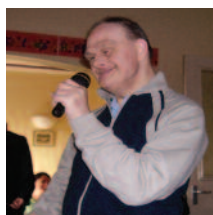


Introduction to St. Anne's Community Services



Our Mission...

"Provide quality support, care and housing services; promoting dignity, independence, opportunity and inclusion."

Introduction

St Anne's provides a wide range of quality services for people who require support for one or more reasons. We work with people who have a learning disability, have mental health problems, people with issues around substance use – drugs and/or alcohol and people who are or have been homeless. Services include a variety of housing and accommodation based support and care, day services and community based support. St Anne's is a major provider of services in Yorkshire and the North East.

We are proud of our reputation for developing and providing high quality innovative services that effectively meet the needs of the people who need them – taking a person centred approach to everything that we do. We work in close partnership with both statutory and voluntary sector agencies. We are committed to the provision of the highest quality services and providing value for money.



Julie Robinson
Acting Chief Executive

Mental Health

We provide a number of services in Leeds, Kirklees, Wakefield and Sheffield for people with mental health problems, many of whom have severe and enduring mental health problems. Staff offer support in using local facilities, drop-in centres and other activities as well as working closely with other agencies to promote recovery focused services - often a key element in maintaining the progress that service users have made.

A Volunteer Befriending Scheme in Kirklees provides one to one volunteer support for people who are in the main registered on enhanced Care Programme Approach. Kirklees also has a Carers Respite Service that supports clients and their carers.

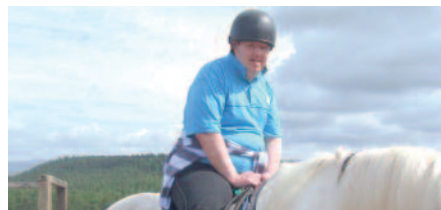
In Sheffield the South East Community Support Service provides practical, emotional and social support to individuals and their carers complementing the role of the community mental health team and other organisations working in the area. The service aims to enable people to live independently by offering regular, planned practical support.

“It is like a safety valve – helped me pay rent and sort out finances. Made my life worth living. Has given me hope and given me a purpose in my life. It has improved my quality of life substantially.”

Supported Housing

The Supported Housing Service provides not only high quality housing but also offers different levels of support and a flexible range of housing options to accommodate a wide spectrum of need. Staff help tenants with the whole range of housing related support required to successfully

sustain a tenancy as well as with access to community facilities, day care and specialist services provided by other agencies. The service can be provided to people in individual tenancies or in supported housing schemes.



Substance Use

St Anne's Alcohol Services, Leeds enables people to 'detox' from alcohol dependency, supports their rehabilitation, and offers an ongoing outreach service. The benefits of structured rehabilitation, increased skills training, group work and outreach support are demonstrated in the significant reduction in re-admission rates to this service.

The **drugsproject@st-annes** is a partnership between St Anne's and Barca. The service provides advice and information on all aspects of drug related harm reduction, counselling, group work, life and social skills, complementary therapies, referral to treatment and needle

exchange (project based and outreach) as well as referral to other agencies and treatment options and an outreach service.

St Anne's also works with DISC and Barca to provide the Community Drug Treatment Service for Leeds. St Anne's covers the City and South for the service providing an integrated tier 2 and 3 drugs treatment service. A wide range of interventions including, group therapy and activities, complimentary therapies, psychosocial interventions, Dual Diagnosis, BBV testing and access to prescribing are offered as well as sign posting to employment, education, training, support with housing and benefits.

Learning Disability

St Anne's provides a range of services to enable people with a learning disability to live as independently as possible in the community.

Supported Living: enables people to remain in their own home by providing a flexible support system which can respond to changing need.

Supported Housing: provides high quality accommodation with support to meet individual needs.

Shared Lives Scheme: recruits and supports families to provide long term accommodation, care and support for adults in their own home.

Day Care: is provided in Huddersfield for people with multiple disabilities

Registered Care and Nursing Homes:

St Anne's has a large number of small homes and one medium sized nursing home; including homes with facilities for people who have multiple disabilities, older people and people with challenging behaviours.

Respite Care: is provided for people in the Barnsley, Halifax and Huddersfield areas.

Homelessness

Our longest running service is the day service at St Anne's Resource Centre based in the centre of Leeds. Operating an open-door, drop-in, policy the Centre offers:

- **Assistance with housing and benefits**
- **A secure postal address**
- **Meals**
- **Toilets, laundry and showers**
- **Learning and development sessions**
- **Advice and guidance on drug and alcohol issues**
- **Access to primary health care**

Single homeless men who require assistance with accommodation can access one of our two

hostels – Holdforth Court (Resettlement) in Leeds and Bevin Court (Direct Access) in Sheffield. Both services undertake an immediate needs assessment with clients and seek to find appropriate longer term move on accommodation. Bevin Court has its own move-on flats and is able to provide ongoing support once people have moved on in to their own accommodation in the community.

Also in Sheffield the Single Persons Resettlement Team work with people who are street homeless to help them re-settle and provides ongoing support to enable them to settle and to sustain a tenancy.

Empowering People



Our commitment to a person centred approach is about ensuring people who use St Anne's services are able to contribute to the way those services are provided. This takes place in a number of ways throughout the organisation and one of the longest standing is St Anne's New Directions – a very active group that holds regular meetings, produces a newsletter and consults with other tenants. New Directions members and St Anne's housing staff meet regularly to discuss tenancy-related issues. There are also a range of other Client Forums throughout St Anne's.

St Anne's Board has had people who have or do use services as full members since 2004. The Insight Group, set up during the process of recruiting clients to the Board, meets regularly with the Chief Executive to get updates on Board meetings. The Insight Group told the Chief Executive that they didn't like being called service users and started the process of consultation that has led to St Anne's using the term client to refer to people who use services. In addition, a number of working parties developing policies and working practices have client representation and clients are involved in the recruitment of new staff as a matter of course.

Volunteering

St Anne's welcomes and values people who are able to undertake voluntary work with us. There are a range of volunteering opportunities available in West Yorkshire. For example, help is regularly needed at RAISE at the Resource Centre. Volunteers are also able to assist with the resettlement of people from Alcohol Services, Leeds.

There are also opportunities for volunteers to support the Kirklees Befriending Scheme. In particular this service recruits volunteers from the Asian communities to assist in ensuring that the service is responsive to the needs of people from these communities.

Volunteers are offered regular supervision and ongoing support, and there is access to the same training opportunities afforded to staff.

Want to know more?

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Or visit our website at **www.st-annes.org.uk**

