

breaking the cycle  
of homelessness...



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Over 300 individuals stayed at O'Hanlon House during the year, with a further 350 accessing day services.

115 people lived at Julian Housing during the year. The average length of stay was 1 year, with 37 people successfully moving on over this 12 month period.

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join us on our journey

making a difference to people in our path,

offering lives of purpose with dignity.

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

# Staff & Volunteers

April 2011-March 2012

## Oxford Homeless Pathways

**Chief Executive** Lesley Dewhurst  
**Finance Manager** Mike Slater  
**Fundraiser** Christy Spenle (left March 2012)

## O'Hanlon House (01865 304600)

**Project Manager** Simon Pitkin  
**Deputy Manager Operations** Lucy Flanagan  
**Deputy Manager Client Support** Lucy Richman  
**Facilities Officer** Jason Buckingham  
**Resettlement Team** Tina, Aaron, Laurent, Souad (Fred, left Sep 2011)  
**Step Up Coordinator** Sarah  
**Shift Leaders** Richard, William, Verity, Sue  
**Day Team** Surivijay, Rodney, Penny, Dario, Suzanne, Peter, Renate (Jason, left May 2011; Eva, left January 2012)  
**Night Team** Robert, Zak, Dominic, Amarjit, Vanessa, Beverley  
**Finance Assistant** Gabriel  
**Admin Assistant** Kaye (Nell, left Feb 2012)  
**Maintenance & Cleaning Team** Trevor, Jeremiah, Tracy, Patience, Dennis  
**Casual Project Workers** Frank, Steve, Anny, Morgan, Jane, Jess, Tim, Rumi, Michael

## Julian Housing (01865 201992)

**Project Manager** Toby Blake  
**Deputy Manager, Client Support** Matt Clarke  
**Supported Housing Workers** Paul, Lindsey, Pearline, Nina, Gemma, Charlotte, Alison (Jane, left August 2011)  
**Step Up Co-ordinator** Kris  
**Admin** Kat (Amy, left June 2011)  
**Maintenance Team** Chris, Dave, Joseph (Ryan, left May 2011)

## Oxford Homeless Medical Fund (01865 792126)

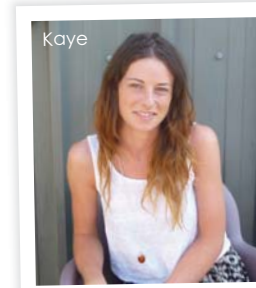
**Manager** Margaret Burden  
**PATHS Volunteer co-ordinator** Helen (Jan, left September 2011)

## Trustees & Advisors

**Trustees 2011/2012**  
 Christopher Blount (Chair)  
 Eamonn Gaspar (Treasurer)  
 Stuart Reid, Paul Goodman, Pat Goodwin, William Downing, Karen Simeons, Gail Siddall  
 Deborah Glass-Woodin (left October 2011)  
**Oxford City Council Representatives** Cllr Beverley Hazell, Cllr Stephen Brown, Cllr Val Smith  
**Patrons** Radiohead, Hugo Brunner, Miss Jean Marsh, Rt Rev John Pritchard, Bishop of Oxford, His Grace the Duke of Marlborough

## Professional Advisors

**Auditors** Shaw Gibbs, 264 Banbury Road, Oxford OX4 2SU (with effect from April 2012, JamesCowper, 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



# Changes are afoot



**These are very difficult times for people who are vulnerable to homelessness. Not only are there fewer jobs to go round, but rents are rising and benefits being lowered. The cost of accommodation in Oxfordshire is amongst the highest in the UK outside London. In recent months, the UK has seen a 25% rise in the numbers of people sleeping rough, with the South East having the highest increase. Where people might have managed to hold on to their accommodation in the past, the balance has tipped and the safety nets made smaller.**

Now more than ever, homeless people need our services.

However, like every other charity and public sector funded organisation in the UK, we are being asked to do more for less. This year we have seen cuts to our funding for O'Hanlon House, with more anticipated in the pipeline. Meanwhile, many other services for homeless or other vulnerable client groups are being cut or closed, in turn putting more pressure on existing services.

So, how are we responding to these challenges? We are fortunate in having a strong staff group and years of experience to help us weather these times of turbulence. Being relatively small, we are also able to be flexible and swift in responding to changing circumstances. Above all else, we are trying to get our priorities right... trying to ensure that we provide the highest quality of support for our clients. We firmly believe that we have to make sure that people leave our services with the right skills and motivation to keep them from becoming homeless in the future. Sticking plaster solutions, though cheaper in the short term, do not work in the longer term.

“  
We are proud of the increasing numbers of people who leave our services either with a job or a commitment to volunteering.”

For these reasons, we place an emphasis on helping people aspire to achieve their ambitions – through training, education and activities. We are proud of the increasing numbers of people who leave our services either with a job or a commitment to volunteering. We have been thrilled to see the first intake into our Kempson House scheme (for ex-homeless people now in employment) move on to permanent accommodation. We have been delighted by frequent good news stories of our clients gaining qualifications or – in one particular case – winning an award for Adult Learning achievements.

So, we refuse to be downcast in the face of adversity. Oxford Homeless Pathways will continue to flourish and grow, despite the current economic climate.

Our great thanks to all staff, trustees, volunteers and supporters. You are what keeps OxHoP the dynamic, energetic and thriving organisation that it continues to be.

**Lesley Dewhurst** *Chief Executive*  
**Christopher Blount** *Chairman of Board of Trustees*

# 25th Anniversary: The Event

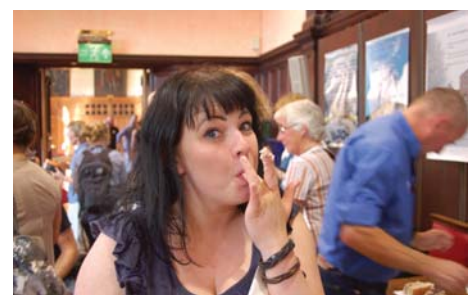
Oxford Homeless Pathways celebrated 25 glorious years last September. A truly memorable event was held at Oxford Town Hall to mark the occasion. Over 100 people attended – all of them people who have supported or used OxHoP's services over the years.



On show were photos and memorabilia, and a timeline showing all the changes to the organisation over the 25 year period. It was noted that a remarkable 14,000 individuals have passed through our services during that time.

We all enjoyed speeches from current and former clients and staff and a delicious buffet lunch. A celebration cake was cut by some of our longest serving staff. The event was then followed by tours round O'Hanlon House and Julian Housing.

It was a great occasion, and we would like to take this opportunity to thank everybody involved on the day, and everyone who has supported the organisation over the past 25 years! Let's hope it continues for many years to come.



# Kitchen Fire!

**The clouds of thick acrid smoke billowing from the kitchen windows, pulled by the wind over the back yard showed that this was no ordinary fire drill.**



Those who had come down the stair cases and into the hall would have felt that sense of evacuation drill conditioned boredom change immediately on seeing the smoke wafting into the Main Hall from behind the kitchen roller shutters. This was clearly not going to be an ordinary evening.

The foolishness of evacuating in just a shirt and no jacket or coat to hand hadn't yet struck me as it would later do. It had been just another Monday, the 5th of December... not even November, where the aptness of Guy Fawkes night might have added a wry sense of irony to the unfolding drama. Curiosity and a sense of concern led me to leave the evacuation and look to find the cause of the fire... easily traced by the smoke. On reaching the kitchen windows and its clouds of thick black smoke, it became clear that going any further was impossible. Like in all the best fire documentaries, the smoke was jet black and so thick that even the flames themselves were invisible.

To their great credit the sound of fire engine sirens were almost immediate. Within a couple of minutes of the evacuation the first of several fire engines arrived. Hoses were unrolled and smoke removing fans were set up. In no time at all the fire was put out as staff and residents watched, with a feeling of slight disbelief, as the reality of what had happened slowly sunk in. This was however only the beginning of a very long wait outside.

While most waited, others thought of contingency plans. Lesley, the Chief Executive, was already on her mobile phone and arranging meals for residents at Lucy Faithfull House. It was clear that the evening meal in O'Hanlon House was ruined that night. What the sprinkler system didn't soak through, the hoses did. The menu consisted of over-done, smoked or too watery and finding something salvageable in the kitchen wasn't looking hopeful either, especially as the heat had melted salt and pepper pots to the preparation tables. Lucy Faithfull House were very helpful with providing the evening meal, and the advantages of having the same catering company at both sites, (Coombs Catering Partnership), was to prove very useful.



Keeping food hot while it travelled two floors, and in a relatively small heated servery unit that had to be able to fit a lift, was very difficult.



The temperature outside was two degrees Centigrade and those who didn't take warm clothing were really starting to feel the cold after a couple of hours. It was to be some time before the Fire Service deemed the building to be safe but thankfully rooms were opened again that night. The next day for management staff was a day of examining what systems worked, what the cause was, and what could be done to get the services in O'Hanlon House back to working order, even if it was something temporary. Some things had gone very well. The evacuation itself went very smoothly and staff had performed admirably in ensuring this was so. It was clear that the Main Kitchen was completely gutted with much of the equipment destroyed. The cause was a deep fat fryer which had combusted the oils in a sudden great inferno. Thankfully the sprinkler mist system worked very well and this minimised the spread of the fire. It was the view of the insurers and most parties that the kitchen was going to take eight weeks to

repair. This seemed like too long, but contingency plans were made to operate from a temporary kitchen for this length of time.

New equipment was ordered in and the second floor training kitchen modified so that a room the size of a normal household domestic kitchen could produce up to 100 meals per lunchtime and a further 60 each evening. Keeping food hot while it travelled two floors, and in a relatively small heated servery unit that had to be able to fit a lift, was very difficult. It became harder when due to petty insurance bureaucratic wrangles the original estimate of 8 weeks slipped by with virtually nothing being achieved in terms of building work. As our trust in these experts faded we found that (in the style famously stated by Winston Churchill), it was necessary to 'pester, nag and bite' on a near daily basis (and sometimes more so!) as those experts who were entrusted to do what they were paid large insurance sums for continued to sit on their hands. Thankfully support was stepped up from our building landlords, Home Group, and pressure was exerted from several angles.

Since the work properly started, it has not been plain sailing at all. Some parts of the kitchen were custom made, such as the cooker ventilation hood and extraction system. More delays were caused by more insurance bickering over the responsibilities of this and whether it could be just cleaned rather than re-created. The speed of some companies to carry out work, made one wonder as to whether they actually wanted work in these days of recession. As soon as progress was made in one area it seemed that a problem would occur in another. To detail the circumstances of each is to make a dull read for the reader and a painful one for the author!

At the time of writing it is looking like completion of the kitchen may be next week. Much of the building work is finished but small faults remain and the required safety certificates need these items to be complete before they can be issued. In the immediate aftermath of the fire it would not have been imaginable that it would take over seven months to get to this point. A lot of lessons have been learned and as an organisation Oxford Homeless Pathways is in a much stronger position of knowledge and experience should such a thing ever happen again. We are grateful to our residents for their continued patience and to our staff and caterers for their willing attitude to help.

JB



NB As you can see, the new kitchen is now finished and in full working order! We would also like to welcome our new Kitchen Manager, from Coombs Catering, Sean!

## Step-Up at O'Hanlon House

**As the Step-Up Co-ordinator at O'Hanlon House, I can proudly say that it has been a dynamic year. As a result of the success of what used to be called the training, education and activity project we have secured further funding from the Big Lottery to develop and expand this work for the next 5 years. This was a welcome relief for both myself and for the hundreds of Service Users who have benefited from the project over the years.**

It was this time last year that residents started to develop their creative talents into useful product and gift items to sell on our own market stall. The stall is singlehandedly run by service users of O'Hanlon House. This project has enabled many types of people to become involved in doing something creative and useful all year round. It has been a great pleasure of mine and our residents to work with other local community projects and businesses.

We also set up O'Hanlon House as a test centre for the Kennel Club Dog Awards. We have been very lucky to have Grahame working as our in house dog trainer. We developed this project because service users with dogs often couldn't access normal activities due to restrictions on taking their dogs in with them. Most of our service users in the main have well behaved dogs and so those that would want that recognised can gain the bronze, silver or gold national kennel club awards. It is also a fantastic opportunity for our service users to get into the habit of training their dog using positive reinforcement.

Furthermore, we have had many more volunteers this year who have dedicated their time and talents to helping the service users at O'Hanlon House. Thank you!!! We have had volunteers deliver a multitude of activities, from Poetry, CSCS, to helping people write letters, develop their IT skills, and further their English and Maths abilities.

I will be on maternity leave now for the next 6 months, but I will gladly leave you in the capable hands of Suzanne Dooley who has taken the hold of the Step-Up reins. May the next year be as successful as the last!

*Sarah Step-Up Co-ordinator*



176 individuals participated in the Step-Up programme at O'Hanlon House, with 23 getting into employment or volunteering and 21 gaining a qualification.



## An award for Philippa! Bowen Therapist

**Another eventful year has passed for me working as a Bowen practitioner, either at my home, at a local sports centre, or my Mondays spent working for Oxford Homeless Pathways at both O'Hanlon House and at Steppin' Stones.**

Bowen Therapy is a form of complimentary medicine which treats the whole person, not just the symptoms or specific pain. It aims to rebalance the asymmetries of our bodies, particularly working on the connective tissue, and I am continually amazed as a retired Physiotherapist, at the effectiveness of this gentle, hands- on therapy. Bowen Therapy has become very popular amongst the homeless people accessing O'Hanlon House and Julian Housing, and I regularly treat 8 or 9 patients on a Monday. Anything from old football injuries, stress and anxiety, to asthma, neck and back pain, and aches and pains from sleeping rough, are helped by a Bowen treatment.

The year was made very special for me when Oxford Homeless Pathways put my name forward for an Oxfordshire Charity and Volunteer Award. Several members of the "team" accompanied me at a delightful evening in October at the Oxford Town Hall to receive the award. I felt embarrassed to be presented with such an accolade for something I just love doing.

*Philippa Volunteer*

## A Man & His Dog

**I have always been very intrigued by the relationship between 'man and dog'. If you ask most dog owners what they get most from their dog the reply will come, "unconditional love".**

Until I started at O'Hanlon House, I only had a partial understanding of this. For the clients at O'Hanlon House their dogs really do give them "unconditional love". They also give them a sense of belonging; someone to talk to; someone to get up for in the mornings. In short, their best and most reliable friend and confidante.

Most of the dogs that I have come into contact with at O'Hanlon House have been well behaved dogs. I have had some issues to deal with but in general the dogs have been sound. My role has been teaching the clients to understand how dogs learn and how to teach their dogs new and more advanced commands. However, my main role has been teaching responsible dog ownership. This not only means teaching the dogs' owners their duty of care for the dog, but also the legal and social side of dog ownership.

The one issue that has been constant with just about every dog I have seen has been separation anxiety. If you consider that the dogs are always with someone and virtually never left alone, this is very understandable. This will be an on-going problem that can only be dealt with over time. I am pleased that O'Hanlon House has registered with the Kennel Club and joined the Kennel Clubs Good Citizen Dog Scheme. This is the United Kingdom's largest dog training scheme promoting responsible dog ownership.

I recently asked a client what was the best thing that they had learnt from the classes. Their reply was being able to walk their dog on lead without the dog pulling. I asked why this was so important for them. The reply was that they could walk down the street with their dog and they felt that they were in control.

**Grahame Godby** *Volunteer*



## Market Stall

**O'Hanlon House has always liked to get involved in annual events where we usually have a stand of some kind. This then gave birth to the market project where a group of dedicated services users got such enjoyment out of the annual events that they wanted to continue with a market stall throughout the year.**

We started off by attending the East Oxford Farmers market every Saturday, which was over a year ago now. This has then led to attendance of several other local markets and events around Oxfordshire, all led by the now ex-service users of O'Hanlon House. They continued to bring new and innovated ideas for various things we could make for the market, which has followed onto to many more smaller projects within O'Hanlon House that have helped encourage various service users to get involved. Whether it is helping to make various bits to sell on the stall, or just to feel free to share their ideas. We have seen the market project grow from just selling book marks and postcards, to now stocking a range of key rings, coasters, t-shirts and bags that have various drawings, designs and photographs drawn and taken by the residents here, printed onto them.

We hope after a short break, the market will be off to another fantastic start with preparations being made ready for the Christmas festivities.



## Let's Get Poetic

**I didn't know what to expect when I first volunteered to conduct a writing workshop in the hall of the O'Hanlon House. On my first day, I was sure that the biggest hurdle of this process would be generating interest: how could I expect residents to focus on poetry when their daily lives are unknowably chaotic and stressful? But, this fear proved to be unfounded.**

The workshops were structured around picture prompts. I collected these images each week from publications like Time Magazine and National Geographic.

Some addressed realities of social experience: a suited man staring blankly into a field, a protester being violently arrested, a working class family dinner in rural Maine. Others were fantastic: featuring a motorbike on a wild road in Morocco and a vibrant desert sunset over a Colorado football game. I wrote guiding questions for each picture that focused on the sensory experience and the narrative of the pictures. To my pleasant surprise, these prompts were often not needed.

As soon as I set out the photographs residents sat down and began writing. Some were seasoned writers and wrote complete poems while others wrote for the first time. Both types of writers managed to compose complete pieces that utilized rhyme and imagery in ways that I still struggle with in my own poetry. There were also residents who passed by the table and wrote quick insightful lines on post-its. Even residents who struggled with English literacy or spoke English as a second language handed me compelling descriptions of what they saw.

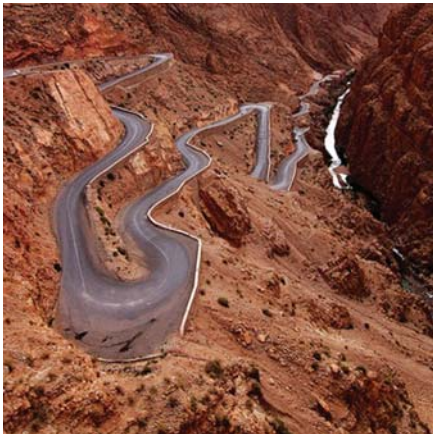


Really, all I needed to do was facilitate the thing.



The work that emerged from these workshops was hilarious, perceptive, emotional, and wholly honest. I was astounded at the willingness and ability of everyone who participated and amazed at work that surfaced when the shelter simply offered a space for it. Really, all I needed to do was facilitate the thing.

**Mia** Volunteer



I smoke because I am a clerical genius.  
I find this job very hard and very tedious.  
  
My friends come to see me do my work  
and offer to help keep me from going berserk.  
  
I do 9 to 5, get my pay  
then sleep and get ready  
for the next day.

**Karl**

The whispering grasses by the mere  
Take me back to when I was young  
Here in summer long long gone  
I was Robin Hood and Buffalo Bill  
And I played alone with a curfew's cry  
Sounding across the yellowed marsh.

**Tony**

Remember, an old  
man is for life not just  
for Christmas

**Rob**

The road twists  
and turns, ups  
and downs,  
where we are  
no one can tell —

Just don't look up  
and never look down.

the focus is ahead  
nerve yourself  
keep looking ahead  
The road zig-zags  
back upon itself.

My focus is ahead.

**Allan**

# Keep It Personal

## The Personalisation Fund

**In order to increase service user involvement and encourage clients to become more independent and active, a new scheme was set up at Oxford Homeless Pathways; The Personalisation Fund.**

This fund consisted of an annual amount of £5000 (£2500 each at Julian Housing and O'Hanlon House), from which residents could apply for up to £100 each to spend on something which they thought would actively improve their lives in some way. We encouraged people to think laterally about what would really make a difference to them, and to take time researching costs and impact.

After some thought, we decided that the best and fairest way of dealing with the applications was to actually throw the power back to the residents, and get a panel of service users together to make the difficult decisions on what to say yes or no to. We tried to keep the group meetings as open as possible and encouraged everyone to take part, whether in applying for funds or in sitting on the panel.

The hope is that by the end of the year over 50 people will have benefitted from the scheme!

### So far we have said YES to:

- Half contribution towards someone getting their Security Licence badge, so they can get back into work – they've already saved up their half
- Money for a guitar amp and various guitar bits and bobs, with a view to setting up teaching lessons and making a cd
- A passport for someone who had never been abroad and was aspiring to do so for the first time
- Fees for a Graphic Design course for someone who'd recently taken part in helping design products for our market stall, and who really wanted to carry on learning and getting skills in this area
- Theory driving test for someone whose children lived in a rural area and was desperate to see more of them
- Some art materials and sketchbook for a resident who has a brain injury and loves to express himself through art
- Fishing equipment and licences for a group of residents who have set up their own group and go on weekly outings



### Words from Rob & Jon:

Thanks to the staff at O'Hanlon House and the personalisation fund, I and my friend Jon were able to get funding to purchase some amplification equipment for our guitars. This has helped us out in a multitude of ways, such as being able to practice complex riffs to being able to develop ideas about teaching other residents in O'Hanlon House how to play guitar as well. This has had a really big impact on my time here as well as Jon's and we would like to say thanks, as without this funding we wouldn't have the potential for any of this.

**Rob and Jon have now begun to record some tracks that they have written, and start to plan a programme for giving guitar lessons other residents here. Well done boys!**

# O'Hanlon House gets Reps

**At our busy weekly service user meeting, one idea about communication came from a resident and really shone through. Theresa suggested that although the staff do their best to be approachable, sometimes it is easier to talk about what it's like to live here with the people who know – other residents!**



So the idea of O'Hanlon House Reps was born – to have three residents who put themselves forward to be available to listen to concerns and comments from the other fifty three people who stay here, then bring these observations and suggestions safely and anonymously to staff. Posters were duly put up and we eventually had our first three Reps – Karen, Stuart and Kevin.

We have had a great response from residents, who have found a more comfortable route to voice their concerns via the Reps...

Now at meetings we have space for the Reps to bring issues to the table that might have got missed before, and if people can't go to meetings they know their input will still be heard. We have had a great response from residents, who have found a more comfortable route to voice their concerns via the Reps, and equally the Reps have fed back to us that they feel they are contributing something to the hostel and to their fellow residents.



Reps have moved on but new Reps keep volunteering to do something positive in making life at OHH more productive for all! We hope that this scheme will continue to run successfully, and to allow residents to be more involved in the running of our organisation.

We helped 216 people move successfully into next step accommodation during the year.



# Case Studies

## 1 John

John arrived to us at O'Hanlon House in January this year, newly homeless after falling out with his family. John's family were strictly religious and while John had complied with their wishes to have an arranged marriage, he soon found he was struggling with his new life. John started seeing some of his old friends as a way to hide his feelings of isolation – but some of these friends were using heroin. Soon John felt tempted to try it, and to begin with he could hide his drug use from his wife and the family. He didn't realise how addictive heroin was. It started to take over every thought he had, and John found himself committing crimes to finance his increasing habit. He was soon arrested by the police for shoplifting, and his family and wife were very shocked and asked him to leave the family home.

John was at rock bottom.

After sleeping rough on the streets of Oxford for three nights, he was advised to come to O'Hanlon House. We gave him a bed, something to eat, and sat him down to hear his story. We began, slowly at first, to learn more about John, his issues around addiction and offending, and about the culture he came from. John very much wanted to reconcile with his family, but to go back with his head held high and clean of drugs.

We assisted John to register with Luther St and see an Addictions Nurse, and he was deemed suitable for an opiates substitution medication – methadone. We started doing random drugs tests on John, with his consent, which – after a few blips – started coming back clean. John had made great inroads on his addiction and was delighted. The next step was to attend court, so we helped John get a solicitor and could use the clean drugs tests as evidence of John's desire to lead a better life. Due to this, John only received a fine; we helped John set up a payment plan for this and gave him advice around budgeting. Only when this was done could we turn our attention to housing. John was still desperate to go home to his wife and family, but knew he had some way to go yet. We completed a referral for St Mungo's and Simon House, two dry projects in Oxford which would continue the good work with John in a safe environment where he could be clean of drugs.

In the meantime, to keep John busy, he engaged in our Step Up programme, and started a plumbing course.

John tentatively made contact with his family, and was welcomed back into the family home for a visit – which went really well.

We pressed on with regular support plans and the housing referrals, and John was accepted onto both projects,

pending a bed being available.

But...! Before a bed was available, John came to us and told us that his family had offered to let him come home full time. They had also told him he could help in the family business. John had come full circle and couldn't be happier, and had learnt a few valuable lessons along the way.

## 2 Jim

Jim arrived at O'Hanlon House in a terrible state. He had been drinking solidly for months and totally neglecting himself, and had finally run out of friends' sofas to stay on and had been sleeping rough. He'd served in the army for fourteen years in Iraq and Afghanistan. He couldn't adjust to civilian life after the horror of what he'd seen and he was drinking heavily. He had a highly qualified skill in the army as a weapons instructor, but was struggling to transfer those skills to find work away from the forces. His marriage, always so supportive in the past, began to fail as his wife could not cope with Jim's drinking, mood swings and depression. The kids didn't know what to do and felt frightened of him. Jim and his wife decided it was best he left the family home to stay with an old army friend, and look on this as a time to get himself together. Unfortunately, Jim's depression deepened and he carried on drinking until he had fallen out with all of his friends.

After a month of being at O'Hanlon House, we linked Jim into some mental health support, as we suspected undiagnosed post traumatic stress syndrome (PTSD) – or shell shock as it used to be called. There is a group called Combat Stress, specifically for ex-servicemen with PTSD, and Jim began to find solace in the group. He also accessed support for his drinking through counselling and attending Alcoholics Anonymous meetings. Unfortunately Jim felt that all his problems were now solved, and he started skipping meetings and having an occasional drink – which quickly became problematic again. He is still struggling to get to grips with his alcohol use and accepts that he needs support around this and his mental health; after years of being a strong man in the forces it is difficult for him to come to terms with what he sees as weakness. We know from working at O'Hanlon House it often takes six or seven attempts to have a fully successful recovery from addiction and trauma such as Jim has suffered from. However, it's one step at a time.

# Another Step Forward

## Edith Kempson House

**It's been a year and a half since The Julian Housing Project extended to include Edith Kempson House. The main aim of the project is to help individuals, who have experienced homelessness and who are in employment, to live independently in a secure and supportive environment.**



Kempson House offers more than just accommodation. It gives individuals the chance to look at some of the challenges and issues that may have led to their homelessness and which, if not addressed, may keep them in a cycle of homelessness. It has been highlighted as an important stage for some residents looking to move on into independent accommodation whilst working. Not only do residents get support with managing their bills and rent, they are sign-posted to other services which may be relevant to their needs, given on-going support to help them maintain their tenancy.

The project comprises of eight self-contained flats and the rent is comparable to that of social housing. Tenants are required to pay for all of their own living costs, reflecting what it would be like for residents when they move on.

Supporting people in work has proved a learning curve. The types of support needed, as well as the practicalities of supporting individuals in work, have led to an increasingly flexible way of working. We aim to work around a tenant's schedule meeting them when and where it is convenient for them.



Edith Kempson House was originally set up to commemorate Edith Kempson, a resident of Littlemore, who was a community figure leading the way in supporting change and community spirit. The church is located within the heart of the eight flats and the Minister Andrew Bevan is a key figure in the community. He is actively involved not only in the church but in Edith Kempson House itself organising meetings for the residents. Although there may have been some apprehension about having a project aimed at formerly homeless adults in the area, Kempson house has flourished. Edith Kempson house is now full, and one individual has successfully moved into their own flat and is completely independent of support.



# Craig's Story

**For me it started when I was 16. Family breakdown and offending resulted in me living an unsettled way of life. I was in and out of hostels and spent 6 years in the homelessness network before being moved to Julian Housing in 2010. Living in hostels for so long led to me feel institutionalised.**

I've been trying hard to sort it out for 7 years but it's so hard when you don't have a place to stay – I was getting kicked out of hostels for minor behaviour like missing a curfew. I was in one hostel for two years and I just wasn't getting anywhere.

When I was 18 and in prison I got ill and I didn't even think to go to a doctor. Thinking back, living with my illness was hard. When I found out more about it I became motivated to sort things out.

I moved to Julian Housing and I'll admit I've had my ups and downs and sometimes didn't feel like I was getting anywhere. It's been great having Lindsey as my keyworker and I can't sing her praise enough.

My goal was always to get a job as that would make me myself again. I had a few jobs in the past but because of the lifestyle I led it was hard to keep jobs down. Lindsey referred me to Aspire and I started doing voluntary work and am now in full time employment.

After a while I was able to move to Edith Kempson House and it has been great. I like all the people, it's in a nice area and it's just amazing to have my own place. I have more room to cook, which is good for helping me keep healthy. It's also easier to work now I'm here, and I've got a bike now which is good for getting around. I feel like I've got back my independence. I can also have my daughter to stay now and it's helping our relationship. She's so clever; she's just been on a school trip and is teaching us about English history.

I feel like things have really gone in my favour in the last year. Things seem to be getting better for me; a few years ago I wasn't so lucky.



# Training in Personalities

**This year, I had the opportunity to put myself forward for some comprehensive training. Previously, I have attended one and two day courses to address, question and improve my work and my work place. On this occasion, Oxford City Council offered Julian Housing a paid up place on the Thames Valley Initiative ten month training program People: Personality and Pathology course.**

The course focuses on learning about Personality Disorder, how it might manifest for people, and how we can all change our attitudes and support towards those with complex needs.

As anybody working in homelessness services will know, complex needs, past trauma and personality disorder affect many of our residents and clients. Left unaddressed, these problems can be responsible for repeating behaviours in addictions, relationships and offending, as well as maintaining the 'revolving door' syndrome through homelessness services.

The course seemed like too good an opportunity to miss and I beat off stiff competition from my dedicated team here at Julian Housing, to spend one Friday a month in a business park in the marvellous town of Basingstoke, with about 20 other support workers from Oxford and beyond. We were also required to complete a weekend away in a Living Learning Experience in Sevenoaks back in January. On this occasion the entire group rocked up at a beautiful farmhouse in the country to work together as a Therapeutic Community of our own. The days were formatted around whole group meetings at the beginning and end of each day, small group meetings of around 6 members, cooking contingents, and various other group activities.

One of the most incredible therapies available for people that live with Personality Disorder is the Complex Needs Service and the Therapeutic Communities that they run. This is long term group based therapy that can take around 3 years to complete and therefore requires individuals to be extremely dedicated to the process. I have had the opportunity to visit a service a bit further afield in Slough and to be part of the 'pre-preparatory' and 'preparatory' groups for a day.

In addition, a group of us have teamed up to produce an informative flyer to promote and advise on available services and resources for those needing to find out more about personality disorder. I am also required to complete a reflective practice diary throughout the ten month period and to summarise it for submission as an essay. There is a lot to reflect on after seminars and small group discussions that address our work practices month to month, and how we can develop and improve. In the longer term, I am required to relay my learning back to my team, so that we can better and more successfully work with those with more complex needs and personality disorder.



Through the course, I've gained a much deeper understanding of how a group therapy process can work to change your life and the way you live it, the way you might view yourself and others. This is already proving invaluable to my work on a day to day basis, whereby I am able to learn and practice consistency and understanding with residents. Having a better idea, and a personal experience of the type of therapies available, has improved my empathy and appreciation of others' behaviour. 'Stars' attend all of our sessions on the course - individuals that have had to live with diagnoses of Personality Disorder, have attended the Complex Needs Service, and have come to advise us on how to work with those going through the same.

I also can't overstate how beneficial it is to be reminded monthly of what I've learned and this helps me to put new practices into play for the long term. To be completing training that is structured over the longer term forces you to revisit your learning and practice on a regular basis, something that one off training days don't tend to achieve so effectively.

Finally, being on the course has helped me to get to know other co-workers and services in the network. It is so enthusing to meet people that care so much about the welfare of the people they work with. There is a real supportive team spirit at the sessions and a very positive approach to improvement.

I'd like to thank Oxford City Council and Oxhop for the opportunity, and of course all at Thames Valley Initiative for running such a forward thinking, well planned and dynamic course.

**Nina**

# Step-Up at Julian Housing

**Step-Up at Julian Housing started in November 2011. The project is designed to support our residents into Employment, Education and Activities. The project has been enormously successful with 91% of our residents having engaged with the programme. This has been achieved in part by the willingness of the project to work flexibly with residents to offer bespoke support.**



This includes one-to-one sessions, designed to explore and overcome barriers to work, receive careers advice, work on C.V's, job applications and interview skills.

The project has also been extremely successful in facilitating access to education. Some of this is delivered in-house (Money Management, Maths,

English, Communication Skills), more specialist interests are catered for by local education providers and Step-Up works to plug people into this existing provision.

We are delivering sports and recreation programmes in Badminton and Canoeing, the latter to include a three day Canoeing and Camping expedition and we are also about to start a Service-User Led programme of visits to local museums and sites of historical interest.

Resident Involvement has expanded considerably since the commencement of Step-Up, this has included the establishment of a "Personalisation Pilot". This innovative scheme enables residents to apply for internal funding to cover the costs of activities, training courses or employment related costs. The applications are considered by a panel of Julian Housing residents and it is residents who make the decisions on which applications to fund.



## Marie

"Kris has helped me get a job helping people at a local charity, I have also done a lot of different courses through Step-Up which have taught me a lot of skills which will help me to keep my flat when I move on. I've also been Canoeing and played Badminton. All of these things have benefitted me by stopping me becoming isolated and suffering from depression."

## Gordon

"It's been educational, it's been amazing, everything Step-Up has done has been great, we have never had this at Julian Housing before. It's been an honour to be part of it. The Badminton gets me out, motivates me, I switch off from worrying, it really helps my anxiety. The courses on Thursdays are really varied, I meet people, have a laugh, and it teaches me skills which I will need for when I move on. The Canoeing is fantastic, I absolutely love it, it gives us the confidence to try new things. The meetings are really good, we make a lot of decisions on how we will do things, we always seem to get a lot done, but we don't notice because we are having really good laugh. I never thought that homelessness would happen to me, my life just fell apart. But all this is helping me to get a paid job which I need so that I can live on my own two feet without needing all this help. I'm really confident that I have learnt the skills I need to get that job and get my life back on track."

90% of people who moved on from Julian Housing are still in their accommodation a year later.

# Progress & PATHS

## Oxford Homeless Medical Fund (OHMF)



### OHMF

We have continued to work closely with the medical team at Luther Street, providing extra levels of support for the patients which we are uniquely able to do with the very generous support of our donors. During the course of the year we gave a total of 176 grants and funded a weekly acupuncture clinic. We also part-funded the post of a mental health worker whose task was (i) to identify veterans within the homeless population in Oxford and work with them to support recovery. To learn how a focus on their "veteran status" might support recovery and (ii) to develop a map of those services across Oxfordshire that support veterans, and their families. In terms of mental health, what are the gaps?

### After nine months in post the project worker identified the following key points:

- The needs of homeless veterans in Oxford City are likely to be met by current services (needs are largely similar to general homeless population)
- Better co-ordination / knowledge sharing required between all services - leadership needed
- Further exploration needed into experiences of veterans using drug and alcohol services, criminal justice system etc in Oxfordshire
- Relationships between MOD and those 'within the wire', and those 'outside the wire' in 'Civvy Street' are complex!

We of course continued to fund the PATHS project which has gone from strength to strength.

### PATHS

In October 2011 Helen Wright came into post as Volunteer co-ordinator working 22.5 hours per week, replacing Jan Penrose. Helen's key objectives in the first few months were to recruit and train more volunteers and extend the range of tasks that the volunteers undertook.

This was achieved. By the end of January our pool of volunteers had increased from 5 to 13 and volunteers were starting to work with the residents of O'Hanlon House and Julian Housing.

The project has begun to evolve to include accompanying clients to various appointments such as inductions to college, welfare rights and help with training as well as hospital appointments. We have even helped a number of residents at O'Hanlon House attend a charity fun run to raise funds for O'Hanlon House. Several residents at O'Hanlon House are completing a CSCS training course to help them to gain employment and this is being completed on a weekly basis with one of our volunteers.

Between April 2011 and March 2012, there were 112 hospital appointments referred to PATHS and from this we supported patients to attend 50 of those appointments. Others decided they no longer required the help of volunteers or cancelled the appointment and 21 did not attend.

**Helen Wright**  
Volunteer Co-ordinator

**Margaret Burden**  
Manager

Pictures speak a thousand words



# The Playhouse Sleeps Out!

**As Community Engagement Officer at Oxford Playhouse it is my job to find ways of engaging the community, in particular audiences who may not come to the theatre for whatever reasons. I had been working with Oxford Homeless Pathways and The Big Issue since I started the role.**



We programmed a show called Mr Stink in the summer. Based on the book by David Walliams of the same name it is about a young girl who befriends a homeless man. I saw this as a great opportunity to develop the work we did with Oxford Homeless Pathways and The Big Issue and more generally our strand of community engagement. I also saw it as a potential fundraising opportunity for the charities.

I decided to run post show talks with people from both charities to raise awareness and a 'Sleep Out' to raise money. We had Kevin a Big Issue vendor and Hannah the Big Issue Service Broker appear for one talk and after another we had Vicky who is a resident at Julian Housing and Christy the Fundraising Manager for OxHoP. There was amazing feedback from how frank and touching these post shows were from audience members; 'a real eye opener' one person commented. The Oxford Times said "The performances, on Tuesday and Wednesday, were followed by a chance for the audience to meet 'real' homeless people through the agency of The Big Issue and Oxford Homeless Pathways. This lent an extra dimension to a valuable production that usefully addressed a serious social problem".



Then there was the sleep out! This was such a brilliant experience in many ways. I set up a Just Giving page and put on the modest target of £500 unsure if we would hit it, but I ended up raising the target twice and in the end we raised approximately £1800, and a can of Vimto! We had a car pull up and ask what we were doing, the tone was almost aggressive, however when we explained they all rummaged in their pockets and gave us loose change and a can of Vimto 'in case we got thirsty.'! We had a lot of visits from homeless people as they passed asking what we were doing and all were really pleased with our efforts, gave us advice on how to keep warm, some even shared their stories which was really poignant.



This lent an extra dimension to a valuable production that usefully addressed a serious social problem

There were various levels of sleep incurred, from a full nights sleep (incredible) to others not sleeping a wink, but either way, a great experience for all! I would like to thank those that gave up their beds for one night Charlie Field, Costa Cambanakis, Eliza

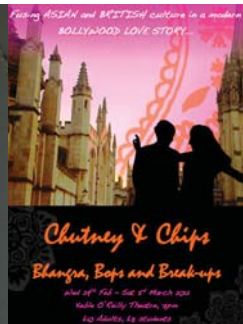
Fraser, Jane Hornsby, Jo Noble, Laura Sherwood, Madeleine Vose, Michelle Knight, Nathan Grassi, Nick Pelly-Fry and Tom Howard. And thank you to all of those that donated.

**Maisy Ash**  
Community Engagement Officer, Oxford Playhouse

Homelessness increased by 25% across the UK in 2011/12

# Fundraising for the Homeless

One of the bigger perks of working for a charity is being witness to the amazing support and generosity of people who believe in the cause. Seeing and hearing about all the things that people do to raise money and awareness is really rewarding and can often be the thing that brightens the day at work.



This year we have seen a huge variety of things being done to support us, such as, an anonymous donor sending regular envelopes of money over the years, a sponsored climb of Ben Nevis, a Brownies group collecting essential items such as food and bedding to gain one of their badges, and even a theatre production that gave us all the proceeds from their ticket sales! Sometimes even our residents get involved by selling gifts at the market and taking part in local events such as fun runs.

We are also very lucky to have a steady stream of dedicated volunteers, who come in and offer their time and skills to help and teach our clients. We would like to take the opportunity to thank all these people past and present, for their invaluable help. And if any of you are interested in volunteering in any way at all, contact us with your idea and we're sure we can arrange something!

Whether people give their time, money or possessions, it all helps us to maintain and improve the quality of care and support that we give to the people who come through our doors each day. It's reassuring for us to know that people in the community care about the problems of homelessness in Oxfordshire, and are willing to do something about it. Volunteering and donating, in whatever capacity is necessary for charities to thrive and raise money and awareness for the people they help, no matter how big or small the organisation. Without the hard work of our supporters, the work we do in Oxford would not be possible, and so to everyone who has donated in whatever form over the past 12 months, THANK YOU! We are all so grateful for your help.



We are lucky that Oxfordshire is a community that is so willing to give back to us, and we hope that this year we can continue to give people recognition for the effort they put in for us. This year with the significant funding cuts we are facing, we hope to see many more acts of generosity, bravery and sometimes foolishness being carried out for Oxford Homeless Pathways!

We are always happy to help fundraisers in whatever capacity we can, so if you have anything up your sleeves, don't hesitate to come to us for help. We want to support our supporters as much as they support us!

**If you are interested in fundraising or volunteering for Oxford Homeless Pathways, please contact us via one of the following methods and we'd be happy to send you a fundraising pack and speak to you about your ideas:**

**Telephone:** 01865 304 614

**Email:** [info@oxhop.org.uk](mailto:info@oxhop.org.uk)



## On the money

Rental income for both O'Hanlon House and the Julian Housing Project has been maintained throughout the year with void periods being kept at a minimum.



Grant awards have been as anticipated, including the 'Supporting People' grant, the Primary Care Trust, Oxford City Council and the Big Lottery. General donations increased across all projects due to some generous donations, and we are always continually grateful for the support by individuals and groups who donate 'in kind' as well as cash support. These donations enable us to provide services and welfare specifically targeted to our residents above the level provided by general grants.

Reserves include £625k (three months operating costs for 12/13) 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. The Medical Fund includes the valuation of land and buildings.

**Mike Slater**  
Finance Manager

# Statement of Finance 2011/12

INCOMING RESOURCES	2010/11	2011/12
Rent, Supporting People & Grants	2,310,347	2,474,361
Rental Income	-	46,200
Donations	171,236	92,344
Investment Income	63,965	23,357
<b>Total incoming resources</b> (Less cost of generating funds)	<b>2,545,548</b>	<b>2,636,262</b>
<b>Total available for charitable applications</b>	<b>2,545,548</b>	<b>2,636,262</b>
<b>RESOURCES EXPENDED</b>		
<b>Direct charitable expenditure</b>		
Service costs	1,768,540	1,824,113
Service support	785,941	833,623
	2,554,481	2,657,736
Governance Costs	60,147	14,770
<b>Total resources expended</b>	<b>2,614,628</b>	<b>2,672,506</b>
<b>Net (outgoing)/incoming resources for this year</b>	(20,325)	(28,697)
Balance brought forward at 1 April	2,191,784	2,171,459
<b>Balance carried forward at 31 March</b>	<b>2,171,459</b>	<b>2,142,762</b>
<b>BALANCE SHEET AT 31 MARCH 2012</b>		
	<b>2011</b>	<b>2012</b>
<b>Fixed assets</b>		
Tangible	1,499,008	1,433,158
Investments	574,462	691,218
<b>Current assets</b>		
Debtors	59,212	122,374
Cash at bank and in hand	267,652	218,490
	<b>2,400,334</b>	<b>2,465,240</b>
<b>Creditors</b>		
Bank loan	(111,738)	(234,745)
	(117,137)	(87,733)
<b>Total net assets</b>	<b>2,171,459</b>	<b>2,142,762</b>
<b>Funded by:</b>		
<b>Unrestricted funds</b>		
General Fund	156,495	202,169
Oxford H'less Medical Fund	485,942	442,532
<b>Designated funds</b>		
Welfare Fund	129,946	147,593
Emergency Reserve	715,207	650,947
<b>Restricted funds</b>		
Oxford H'less Medical Fund	683,869	699,521
<b>Total Funds</b>	<b>2,171,459</b>	<b>2,142,762</b>

**Notes to the accounts:** The summarized 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 summarized 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 summarized financial statements are consistent with the full financial statement for the year ended 31 March 2012."  
James Cowper Accountants

# A BIG Thank You!

## For their Support & Involvement:

Conny Horbach, Astrid Hayles, Aziz Halime, Vikki Morton – National Careers Service, Darren Mann and Susan Griffiths – Oxford University Museums, Andrew Bevan & Littlemore Baptist Church, Fran Rimmer, John Tatlow, Pippa Seymour, Greg Jenkins, Ed Hart, Vivian, Matt Watson, Chris, Grahame Godby, Gabby Jamieson-Walker, Tony Martin, Shahin Shaghaghi, Polly Nabarro, Barbara Phillips, Ben Stanwix, Sarah Jasch, Nick Vernede, Charlotte Watter, Stephen Eeley, Adam Lewandowski, Jim O’Kane, Anna Sophia Gallagher & Janet Toye, Lucy Surman and Liz Wadeson for their counselling input to our clients at Steppin Stones.

## Coombs Catering:

Tony, Kerry, Steve, Graham, Sean, Marie, Peter F, Peter J, Liam.

## Donors:

Thanks to all of our donors. Here is a small list of those we believe particularly merit a mention!

**Corporations & Organisations:** Foodbank, Monument Community Trust (Paul Jennings and Iain Nicholson particularly), Oxford Young Professional Society, Oxford Playhouse (particularly Maisy Ash), Axis, Oxford Gene Technology, John Lewis, Meiko UK Ltd for our wonderful dishwasher, & of course, all those other businesses who support us in a variety of ways through the year.

**Community Groups, Schools and Churches:** Chutney & Chips, Eynsham Baptist Church, Oxfizz, All Saints Methodist Church, Buckland C of E Primary, Clanfield School, Hagbourne PCC, St Giles’ Church, St Peter’s Church Bicester, Queen’s College, Sisters of Notre Dame, Linacre College, St Mary’s Church Beckley, Oxford University Student Union, & all those other Oxford University colleges who support us, and the local schools and churches that have gone the extra mile.

**Charitable Trusts & Organisations:** Tesco Charity Trust, StreetSmart, The Westward Trust, Oxford Poverty Action Trust, The Tobit Trust, The Mathew Eckersley Memorial Fund, St Michael’s & All Saints Charities, Seymour Charitable Trust, MW & AB Ingram Charitable Trust, Oxfam, OXFAP & all the other trusts and organisations that consider us an organisation worthy of funding.

**Personal Donors:** Louise Tucker, The Duke of Marlborough, Claudia Costa, Evelyn Mukherjee, Mr and Mrs Badam (formerly Laura Bottomley), and of course all those individuals who donate to us on a monthly basis, and all those people who donate such generous amounts anonymously.

Above all, we would like to extend a huge thank you to Lynx dpm, for aiding us with and creating this year’s report!

We give out around 3,500 towels in a year.

O’Hanlon House provides around 1500 bottles of shampoo each year.





## 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



### Oxford Homeless Pathways

O'Hanlon House, Julian Housing and Oxford Homeless Medical Fund  
P O Box 177  
Luther Street  
Oxford OX1 1SF  
Tel: 01865 304600  
Email: info@oxhop.org.uk

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