



Oxford Night Shelter

Annual Report 2005/06



“Keeping pace with a changing world”



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Oxford Night Shelter
Incorporating Day Shelter and Julian Housing.

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Registered charity no 297806
Registered company no. 2164150
Constituted as an incorporated charity under a Memorandum and Articles of Association



O'Hanlon House is owned by Home Group and managed by Oxford Night Shelter for Stonham, the supported housing division of Home Group

Mission

Oxford Night Shelter enables homeless people to find and sustain stable housing by providing emergency facilities, resettlement advice and assistance and appropriate move-on accommodation.

Aim

Oxford Night Shelter exists to help homeless people by providing accommodation and support towards independence.

Objectives

- To provide safe emergency accommodation and daytime facilities for those in need.
- To help homeless people to move on to more appropriate accommodation and a more independent and stable lifestyle.
- To work with other agencies to fight homelessness, raise awareness and promote social inclusion.
- To reflect best practice in homelessness support.

Our website

We are thrilled to announce that our new website is now up and running – www.oxfordnightshelter.org.uk
We have tried to make it accessible and informative – and would welcome any suggestions you might have to improve it. In due course, we hope to add an education page, providing a lot of the basic information about local homelessness that we are often asked by students or other interested members of the public. You may be interested to note that the website includes a link to Justgiving.com, providing an easy way for people to donate money to Oxford Night Shelter on line.

Staff and volunteers



Caretaking team Bryan, Clive, Rob, Sofiane

Resettlement Team (01865 304600)

Resettlement Manager Toby Blake
(Gary French left 2006)

Resettlement Workers Souad, Anny, Fred, Tina (moved from Day Team)
(Charlotte left 2005)

Julian Housing (01865 201992)

Support Manager Alan Cowland
Support Workers Paul, Lindsey, Dawn, Pearline, Gemma
(Josh left 2006)

Maintenance Chris, Ian

Volunteers Oliver, Jean-Luc



Director (01865 304600) Lesley Dewhurst
Operations Manager Simon Pitkin
Finance Manager Mike Slater
Administrator Jason Buckingham
Finance & Admin Assistant Gabriel

O'Hanlon House (01865 304600)
Deputy Ops Managers Sally Dyer
Lucy Richman
Lucy Flanagan
(Toby Blake left 2006)

Day Team Elaine, Ian, Holly, Jason, Heather, Francisco, Richard, James
(Jan, Sam, Simon, Joe, Gerrie left 2005)

Night Team Robert, Pearl, Laurent, Zak, Dominic, Surivijay, Amarjit, Susan, Jayson, Laura, Bernie, Rodney (moved from Day Team)
(Lindsay left 2005)

Casual Workers James, Lotta, Tracy, Claire, Frank, Alex, Effie, Emma, Simon, Dave

Trustees and advisors

TRUSTEES 2004/05 (elected by the association)

Christopher Blount (Chair)
David Barnett (Treasurer)
Father William Hewett
Robert Mardle
Mark Nightall
Stuart Reid
Deborah Glass-Woodin
Paul Goodman
Pat Goodwin
(Damian Jolly, Richard Tarver, Corinna Redman left 2005)

ADVISOR TO TRUSTEES
PC Paul Phillips

OXFORD CITY COUNCIL REPRESENTATIVES
Cllr David Rundle
Cllr Gill Sanders
Cllr Sushila Dhall

PATRONS

Radiohead
Hugo Brunner
Sir John Mortimer
Miss Jean Marsh
Rt Rev Richard Harries
His Grace the Duke of Marlborough

PROFESSIONAL ADVISORS

Auditors: Edmund Gibbs Group, Kingsgate, 4610 Cascade, Oxford Business Park South, Oxford OX4 2SU

Solicitors: Ferguson Bricknell, Chester House, George Street, Oxford OX1 2AY

Bankers: Unity Trust Bank, 9 Brindley Place, 4 Oozels Square, Birmingham, B1 2HB

Merger with Oxford Homeless Medical Fund

AFTER months of planning, we will shortly be merging with Oxford Homeless Medical Fund – the charity which founded Luther Street Medical Centre. OHMF has recently completed the mammoth fund-raising task that has resulted in the extended and enhanced new Luther Street Medical Centre, and now feels it is time to merge with a larger, but like-minded charity – namely Oxford Night Shelter!

Our two organisations have co-existed for nearly two decades, sharing in each other's triumphs and difficulties but, more particularly, sharing each other's clients. The homeless people of Oxford benefit hugely from the tight co-working and collaboration of our two services, and it feels only right that we should be working to ensure this continues in the future. Luther Street Medical Centre will continue to be run as an autonomous primary care service.

The main difference is that the Medical Centre building will be owned by Oxford Night Shelter Ltd. The OHMF administrator, Margaret Burden, will become our employee and will continue to service the very healthy database of donors who wish to contribute to the welfare of homeless people. We have also welcomed two OHMF Trustees, Pat Goodwin and Paul Goodman, on to our own Board of Directors.

Message from OHMF

THE work of the Luther Street Medical Centre has always been enhanced by our will to work with both statutory and other voluntary sector agencies to generate a shared understanding of the issues affecting health and homelessness.



After completing the final phase of our building programme, our small group of Trustees took a good hard look at where the charity was going in the future. What was our vision? With tightly defined objectives, it was difficult to find a meaningful niche for future developments. In review we confirmed that the continued development and provision of first class health and well-being services would best be preserved by a merger with a larger, well established and compatible charity.

Historically, the Night Shelter was the organisation that OHMF chose to develop its services with. They were our neighbours – in spirit and location. The Shelter was the first port of call for most rough sleepers and a health practice in close proximity would provide health care to those in greatest need.

You can perhaps imagine how delighted I was when our Trustees selected Oxford Night Shelter to be our merger charity. Today we are waiting the final transfer documents to confirm and strengthen the partnership between two financially viable and highly successful charities.

Finally, let me say in this difficult financial climate and time of structural change working with Lesley Dewhurst and colleagues will provide a stronger platform from which to negotiate the ongoing needs of our most vulnerable people.

Pat Goodwin MBE
Chair, Oxford Homeless Medical Fund

Director's report

A BIT like having a baby and realising there's no let-up after the birth, the past year after our move into O'Hanlon House has been a busy and demanding one. But just as parents take pride and joy in the growth of a child, it has been a great experience witnessing the growth and development of work here at Oxford Night Shelter over the past 12 months. Both Julian Housing and O'Hanlon House have been the scene of many life-changing moments along the way.

Probably the most dominant event of the last year was the Supporting People Review. Supporting People are our major funders and, quite rightly, have high standards of what they require from us.

Many of you will be familiar with this process – a rigorous investigation of most aspects of our organisation which many others have been through. A tremendous amount of effort



and hard work went into the preparation for this review – not least because many of the structures required were completely new to our organisation.

This all paid off and we were given higher than average grades, with a short action plan to point us even more in the right direction. My thanks to all staff and clients who helped show off O'Hanlon House and Julian Housing to best effect during this Herculean task.

Julian Housing has expanded this year – an extra house with six units – to start building up a stock of 'move on from the move on'. We are finding it increasingly frustrating to put so much effort into getting our clients prepared to move on successfully into their own accommodation – only to find there isn't sufficient accommodation out there. Instead, we are trying to find more creative ways of providing that 'third stage' kind of accommodation. Providing it in-house is certainly one answer.

We look forward to the year ahead. Our wish list, in no particular order, includes getting funding for an activities co-ordinator, implementing sound outcomes monitoring procedures, doing more user involvement work, finding ways of increasing the availability of move-on accommodation ... and, if we do all of that, I will be very pleased!

Lesley Dewhurst
Director

Chair's report

WE have enjoyed a period of consolidation following the move to O'Hanlon House in January 2005.

Our clients continue to make very favourable comments on the greatly improved accommodation in the new building. O'Hanlon House provides a much safer and more friendly environment than our previous accommodation. Although clients are staying longer because of the improved facilities, the Council of Management is acutely aware of its responsibility to continue to provide sufficient emergency access.

The number of violent incidents has fallen, and the number of female clients has increased, perhaps reflecting the greater security which the ONS now offers.

The overnight charge was increased from £2 to £3 to coincide with the move to the new building and, despite the rise, the number of non-payments has fallen sharply. The Council of Management considers this to reflect greater client satisfaction with the new facilities.

The staff are also finding O'Hanlon House a much better working environment. I would particularly like to thank all the managers and staff for their patience and co-operation with the many changes over the past year. This has undoubtedly led to the increased number of clients benefiting from the advice of the Resettlement Team and care staff.

I would also like to take this opportunity to thank Gary French, who was leading the

Resettlement Team for three years, and who has been one of the driving forces behind its success. Gary has now left the ONS, and we wish him well in the future.

Toby Blake, one of our most experienced managers, has taken on Gary's position as Head of Resettlement.

Julian Housing continues to flourish and we have acquired another property during the year. There is still an increasing number of successful referrals from the Resettlement Team to Julian Housing. A major refurbishment of many of the Julian Housing properties has taken place during the year, under the direction of the manager, Alan Cowland.

The Council of Management is confident that the management and staff are well equipped to face the challenges of 2006/07.

Christopher Blount
Chair, Council of Management



Making an impression

The past year has seen clients and staff adapting quickly to life in their new home – and on this page, we turn the spotlight on O'Hanlon House

Creative space in O'Hanlon House

IT has been over a year now since we moved into our new building and, already, the mobile buildings are starting to seem like a distant memory and part of Night Shelter folklore. It's amazing how much more relaxed people are here than in those crowded conditions.

I think the biggest difference has been made by having double and single rooms rather than dormitories, so everyone gets a better night's sleep.

More subtle changes have made a big difference too. Having the TV in a side room, rather than in the main hall, means people tend to watch it only when there is something they want to see, rather than being mesmerised by TV all day. Having a separate wet room for drinkers means that those trying to break the habit have a better chance, and also that the drinkers' more exuberant moments tend not to be so disruptive.

All this means that people have time to be more productive. Having a quiet and spacious activity room has meant those who want to pursue their own artistic activities can do so in peace, using the space and materials provided.

Several of our clients already have an interest or experience in art and are able to use these resources to re-fire their enthusiasm. Others, with little or no previous experience, have joined in with activities such as sculpture, pottery and collage and have begun to discover new interests. Many of these activities simply would not have been possible in our old accommodation – creativity is a messy business and needs space!

Tracy – Project Worker



O'Hanlon House has space to get creative

Drugs course pays dividends



Laurent, left, found a course on tackling substance misuse has helped him to help clients on their 'road to recovery'

IN October of last year, I started, with another couple of colleagues, a course entitled 'Tackling substance misuse'.

This is a course recognised by DANOS [Drugs & Alcohol National Occupational Standards] and its aim is to study and understand the psychological, physiological and sociological processes of drug addiction. It also endeavours to present the multiple interventions available to help the drug misuser confront the different issues responsible for the situation he or she might be in.

The course is divided into sections, each one providing an outlook on the matter at hand. We started by studying the effects drugs have on the body, and particularly the brain, such as the effects on the nervous system and the release of endorphins.

We followed by discussing the behavioural patterns often involved in addiction.

We carried on by learning about updates on national drug policies, the law, the set-up of a

care plan with a client and so on. We discussed intervention methods such as motivational interviewing, positive peer pressure, positive assertiveness, counselling, anger management and cognitive behavioural therapy.

On a day-to-day basis, this knowledge enables us to become better listeners, to avoid jumping to the wrong conclusions or diagnoses, to empower and motivate the client in taking the courage to try to turn their life around by focusing on small, realistic and achievable goals, to learn to give the client time to reflect, and to learn to trust the client.

We try to help the clients to structure step by step their own 'road to recovery'.

We aim also to help the clients to focus and control their enthusiasm, to pace themselves, to accept and to be patient. It takes time to change someone's life for the better on a long-term basis.

Laurent – Night Project Worker

ONS school visit raises awareness

ON 23 June 2005 the director and two residents of the night shelter visited Bloxham School as part of a sixth form 'cultural awareness' conference.

The purpose of the visit was to tell us about the workings of the shelter and what it aims to achieve. There was a short presentation from the director about the new buildings and the services provided and then a brief account of their own experiences from the two residents. This was followed by an informal question and answer session.

This was an account of an area of life of which few of us had any previous knowledge. I found the account of the work done by the

night shelter very informative and reassuring, in the sense that something so worthwhile was being done.

However, personally, the biggest impact came from listening to the stories and experiences of the two residents. I think it opened all our eyes as to how it is that normal people can fall on to hard times. As a result, I shall think again before walking past homeless people who ask for money.

I found the visit a very interesting and worthwhile experience and learned a lot about an organisation and a problem of which I previously had little knowledge.

Nick Higgins, 6th form, Bloxham

The number of Day Shelter clients averages about 75 a day

The average stay is 46.5 nights – almost twice as long as last year



What our clients think of O'Hanlon House

"I have used the Shelter here as a resident and also in the Day Shelter services for 4 - 6 months on and off, and think it is on the whole largely undervalued and abused by many 'clients'. For myself I can say the food is good and the staff are helpful and patient (more patient than me!). Where else can someone who is skint have a meal, wash and do laundry for nothing? Also a good place to go in bad weather."

"The Shelter for me has saved my life as I've never been in this situation before. All the staff are kind and caring and the Shelter gives people a chance to better themselves. Thanks to everyone involved."

"I think the Night Shelter is a much better place since the new building has been built. There are much more facilities to use and a much more relaxed environment to relax in. The staff are very friendly and are extremely helpful with everything you need help with. On the whole, the new Night Shelter is a much more nice, friendly place to stay."

The one that got away

HOW did I become homeless? Without going into the gory details, I think it best to say: "Quite easily, could have happened to anyone."

I wish there was something I could point to and say: "I became homeless because..." Alcoholic, nope. Substance abuse, nope. Returning to the community from a penal or care institution, ill equipped with the necessary life skills, nope. Ex-services, nope. Bankrupt, nope.

I am of course disqualified from belonging to the category that makes up the majority of the homeless in that I am not a couple with a young family in temporary bed and breakfast accommodation. Everyone forgets them – out of sight, you see.

I must be the one that got away, though I find it hard to believe there are not others out there like me. Those who have come away from two long-term relationships. A couple of kids by the first. No house, by either; and from both, a raft of debts with the creditors in hot pursuit of their share of nothing.

Not that I have absolutely nothing. There are 'new' initiatives abroad aimed at the rehabilitation and re-integration of the homeless. The intention being to break the 'revolving door' of care for the homeless, whereby a person is taken into 'care', summarily processed, relocated, and subsequently returns to previous behaviours leading to eventual readmission to 'care'.

I have been able to take advantage of the opportunities which these initiatives make available. I have met the requirements expected of me to progress through the system. I am re-educating and re-training myself and I have involved myself in voluntary work. I am developing a network of

contacts which will eventually lead to employment. I have a room in 'low support' accommodation provided by a housing association. I can expect to be rehoused, either through my own efforts or by the city council. I do have a foreseeable future in Oxford.

I fear there are many that may not be able to take similar advantage of the opportunities available. What will they do? Where will they go? Already I see fewer of them on the streets. Why?

The rush to the implementation of ASBOs, Alcohol Free Zones and Exclusion Zones seems designed not to solve a problem but rather to remove it from our sight. In this case, however, it will not be into temporary bed and breakfast accommodation, where the problem can easily be overlooked and forgotten. I fear a number of the homeless are being driven away to become a problem on someone else's doorstep.

For myself, I would not have the hope which I have today without the efforts of the staff of O'Hanlon House. Despite the constraints of the system and the dwindling budgets they work within, and often without the thanks or the understanding of the people they strive to help, they devote themselves to making a crucial difference to the expectations and prospects of those they work with. They gave me time and support and continue to do so. I thank them.

I must also thank my son. He was concerned at the number of homeless on the streets of Oxford. He bought vouchers for a night's accommodation at the night shelter; when approached, he distributed these in preference to money. When I became homeless he supplied me with his last voucher for my first night in O'Hanlon House.

I was lucky. Others may not be.

Ian – ex-resident of O'Hanlon House

Monthly meetings aim to help clients move on

AS part of trying to develop more client involvement in O'Hanlon House, we hold monthly resettlement meetings with clients.

These meetings are open to everyone on the resettlement floor, and can cover anything: cleaning communal areas, looking at clients' budgeting, cooking meals for groups, or how to resolve the problems of sharing a kitchen.

From the meetings, we are looking at developing a group to represent clients and to hear from clients what they want and can expect from the Oxford Night Shelter.

One of the biggest problems can be lack of motivation. With this in mind, we look at activities clients can get involved in, and encourage them to

participate. Again, a range of activities are on offer: visiting museums, organising football tournaments, setting up and running art groups – anything that can be seen as beneficial to the clients' wellbeing, provided it doesn't cost too much!

We are also trying to improve the service we offer to street drinkers. This group is traditionally very difficult to engage with. With this in mind, we have set up a group specifically for drinkers to address issues around alcohol and to look at ways people can either abstain or reduce to a level of consumption where accommodation alternative to the Night Shelter is a viable option. This group is very much client led and is held in the 'wet room' of O'Hanlon House.

Toby Blake

THE job of resettlement in the Night Shelter can be said to be the best and the worst of jobs. There are times when you have worked closely with a client and seeing them into their own accommodation, with all the opportunities to re-enter what is known as society, is a fantastic feeling. The client is happy, looking forward, not back, and the worker feels rewarded for all the time and effort put in. Then there are the times when, despite all the work, for some unforeseen reason everything turns to dust. But the motto of resettlement should be 'Never say die'. We all learn from these experiences.

In the past year we have moved people on who have in the past repeatedly come back to us, going through the revolving door of street homeless to Night Shelter to their own accommodation and then falling back into homelessness again. What we are trying to do is to break that cycle. That is why the main thing we ask of clients going through the resettlement process is honesty about what led them to being here in the first place. Without honesty, it is very hard to work with them to ensure we won't see them knocking on our door again in six months' time.

Toby Blake, Resettlement Manager

Case study

MIKE, 50, has been 'known' to the homelessness network in Oxford for years, using heroin for 18 years, as well as physical health, low self esteem, numeracy and literacy problems. Mike had been through the revolving door of Night Shelter to hostel and then back on to the streets. Accommodation would be found but his level of heroin use meant he would always get into rent arrears.

Mike had a major issue in trusting people and opening up about his issues. We worked with him to help address his problems - getting him engaged with health and drug professionals, getting him used to paying rent every week, and looking at getting help for his numeracy and literacy problems. It wasn't easy and on several occasions we would wield the big stick, threatening eviction from the resettlement floor if arrears were not addressed. To his credit Mike paid up and avoided eviction.

He has now moved on into our Julian Housing project, where he receives support both from members of the resettlement team and Julian Housing support workers. It won't be easy and these are early days but everyone who has worked with him hopes for the best – and for the first time in many years, Mike believes enough in himself to make it work.

Resettlement courses

As part of the resettlement process, we work with clients on issues that may have led them to being homeless in the past. Each person who goes 'up' to the resettlement floor agrees to attend courses that address these issues. The basic course, held every three months, includes sessions on budgeting, cooking, anger management and final steps out of the Night Shelter. We are now looking at expanding the programme to include topics clients have suggested would be useful – for instance, CV writing.

For the budgeting session, we asked an ex-resident who was interested in developing his training skills to come in and run the course. The feedback was excellent, as clients felt it better to hear from someone who had 'been there'. We would like to develop this in future, potentially sending clients on short courses on how to become a tutor.

We also encourage clients to get involved in external courses. This allows them to develop a support network outside the building before they move on. These courses range from short courses such as literacy, basic IT skills and single day courses at Ruskin through to full-time degree courses at Oxford Brookes University.

Move-on analysis from resettlement floor						
A	B	C	D	E	F	G
Clients (out of 110 in 05/06)	Main presenting issue	Moved into housing of choice	Left – evicted or of own accord	Leavers who got into housing of choice within a week	% of clients in housing of choice (C + E)	% of those who have move into housing and are still there
33	Drugs	17	16	7	72%	66%
29	Alcohol	20	9	1	71%	66%
23	Mental health	16	7	1	74%	71%
25	Nothing particular	20	5	2	88%	84%
Total: 110					Average: 76.5%	Average: 74%

We have done some analysis of the first 110 people to leave the resettlement floor.

Although there is always room for improvement, we were heartened by these results.

The table demonstrates a number of trends:

● High numbers of drug users are getting on to the resettlement floor (contrary to expectations).

● It is clearly easier to get into accommodation of choice if you have no particular problems! However, high percentages of other clients did as well.

● Surprising numbers of clients get into accommodation of their choice even after they have left – especially drug users in this instance.

A study of the first 110 clients to leave the resettlement floor found that 35 per cent had a significant alcohol problem

Julian Housing extends support



Julian Housing clients in the kitchen at one of the houses

OVER the past 12 months Julian Housing has continued to work towards meeting the individual's needs, as set out in Supporting People's quality assurance framework, by enhancing the support services offered to residents.

We are now receiving referrals from a wider section of the homeless network. As a result, applicants' needs have become more diverse and the approach to supporting those needs has intensified.

Currently the single largest number of external referrals come from Street Services. However, the proportion of sustained tenure over the past year has been evenly spread between the hostels and those applying direct from Street Services.

The lowest tenure levels are from those referred from prison and the probation service. This is an area we continue to work on improving.

The programme at 39 Botley Road has continued to work well, with clients moving across to the generic accommodation (see opposite).

A total of 126 services users accessed support between 1 April 2005 and 31 March 2006 – an increase of 24 per cent over the corresponding period last year.

Case study: Albert's story

ALBERT came to Julian Housing with multiple support needs. He has a mild learning disability – leading to problems with literacy and numeracy – and his difficulties began after the death of his wife.

His wife had taken responsibility for managing the household. After she died, Albert was unable to cope and lost his accommodation due to mounting debts. His cooking, cleaning and cleanliness skills were very limited, and he had no knowledge of nutrition or healthy eating.

After assessing Albert's needs, Julian Housing staff, working with Albert, devised a support plan – as illustrated in the charts.

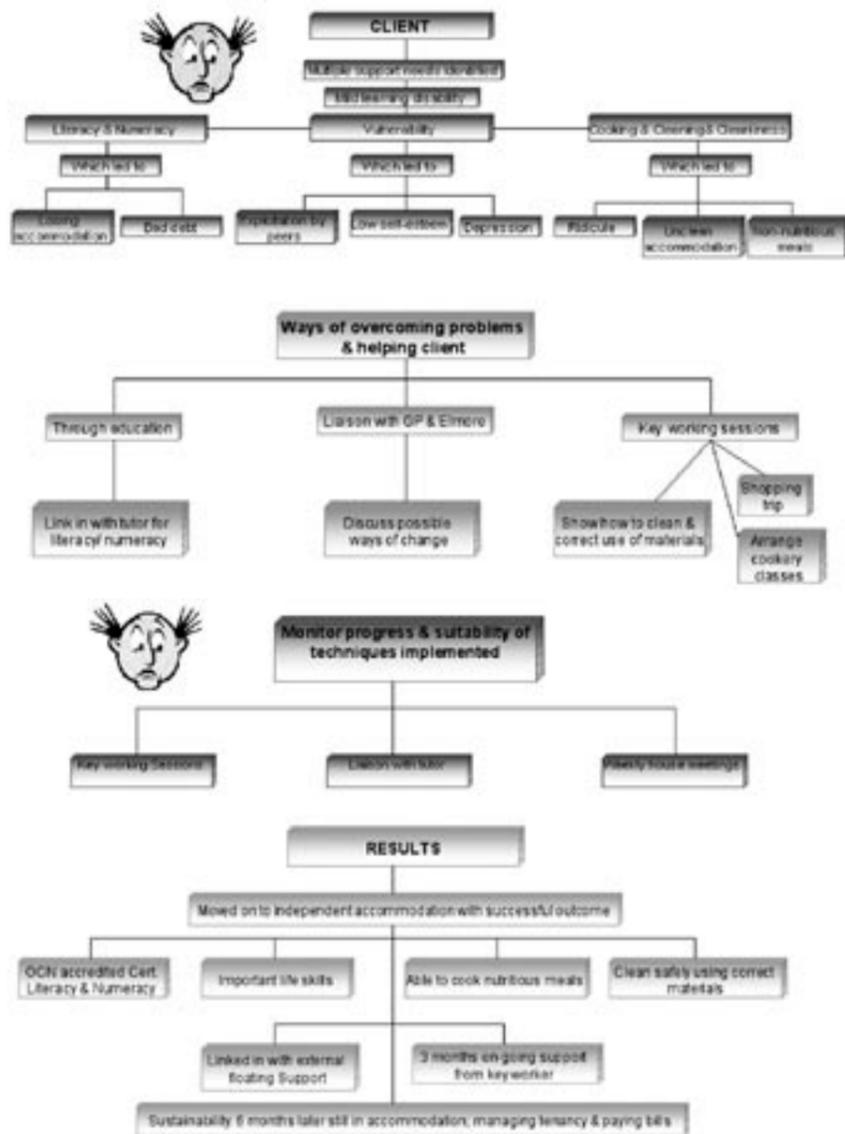
To help Albert with his literacy and numeracy, he was linked with a tutor who came in to work with him on a one-to-one basis initially, followed by group work. In addition, regular key-working sessions were set up. These helped build Albert's confidence, and enabled him to read basic letters and make phone calls and pay his bills.

Problems with cooking, cleaning and cleanliness were attributed to Albert's learning disability. He was helped to begin with by educating him on money and shopping. He was accompanied on a shopping trip and given advice on the best products to choose. Cookery classes were arranged, which helped Albert to shop wisely and prepare and cook nutritious meals for himself.

Everything that had been put in place was monitored through key-working sessions and liaison with the tutors.

As a result, Albert moved on to independent accommodation. He gained an OCN accredited certificate in literacy and numeracy, and learned important life skills. Albert was linked in with external floating support and given three months' on-going support from a key worker.

Six months later, Albert is still in accommodation, looks after himself well and pays bills on time. He has built up his confidence and self-esteem. He is able to read and write, and is living an independent lifestyle with only a small amount of floating support.



to even more clients

Botley Road project

THE Botley Road Project has now been established for 18 months and continues to be a positive aspect of the recovery process for people recovering from drug or alcohol misuse.

The project provides a drug and alcohol-free environment, which leaves residents to focus on activities that increase their ability to stay sober. These include voluntary work, attendance at AA/NA, counselling and group work with LIBRA and SMART, training and development with Ruskin College and Oxford & Cherwell College, and general leisure pursuits.

Residents are encouraged to develop their own structure and timetable, which is then discussed and supported by staff. Goal setting and action plans are paramount to the support offered and help residents to realise their potential and achieve their goals.

The Botley Road Project is a joint initiative between Julian Housing and the Drugs Recovery Project and provides accommodation for five residents for 12 months. Residents then progress to the generic properties within Julian Housing, access the move-on accommodation offered through Oxford City Council or apply to the private sector.

Admission is through referral only. For further information or an application pack, call Julian Housing on 01865 201992 or Drugs Recovery Project on 01865 513994.

Pearline

Julian Housing Support Worker

Gardening project restores a sense of pride



Cadbury Schweppes volunteers join the Julian Housing gardening project

THE Julian Housing gardening project, co-ordinated by Dawn, started in summer 2005.

It consists of volunteers who are residents living on the project. Many gardening team members say it gave them back a sense of pride, and a number of them continue to maintain their garden, keeping it in good order. Funding for the project came from Streetsmart, a local fundraising initiative.

In August 2005, our team of gardeners were supported by a group of 50 volunteers from Cadbury Schweppes, who gave up their time to help clear two very large gardens and paint the hallways of two of our houses.

The day was an enormous success and left everyone with a great sense of achievement.

Of that number, 64 are still in resident. Of the remaining 62:

- six had their licence terminated
- 51 moved on to their own accommodation
- two went to a rehab
- one went to prison
- two whose whereabouts are unknown.

The majority of those finding employment have moved into private-sector accommodation. This has acted as a disincentive for many to seek employment, mainly because of the disparity in the quality of accommodation, rents and security of tenure in the private sector, compared with social housing.

Therefore the majority being offered social housing (other than those who are unable to work through ill health) have continued to be on Housing Benefit after moving from the project.

We have recently been involved in Business Action's 'Ready for Work' programme for identifying those who would benefit from a work trial with local employers. To date our residents have gained four out of a possible five places available. It is envisaged that those on the work trial will obtain employment.

Our housing stock has increased by the addition of one more property this year.

With this addition we have been able to enhance the way we develop the programme for residents gaining more independence within their time on the project: first stage is living in the communal housing, where life skills and social interaction can be established or regained, then moving into individual bedsits where a greater level of independence can be achieved. Finally, we have a few self-contained flats where residents can gain the maximum amount of autonomy before moving on from the project.

Alan Cowland

Julian Housing Manager

Case study: Katherine's story

Katherine's story

KATHERINE lived a settled life for many years: she was married, worked and was the mother of two sons. Unfortunately, her marriage broke down 16 years ago. She left the family home and went to live with her mother. This was a very difficult time for Katherine and she began drinking alcohol as a coping mechanism and entered a relationship where she was subjected to domestic violence.

Katherine's alcohol use led to loss of employment, breakdown in the relationship with her family and eventually homelessness. She spent some years living in private rented accommodation, hostels and night shelters. In 2004 Katherine was accepted on to the Julian Housing Project.

She had low self-esteem and lacked confidence, but over the two years spent at Julian Housing, Katherine made good progress.

She had periods where her alcohol use was quite problematic and her health was affected. However, with support from a counsellor, AA and sessions with an alcohol worker, she was able to work towards abstinence.

Katherine attended various short courses at a local college and completed an NVQ in catering at a local day centre. She was united with her family and began having contact with her sons.

In December 2005 Katherine moved into a flat. For the first month she experienced difficulties with maintenance issues and benefits; however, she was able to deal with these issues confidently. Since the move, Katherine remains abstinent from alcohol and has put on two stone in weight. Katherine continues to build strong relationships with her family and hopes to gain employment within the next six months.

Tired old properties had been transformed and were given a new lease of life. The day's events were covered by two local radio stations: Fox FM and Radio Oxford.

The gardening team have successfully completed many other projects, including building a barbecue, where many a sunny day has been enjoyed by the residents of Julian Housing. Several other gardens have been cleared and landscaped.

One year on, the gardening team are still going strong and have started clearing away the remains of the winter damage.

Dawn

Julian Housing Support Worker

Financial report

RENTAL income for both O'Hanlon House and the Julian Housing Project has been maintained throughout the year to budget expectations.

Grant awards have been as anticipated, including support from the Supporting People grant, the Primary Care Trust and Oxford City Council. General donations have improved from last year and we are continually grateful for the support by individuals and groups who donate 'in kind' as well as giving cash support. This enables us to provide services and welfare specifically targeted to our residents above the level provided by general grants.

A small surplus of £12,000 has been taken into our reserve fund. A prudent use of resources has been evident through the year, necessitated by a 2.5 per cent reduction in the Supporting People grant and settling in costs for O'Hanlon House.

Reserves include £497,000 (about three months' operating costs for 2006/07), which is set aside as a contingency against future uncertainty affecting the service we provide, in accordance with best practice, and recommended by the Charity Commission.

Mike Slater

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 Night Shelter.

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 2006."

Edmund Gibbs Accountants

Statement of Financial Activities 2005/06

	2005/06	2004/05
INCOMING RESOURCES		
Rent and Supporting People Grants	1,580,956	1,445,392
Donations	335,189	380,768
Investment income	29,277	20,879
	39,437	36,734
Total incoming resources	1,984,859	1,883,773
(Less cost of generating funds)	no fundraising	no fundraising
Total available for charitable applications	1,984,859	1,883,773
RESOURCES EXPENDED		
Direct charitable expenditure		
Service costs	1,338,199	1,134,241
Service support	583,107	529,543
	1,921,306	1,663,784
Other expenditure		
Governance costs	51,397	48,530
Total resources expended	1,972,703	1,712,314
Net incoming resources for this year	12,156	171,459
Balance brought forward at 1 April 2005	1,074,136	902,677
Balance carried forward at 31 March 2006	1,086,292	1,074,136
BALANCE SHEET AT 31 MARCH 2006	2006	2005
Tangible fixed assets	328,569	357,428
Current assets		
Debtors	25,125	27,290
Cash at bank and in hand	1,000,427	928,936
	1,354,121	1,313,654
Creditors	(92,024)	(54,118)
Bank loan	(175,805)	(185,400)
Total net assets	1,086,292	1,074,136
Funded by:		
Unrestricted funds		
Income and expenditure	149,846	110,341
Designated funds		
Welfare fund	64,232	57,736
Emergency reserve	623,156	707,192
Restricted funds		
Building development	38,056	34,918
Julian Housing	211,002	163,949
Total funds	1,086,292	1,074,136



Harm reduction initiative has a successful first year

Drugs worker Gavin outlines the aims and achievements of the Oxford City Harm Reduction Service

THE Oxford City Harm Reduction Service has been operating for over a year now and I am extremely proud of everything that has been achieved in

this short period of time.

The service has always been very organic and is constantly evolving, all thanks to a visionary DAAT (Drug Alcohol Action Team). With all the combined working practices, we have a highly productive and successful service here at the Shelter.

On average, we see around 150

needle exchange transactions a month, with return rates of around 65 per cent. We have even reached highs of over 73 per cent – which is extremely high for this client group.

At the same time as receiving the needle exchange service, clients are offered a wide range of other drug-related interventions.

Most Night Shelter clients are in the 26-45 age group

You can make a difference

REFER SOMEONE IN NEED

Our staff are always willing to talk through an individual's need, and help find the best source of help – even if it lies elsewhere.

VOLUNTEER

If you have time to spare, and would like to help, during the day, evening or weekends, please contact Sally Dyer on 01865 304600 for a volunteer information pack.

ARRANGE A VISIT

We are always pleased to tell you more about homelessness and the work of the night shelter and we are happy to arrange a tour of our facilities or to come and talk to your group. Call the Duty Manager on 01865 304600.

PAYROLL GIVING

Would your employer be willing to allow us to talk to the staff about Payroll Giving? If you promised to donate £5 a month out of your salary, it would cost you only £3.90 a month and would pay us £5.50 a month. Contact Jason Buckingham for more details on 01865 304600.

CORPORATE GIVING

We are looking for companies who would be interested in making Oxford Night Shelter their charity of the year or sponsoring an area in the new building, such as the library or activity room. Contact Jason Buckingham on 01865 304600.

DONATIONS

We are always pleased to receive donations of clothing, particularly socks, underwear, jeans and sweatshirts. We are always desperately short of towels (hand and bath), blankets, single fitted sheets and duvet covers. Call 01865 304600. We also accept household goods for our move-on accommodation. Speak to Alan at Julian Housing on 01865 201992.

VOUCHERS

Vouchers can be purchased from the night

shelter and given to homeless people on the street. A voucher, which costs £3, allows one person to obtain one night's accommodation, a hot meal, shower and laundry facilities. Vouchers are sold in books of ten and cost £30. Call Mike or Gabriel on 01865 304600.

TRAVELLING ABROAD?

Oxford Night Shelter can use the complimentary toiletries and socks that are often supplied when travelling. Do you have some? Call Jason Buckingham on 01865 304600.

GIVING

Donations are always gratefully received and enable us to develop our work and provide extras for individual homeless people. We can help arrange tax-effective giving and standing orders. Contact Jason Buckingham on 01865 304600.

IN MEMORY

You could remember Oxford Night Shelter in your will, or arrange for donations in lieu of funeral flowers or donate the proceeds of a church collection to the shelter. For more information, contact Jason Buckingham on 01865 304600.

OXFORD SLEEP-OUT

The Oxford Sleep-out is held every year to support agencies for homeless people. Maybe you could help by joining this year's Sleep-out, or paying to sleep in your own bed, or helping with the street collection. Contact Jason Buckingham on 01865 304600 or visit the Sleep Out website – www.oxfordsleepout.moonfruit.com

OXFORD NIGHT SHELTER WEBSITE

Don't forget you can donate money on line, by visiting our website – www.oxfordnightshester.org.uk – and following the links to 'Justgiving'.

Thank you!

We are always astonished at the huge amount of goods and money that are donated willingly by members of the public and other organisations, throughout the year. Harvest Festival and Christmas are always busy times, but we receive a steady flow during the rest of the year. We could not begin to list all our donors individually, but we do feel that the following deserve a special mention due to their particular generosity:

Still Waters Charitable Trust
Magdalen College Junior Common Room
St Giles Church, Oxford
Oxford Wholefoods, Oxford
Marks and Spencer, Oxford
Palm's Delicatessen, Oxford
Streetsmart
Oxford Poverty Action Trust
Mother Theresa Group, Kidlington
Revive Hairdressers
Audrey Dyer, Brill
Shellswell Group of Parishes
Kidlington Baptist Church
Oxford Civic Society
St Nicholas Church, Marston
Long Hanborough Methodist Church
Oxford University Students Union
Trinity Church, Abingdon
Bloxham School

We would also like to take this opportunity of thanking our volunteers for the generous use of their time. It makes a real difference to us on the shifts that they help out, and adds greatly to the spirit of goodwill at the Shelter.

Also our thanks go to the grant-making bodies that help support our services:

Oxfordshire Supporting People
Oxford City Council
Oxford City Primary Care Trust
Homelessness and Housing Support Directorate

Chaplain reaches out to city's homeless community

Sister Anne, pictured right, was commissioned by the Bishop of Oxford last year as Chaplain to the Homeless. Here, she talks about her work

MY brief is to represent all the churches in central Oxford in reaching out to all in the homeless community – Christians, those of other faiths or of no faith and any others willing to enter into conversation with me. They include the rough sleepers, those in O' Hanlon House and other hostels, and those who are in their own accommodation, but who still need and use many of the facilities.

I'm also a listening ear for the volunteers and the staff of the many and varied facilities that Oxford has to offer.

I do not have a permanent base, which gives me some affinity with those I meet – and does mean there is no way I can get 'office bound'.

I've been wonderfully accepted by the homeless people I meet, and some relationships of an ongoing nature are developing; I've learnt to accept the sudden disappearance of people from Oxford. Most importantly, I've learnt not to feel too upset when those who appeared to be making real progress in moving on go back down to the street level again. It takes me back to my childhood games of Snakes and Ladders!

I've also been incredibly encouraged by the involvement and the dedication of all those working in this area, and look forward to meeting others as they join the different organisations – as well as all the new faces that appear on the homeless scene in Oxford.



Women account for about 12.5 per cent of Night Shelter stays



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