provide a broad range of innovative and excellent services across the Oxfordshire region, to help homeless people regain and maintain independence. We aim to empower individuals to take control of their own lives, and thrive to the best of their ability.

Objectives

Swift, effective, creative and lasting responses to transform the lives of people who find themselves homeless, including:

- Providing a range of housing with high quality support, creating individual solutions to individual needs
- Encouraging and supporting homeless people to take up training, education and activities to live the lives they want to live away from the stigma of homelessness
- Supplementing the effectiveness of health services for homeless people
- Working locally and nationally to influence all aspects of public provision which impact on homelessness, with the ultimate goal of ending homelessness
- Working with other providers to ensure that services evolve in a way that best meets the needs of homeless people
- Raising awareness and promoting social inclusion by helping people understand the complex issues surrounding homelessness



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Registered company no. 2164150