

Changing lives
one by one

1
CHAPTER



ANNUAL REPORT 2009



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Starting new chapters and new lives

It's been a wonderful year for all of us at Chapter 1; staff, residents, service users and other friends.

We've supported even more people to realise their hopes and dreams. For instance, after years of living with the constant fear of violence each day, Chelsea and her children, Jack and Lily, have moved into their own home. They now are happily settled in after a brief stay in one of our refuges, where they learnt how to laugh again.

Or there's Tommy, who moved into his own flat last year and has now got a regular job, helping people who are homeless.



And Jamila, who had been in care since she was 14. She has moved back to live with her family after our staff helped her rebuild her relationship with her mother and sisters whilst she lived in one of our hostels.

Every success story is an exciting new chapter in someone's life, and it's incredibly rewarding to have been a part of that. In fact, I've been starting a new chapter of my own this year, celebrating the arrival of my first granddaughter, Gracie, who was born on New Year's Day.

We changed our name to Chapter 1 on 1 April 2009 to reflect the diversity of the work we're now doing and the broad range of people we're working with. We're using our decades of experience working with vulnerable people to expand our services and to plan for an even brighter future.

Our commitment to our core values and ethos remains firm. We're a charity based on Christian principles which offers compassion and practical support to meet everyone's needs, respecting their faith, culture and social background.

And these values are guiding us as we begin exciting new projects this year. In Southampton, we are now the largest provider of supported housing services, with 70 places for young single homeless people and 36 places for mothers and babies. In partnership with Shekinah Mission we now operate a service for homeless people in Torbay, and we've taken over the new Leonard Stocks Centre, which provides accommodation for 24 homeless men.

We have also expanded our services for families involved in civil proceedings with a new contact centre in Preston. And in Cornwall we've started a new partnership with private landlords so properties can be leased directly to provide people with affordable homes.

As you can see, we've got so much to look forward to in 2010. Even more new chapters will open up, even more lives will change forever.

Geoff Hawkins
Chief Executive

what we do

In all our work, we offer human compassion and practical care. As a respected housing association, we focus on the provision of accommodation and associated support services. In providing these services, we are inclusive, respecting people's faith, culture and social background.

Every person we serve is vulnerable in many different ways.

We work with...

- Single homeless men and women who often struggle with mental illness and abuse on the streets and need a safe haven, giving them strength to turn around their lives.
- Single parents and their children who need a safe place to live, or help to discover an independent life on their own terms.
- Young people who may have found themselves caught in a downward spiral and abandoned by their families.
- Asylum seekers who find themselves escaping from desperate situations in their home countries only to discover a whole new set of dangers awaiting them here in the UK.

- People caught up with the addictions of alcohol and drug abuse.
- International students from over 33 different countries who often arrive feeling lost, alone and anxious, but are given a home-from-home in Waterloo, London.
- Parents in dispute who need safe places to maintain contact with their children.

We work in partnership with...

- A large range of agencies, including local authorities, police, justice services, health authorities and probation services, who all help support our growing and diverse network of over 40 projects up and down the country.

We are privileged to work with...

- Amazing staff and volunteers – without whom there would be no story to tell.
- Church groups, other charities and professional organisations.

We're looking to work with...

Others who share our vision to change lives one by one.



our credo

We have a set of beliefs or principles, which are common to all of us at Chapter 1. For some, these beliefs will be inspired by their faith; for others, by their personal philosophy in life. Whatever our values, we all wholeheartedly agree they are best demonstrated in our practical day-to-day work.

We believe...

that lives don't have to stay the same and that everyone, given the time, space and opportunities, can become the person they themselves aspire to be and who God created them to be.

We believe...

that by working together, side by side, we can help change the lives of people one by one.

We believe...

that we can all be part of bringing lasting change to lives that might seem hopelessly broken, bruised or lonely.

We believe...

that although change happens, we don't always see it instantly; it can be a slow and painful process and can take time to be seen, but we always retain our hope in the individual.

What Credo means

/kraydo/ noun (pl. **credos**) a statement of a person's beliefs or aims.
— ORIGIN Latin, 'I believe'.

(Source: Oxford Dictionary)

THE HEART OF WHAT WE DO

Our beliefs give us a powerful vision and mission in life which can be stated very simply:

changing lives one by one

"The project team are my friends now. They don't make false, empty promises. They do what they say they're going to do. It's turned my life around and I'm really grateful they were there."

Tracy



The Chapter 1 family

None of our work would be possible without our fantastic team of 300 skilled staff and volunteers all across the country.

For instance, every individual who comes to one of our hostels has their own Linkworker, who can guide them on their personal journey and help them access education, training and independent housing opportunities

We also employ people in project and housing management, administration and service user development.

Supporting and encouraging the vulnerable people who come to us for help, we never patronise or judge. In fact, working for Chapter 1 is almost as life-changing as using its services, and many people describe us as being like a family.

“The one-on-one link sessions allowed me to express in depth what I had been through and how I planned on changing my life in order to not let history repeat itself. I also had support with budgeting, welfare benefits, education, training and employment advice, and life skills such as cooking. It provided me with the comfort and security and caring surroundings to maintain both work and college. I now have the confidence to live on my own and have maintained my flat since leaving the project and I’m enjoying my life.”

Emily

Sam's story

I was living on the streets when I first came to The Limes in Manchester earlier this year. I've seen young people – including myself – given chances here that we'd never have otherwise.

Ever since I was first referred to The Limes, the staff and other residents have been very friendly to me. People here are encouraged to take part and volunteer, and I've done lots of activities, including team building projects in the Lake District and volunteering at the Chelsea Flower Show.

Getting involved in that gave me much more than just an interest in horticulture. It made me more confident and helped me improve my people skills. It made us all realise that we can make a difference through gardening together. When we came back to Manchester we decided we wanted to put what we'd learnt to practical use. So we're now working on the garden at an old people's centre in Manchester. We've cleared the ground and we're going to plant vegetables and flowers.

Living at The Limes, I've also seen how people from different countries, different religions, different ages, different social backgrounds and upbringings can all get on together living under one roof.

I've got a much more positive outlook on life now, and I'm enthusiastic about the future. I'm starting an apprenticeship and moving into my own flat in the next few months.

changing lives

Sarah's story

I was referred to the Homerton Space Project because my Connexions Advisor thought I'd be safer away from my family home. I felt my views were valued and respected there. It made me realise I wanted to make a positive difference in other people's lives, like the project has done in my life.

Laila's story

After more than ten years of domestic abuse, and on my third attempt to break free, I finally did it. Now I'm starting a new life with my son, with support from Chapter 1.

I was so alone. I was in a strange place, with all my possessions crammed into four suitcases. Chapter 1 didn't just help me find accommodation and sort out the practicalities like getting furniture. They offered me a lifeline at a very traumatic time.

The support was always there. That was especially important over Christmas. There was always someone at the end of the phone. Without that, I think I might have gone back. Just as I had before, and it would have all happened again. Chapter 1 made it third time lucky for us.

Having a roof over my head and a bit of stability has meant that I could get some normality back into my life. My son's settled in his new school, and I'm feeling happier every day. Chapter 1 has really helped my confidence. At last, I feel I can move forward.

changing lives

Karl's story

After spending months in hospital I had no place to call home. I was sleeping rough in the woods. Chapter 1 helped me find accommodation. Without them I probably wouldn't be here.

LIFE-CHANGING STORIES

The FreshStart St Austell story

Designed to help ex-offenders rebuild their lives, our FreshStart project in St Austell has had a very successful first year. The project was set up to reduce the level of crime committed by repeat offenders with a history of drug and alcohol abuse. Research shows that these people are likely to re-offend if they don't have a home to go to when they're released from prison.

Everyone who comes to FreshStart St Austell is given their own tailored tenancy agreement and they're encouraged to take part in a programme of activities designed to match their individual needs. These could be anything from literacy and numeracy to practical skills such as gardening.

This is a very new and innovative project and we've been delighted with the progress being made there already. All our residents have been able to take some steps forwards, however small, and some have been making huge strides.

changing lives

Gary's story

Chapter 1 took me off the streets following a referral from Probation. They've given me the means to help myself through my mental health issues. They have given me the confidence to take hold of my own life and create goals I wouldn't have thought possible.

changing lives

Mo's story

Since being with Chapter 1 for the past ten months, I've improved my maths and English skills, boosted my confidence and been kept warm, safe and free from crime.

changing lives

Pete's story

I saw FreshStart as just another one of the so-called projects on offer to me. But eight months later, I'm clean of all drugs. I don't go out stealing any more. No need, being clean. And if I do slip, the support staff – friends – are here to help me and they do. Believe me, I'm changed because they do care, believe and want to help.

Ellie's story

I moved into Calverley Hill last year when I was 17. I'd been taken out of my mum's care when I was younger, as both my parents had mental health problems and my dad was in prison a lot. My grandparents cared for me for a while but they weren't very well and couldn't look after me any more. I used to self-harm and I had a problem with alcohol.

When I first came to Calverley Hill, I felt very unwanted and I also owed money to relatives and friends. I was working in a very badly paid job, so the staff here encouraged me to look for something better and to get training to improve my prospects. It took me a while to believe I could do this because I was really worried that people would look at my past and not offer me work.

Eventually I left my job and the staff at Chapter 1 really supported me. They helped me make a payment plan so I could pay back the rent I owed and clear my debt. They also helped me get an apprenticeship at a local business and, along with a local church charity, they helped me get the equipment I needed for my new career.

Then when I was 18, the staff at Calverley Hill reviewed what I'd achieved and we decided I should start applying for rented accommodation. Now I'm living in my own flat and I have new goals I want to reach, such as going back to college to get a qualification. Without Chapter 1's support, I don't think I'd be in the position I'm in now. I'm excited about my future and I'm responsible for my own home and my own welfare.

changing lives

Patrick's story

Chapter 1 is helping me deal with my drug and alcohol dependency as well as depression. I now have emotional support and encouragement, and I've been accepted onto a detox programme. They're also helping me work towards being independent again.

We now have a new name – Chapter 1

But there is far more to the change than just finding a new name. It is an opportunity to discover afresh what we as an organisation stand for, what is important to us, what are our key values and to embed further the Christian ethos into the heart of our organisation.



The strapline 'Changing lives one by one' brilliantly captures the very essence of our work. It speaks of the change that can take place in someone's life when they feel valued and loved, opening a new chapter for them.

It is important to recognise, however, that it only becomes a reality through the day to day commitment, compassion and skill of all our staff. I want to thank them for their hard work and dedication throughout another busy and demanding year.

Service users are now well established on the Board of Trustees and they've made a significant contribution. I want to thank Richard Cummings, our Service User Involvement Coordinator, for the way he helped this to happen.

I am pleased to report a surplus of £229,000 for the 2008/9 financial year. This is even more significant in the midst of a recession, and we know that public finances are going to get considerably tighter in the years ahead. We are not fearful nor are we complacent about the future, but we are quietly confident we are well placed to come through these difficult times. We believe we have the vision, strategies and skills to find our way through.

New opportunities continue to arise, including social enterprise schemes in Torquay and Liverpool. We are also pressing on with plans to refurbish and redevelop Waterloo CAC and Mildmay House. It is so encouraging to see our work developing in these ways.

I want to take this opportunity to thank all those we work with, including local Supporting People teams, Housing Departments, churches, Friends of Chapter 1, our prayer partners, fellow service providers and the Tenant Service Authority. We value the help and support they give in their different ways.

As you may know, I am standing down as Chair and I am delighted that Rob Taylor has agreed to take over. We'll be working together over the coming months to make sure the handover goes smoothly. I have thoroughly enjoyed my eleven years as Chairman. It really has been a privilege to serve such a great organisation.

A handwritten signature in blue ink that reads 'Keith Croxton'.

Keith Croxton
Chairman

the story behind the numbers

This year, the average stay in one of our hostels was just over 6 months, with most people achieving their goals and moving on successfully. 8 of our projects achieved a success rate of over 75%. Overall, feedback from our service users has been extremely positive, with 95% saying they were satisfied or very satisfied with the services we've provided.

Accounts for the year ended 31 March 2009

Income & Expenditure	HOUSING ACTIVITIES £'000	NON-HOUSING ACTIVITIES £'000	2009 £'000	2008 £'000
Turnover				
Lettings activities	3,139	633	3,772	3,488
Supporting People contract income	3,757	-	3,757	3,550
Revenue Grants	465	128	593	432
Other operating income	193	-	193	285
Total Turnover	7,554	761	8,315	7,755
Operating Costs	(7,577)	(546)	(8,123)	(7,299)
Operating Surplus/(Deficit)	-23	215	192	456
Interest receivable and similar income			57	44
Interest payable and similar charges			(20)	(10)
Surplus/(Deficit) on ordinary activities			229	490
Surplus on sale of property			-	21
Transfer (to)/from designated reserves			111	125
General Reserve at 31 March			1,245	905

What needs do we meet?	2009		NATIONAL DATA FOR SUPPORTED HOUSING	2008
Single homeless with support needs	318	48.5%	25.3%	410
Women at risk of domestic violence	108	16.5%	13%	116
Drug problems	26	4.0%	3.4%	42
Young people at risk or leaving care	51	7.8%	8%	38
Homeless families with support needs	25	3.8%	7%	32
Generic	47	7.2%	7.9%	30
Teenage parents	23	3.5%	1.9%	29
Rough sleeper	6	0.9%	2.8%	22
Mental health problems	20	3.1%	9.3%	21
Alcohol problems	14	2.1%	3.8%	18
Refugees	0	0.0%	1.4%	9
Offenders or at risk of offending	11	1.7%	4%	3
Learning disabilities	2	0.3%	2%	2
Physical or sensory disability	4	0.6%	3.4%	1
Older person with support needs	0	0.0%	5.2%	1
Total	655		100.00%	774

How many spaces?	2009	2008
Total residential services	527	508
Homeless hostels	389	375
Move-on accommodation	7	7
International student hostel	131	126
Community based services	139	139
Total	666	647

How old?	2009		2008
Mean			25
Youngest	16		16
Oldest	61		64
under 18	81	12.4%	129
18 – 25	349	53.3%	378
25 – 35	106	16.2%	142
36 – 55	112	17.1%	122
over 55	7	1.1%	3
Total	655	100%	774

Service user satisfaction survey 2009

95% of service users very satisfied or satisfied with the overall service of Chapter 1.

93% said the support from the staff team was either good or very good.

96% said the link meetings and support plan helped them gain independence.

98% said the staff team were available always or most of the time when they needed support.

91% said they were involved in important decisions about the services that affect them.

85% said it was easy or very easy to give feedback about the service.

our services

Andover

River House: 11 units – single homeless people

Darwen

Family contact service and fathers' work

Exeter

Grapevine: 13 units – parent and child and pregnant mums

Little House: family contact services

Bridge House: 4 units – families

Exeter & East Devon Floating Support: 23 units – families

Exmouth

St Andrew's: 16 units – young single people recovering from mental health issues

St Saviour's: 8 units – young single people with mental ill health

Clevedon

Triangle: 10 units – single young people

Guildford

Mulberry: 15 units – young single women

Leamington Spa

Binswood: 23 units – young single people

Newbold: 8 units – care leavers

Warford: 5 units – single parents and babies

8 units – floating support – mothers and babies

Liverpool

Mildmay: 52 units – single homeless men

Manchester

The Limes: 23 units – young single people

Preston

Family contact service

North Somerset

Gemini: 14 units – men, women and children's refuge

Nuneaton

Link-Up: 8 units – single homeless

17 units – floating support – single people

Cornwall

Chy Lowen: Private Social Landlord scheme providing affordable homes for families and single people

Southampton

Kingsley House Scheme: 71 units – young people's services

Miriam House Scheme: 35 units – single parents and babies' service

Gosport: 3 units – young single people with learning difficulties

St Austell

FreshStart: 10 units – hostel for ex-offenders dealing with substance abuse

St Leonard's

Turner House: 10 units – single parents and babies

Surrey

Swan House: 7 units – women's refuge

Southwest Surrey Outreach: domestic abuse outreach service

Torquay

Leonard Stocks Centre: 24 units – single homeless people

Tunbridge Wells

Calverley Hill: 17 units – young single women and parents and babies

Weston-super-Mare

Margaret House: 8 units – single parents and babies

Graham House: 7 units – vulnerable young people

11 units – floating support – teenage parents and families

Yeovil

Christopher House & Elsinore: 25 units – young people leaving care and young people at risk

Nuneaton

2nd Chance Furniture: provision of low cost furniture to vulnerable families

London Projects

Hackney

Homerton Space: 11 units – vulnerable young people

Notting Hill

Dashwood House: 26 units – vulnerable young women

Walthamstow

Stephen House: 15 units – vulnerable young people

Waterloo

126 units – international student accommodation

How the story of Chapter 1 is continuing this year...

We are investing in new work to meet the needs of the people we serve even more successfully

Liverpool

We're currently setting up a FareShare franchise for people living at Mildmay House.

This new project will:

- Provide quality food (surplus produce from the food and drink industry) to organisations working with disadvantaged people in the community
- Provide training and education around the essential life skills of safe food preparation and nutrition, as well as warehouse employability training
- Promote the message that 'no good food should be wasted'

By working with local colleges and employment agencies, we're hoping to give people staying at Mildmay House the chance to gain the confidence and skills they need to move on in their lives.

Torquay

Our new project for homeless people in Torquay welcomed its first residents in August – nine men and five women aged between 19 and 55. Their new home is a hostel on Factory Row, Torbay, run in partnership with Shekinah Mission.

This innovative project offers a range of activities for residents – everything from photography to football – and there are communal kitchens where people can choose and prepare their own food. The project will include an outreach service to engage people who are living on the streets, assess their needs and then work with them to find somewhere to live, learn new skills and seek work.

We also plan to invest in the new Torbay Enterprise Project, which will provide even more training and employment for vulnerable people who are socially excluded.

Buckingham

With support from Aylesbury Vale Council and the Homes and Community Agency, we plan to buy 6 houses to provide accommodation for people who are homeless. This unique project will be run in partnership with members of local churches, who will volunteer to befriend and mentor our residents to improve their lifeskills.

Move-on accommodation

In 2010, we're planning to acquire houses and flats to provide more opportunity for residents to move on from our hostels and live more independently in the community. This will be a major investment programme of up to £10 million.

CHANGING LIVES ONE BY ONE

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