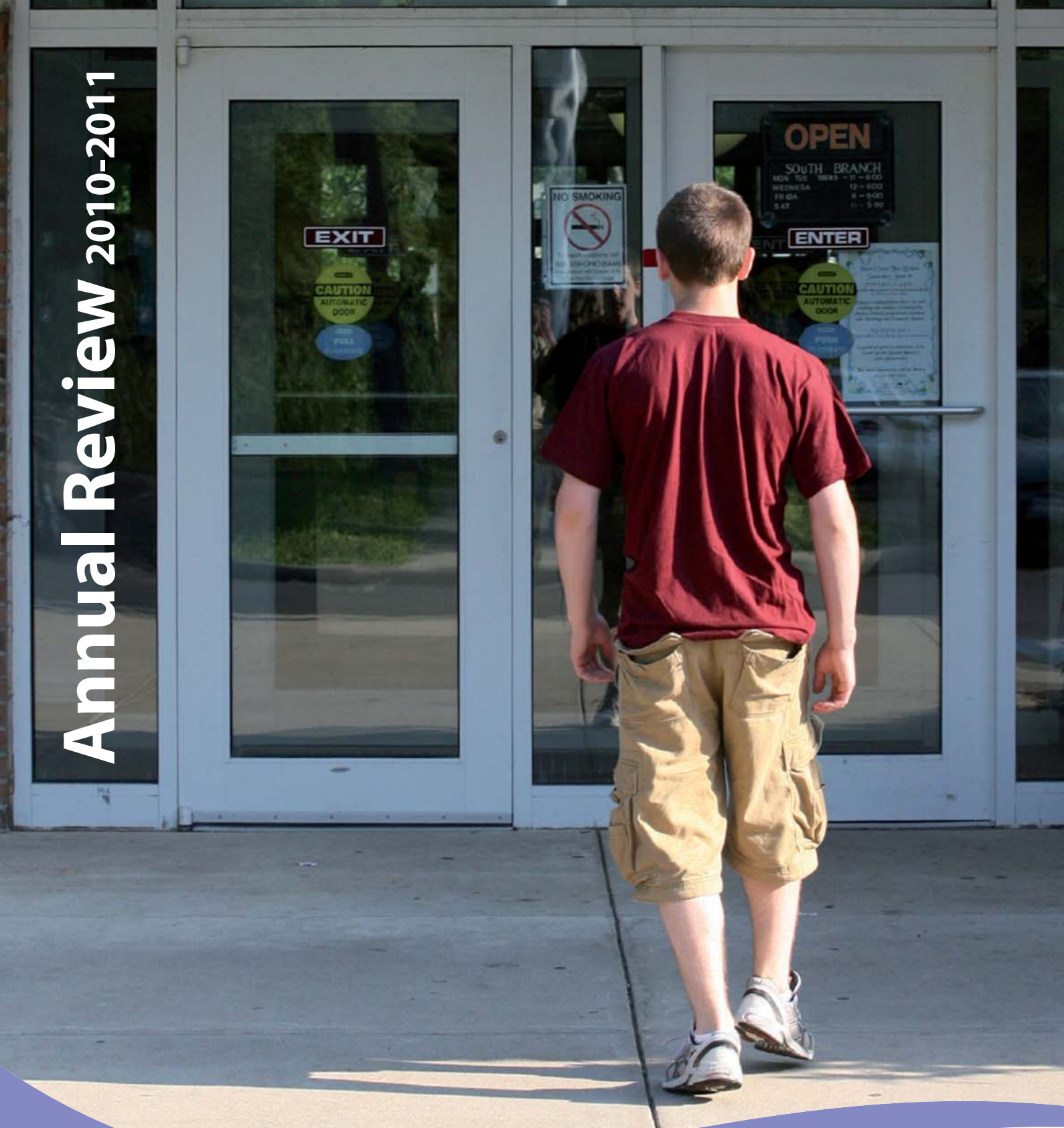


# Annual Review 2010-2011



Doorways to destiny

**langley** house trust

helping people to live crime-free lives



*This year our reconviction rate has remained at around 2%. Whereas the national average is currently at about 70%.*



## Chairman's Review

*Being Chairman of the Board for Langley House Trust is not only a great responsibility but also a great privilege.*

*The years pass by, increasingly rapidly it seems, and it's only when taking a moment to reflect that I am able to look back and see how well the journey is progressing and see how far we have come.*

**Helping our Service Users in breaking the cycle of reoffending is a constant challenge. Our current reconviction rate of 2.2% is outstanding, reflecting the hard work and dedication of our excellent staff.**

We have had some setbacks this year, it's true. Closing one project and re-styling another is never something we do lightly. When faced with the current economic climate we have to adapt, but I'm impressed with the innovative way we have approached matters, with the results we have achieved and with the way we are boldly facing up to the challenges of reduced funding, ever increasing demand and the numerous new initiatives that come our way.

Working with partner organisations, I'm delighted with the way plans for our new project supporting ex-offenders from the Armed Forces are progressing. An alarming number of offenders come from the Services and it is right that we look to address ourselves to the needs of this particular group.

**As the saying goes "... as one door closes, another door opens."**

As ever, I am enormously grateful to my fellow members of the Board of Trustees and to the employees who work so tirelessly to help us achieve our aims. I was delighted that the Trust received an award from Best Companies as "One To Watch 2011". The award followed detailed questionnaires and interviews with various staff members.



I would also particularly like to thank all our sponsors, supporters and volunteers for their unstinting efforts during the year. Langley House Trust is only ever as strong as the sum of its parts, and I'm proud to see all that is taking shape for the year ahead.

Many thanks to each and all,

*Anthony Howlett-Bolton*

**Anthony Howlett-Bolton, Chair to the Board**

## Welcome

*Hello, and welcome to the work of Langley House Trust.*



*You may know us well or this may be your first encounter with the Trust but I hope you will find demonstrated in these pages something of the flavour and spirit of the work we do. We are a national Christian Charity and registered Housing Association with fourteen residential and several other projects located across England, from Wakefield to Winchester and Bradford to Bedford.*

This year's Annual Review is all about doors, walking through them and making new discoveries as the process of rehabilitation progresses. As the saying goes "...as one door closes, another door opens." Langley House Trust and its services aim to be that door, wide open and welcoming to all.

It has not been an easy year. We've seen a project close; we've lost some valued staff; but through all this our reconviction rate has remained at around 2% and the number of people we have helped has remained high. We've faced opposition and endured financial cuts and yet our work rehabilitating ex-offenders remains, vital and as successful as ever.

One of the strengths of this past year has been the many partnerships we have formed. Not least of these is the excellent work our Taunton-based project is achieving together with the mental health charity, MIND. By working together, our Service Users benefit from specialist help; for example, the agricultural land around the project is put to good use growing organic fruit and vegetables, which Service Users then prepare in the kitchens. Healthy minds and healthy food, training and development, all helping to break the cycle of re-offending. This year has also seen the launch of our new website. If you've not visited it yet please take a look. We've tried to make it friendly and easy to use. Whether you're looking to work for us, make a referral or want to support us, it is the 'go to' place. [www.langleyhousetrust.org](http://www.langleyhousetrust.org).

As we face the challenges of the year ahead, I'd like to especially thank our phenomenally dedicated staff team who work so hard helping our Service Users to break free from their past and live life crime free. If, as you read this, you believe that you may be able to help us in the challenge before us, then we would love to hear from you.

Our contact details are on the back cover.

*Steve Robinson*

**Steve Robinson, Chief Executive**

# Door to your new life

*Helping Service Users move from Prison to life 'on the out' is a vital first step on the road to successful rehabilitation. A warm welcome from our staff is always available, but the relationship starts well before then, sometimes with a Release on Temporary Licence (RoTL) or Prison visit as part of the carefully managed referral process.*

Coming to one of our Project houses for the first time can seem daunting. New faces, new places and a new set of rules. However, when selecting applicants we always look to achieve a good fit between the needs of the individual and the services we can offer.

For those who are willing to work with us, their history really does not need to define their destiny! We offer warm and comfortable accommodation maintained to a high standard in accordance with our registration as a National Housing Federation Member. By 2010 all our properties met the Decent Homes standard.

We spend thousands of pounds each year maintaining our properties. Some of the larger improvements during the year included:-

- complete refurbishment of our project near Bury, Lancashire, including the provision of more ground floor accommodation for less able Service Users
- a new training kitchen and improved laundry along with additional ground floor accommodation at our Taunton project
- refurbished rooms at our Coventry Project providing in-house meeting and training facilities affording the Trust significant savings on booking external facilities



**This is a great chance for me to take control of my life and build a future.**

Langley provides more than just a new home. You can find new friends who are facing the same challenges backed up by an always friendly and supportive staff team.

*Service Users gain a variety of new skills to equip them for future employment.*



In the Trust's work with ex-offenders over more than 50 years, we have consistently found that full-time employment is key to successful rehabilitation. The dignity, meaning and self-respect that employment brings is of immense value. The income received removes dependency on state benefits and motivates offenders to achieve more and better themselves. The independence it brings gives a freedom to enjoy more of the new life they have, free from their past.

Our Yorkshire and Humberside Offender Partnership has been a great success, helping Service Users in the area achieve meaningful employment. Working in partnership with national volunteer and mentoring charity SOVA, the scheme has worked with 340 unemployed people over the past year. Participants on the six-week course receive bespoke training and advice, including interview and personal presentation skills. The scheme has formed successful relationships with local employers, including the Chamber of Commerce and local business networks, who have been invaluable in helping to identify skill gaps in the area for the team to address.

The project currently provides services both in custodial and community settings, working in eight Approved Premises, three Maximum Security Prisons, one Women's Prison and two Unpaid Work programmes as well as at three Trust Projects and in the general community.

The team has found that by supporting Service Users to address educational and skills deficits, building motivation and self-confidence the barriers to gaining and sustaining employment can be overcome!



## Door to employment

*As a result of the training, skills and direct help and encouragement from staff, sixty of our Service Users have found direct employment over the past year. This is no mean feat, given the hurdles ex-offenders face in gaining employment. Many have never had a permanent job. Project staff work closely with Service Users to assist in preparatory work, helping to ensure a successful interview.*

**Sixty of our Service Users have found direct employment over the past year.**

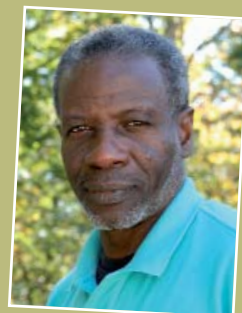
*The door may not always be open, but we encourage our Service Users to keep knocking!*

# From History...to Destiny

## Service User success stories

Just over 80% of all referrals made to the Trust had either alcohol or drug addiction problems.

We know that for men and women battling with addictions it takes an average of seven attempts before they are in control of their use. Much of our work is around supporting abstinence through drug and alcohol testing at all of our projects, but the main thrust of our work is trying to prevent relapse by keeping men and women on course when and if they do lapse into use.



**Paul** was in tears at his interview because he felt it was the first time in years that anyone had accepted him for who he was. Like so many of the men and women that we work with, Paul had a very difficult, painful childhood. He struggled to feel safe and chose to live rough or in tents so that he was in control of his life. He drank to blot out the pain of the past and the cold weather. All of Paul's offending is alcohol-related.

He has been dry for over three years. Specialist counselling has proven invaluable, helping him to focus on his identity and raising his self-esteem. For the first time in his life he trusts staff. After 53 years he has now found a peace in his life. To many at the Project he comes across as the proud elder and has represented the other service users in the project at a local, regional and national level. His message is clear - don't drink, don't drink, don't drink. He now has his own home, kitted out with things that he never thought he would possess. He feels safe and on those days when he starts to wonder and doubt...he still has Project staff providing floating support.



**Martin** is a 43-year-old man with a history of alcohol misuse. All of his offending was alcohol-related. Martin is doing well now, holding down a full-time labouring job, not drinking and clearing his debts, but it hasn't been plain sailing. Staff at the project are trained in offering the 'Genesis' alcohol

counselling programme and Martin initially threw himself into this support. Then he got labouring work and couldn't say no to the drinking culture after work. A meeting with staff and his Offender Manager showed him that this behaviour couldn't continue. It proved to be a turning point. Martin now works in London, driving the van for the group of men who set off for work from Bedford each morning. This means he has the perfect "excuse" not to drink when driving them home.

Keeping busy has always been important for Martin and staff encourage this for everyone. Martin founded the Bedford Project Allotment for himself and all service users and staff. It has proved to be a popular place to go for a few hours and is providing a valuable supply of cheap fruit and veg.



Bedford Project Allotment

# Building a brighter future...



When **Louise** first came to the project she was un-motivated, lost and uncertain about her future. She had no contact with her child, was feeling depressed and struggled with low self-esteem. From prison she had gained numerous sewing skills and really enjoyed this. With the purchase of a sewing machine

and some materials, she began production straight away and shortly afterwards presented staff with a special cushion to say 'thank you'.

The Project supported her with attending an English and Maths course at a local adult learning centre. Currently doing the course from home, she has nearly completed the first level. She has also secured a volunteer placement at a local charity shop and is actively seeking work. Louise is beginning to have contact with her child again and is much more motivated and happy, with a new found confidence about her future.

## Empowerment

**Simon** had a background in construction before committing his offence. On release he lacked self-confidence but was eager to get back into work. During his time with the Project he obtained a Construction Skills Certification Scheme card and was keen to get a scaffolding qualification to improve his prospects. The Project helped fund his training and earlier this year he completed his scaffolding course and is now in paid employment doing the job he wanted.



**Mike** had been living in the community for several months and was lacking motivation due to his past offences and convictions. Through working with the Project he created a realistic action plan which he felt he could achieve. With guidance and advice from staff he decided on becoming a computer programmer.

The good news is that Mike will shortly be starting an Open University course to gain the qualifications he needs as he takes his first steps in building a new career.

## Positive values

*There is no magic wand with helping people towards recovery. It takes a kind, caring, focused and determined staff team and a mentality that never gives up.*

## Positive identity

*We know that for men and women battling with addictions it takes an average of seven attempts before they are in control of their use.*



**Pauline** is a resident at our Kent Resettlement Project and had the right attitude from the day we carried out an initial assessment. She's made the best of what the Project had to offer and always takes a great pride in the upkeep of the house. A positive influence on other women at the Project, she has really encouraged everyone to believe they can all find work. Pauline gained qualifications in prison, something she had never done before, and now, at 45, she has a full-time job as a train cleaner and thoroughly enjoys it. She is an inspiration to other women and to the staff.

Names and images of Service Users withheld for confidentiality purposes.

Engagement in learning

Constructive use of time

Support

Boundaries and expectations

# Social competencies

# Service User satisfaction



*I couldn't have coped without your support, I was pointed in the right direction and helped all the way.*

We also received a number of written compliments from Service Users during the year. These included:

- Praise for a member of staff for helping a Service User to obtain and maintain an allotment.
- Project Manager complimented on excellent staff and the quality of meals
- Thank you card from a Service User to all staff at the project following a day's outing, his first for many years.

*Each year we conduct a satisfaction survey amongst our Service Users. This is an important part of our working relationship as we always seek to listen to Service Users views and ideas.*

The main results were as follows:-

- 91% of Service Users said that they felt staff respected their rights and dignity
- 92% were either 'satisfied' or 'very satisfied' with their room
- 80% of accommodation-based Service Users felt 'at home'
- Overall satisfaction with the Trust service equalled 76%

We are delighted at these results, which are an improvement on the previous year, and we will continue to strive for the highest possible standards for our Service Users.



*Regular Service User meetings take place at all Langley House residential homes. This is a great way to find out how the Service Users feel and how we can improve our services.*



**For the first time I have a voice and an opinion that's respected.**

# Door to education & training

Education and training is at the heart of our rehabilitation work. To this end we have further developed the Langley Academy. The Academy embraces all our Service User training and development and now includes a special Service User IT project which is being rolled out across the Trust. In partnership with the Charity Learning Consortium, Service Users have access to a wealth of online training materials.

These include basic numeracy and literacy skills, letter writing, IT applications like MS Office and household budgeting. In addition to these online courses, Projects also work with local education and training providers in their area, in particular to assist Service Users in obtaining City & Guilds qualification 3071 in Personal Development. Last year 286 Service Users achieved a new qualification during their time with us.



**Last year 286 Service Users achieved a new qualification during their time with us.**

Two projects in particular have shown an innovative approach to training and development:

The House of St. Martin in Taunton recently launched a scheme called Grow Well, developed in partnership with national mental health charity, MIND.

Designed as an 'eco-therapy' project, it promotes the therapeutic benefits of connecting with the natural environment through gardening. Taking full advantage of the prime agricultural land on site, professionals and local volunteers work alongside Service Users in growing their own organic fruit and vegetables.

These in turn are picked and Service Users work alongside a professional cook in preparing the produce for meals. Several Service Users are now pursuing an NVQ in Horticulture whilst others are taking the Basic Food Hygiene course and learning how to cook.



Rev. Dawn talks to a Service User and the Open Space Café in Wakefield

The Ashdene Project in Wakefield has been working in partnership with their local parish church in developing a Community Café. Earlier in the year Project Chaplain and local vicar, Rev. Dawn Ingham, fulfilled her ambition to turn a redundant part of the church building into a healthy eating café for local residents.

The Trust were a key part in making the café happen, fully backing the project and assisting in its development. It is now very much at the heart of the local community with various local groups using it as a base.

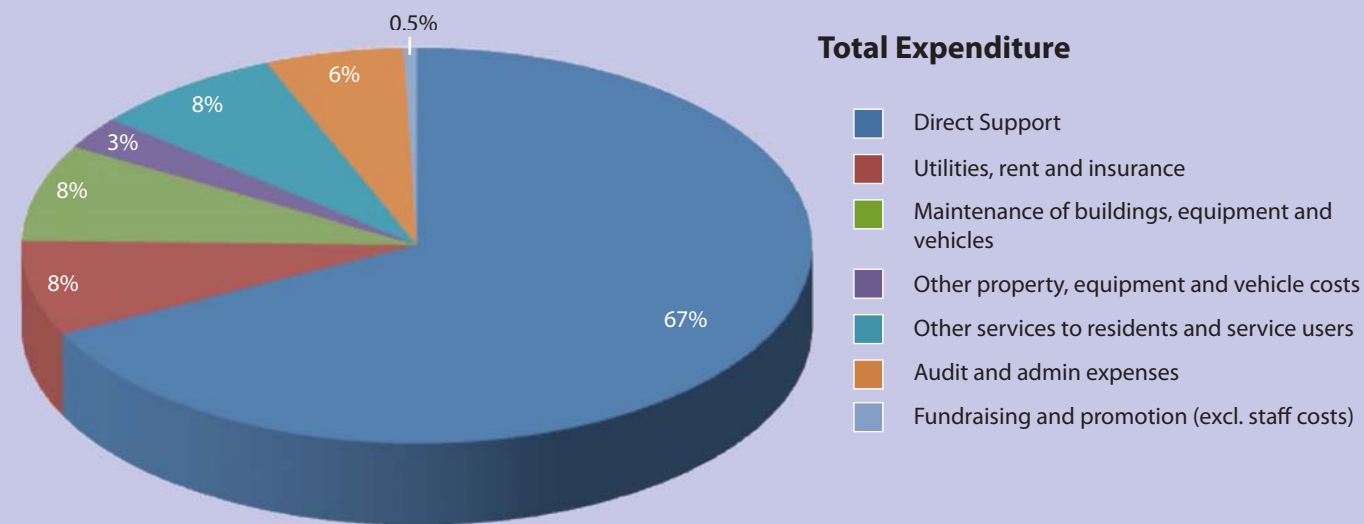
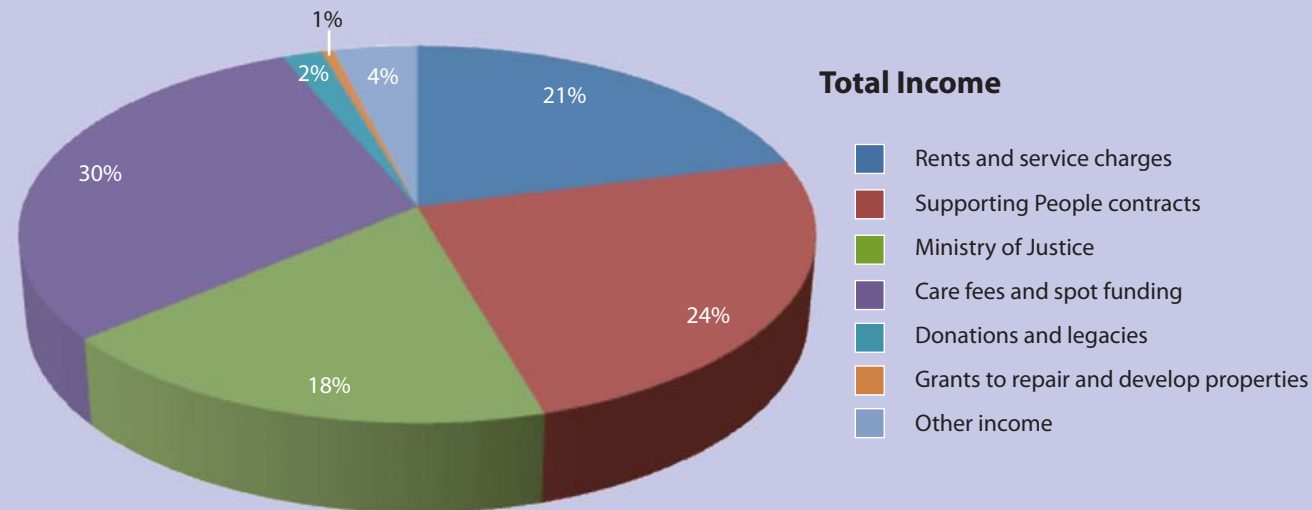
The Trust has benefitted greatly, as a number of Service Users act as volunteers. Their duties range for food preparation and serving, to cash handling and baking. It's been a fantastic opportunity for training and development and Service Users sometimes also use the café for their own refreshments. The cakes are outstanding!



# Finance

We are grateful to the Ministry of Justice, Primary Care Trusts and Supporting People Administering Authorities, as well as private individuals and Trusts for helping to finance this vital work. The charts below are for the financial year ended 31 March 2011. Our turnover during the year was £8.76m with operating costs of £8.56m.

Although we are a Housing Association, our rental income is a relatively small (21%) proportion of the total we receive. This reflects the fact that the Trust is primarily a provider of care, support and training for our Service Users.



Further details of our finances are available in this year's Annual Report and Financial Statements. These are available to download from our website or on request from Central Services, at the address on the back cover.

# Fundraising & Support

*This has been an amazing year for fundraising and support. From the anonymous cash gifts left for us at conference stands to the legacies and fantastic fundraising efforts of our Staff and Service Users, we have been very blessed.*



Special thanks go to the cycling lads in Lancashire who raised a magnificent total of £4365 from a sponsored cycle ride up and down the hills, kindly sponsored by Princebuild, our repairs contractor. Thanks also go to the Bedford Charity for their generous contribution towards our Training Houses and drop-in. We could not achieve all that we do without the small army of volunteers who lend valuable support to our projects and offices each week. We currently have around 50 people who volunteer on a regular basis, helping with gardening, helping Service Users learn to read, cook or use the computers. We owe them an enormous debt of

thanks. This year has also seen our Service Users getting more involved in fundraising, which is fantastic. Our Taunton Project even has a 'Service Users Fundraising Group', planning car boot sales and other fundraising activities.

We are especially grateful to those who have committed to supporting us on a regular basis through standing orders. This is particularly helpful in enabling us to plan our expenditure wisely and to meet urgent and unexpected needs.

## Working for Langley

The Trust currently employs just over 200 staff spread across our twenty services. We are always looking for enthusiastic, committed employees who have a heart to work alongside some of the most marginalised people in society. All our job vacancies are advertised on our website and you can even apply online. If you think you have what it takes then we would love to hear from you.

Stacey and Cath, senior staff at our Bradford projects.



# The door to tomorrow

*The future for the Trust is promising. Despite the financial situation the demand for our services remains high.*

*The prison population currently stands at around 86,500 with the majority of these prisoners being repeat offenders.*

The Trust remains firmly committed to its original vision, doing all we can to help breaking the cycle of reoffending. Our experience over many years has clearly shown what works, and the benefits of having a deep understanding of Service User personal needs and aspirations, based on structured interventions that encourage positive behaviour, rather than focussing our efforts on preventing negative behaviour.

There are a number of opportunities the Trust is currently pursuing in furthering our vision of expansion into the conurbations of the Midlands and Northern England. These include the potential acquisition of hostel accommodation in Lancashire and the Midlands, as we continue to make quality bids for the running of other services. Other work is also progressing on the provision of a special service for ex offenders from the Armed Services.

## Langley House Trust

Central Services, PO Box 181, Witney, Oxfordshire. OX28 6WD.

Tel: 01993 774075 • Email: [info@langleyhousetrust.org](mailto:info@langleyhousetrust.org) • [www.langleyhousetrust.org](http://www.langleyhousetrust.org)



**support boundaries and expectations positive values positive identity  
constructive use of time engagement in learning empowerment support**