

United St Saviour's Charity

Annual Review

2016-17



Chair's Message

United St Saviour's has had a tremendous year in the service of Southwark and its communities. That's mostly down to the skill, hard work and imagination of our small staff team, tirelessly led by Martyn Craddock. During the year, the team was strengthened by the arrival of Sarah Thurman as Head of Community Investment, and Jude Leighton as Head of Housing. They have helped turn an ambitious strategic plan into reality. On behalf of the trustees, I would like to thank warmly all our members of staff.

We've adopted a new look for the charity. We also have a new office, moving from our Union Street basement to the top floor in the same building.

We are taking a new direction in grant making. We remain open to funding projects from established groups across the community. But we also want to be pro-active, encouraging or helping to design programmes to address unmet need.

That need was starkly depicted in A Tale of Two Southwarks, a research report from Southwark Giving, which we were pleased to co-fund.

We are improving quality standards in our almshouses – and of course we are still working towards our new almshouse in Bermondsey. We passed a small but historic milestone this year when we welcomed the first women to become residents at Hopton's in their own name.

We also welcomed three new trustees during the year - Rachel Findlay, Stephen Burns, and Nicola Steuer. For my part, I would like to thank each of my fellow trustees, whose service, collegiality and wisdom have been invaluable.

A portrait of Richard Heaton CB, a man with short brown hair, a beard, and glasses, smiling. He is wearing a blue blazer over a light blue shirt. The background is blurred, showing an indoor setting with other people.

Richard Heaton CB

Chair of Trustees
Warden of the Great Account

Community Investment

Our Community Investment programme supports a wide range of charities, local groups and social enterprises active in north Southwark. The Community Engagement fund makes smaller grants, of under £5,000. The Community Investment fund supports larger - sometimes multi-year - initiatives.

The Difference We Make

Apart from delivering the impressive numbers on page 4, our 2016 investments also helped in terms of:

- Seed funding untested new ideas
- Core funding pioneering local charities to address the challenges associated with a rapidly changing community
- Supporting the development of bespoke new services for marginalised groups
- Funding research to better understand locally specific need

Programme Changes

Following the appointment of Sarah Thurman as Head of Community Investment, 2016-17 saw the introduction of several changes to the programme. These included:

- Creation of programme themes for the next 3 years (Positive Ageing, Levelling the Playing Field and Strong and Resilient Communities)
- Online grant-application and management
- Improvements to payments and grants management processes – to reduce the administrative demands on our partners

Southwark Giving

We contributed to an important piece of research into existing and unmet needs in our area, 'A Tale of Two Southwarks'. And on the back of this, 'Southwark Giving' was formed. We are pleased to be part of this exciting initiative which will harness the potential of volunteers, businesses and local charities to tackle need across Southwark.

Big Local South Bermondsey (BLSB)

United St Saviour's is the 'trusted local' partner of the BLSB which is run by the local community. Its successful fourth year also saw the establishment of an enterprise hub for local people in Bermondsey's Blue Market. United St Saviour's holds the lease on the building which will open in 2017 as the 'Big Local Works'.

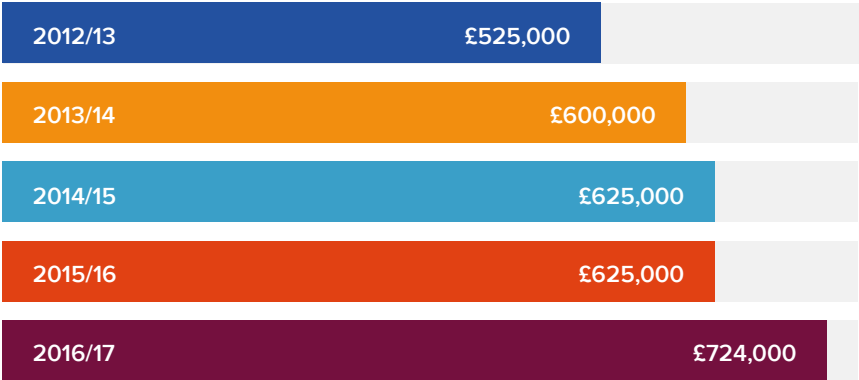
Looking Ahead: Community Investment in 2017

We have big plans for the year ahead. We will deepen our knowledge and investments in our 3 priority areas, evaluate the impact of our community engagement fund, develop strong local partnerships and explore bold new ideas for Southwark through a strategic grant-making programme.

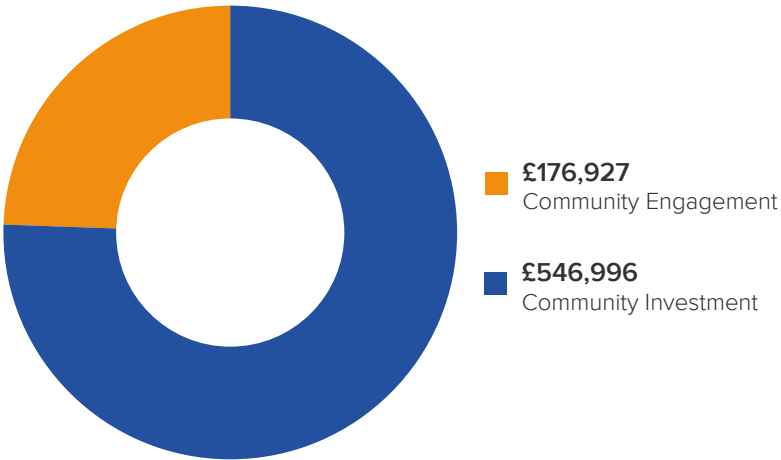
At a Glance

Community Investment in 2016

Increase in grant funding awarded



Funding programmes



Spend by Theme



Community Investment Grants Awarded

Time and Talents Centre

Rotherhithe

Extending the work of Time and Talents in reaching and engaging new communities in the rapidly changing area of Rotherhithe.

London Reclaimed

Bermondsey

Providing young Southwark residents with furniture-making and employability skills, using redundant timber retrieved from across the capital.

Pembroke House

Walworth

Engaging and training local residents in one of the most deprived wards in London, through community organising.

Bede House

Bermondsey & Rotherhithe

Bede's award-winning project which enables clients with learning disabilities to undertake challenging household tasks for local older people.

Cargobike Life

with Time & Talents

Southwark's first Cycling Without Age project. Volunteer bike drivers take local older people on weekly journeys to reduce isolation and increase well-being.

The Reader

Shared reading workshops for parents and very young children. It aims to 'increase parents' confidence in reading with their children.

Advising London

Walworth

Supporting the Latin American community to improve their economic well-being through financial literacy, debt and legal advice, and coaching.

Bankside Open Spaces Trust

Bankside

Development of a 'Community Green Champions' programme to support and encourage local people in community gardening and food growing.

Ripe Enterprises

Walworth / Bermondsey

Training and support in English language and employment skills for new immigrant communities in north Southwark.

Silverfit

Silverfit is delivering exercise and keep fit programmes for older people across north Southwark. Includes Nordic walking, cheerleading, yoga and pilates.

Surrey Docks Farm

A programme of farming activities, placements, projects and clubs to children and young people, particularly reaching out to children from low income families.

Community Investment Project Stories

Bankside Open Spaces Trust (BOST)

Bankside is one of the most densely developed parts of London and suffers high levels of air pollution. As the pressure for commercial land use intensifies, there has been a decrease in green spaces for the local community. Recognising the negative physical and mental health impact of this, BOST works with the community to design, maintain and protect public parks, gardens and open spaces.

With our funding, BOST are recruiting and training 10 Community Green Champions who will engage and involve fellow residents in BOST's work, and establish a green network of local organisations. The result is a stronger structure that maintains and advances public green spaces, an enhancement in community pride, and a sense of local connection as isolation is reduced and people engage with their neighbours.





Community Investment Project Stories

Ripe Enterprises

Southwark is home to a large number of refugees and new immigrants, with particularly high numbers of Latin American residents in the north of the borough. When moving to a new place, immigrant communities experience many barriers and challenges, particularly in terms of language and jobs.

With a grant from United St Saviour's, Ripe Enterprises employed an English language tutor and Employment and Skills Adviser to work with immigrant communities to improve their language and employability skills. Over the course of the year 62 residents took part, 45 completed English exams (Level 1-2). Peer-to-peer learning and support helped increase confidence and reduced isolation.

The success of the project meant that Ripe was able to secure Big Lottery funding to continue and expand the project for the next 2 years.

Time and Talents

Rotherhithe has experienced huge physical and demographic changes in recent years. Once a poor but heavily industrial docklands, extensive new housing developments have introduced new population groups and increased wealth disparities. Located in the very heart of these seismic changes, Time and Talents have seen this as an opportunity to create a place 'where everyone feels part of a community'.

With 2 years' funding, Time and Talents has introduced dynamic and creative ways of engaging new and existing groups. In some ways returning to their Victorian settlement roots, they have created an urban community centre dedicating to providing mutual support across divisions of age, wealth, status, ability, and culture.

Their packed calendar of activities and range of services address social isolation, mental wellbeing and physical health, and over 3,400 people per year are now using this dynamic community centre.





Community Investment Individual Stories

Danny Ana Ferrufino - Advising London

Born in Bolivia and resident in the UK since 2010, Danny Ana was in a precarious situation when she first visited Advising London's offices; 8 months pregnant she was about to be made homeless and, with limited English, was struggling to understand how things work in the UK. Advising London stepped in, arranging emergency accommodation in a hostel.

Danny Ana credits them with being a key support in her life since. They helped her reduce her debts, secure appropriate benefits and, on the tragic death of one of her children, offering both emotional care and practical help. With her life back on track, Advising London is working with Danny Ana to re-enter the workplace.

“

They were not just an organisation helping you fill out forms, they were like a family.



Community Investment Individual Stories

Rhys Elliott - London Reclaimed

After completing his carpentry and construction college course, Rhys was drifting. Out of work and surrounded by negative peer influences he was struggling to find a positive path. After hearing about London Reclaimed from a former graduate, Rhys enrolled on their year-long Young Furniture Makers Training Programme.

The skills he learnt there weren't just practical "I now know how to present myself better, customer skills, work etiquette, life skills really..." he says. Rhys further credits London Reclaimed for keeping him motivated and focussed on living positively. Upon graduation this has led to regular carpentry and joinery work as well as a wider awareness of his place in society.

"I have a vision that one day I'll form a charity and give something back, teach children from difficult backgrounds some skills to help them out"

David - Silverfit

Local resident, David, developed oesophageal cancer in his 50s. After chemotherapy, a major operation, and 18 months off-work, he was given the 'all clear'. Concerned about his health, and having done next-to-no exercise for 30 years, David decided to get fit.

His partner had taken up Nordic Walking in Hyde Park, so when Silverfit started up in Southwark, he decided to give it a go. Now 61, David is possibly Silverfit's keenest participant (although there are many!). 3 mornings a week see him Nordic Walking in Surrey Docks, Burgess and Brockwell Parks, and Tuesday afternoons Cheerleading at The Castle.

"It gives me a good work-out so I feel so much fitter and a sense of achievement. But it's not just that, it's the social side too. We walk around and talk and catch up. It's so welcoming."



Almshouses

Our almshouses provide a safe and sheltered community for older people in need who have lived in Southwark. The two almshouses, St Saviour's Court in Purley, and Hopton's Almshouses in Bankside, comprise 74 homes with stunning gardens. The buildings and residents are looked after by our scheme managers. Over the last year we have further developed our services to meet the varied and sometimes complex needs of our residents, whilst our out of hours telecare services provide residents with the comfort and assurance of 24 hour support if required.

We continue to focus on quality and efficient service delivery, closely monitoring maintenance contractors and other service providers, and ensured timely completion of all day-to-day repairs and an improvement in our void turnaround performance. We continue to support our residents to pay their weekly maintenance charge and achieved a 100% collection rate after the receipt of housing benefit for all eligible residents.

We received no formal complaints during the year, achieved through dealing with any dissatisfaction at a local level. We also managed minor nuisance and neighbour disputes by responding both promptly and sensitively with any issues raised.

Our residents continue to report high levels of satisfaction and we are proud to have reached some notable milestones over the last year including:

- Reviewing our housing policies and procedures in a 'Best in Class' programme and implementing changes
- Introducing person-centred support plans for our residents
- Increasing the prospective residents on our reserve list and building a partnership with Southwark Council to reach suitable applicants across the borough
- Strengthening our Housing team by introducing values, behaviours and performance measures and recruiting a Head of Housing



Almshouses

Resident Stories

Kay Morris

Kay Morris moved to St Saviour's Court in Purley in March 2017.

Kay grew up in New Zealand but moved to London to start a new life. When she left NZ she was a former bank manager; since then she has worked as a tour director and a receptionist but while living in London she fell on hard times and her health began to deteriorate. She had a stroke almost 2 years ago.

Throughout her London years, Kay lived in a variety of single room lodgings which lacked privacy and were unsuitable and uncomfortable due to her medical problems.

At the time she could only dream of living in self-contained accommodation but didn't think she would ever be able to find a home of her own. Kay was told by the Council that she would have to wait at least 7 years before she could register with housing for them. She applied to UStSC after seeing an advert in Southwark News. She didn't wait very long for an offer of an almshouse in St Saviour's Court, Purley.

Her first thoughts were "It's Purley, I know nothing about Purley!"

She is now so pleased that she didn't turn down the opportunity and made the move from Southwark. Kay loves her new home so much she says she sometimes has to pinch herself to believe that it is not a dream.

“

The advantages of living in St Saviour's Court is that it's beautiful! I'm so blessed to be living in such a nice place. I'm really happy and settled.





Almshouses

Resident Stories

Pamela Hewitt

Pamela is a born and bred Londoner having lived in Finchley and Hornsey, north London, as a young child. Pamela and her twin brother spent some time in Devon and attended 15 different schools due to the disruption of the war but has spent the rest of her life in London.

As a young woman, Pamela always wanted to be a professional singer although she had to supplement her income with temporary secretarial jobs at lots of different companies. She was thrilled to get a place in the London Philharmonia Chorus which gave her the opportunity to sing all over the world. She was once a backing singer for Pavarotti and has even sung for the Pope.

She discovered United St Saviour's when she was volunteering as a welcomer at Southwark Cathedral and was helping out at the Thomas Cure Service. She was encouraged to apply for an almshouse as her existing accommodation had become very unsuitable with 17 internal stairs which Pamela was struggling to manage.

Pamela was delighted to be offered her one bedroom ground floor flat at Hopton's Almshouses. She is the first single woman to move to Hopton's as the scheme was previously restricted to men only. Pamela says she adores the garden and would love to learn more about the history of Hopton's.

“

I'm very pleased I'm here. My visitors think it's marvellous.

Our Properties

The charity is proud to own a number of historic and distinctive investment properties in and around north Southwark which help fund our charitable work. The income from rents continues to grow, particularly as the popularity of Borough Market increases. We own a range of pubs, shops and residential homes, many of which are located in Southwark's most iconic and beautiful locations.

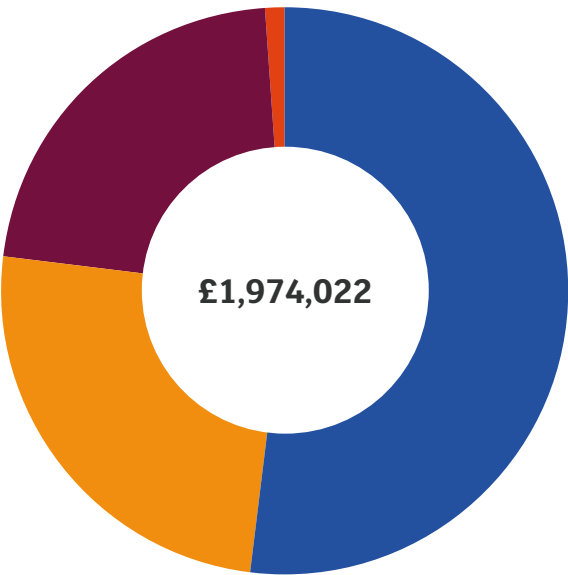
The properties in Borough Market form part of the unique and special character of the area, and many are Grade II listed. Through careful estate management and capital improvements we ensure these properties remain in superb condition, our residential tenants live in great homes, and the value of the property and rents is preserved and grown for the benefit of people we help in years to come.

We carefully select our commercial leaseholders by using a team of skilled advisors, so that our properties and tenants suit the character of the neighbourhood, and we work together with key stakeholders and local landowners such as Borough Market and Southwark Council to share our vision for keeping Southwark an attractive location for independent retail businesses.



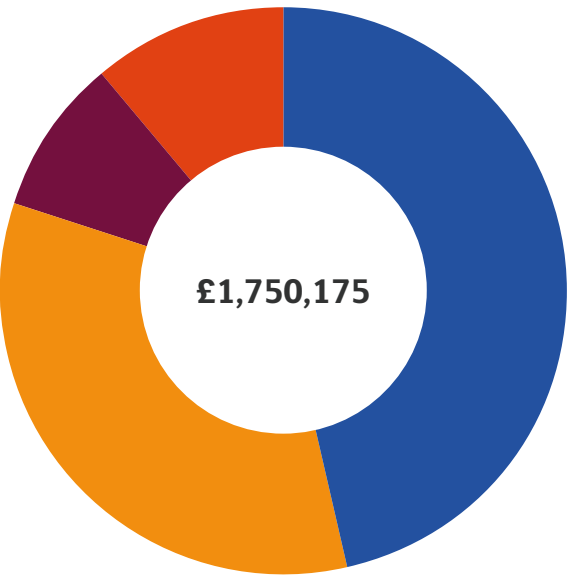
Finance

Income



- **£1,043,881**
 Investment Property Rents
- **£486,637**
 Almshouse Income
- **£430,261**
 Listed Investments
- **£13,243**
 Other

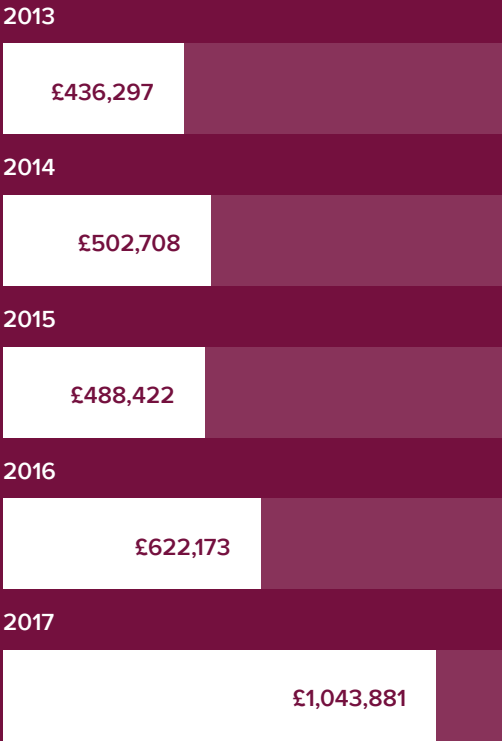
Expenditure



- **£820,415**
 Community Investment
- **£587,748**
 Almshouses
- **£157,862**
 Investment Management Costs
- **£184,150**
 Support Costs

Investment property rental income

The strategy of making capital expenditure into the investment properties, and implementing a new lettings policy for the Borough Market estate, has resulted in a significant increase in rental income, as shown below.



Looking Forward

In the past few years the charity has been moving forward at tremendous pace and we feel have a very exciting future ahead of us. The last financial year (2016/17) was a year of significant step change; the two new members of the Chief Executive's team, our new image, and the different approach to community investment and almshouses, give us a really solid foundation to make a difference to the lives of people in Southwark.

We are looking to increase our strategic role in the borough by building more partnerships with key organisations in and outside the borough. We can utilise our formidable strengths and talents to create more impact, particularly more when we work with others alongside us.

The transformation of our grant-making programmes will continue. We will support or commission more research so that we understand changing and emerging needs. And we will proactively explore community investment opportunities that have the greatest transformative and long-term benefits.

We will, of course, carry on providing high quality almshouses and associated services to our residents. We know that in order for many older people to live healthy and happy lives, it is not enough for us just to provide a roof over their head. We will develop the sense of community for our residents, keeping their homes, public areas and gardens looking superb, as we know this often matters the most. We are proud of what we offer, the difference we make, and we want to do more of it. We will look for ways to grow the number of almshouses we provide to Southwark residents, and push even harder for the development of our new almshouse in Bermondsey.



Thank you

And a Big Thank You To

All our community and voluntary sector partners for their inspiring work and commitment

The volunteers and businesses that generously support our work

The officers and members of Southwark Council

Our neighbours in Borough Market and Southwark Cathedral

Our Trusts and Foundation partners, and Community Southwark

Delancey for their ongoing commitment to the new almshouse project

Our Trustees

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Lord Kennedy of Southwark

Camilla McGibbon

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