A year in review **2010**

Moving on

St Martins
SUPPORTING INDEPENDENT FUTURES

Purpose:

St Martins exists to develop the potential of its service users in order to maximise their independence.

Vision:

St Martins is a Registered Social Landlord and a leading specialist provider of housing, care, support and community reintegration services to people over 16 who have mental health problems, ex-offenders with support needs and people at risk of offending. We specialise in providing services for mentally disordered offenders.

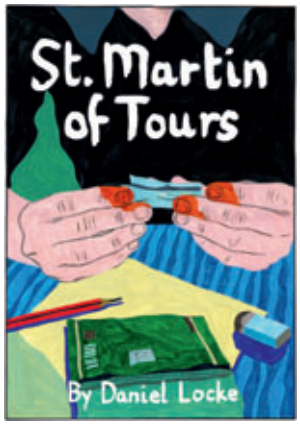
Values:

St Martins believes that everyone associated with it should be treated with fairness, justice, respect, equality, integrity and probity.

This year's review

This year St Martins participated in a project to promote the creation and exhibition of art in unusual places across the London Borough of Islington. Our contribution involved commissioning the Brighton artist Dan Locke to work with our residents to produce a comic book-style newspaper which was distributed free to the general public.

Dan, who undertook an eight week residency at St Martins' forensic mental health care home at Wilton Villas, helped several residents rediscover their interest in art. The completed piece of artwork, which can be seen on St Martins' website, gave residents a unique opportunity to express their stories in a creative and participative way. Dan's drawings feature throughout this review.



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Foreword by Robert Hutton

> More than anything though, this review is about the people who live and work at St Martins – their lives, hopes and ambitions.

Welcome to this year's St Martins review of the year. I'm Robert and I live at Wilton Villas in Islington. I am often featured in *Connect*, our resident newsletter, which I have helped design and in which I like to appear. For this reason I was asked if I would provide the foreword to this review and I am happy to help.

Several people are featured in this year's review (apart from me!); some are residents, others staff, management or board members. All are individuals with unique experiences, interests and insights. This review certainly covers many of the things that have happened across St Martins during the past year as well as plans for the future. More than anything though, it is about the people who live and work at St Martins – their lives, hopes and ambitions.

Anyway, back to me! When I was seventeen I was a nursing cadet and I went on to do my psychiatric nurse training at Cane Hill Hospital in Surrey. I didn't think then that I would end up as a patient!

I haven't been readmitted to hospital at all in the two years I have been living at Wilton Villas. I like the way the staff here are easy to talk to and help me with my recovery. I also like the fact that I can smoke in my own room – it is important to me – and I really enjoy the Friday night cooking sessions and Sunday brunch.

I'm looking for a job as a support worker at the moment; I put an application in a couple of weeks ago but I'm still waiting to hear. Fingers crossed.

Apart from that I spend a lot of time swimming, listening to music, especially 70's stuff like Neil Young, who I saw last year at Hyde Park, and Crosby, Stills and Nash. I have over 300 CDs. I'm going to the WOMAD world music festival this summer and can't wait.

I used to travel a lot too, especially to Greece and Turkey. Once, on my way to a Kibbutz in Israel, I ran out of money in Copenhagen and had to be repatriated. These days I mainly collect postcards!

I hope you enjoy reading this review.

Sincerely

Robert Hutton
Swimmer
70's music afficionado
Wilton Villas resident

Chair & Chief Executive's report

We would like to welcome you to St Martins' annual review and hope you enjoy reading about our work, our achievements, and most importantly the people we serve. This year's annual report focuses on some service users who tell their own stories, and their journeys towards recovery.

2009/10 was a challenging and exciting year with many changes. We continue to be focussed on our mission and the continuous improvement of our services. We have achieved a great deal over the past 12 months, in particular developing new services and improving outcomes and life chances for our service users.

This year is St Martins' 30th anniversary. Our roots and origins go back to the end of the First World War when the Catholic Fund was set up by the Archbishop of Westminster to provide accommodation for soldiers returning from the war in France. We are celebrating with an artist in residence, a fashion show for service users and a conference on forensic mental health in 2011.

Later in the review you will read about our outcomes and the impact we make. We know that ultimately we are judged on results and our results last year were impressive; 92% of our service users were better able to manage their mental health, 92% were better able to manage the risk of harming themselves or others and 97% felt that they had improved life choices by the time that they left us. We are very proud of these outcomes and are determined to continue to improve our services to ensure that all our service users begin their journeys of recovery and move towards independence.

In July 2009 we opened a new 12 bed mental health scheme in Islington in partnership with London Borough of Islington and Islington NHS. St Martins invested £900,000 in refurbishing a property to provide outstanding accommodation. We also completed the first phase of major refurbishment to both our Registered Care Homes. This £200,000 investment saw the replacement or upgrading of bathrooms, toilets, corridors and staircases in both buildings. We ensured that all our properties achieved or exceeded the Decent Homes Standard by January 2010.

We invested £100,000 in a new IT infrastructure with equipment which provides robust, reliable, high speed communication between all our services. This new technology has streamlined and improved our business processes, improved communication across the organisation and provides a platform for continuous improvement in services and efficiency savings.

St Martins took part in the Islington Exhibits festival which showcased the work of artists in unusual venues throughout the borough. Dan Locke spent eight weeks as artist in residence in one of our care homes.

He worked with residents telling their stories in a graphic format and a comic book-style tabloid publication was produced and given out free to the public in Islington. We are very happy that Dan has allowed us to use his work in this review.

We will continue to focus our efforts on providing support, housing and care services which meet the needs of some the most vulnerable and excluded people in our communities. Our aim is to be the leading provider of community forensic services in London and to achieve sustainable growth in both the social care and landlord aspects of the business.

This year we will complete the second phase of refurbishment of our two Registered Care Homes. Ground floor areas and entrances will be remodelled, gardens will be upgraded and boilers replaced. We will pursue our goal of opening a registered care home in West London in order to develop a community forensic service in that region. Also we aim to develop a women's forensic service for North and East London.

We are committed to reducing our carbon footprint and aim to reduce the amount of energy we use by 30% over the next two years. We will build on our investment in IT and implement our Digital Inclusion Strategy which aims to give every St Martins resident access to the internet within the next 12 months.

We will continue to position St Martins as the leading provider of recovery and rehabilitation services to people with mental health needs, forensic histories and challenging behaviour. St Martins provides innovative and value for money services for people leaving medium and low secure hospitals and similar settings. We will continue to work closely and in partnership with Mental Health Trusts and Primary Care Trusts to help them provide patients with earlier discharge and and return to the community where they can continue their recovery.

We would like to acknowledge the hard work and commitment of our staff and board members who continue to contribute so much to St Martins' achievements. Finally, we would also like to thank our stakeholders and partners. We will look to maintain and develop our strong partnership-based relationships with them over the coming year and look forward to helping them meet the challenges we know lie ahead for social care and support in the community.

Nick Purchase
Chair

John Thompson
Chief Executive

Abdi Jamac

“Not many people I know had a camel as a pet when they were younger like me!”

Not many people I know had a camel as a pet when they were younger like me! I come from Somalia, where I grew up first in Mogadishu and then in a place called Juntland. When I was a child I was just like the other kids – I was interested in animals and played football. I had both a camel and a dog as pets and I supported our local team, Alakahim.

Because of the difficult situation that developed in Somalia, my family decided it was best to leave and we all came to England in 2000. Since I have been in England I have made lots of friends and developed many new interests. Recently I have been trying out yoga and improving my drawing skills. I still like to travel occasionally and have been to Holland for a while.

I've been living at Wilton Villas for quite a while now and have enjoyed it. Recently I have taken up yoga and I also like to take part in a men's group where I can play bingo. During the day I like to attend local day centres and the MIND centre.

These days my local team is Arsenal of course. I'm still interested in animals – but I only see camels at London Zoo!

Abdi Jamac
Arsenal supporter
Wilton Villas resident

Cat Ranson

I like to get really involved with everything I do at work and as well as helping our residents achieve greater independence and well-being, I'm also working on the design of a training programme specifically for women who work with vulnerable adults.

Hello, I'm Cat. I'm a Project Worker at one of our forensic mental health care homes in Islington. I like to get really involved with everything I do at work and as well as helping our residents achieve greater independence and well-being, I'm also working on the design of a training programme specifically for women who work with vulnerable adults. I've also been on our Staff Council for nearly a year and I'm about to be promoted to deputy manager!

This summer I went to Glastonbury – a great week of sunshine and live music including Snoop Dogg and Rolf Harris, although the highlight for me was Stevie Wonder!

I like to travel quite a lot, when I can. I've backpacked across a lot of South America, including Brazil, Argentina, Ecuador and Peru, where I completed the Machu Picchu Trail to The Lost City of the Incas.

This year I've also been snowboarding in the Alps with friends; not the most relaxing holiday but a good break from London and work. If I'm lucky I'll get away again soon for a week on a beach in Malta. Bliss!

Cat Ranson
Project Worker
MSc Forensic Psychology
Vice-chair Staff Council
Festival groupie and globetrotter

Catherine Cox

As an ex-service user I think I bring insights to the board which help it to focus services on the needs of residents. I like to think I also provide a role model within St Martins for other people to see that self belief and persistence are the keys to achieving your goals.

I'm a confident, caring and enthusiastic person and I like to think I gets lots out of life and give a lot back too! My life is hugely busy with many different activities but I think I would call myself an artist above all other things. My art has always been my first love – my abstract style is self-taught although I did attend art college and gain a diploma in art and design. So far, there have been four solo exhibitions of my work in Islington, the latest in September 2010.

As well as the art, I also love music and have been lucky enough to secure a role as a writer and singer with J Rock Records in Croydon.

Since 2001 I have worked in childcare. I seem to have a natural knack for relating to kids and a strong interest in supporting their education and development. I'm shortly going to start my Level 3 NVQ. This will enable me to work full time as a nanny and I am hoping to gain some practical experience in the United States after that.

On top of all that I sit on the board of St Martins too. As an ex-service user I think I bring insights to the board which help it to focus services on the needs of residents. I like to think I also provide a role model within St Martins for other people to see that self belief and persistence are the keys to achieving your goals. The world is your oyster!

Catherine Cox
Nursery nurse
Artist and musician
St Martins Board Member
Ex-resident Vivian Comma Close

Martin Byfield

I am very much looking forward to playing more sports, especially badminton, table tennis and swimming. I also want to learn to play tennis.

My name is Martin and at the moment I am having day visits at Wilton Villas. So far, my visits are going well and I hope to move in properly soon. I was born and grew up in Hackney and had a very happy childhood. I remember doing lots of exercise and staying really active. I have a large family with seven brothers and three sisters; we all try to keep in touch but it's not easy sometimes.

Since becoming unwell earlier in my life I have spent twenty years in and out of hospitals. I am hoping that, with my move to Wilton Villas, that stage of my life is behind me and I will have a chance to settle down and focus on some of the things I want to achieve. Having come through some bad experiences in life, and had such a long time in hospital, I am hoping to be able to help others who are in a similar situation.

I am very much looking forward to playing more sports, especially badminton, table tennis and swimming. I also want to learn to play tennis. I believe strongly in astrology and follow the Rasta faith in my heart. I am a very spiritual man and believe that "If you do good, then good will follow you".

Stay well and be happy.

Martin Byfield
Sports enthusiast
Wilton Villas

Move on

- **123** clients moved on from our services this year. The highest number, **43%** came from our youth services equalling a turnover of **75%** but the highest turnover was reported by our Lambeth service for offenders at **94%**.

- The average time spent by those who moved on from any one of our services this year was just over **2 years**.

- **92%** of clients from our adult floating support services successfully completed a programme of support before moving on.

- More than **52%** of our accommodation based clients who moved on in the period moved into longer term settled accommodation with almost a quarter **(23%)** of those moving into private sector housing.

- In our floating support services we are highly successful at avoiding the common problem of losing touch with clients, with less than **2%** of move on from those services recorded as "unknown".

- Nearly **81%** of all clients who left any one of our services reported they did not have a substance misuse problem.

- **54%** of all our clients who moved on went to Hackney.

- The average length of stay in our care homes is **3.5 years**.

- Floating support clients were supported for just under **2 years**.

- The average stay in our offender service is **1.5 years**.

- The average stay in our youth services was about **1.9 years**.

- **54%** of all our clients who moved on went to Hackney.

How our support works

- **92%** of all those who identified a need to better manage their mental health and **100%** of those in our care homes had done so by the time they left our services.
- **97%** of all users who said that they needed support to make improve their choices felt that they had greater choice by the time that they left our services.
- **90%** of those who needed to comply with statutory orders where they had offended were successfully reported to do so.
- **92%** who had identified a need to avoid harm to others or from others felt that they were better able to manage this risk at the time that they left one of ours services.
- **90%** of our clients who wished to better manage their physical health achieved this. The same percentage was successful in better managing self harming at the time that they left one of our services.
- **95%** of all clients who moved on who wanted to re-establish contact with either services, friends or family, an important part of sustaining independence, were supported to do so by the time they left our services.
- **96%** of those who needed help to maximise their income had done so by the time they moved on from our services
- More than **80%** of those who needed help to reduce their debts were supported to do so.
- **83%** of all those who identified a need for support to better manage a substance misuse problem had done so with our help.

Service user demographics 2009/10

Gender

- **60%** of all clients were male

Ethnicity*

- **47%** of all of those who reported their ethnicity described themselves as Black or Black British
- **34%** of all of those who reported their ethnicity described themselves as White
- **6%** of all of those who reported their ethnicity described themselves as Asian and another **6%** as of mixed ethnicity
- **4%** of all of those who reported their ethnicity described themselves as Chinese or other

* Ethnicity is defined following Office of National Statistics (ONS) descriptions.

Age

- **24%** of our clients were under 20 years of age
- **50%** were over 30 years of age
- The profile of new clients in 2009-10 was slightly younger with **10%** fewer new clients being over 40 years of age than existing clients.

Area of origin

- Half of clients from across all of our services originate from Hackney **(51%)** with almost a quarter from Islington **(23%)**. There was a **5%** increase in new clients from Lambeth as against existing clients, suggesting that turnover in Lambeth is increasing.
- When mental health services are considered in isolation nearly **60%** of all new clients were from Islington this year.

Reason clients left their last settled home

- Of all new clients to our services this year there was an increase in those who reported that they had been sleeping rough at almost **8%** and almost **12%** joined our services because they needed to move to supported housing, a slight increase on the current client population.

Ethnicity 2009/10

Black	**190**	**47%**
White	**140**	**35%**
Asian	**30**	**7%**
Mixed	**24**	**6%**
Chinese or other	**18**	**4%**
Refused	**2**	**1%**
Total	**404**	

Housing stock and rent levels 2009/10

	Bedspaces	Average rent
Registered Care Homes (inclusive of care costs)	46	£927.76
Hostels	26	£135.79
Shared houses	30	£115.04
Self-contained flats	45	£161.73
Bedsits	12	£104.54
Floating support schemes in management	116	
Voids excluding Registered Care Homes		**3.3%**
Gross arrears		**5.2%**

Income and expenditure

	2010	2009
	£	£
Turnover	**4,187,825**	4,407,238
Operating costs	**(4,074,028)**	(4,339,586)
Operating surplus	**113,797**	67,652
Interest receivable and similar income	**40,654**	195,179
Interest payable	**(7,683)**	(16,998)
Other income:		
Unrestricted donations	**3,336**	14,412
Restricted donations	**440**	–
Profit on disposal of properties	**6,000**	–
Surplus on ordinary activities	**156,544**	260,245
Transfer from/(to) restricted reserves	**(440)**	–
Revenue reserve brought forward		
– as previously reported	**3,675,584**	3,415,339
– prior year adjustment	**(94,760)**	–
Revenue reserve carried forward	**3,736,928**	3,675,584

Balance sheet

	2010 £	2009 £
Fixed assets		
Housing properties (Cost less depreciation)	**7,781,351**	6,639,925
Less: Social housing grant	**(6,028,159)**	(4,991,292)
	1,753,192	1,648,633
Other fixed assets	**202,635**	42,427
	1,955,827	1,691,060
Current assets		
Properties for sale	**95,842**	95,842
Debtors	**157,283**	305,141
Cash at bank and in hand – restrictred	**8,973**	8,973
– unrestricted	**3,477,006**	4,290,125
	3,739,104	4,700,081
Creditors: Amounts falling due within one year	**(654,571)**	(836,000)
Net current assets	**3,084,533**	3,864,081
Total assets less current liabilities	**5,040,360**	5,555,141
Creditors: Amounts falling due after more than one year	**216,173**	246,402
Recycled Capital Grant	**497,297**	1,138,396
Capital and reserves		
Capital reserve	**27**	27
Called up share capital	**34**	31
Restricted reserves	**377,551**	377,111
Designated reserves	**212,350**	212,350
Revenue reserves	**3,736,928**	3,580,824
	5,040,360	5,555,141

Joint working and partnership

Statutory bodies

LB Barnet

LB Enfield

LB Hackney

LB Hammersmith & Fulham

LB Haringey

LB Islington

LB Lambeth

LB Newham

LB Richmond Upon Thames

LB Tower Hamlets

City of Westminster

Royal Borough of Kensington & Chelsea

Barnet Enfield & Haringey Mental Health Trust

East London & City Mental Health Trust

South West London & St George's Mental Health Trust

West London Mental Health Trust

Camden and Islington Mental Health Trust

Camden Primary Care Trust

Haringey Primary Care Trust

Islington Primary Care Trust

London Metropolitan University

London Probation Service

Trust and individual donors

The Morris Charitable Trust

The CA Redfern Charitable Foundation

Housing associations and charitable partners

Newlon Housing Association

Islington & Shoreditch Housing Association

Sanctuary Housing Association

Southern Housing Group

Providence Row Charity

The team

Board members as at July 2010 and dates of appointment

Chair	Nick Purchase MBA, MSc, CQSW	2003
Vice-chair	Barbra Carlisle BA FCIH	2009
Treasurer	Mayan Shah EMBA, FCCA, BA	2004
Board Member	Dr Tony Kearns FRCPsych	2005
Board Member	Dr John Curran PhD	2000
Board Member	John Kennedy MA	2000
Board Member	Catherine Cox	2007
Board Member	Hopeton Elliott	2007
Board Member	Rosalind Ugwu BA, MCIH, MCMI	2009
Board Member	Sherece Rainford BA	2009

Senior management team

Chief Executive Officer	John Thompson MA, MSc, BA
Director of Finance and Company Secretary	Philip Bowles FCA
Director of Operations	Vimala Uttarkar BSc, MA, MPhil, PhD
Director of Human Resources and Communications	Philip Smith BA, PGDip, Chartered MCIPD
Director of Maintenance and Property Services	Jon Mumford BSc, Dip.Arch

St Martins
SUPPORTING INDEPENDENT FUTURES

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Kingston Smith

Solicitors
Devonshires

Bank
The Royal Bank of Scotland

Photography
www.paulcarter-photographer.co.uk

Designed and produced by
www.totalcoverage.coop

FSC
Mixed Sources
Product group from well-managed forests and other controlled sources
www.fsc.org Cert no. SA-COC-001794
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