

2015

Cyrenians

IMPACT REPORT



SUPPORTING PEOPLE EXCLUDED FROM FAMILY, HOME, WORK OR COMMUNITY ON THEIR LIFE JOURNEY

cyrenians.org.uk

This year Cyrenians was privileged to journey with 4,430 people, including the homeless, vulnerable and others on the edge of society. For some it was a brief time together; a phone call and advice given, a meal served, an hour volunteered. For others the journey was much longer, lasting in some cases for more than the year.

For many of those with whom we have journeyed, it's been a tough year often because of the vicious consequences of austerity economics. We've been able to share their challenge and assist them in discovering the solutions and support they needed. For others, our intervention has assisted in stopping things getting bad in the first place which has made a huge difference to many folk. Here are just a few of the people that have journeyed with us:

> **Bob** began by saying he didn't want his 15 year old daughter in the house. This statement, escalating with hurts from the past adding to the pain, led to a referral to Amber where the whole family agreed to try out mediation.

After three months of space and time to talk through issues, a way forward and new ways of being together as a family were found, culminating with Bob saying "I've remembered why I love my daughter."

> **Scott** spent over 5 months sleeping rough and sofa surfing, and his mental health declined. He required an in-patient stay at the Royal Edinburgh Hospital. From there he was assessed for a placement at the Communities.

Whilst with us, Scott has participated in a cooking course, attended a Fairbridge Access program and is currently applying for college. During his time at the Community, he has been accessing support for his mental health and substance use issues. He has also been developing a positive relationship with his family.

Cyrenians is grateful for the opportunity to have shared in these journeys and many more journeys. We want to expand our capacity to serve more people, more often in more locations. Building on the wisdom and expertise of our extraordinary staff and amazing volunteers, on what the last 47 years of walking with those on the edge has taught us and whenever possible using the lived experience of those we serve as our starting point, we've laid out a plan to grow over the next 5 years. We hope you will be able to join us in some way on that journey.

We are grateful to all those who have supported us over the last year with time, energy, creativity, expertise and money and we look forward to working with our present and new partners in the coming year on our journey of growth to give us the opportunity to serve more people like Bob and Scott more often and in more locations.

2,232

During 2014/15 2,232 people received life changing support from Cyrenians; help to overcome crisis and bring about lasting change in their lives, such as more secure housing, better job prospects and better health.

A further 2,198 received 'one touch' support such as advice and information and practical help such as emergency access to food or essential goods.

2,198

Over the year 630 volunteers contributed a total of 77,572 hours to assist the work of the charity.

630

77,572

FAMILY & PEOPLE

Our Conflict Resolution Services: **Amber Mediation and Support, Conflict Resolution Training in Schools, Citywide Mediation and Support including Landlord/Tenant Mediation, Kinship Care and Looked-After Project** work with families to resolve issues and repair relationships. Over the past year, we received **204** referrals to our mediation and support services and closed **107** cases with a positive outcome (remaining/returning home, improved relationships and reduced conflict), **64** are among our current live cases and the remaining **33** decided mediation was not for them. **485** young people attended our workshops in schools and other youth settings which equip them with the skills to identify, and deal with, conflict in a range of different situations.

in mediation and family conflict resolution delivered **51** training sessions to over **750** people. **90%** reported an increase in their knowledge of family conflict resolution, and **90%** felt more confident to be able to deal with conflict. **397** delegates from **27** local authorities attended our **5** national conferences. **92%** said they were more confident in their ability to discuss family relationships with the young people and families using their services.

Our **Befriending Service for older people** in West Lothian worked with **87** clients. **21** volunteers, who range from retired people to school/college students to those in full time work, all wanting to give back to their local community, delivered **2,531** hours of volunteering, including **86** hours of telephone calls, **1,056** hours of home visits and **1,389** hours of outings.



Our **Recovery Service** in West Lothian has created a safe and supportive environment for people on their journey away from addiction. **656** individuals received support via our drop-in or telephone service. **14** volunteers, themselves having been through recovery, contributed **2,307** hours of their time to the service.

We helped **19** clients with **Multiple and Complex Support Needs** to make positive changes in areas such as sustaining accommodation, engaging consistently with health services, developing positive relationships and reducing harm from drug or alcohol misuse.

“Mediation has changed mine and my daughter’s life for the better. We are like best friends now. The service was amazing, it was really helpful.”

The **Scottish Centre for Conflict Resolution**, our national resource centre for best practice

“Having a befriender has given me confidence, I am now able to talk in a group and I couldn’t before, I was very nervous. I now know there are things to look forward to out there.”

HOME & HOUSING



This year our **City and Farm Communities** provided a safe and welcoming environment for **19** young residents and **29** volunteers to grow and develop together.

Staff and volunteers supported residents from the most challenging backgrounds to develop confidence and independent living skills within an environment guided by structure and mutual respect.

Over the past 12 months we have placed emphasis on supporting residents to be involved in activities leading to accreditation and improved health and wellbeing. This has included courses in horticulture, digital literacy and cooking where **11** residents received accredited qualifications. All residents have participated in a group work program that included **38** different activities.

Our **Homeless Prevention Service (HPS)** worked with **637** people who found themselves at risk of homelessness.

“I really liked that by volunteering I was able to build trust with the young people. It made me feel privileged to share their lives and stories.”

70 cases were referred for Landlord / Tenant mediation.

“I was advised of funds which were able to help me, and this financial assistance reduced my stress levels considerably.”

Making Advice Work provided holistic advice to **357** customers on income maximisation relating to welfare rights, debt advice and tribunal representation. It also helped empower them to take ownership of managing their finances.

Our survey in the last quarter of the year showed that **87%** of our customers said we helped them avoid homelessness, **81%** said their financial position improved, and **100%** would recommend the service.

WORK & SKILLS

77 young people were supported to identify a positive destination in advance of them leaving school through **Key to Potential**.

49 people undertook **Foundation to Employment** placements within Cyrenians enterprise activities in order to make a step back towards the job market.

147 clients engaged with our **Market Led Training** courses in the care and retail sectors. All of them went onto experience a work placement.

The **Recruitment and Skills Centre** at Fort Kinnaird held **1,319** job seeker drop-in sessions, and filled **1,021** job vacancies for the 57 employers who work alongside us on this initiative.

The **Edinburgh Peer Support** service employs workers who have had lived experience of the criminal justice system. It establishes helping relationships with those most at risk of social exclusion and supports them to achieve their goals and fulfil their potential. Clients come from all walks of life, and our **2** part time workers supported **34** people over the last year.

The **Peer mentoring** model has also extended to Falkirk where we have trained **6** women to be peer mentors. These volunteers have all completed community payback orders and are mentoring other women who are at the start of their payback orders.

Also in Falkirk, our **Criminal Justice Employability** service has worked with **123** people on community payback orders; some have never been employed, and others lost their jobs as a consequence of their offence. **100** have already completed one or more employability unit, **65** of them had never achieved any form of qualification before.

“The course has made me look at my life in a different way and changed my opinion of what might be in store. It made me feel that I have a future.”

“When I first came to Cyrenians I thought that everyone would know what I had done and that I would be judged. I was wrong on both counts.”

Cyrenians Farm has worked with **46** young people who were unemployed or at risk of being excluded from school. Our programmes include units accredited by City and Guilds and John Muir, and allow a practical outdoor learning experience where participants can experience a real working environment.



COMMUNITY & FOOD

We built a new greenhouse at **Midlothian Community Hospital Garden**, together with a patio and landscaping at the entrance; and the Royal Edinburgh Community Gardens moved from their site at Myreside Road to the new Growing Space, which was built in June 2014 and is still continuing to grow!

1,651 people visited the gardens including hospital patients, carers, community groups, schools and corporate team challenges; and a further **114** people volunteered their time on a regular basis.

From our **Good Food depot, FareShare** redistributed **295.52** tonnes of food which provided an estimated **649,321** meals to people in need. Over **40%** of this food counts as one of the 5-a-day.

3,770 deliveries of food were made to our **57** member organisations, and **486** emergency food parcels provided through support agencies.

On average **95.5%** of our supported volunteers showed stability or progression over the year. Many use volunteering as part of their journey into employment and **6** successfully made this transition.

Food Education delivered **179** cooking classes and **56** clients completed the 6 week course. **8** REHIS food hygiene courses were run, enabling **70** clients to obtain the certificate.

“It’s been really good coming to the gardens - like a break from all the hard experiences in the hospital. I felt treated well and like an equal. It’s been good for my confidence and it’s been fun.”

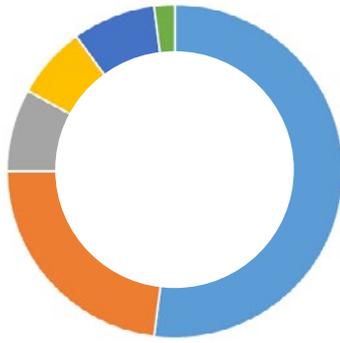


Good Food Good Health, our accredited train the trainer course, provided **73** additional outreach cooking classes across central Scotland.

“I’m getting more confident with cooking and healthy eating. I wasn’t confident before at all, but now I am as I know how to.”

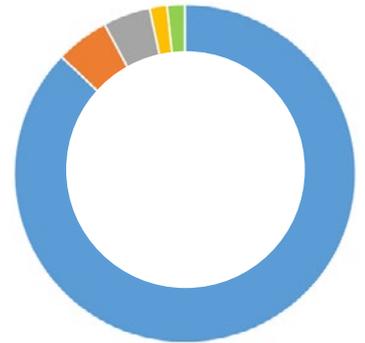
INCOME 2014/15

- Local Authorities
£1,670,036
- Other public bodies
£733,678
- Big Lottery Funding
£257,644
- Companies and Trusts
£250,496
- Earned Income
£250,651
- Donations
£48,985



EXPENDITURE 2014/2015

- Direct costs of project delivery
£2,927,570
- Strategic Development
£169,999
- HR, Finance & IT Support
£150,668
- Governance
£55,606
- Other
£56,187



COMPARED TO LAST YEAR

Number of people receiving direct support



Volunteer hours gifted to our work



“Cyrenians have been brilliant to work with over the years. They consistently find creative ways to work together that meet our needs as a business, and – more importantly – provide innovative, long-term solutions that help people turn their lives around and look forward to a brighter future.”

Sandy MacDonald, Head of Sustainability, Standard Life

“We are delighted to have supported Cyrenians, both through sharing the skills of our people and through volunteering activities at the farm. Our volunteers are inspired and motivated by their work and we look forward to finding new ways to engage them in the work of the Cyrenians.”

Maggie Robb, Corporate Sustainability Manager, Pricewaterhouse Cooper

“Cyrenians’ impact, is impressive, far-reaching and sustainable. We look forward very much to working together.”

Maggie Cunningham, CEO, Columba 1400



This year we became a Living Wage Employer



We supported campaigns such as 'Make Renting Right'.

Support Cyrenians to help people in need

Text CYRN11 £2 / £5 / £10 to 70070
to donate now e.g. CYRN11 £5

or become a Friend of Cyrenians, visit
www.cyrenians.org.uk/friendsofcyrenians

KEEP IN TOUCH – TALK TO US ABOUT WORKING TOGETHER

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Edinburgh Cyrenian Trust is a registered charity in Scotland; number SC011052

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