



Annual Review 2011/2012



 **threshold**
A CHANCE TO CHANGE



THRESHOLD: THE COMPLETE RESETTLEMENT PACKAGE

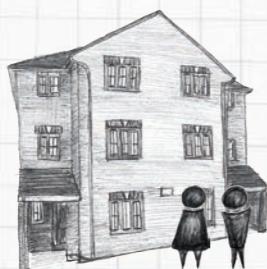


Culver Court - for 20 men over the age of 16 years. An emergency direct entry hostel with access and staffing 24 hours a day, 365 days a year.



Threshold has 3 move-on hostels with eleven bed spaces for men only. This is the second stage of the resettlement programme and generates independence and responsibility.

Mullane House - a mixed gender project for 6 young people between the ages of 16 & 21 who need 24 hour intensive support



Jubilee House - a men only project for 5 older guys who prefer living with their own age group



Mirreller House - a 4 bed women only project



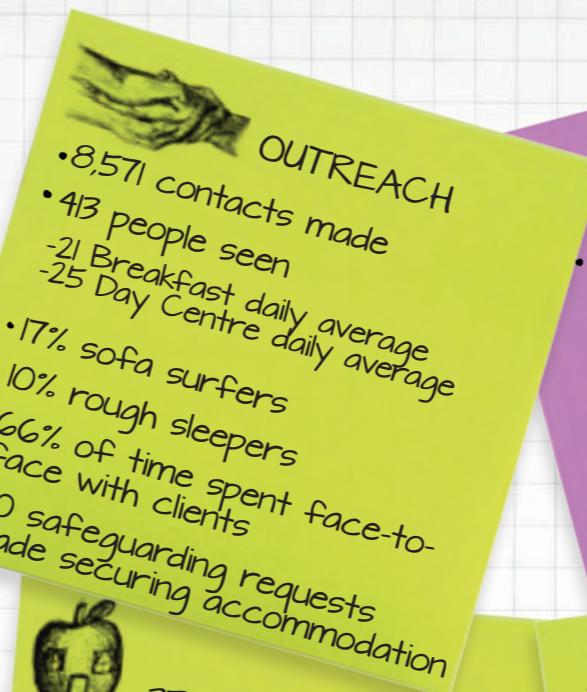
Outreach - anyone who is roofless or homeless can get advice and support from this team at the Breakfast Club, the Day Centre or the Soup Run.



The Old Appleyard - a 4 bed mixed gender hostel for those with substance misuse issues.



Bronte House - a 5 bed mixed gender project for those who are moving on from The Old Appleyard, Mullane House or any other resettlement project.



OUTREACH

- 8,571 contacts made
- 413 people seen
- 21 Breakfast daily average
- 25 Day Centre daily average
- 17% sofa surfers
- 10% rough sleepers
- 66% of time spent face-to-face with clients
- 20 safeguarding requests made securing accommodation



- 37 referrals
- 13 arrivals
 - 9 male/4 female
- 77% drug related issues
- 54% alcohol related issues
- 46% positive departures



- Purchase completed in December 2011
- Project opened March 2012
- First residents move in on 2nd April 2012



- Life skills training
 - budgeting, cooking etc.
- Household maintenance
 - painting, decorating skills etc.
- Social activities, days out etc.
- Personal development learning computer skills etc.



Resettlement projects combined

- 48 referrals - 81% internal applications
- 23 arrivals
 - 69% entered employment, education or training
 - 64% positive departures



- 23 referrals
 - 16 male/7 female
- 43% entered employment, education or training
- 13% had a family reconciliation
- 64% positive departures



- 284 arrivals
- 426 refusals (349 due to no beds being available)
- 23% asked to leave family home
- 29% homelessness as only issue
- 40% positive departures



- 16 referrals
- 12 arrivals
- 49% positive departures

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Major changes in 2011/12

- Employment of a part time CEO working for 24hours per week and a Graphic Designer for 6 hours per week
- Purchase of a new property adding 5 additional bed spaces to the resettlement programme
- Secured 2 new contracts with Wiltshire Probation Trust and the Swindon Community Safety Partnership to the combined value of £40,000 for financial year 2012/13
- Increased awareness and sponsorship through links with foundations, trusts and charitable entities

BOARDS EYE VIEW...

Change has been an ongoing agenda item and has been achieved through our strategic decisions and the implementation of an action plan that created business stability and human resource alignment. This positive behaviour enabled us to fulfil our annual objectives and facilitate an innovative service development that benefits Swindon's homeless community and our partner agencies.

The appointment of senior leadership and the subsequent securing of additional finance enabled and enhanced new developments and activities in the latter part of the year and is instrumental in developing our plans for the coming year.

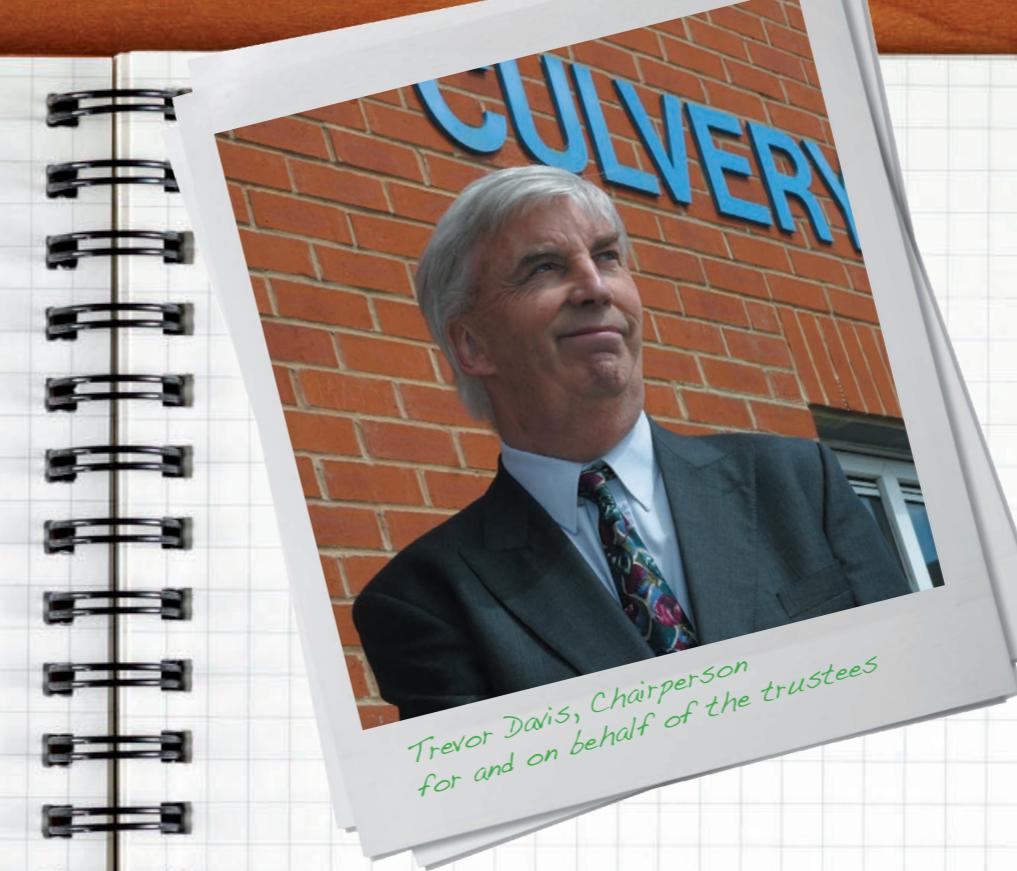
Everyone in Threshold realises that, to fully meet the needs of our service users, we have to work both in partnership and novel ways and sometimes, we need support from our informal partners who include:

- the national charity, Homeless Link
- the local charity, HOSTS (Homeless Organisations Stick Together in Swindon)
- Voluntary Action Swindon (VAS)
- Developing Health & Independence (DHI) & Inclusion Drug Services

We also recognise that it is good practice to refer and/or signpost service users to other organisations because:

- we understand our limitations and acknowledge the expertise of our partners
- service users prefer to have a choice about whom they contact
- other agencies have resources available in the area the service user is living
- sometimes a joint effort is required; so we work in collaboration with various statutory and voluntary services
- staff within Threshold are not qualified to a level that would satisfy some of the specific or specialist needs of the service users

Our thanks and appreciation goes to our more formal partners who include: SBC, Wiltshire Probation/SWITCH, Social Services and SBC Community Safety Partnership, to name but a few.



FROM THE
CHAIRPERSON

Our staff's efforts and continued perseverance over the last year is to be commended. We have overcome many issues by successfully securing funding and developing services that will enable us to assist a wider range of people that are either homeless or threatened with homelessness. We have positively resettled 49% of our service users and will help them with their independence by continuing to support them through those first few critical months of living alone whilst adjusting to the responsibility and self-reliance that is required for success when living independently.

In this time of austerity we are working positively with our supporters to enable the continuance of quality frontline services and I thank them all for their continued sponsorship, belief, encouragement and support of our undertakings.

We all know that there is still plenty to do but, as Threshold enters its 40th year, the charity is bigger and stronger although its original core objectives remain at the heart of our work; to help the person who is suffering instability, rejection and exclusion.

Our mission is to help vulnerable people create a better way of life and it is our vision to be recognised as the best provider of choice and opportunities for change.

Thank you to all those who have contributed, supported and worked with and for the charity during the 40 years - together you have shaped our future.

T. Davis

Future plans and ideas

- Strategically progress activities and grow the business aspects of our charity
- Review and reorganise income generating activities to create added value and sustainability
- Diversify and create income through property management for utilisation by those in the final stages of the resettlement programme
- Seek potential opportunities to increase accommodation capacity, new service provision, economies of scale, and relocate the registered offices
- Explore social enterprise developments

Incorporate Key Schemet into a Housing Management Activity with all profit being transferred on to the main charity activity

FINANCIAL STATEMENT

MAJOR SOURCES OF INCOME

Zurich Community Trust
Garfield Weston CT
The Filling Station
Thamesdown Christians
Beatrice Laing Trust

SINCERE THANKS TO

Zurich staff
Lisa Hollis
Rob Mackenzie-Wilson
Andy Fisher
Blunsdon Arms
C&S Gibbs
C Shaw
Central Church
Christchurch Wives Group
Colin Tingey
D Seabrook
Golfprint Ltd
Helen Tyler
J Davies
John Phillips
Johnson & Dallyn
Joyce Collins
Julie Pill
Kieran Archer
Lawn Ladies
Lyn Jones
M Dermeechi
Malcom Morrison
A MacPherson
Marriot Ball
Menzies Ball
Kateson Body Care - Menzies Ball
Kyrie Healtchare - Menzies Ball
L McDermott - Menzies Ball
Mr & Mrs Griffiths
Mr Findlay
Mr Trenerry
Mrs Nethercot
Nationwide
Peter Alberry
R Tingey
Rev Barnes
Royal Sussex Lodge
S O'Shea
Swindon Lions
Systems Integration
Tregoz Primary School

BANKERS

The Co-Operative Bank
4/5 Regent Circus
Swindon SN1 1UG

AUDITORS

Monahans
38-42 Newport Street
Swindon SN1 3DR

SOLICITORS

Fullager Brookes & Milkin
4 Cricklade Court
Old Town
Swindon SN1 3EY

Mogers

24 Queens Square
Bath BA1 2HY

SURVEYORS

Butfields
31 High Street
Royal Wootton Bassett
Swindon SN4 7AF

GOVERNANCE

Memorandum and Articles of Association - updated 2011

TRUSTEES (at march 31 2012)

Trevor Davies (Chairman)
Colin Arch (Vice Chair & Company Secretary)
John Phipps
David Price
Robert Mackenzie-Wilson

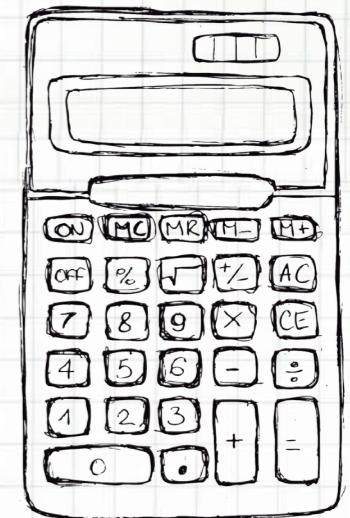


STATEMENT OF FINANCIAL ACTIVITIES YEAR ENDED 31ST MARCH 2012

2011	2012
£	£
Total	Total
907,973 Incoming resources	47,396
911,542 Resources expended	37,426
-3,569 Net incoming resources	9,970
127,612 Revaluation of properties	0
0 Transfer between funds	0
497,567 Fund balances brought forward	761
<u>621,610</u> Fund balances carried forward	<u>10,731</u>

BALANCE SHEET AT 31ST MARCH 2012

2011	2012
£	£
607,418 Fixed assets	772,236
212,705 Current assets	227,023
-100,825 Less current liabilities	-148,744
111,880 Net current assets	78,279
-97,688 Creditors due after more than one year	-209,055
<u>621,610</u>	<u>641,460</u>
761 Restricted funds	10,731
547,436 Unrestricted funds	552,474
73,413 Designated funds	78,255
<u>621,610</u>	<u>641,460</u>



These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.

For further information please consult the full annual accounts, the auditors' report on those accounts and the Trustees' Annual Report therein.

Copies of these can be obtained from the charity's offices at Wade House, 37-39 Queen Street, Swindon, SN1 1RN or by viewing our website www.thi.org.uk

PEOPLE'S STORIES

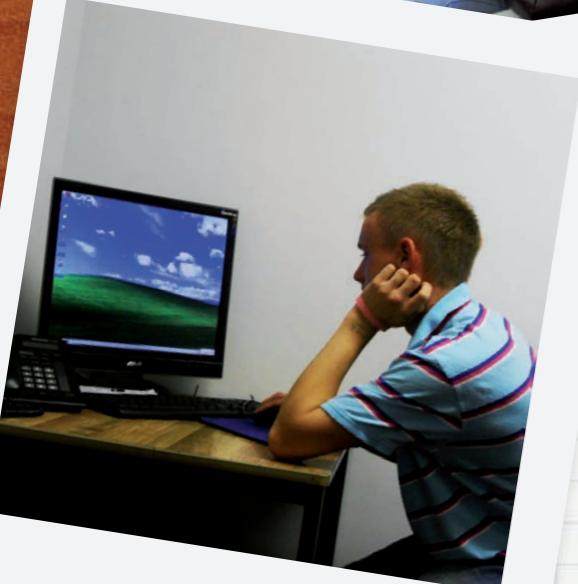
STREET OUTREACH

A chance meeting led to advice being given that helped a homeless man secure housing and personal benefit entitlements. Support was continued through meetings at the breakfast club, day centre and soup run venues.



JOSIE - THE DAY CENTRE

Josie approached the team at the day centre for advice about halting the process of being evicted from her private rented accommodation. She was referred across to the Wiltshire Law Centre representative who was in attendance; the result was that her case was reviewed and following discussions with the landlord and the housing benefits department of SBC the problems were resolved and homelessness was prevented.



JACK - CULVERY COURT

I arrived at midnight, cold and wet with no money, no clothes except what I was wearing and no idea of what to do next. A hot drink and a warm bed met my immediate needs but it was soon realised that I had mental health problems that needed urgent attention. I had missed my medication and had not told anyone. I had started to hear voices again and the staff saw me acting in a bizarre manner. Without their prompt action I would have become very ill again. and probably ended up in hospital. I am now being referred to the move-on hostels so I can stay longer and receive greater levels of support.

SIMON - MULLANE HOUSE

At 17 I left home after an argument with my father and decided it was time I stood on my own two feet. After getting into trouble with the Police I referred myself to Mullane House where I soon settled into the "family" environment.

I learnt basic life skills which has enabled me to progress onto a low support move-on resettlement house. I was also an Ambassador for the charity at my first "black tie" dinner, which I thoroughly enjoyed. and I have just completed a Diploma in Media Studies so now I plan to go to University. Without Threshold's help I don't think I would have achieved any of this.



RICHARD - THE OLD APPLYEARD

I first went to Culver Court. I needed to get off the streets and off drugs. After a needs assessment I applied to this project so I could address my drug issues; 6 months later I moved to School Court. I was clean and determined to succeed. I made huge steps towards independent living, I attended college where I completed a Level 2 Diploma in Carpentry & Joinery & now at 36 years old I've just moved into my own place. Threshold are still supporting me. Thank you to everyone who has helped me.



GARY - RESETTLEMENT

By the age of 53 I had suffered 2 strokes which lead to the loss of my employment and contributed to my marriage breakdown. I had never thought that homelessness could affect me but it did. I went through several of Thresholds projects before finally settling down at Jubilee House where I am now slowly rebuilding my life, regaining the skills and confidence I once took for granted.

The future?

Well I'm starting to make plans...

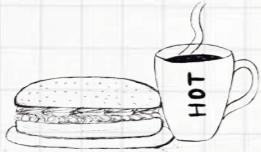
STREET OUTREACH SERVICE



This service has made 8,571 contacts with people who are either homeless or threatened with homelessness and have needed advice, support and/or direct assistance. This means that 413 people have had face to face contact with team members and received assistance with housing, health benefits and other issues that affect and compromise their life and well being. The majority of outreach contacts are still found to be 'sofa-surfing', (i.e. staying with friends or family) or living in poor quality rented accommodation, that is either insecure or inappropriate for the clients needs.

The Swindon Borough Council (SBC) Rough Sleeper Panel enables the team to monitor people, their situation and assist with linking the appropriate support services to the service users needs. This service offers the lowest threshold of contact in order for people to be able to quickly access the local homelessness services. Interactions and associations are based on mutual trust, agreed levels of assistance, safe working boundaries and protocols. The generosity of individuals, community groups and churches fund 51% of this service.

THE DAY CENTRE



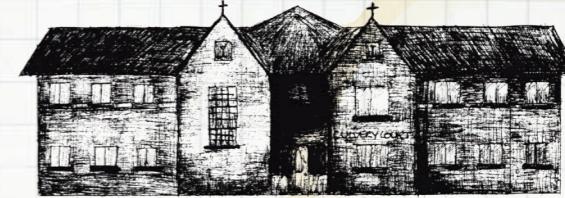
This provision is supported by SBC's Homeless Prevention Fund, and operates 2 afternoons a week for a total of 6 hours. The Street Outreach Team manage this drop-in centre and act as a key point of access to advice and support, encouraging people to touch base with other essential services such as representatives from the Wiltshire Law Centre and Community Psychiatric Nurse (CPN) for the homeless as well as housing officers from SBC and Threshold's own Substance Misuse Worker.

270 individuals seen
186 men : 32 women
47% alcohol & drug related issues
19% mental health issues
11% crime & disorder issues
11% sofa surfing
2,541 lunches at 59p
720 volunteer hours

This unique service offers an independent, accessible, client focussed service; one which is non-appointment-based and able to address a wide variety of issues and problems at the point of entry. The aim is to encourage individual engagement which empowers and supports people to link up with the different specialist services that will meet their immediate needs, offer guidance or entry

into accommodation. During the 96 open sessions this year over 270 people have sought respite from the streets; some succour and friendship, accommodation, advice and support.

CULVERY COURT



This is our direct access, emergency hostel which accommodates 20 homeless men each night. Service users can self refer and access is simple, quick and easy. Any homeless man over the age of 16 can call and gain access to an emergency bed if there are no predisposing issues from a previous stay and if there is a vacancy. Unfortunately there were 426 occasions last year when access to the hostel was refused; 349 due to the hostel being full. These figures indicate the demand for our services and reveal the true extent of the local homeless problem.

The hostel is able to provide a safe place to live, 2 hot meals a day, access to telephones, internet and support from our team of resettlement workers to help deal with the problems that led to a persons homelessness. This is the start of the resettlement journey for many people and after support planning and the development of an action plan our service users embark on their own individual path away from homelessness.

The average stop-over was 33 days before the client moved on to more suitable accommodation which includes internal referrals to our longer stay hostels. This year the positive move-on rate was 39% of the 284 people that stayed.

MOVE-ON



Move-on depends on an individuals specific needs. They can be referred to one of our projects with higher support and a more intensive resettlement programme if necessary such as Mullane House for our younger clients or The Old Appleyard if someone has issues around addiction. These hostels can be used as stepping stones before moving once again into the final stages of resettlement and rehabilitation which is undertaken in our general needs move-on accommodation which offers medium to low support. Stays in this part of the resettlement programme can last for up to 2 years, if required.



THE OLD APPLEYARD

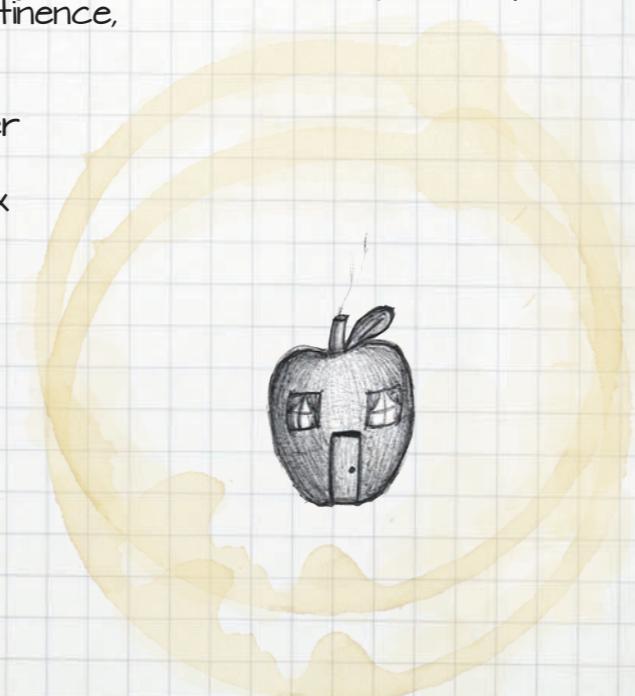


We are often told that it is hard to contemplate treatment, reduce or abstain from substance misuse whilst living in temporary hostels, on the streets or in bed and breakfast. So in response to service users requests and comments Threshold purchased a property and opened "The Old Appleyard" in 2004 as a substance misuse refuge and rehabilitation hostel for men and women who are confronting their substance misuse issues. Appleyard has 4 places and constant support from a staff team which is available 24 hours a day. The 6 month stay offers the opportunity to live in an environment free from drugs and alcohol and gives the chance to consider future choices and a different life style.

Addiction to drugs or alcohol is a complex and multi-faceted issue which is often compounded by highly chaotic lifestyles involving continual periods of homelessness, incarceration or criminal activity to feed their habit and so there is no "one size fits all" solution.

The project is flexibly managed by staff who work sympathetically to choreograph a persons programme of rehabilitation and resettlement. This includes introducing and working with the residents on subjects that will promote healthier lifestyles and personal development through individual contact and group sessions facilitated by our qualified substance misuse worker who deals with the focussed subjects of substance dependency, harm reduction the development of abstinence, control and relapse management.

Partnership working and liaison with other specialist agencies assists with stabilising any formal treatment or a clinical detox regime and therefore enables recovery and increases potential for success.



MULLANE HOUSE

Support is the key element at Mullane House as we help teach our young residents to learn the key life skills that will enable them to sustain a lifetime of independence. Working with young people is both enjoyable and fulfilling but it can also present everyone concerned with varying amounts of challenges.

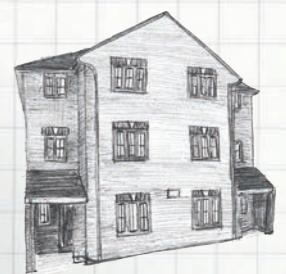
Often, as a result of a breakdown in family relationships, young people refer themselves. We provide safe, homely accommodation with structured support to try to enable those affected to resolve their troubled feelings, emotions and behaviour that often compounds their situation. Our unique client to staff ratio (1:6) enables us to spend more quality time in key working and developmental sessions; concentrating on budgeting and cooking as well as wider issues such as barriers to successful independent living and relationship development. It also means that those with higher support needs or those who are more challenging can be supported on a one-to-one basis.

Our "extra cirricular" activities help to identify and unlock peoples potential and motivation; encouraging them to try new positive time-filling activities, furthering their education or consider training.

This year, 2 of our residents went to their first "black tie" event - a Sporting Dinner to raise funds for the charity. As Ambassadors for the charity they met the Mayor and the celebrity snooker player Willie Thorne, who was so impressed with them, he agreed to become a Threshold Patron. A trip to London for the Remembrance Parade and a visit to the Imperial War Museum led to discovering facts about their grandparents lives during the war.

They also held "Come Dine With Me" evenings that demonstrated their culinary skills; inviting staff and other residents from Appleyard to be their guests for an evening of entertainment as well as good food; all of which teaches vital social skills.

Our young people soon recognise that they have to work hard in their resettlement programme if they want to have their dreams and goals become a reality and with the positive move-on rate of 55% it illustrates just how successful they can be.



WHY WE NEED YOUR SUPPORT

CALL
TO ACTION...

Threshold supports the campaign to end bad housing and homelessness for good.

Without people like you, we could not continue our vital work reaching out to those in need.

Threshold's dedicated services for homeless people assist more than 750 people.

It costs more than £900,000 to provide our services, with just over 50% of our funding being sourced from statutory grants, so we are largely dependent on the support of our local community.

There are many ways that individuals, businesses, trusts and community organisations can help us, and we hope you will find something to interest and inspire you in our Annual Review and on our website www.thl.org.uk

We are open to suggestions and new ideas that will help us raise the vital funds we need to keep people off the streets. Please contact us on 01793 524661 or email admin@threshold.org.uk to discuss your ideas.

Together we can make a difference and offer people the "chance to change" their lives.

OUR SUPPORTERS CHARTER

Threshold has adopted Shelter's supporters charter as a model of good practice.

The supporters charter outlines our commitment to you and explains what you can expect from us.



Fundraising Guarantee

All money raised will go directly into front-line activities



OUR COMMITMENT TO YOU

We will

- * use your donations carefully and responsibly
- * respect your wish to assign a gift to a particular aspect of our work
- * thank you for your support and let you know what your donations have made possible
- * make the best use of our income by funding work that has a demonstrable, positive impact on the lives of homeless and badly housed people, while keeping support costs to a minimum
- * ensure that your personal details and donations are kept secure, and never share your personal data with other organisations
- * abide by the Institute of Fundraising Codes of Fundraising Practice and ensure that all our activities are open, fair, honest and legal

- * communicate with you in the ways that you prefer and if these change, adapt swiftly to suit your needs
- * acknowledge any queries and complaints within three working days, and respond fully within ten working days via your preferred method of contact

MEMBERSHIP FORM

A paid up member supports the Trustees and staff in their work. You have rights and responsibilities and can influence the direction of the charity by applying your eligible vote at Annual General Meetings and at other forums, by expressing your views, being involved in fundraising and other activities. If you have a skill or a special interest you wish to share then please contact us.

MEMBERSHIP FORM

I would like to express my interest in and support of the work of Threshold Housing Link as set out in the Memorandum & Articles of Association and wish to be considered for membership in accordance with these. I acknowledge that I must declare all conflicts of interest separately.

Name _____

Address _____

Postcode _____

Telephone _____

Email _____

Signature _____

Date _____

Preferred contact method is

Email Text Post

Please tick the type of Membership you would like:

Individual Member(unwaged) £3.00

Individual Member (waged) £7.00

Group Member (voluntary/Charitable) £10.00

Corporate £250.00

Please tick how you would like to pay:

I am enclosing a cheque/postal order

Please make payable to Threshold Housing Link

I would like to pay by bankers order

Please complete the form opposite

I would like Threshold to claim Gift Aid

I am a UK Tax payer



Please return to Threshold Housing Link (Registered Charity No 1017599)
2nd floor, 1 John Street Swindon, SN1 1RT

DONATION FORM

STANDING ORDER

Bank/Building Society Name _____

Branch _____

Address _____

Postcode _____

Please pay the credit of Threshold Housing Link (Account Number 70849851) with their banker

The Co-operative Bank Plc, Swindon sort code (08-90-12) Quoting Reference:

To be completed by Threshold

The sum of £ _____ on the (day) _____ of (month) _____ (year) _____

Please debit my account each

Month Quarter Year

until further notice and debit my account

Account Number _____

Sort Code _____

Account Name _____

Address _____

Postcode _____

Signature _____

Date _____

Threshold Housing Link

2nd Floor, 1 John street
Swindon, Wiltshire SN1 1RT
T: 01793 524661
F: 01793 485915
E: adminthreshold@thl.org.uk
W: www.thl.org.uk

Threshold Housing Link is a Registered
Charity no. 1017599.
A company limited by guarantee,
Registered at Cardiff, no. 1926938

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of Threshold Housing Link

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Swindon

REPUBLIC