



St Vincent's & St George's  
Association  
Annual Report 2021-2022

# Les Bonney, Chairman 2000 - 2021

Dear Supporters,

After twenty-two short years I have decided that it's time to step down as chair of this great charity. I shall (if spared!) be 85 this year and I reckon younger blood will benefit St V's & St G's as it deals with the challenges and opportunities of the future.



It's been a pleasure and a privilege to be part of the development and success of the charity. We have achieved great things in our mission to support and enable vulnerable people to have richer lives, thanks to a superb group of trustees and two outstanding Chief Executives with their staff teams.

I look forward to being a simple, and active, volunteer. I look forward also to an opportunity later this year where I can say farewell in person to many of the friends and supporters who I have known over these past years.

Our new Chair will be Cee Kay who I have known since the early 2000s and who brings a wide range of skills and experience from both within and outside of the charity sector. With the trustees and senior management teams I am happily confident that our charity will thrive.

Best wishes to all

A handwritten signature in black ink, appearing to read "h Bonney".

Les Bonney



# Cee Kay, Chair

Well, what a year it's been!

COVID continued to rage across the country, affecting both organisations and individuals alike. Whatever your circumstances it would be fair to say that we have all been affected in one way or another by the pandemic over the last twelve months. We are always grateful to our team of excellent staff for often going the extra mile and this is true more than ever this year as COVID proved to us all it wasn't going anywhere very fast. Indeed as new strains emerged it gave rise to further concerns and continued pressures, especially for those of us in the Health and Social Care Sector.



St Vincent's and St George's was no exception. Luckily all the people we support and staff members who tested positive have recovered and thankfully appear to have no long-lasting effects. We sincerely hope this continues to be the case in the months to come. Unfortunately, some services were adversely affected, and it was this, together with changes to local funding that the Trustees had to make some very difficult decisions.

Taking over from Les, which I did in January this year (2022), is both a privilege and an honour. He is a hard act to follow, but I will do my very best, supported by an excellent group of Trustees, to continue the amazing work of this remarkable local Charity. We look forward to the challenges of the next 12 months.



## April Taylor, CEO

In 2021 we have had to make some difficult decisions to ensure the sustainability of the charity, one of these was the decision to close Caernarvon Road, one of our supported living services. The positive news from this is the 4 tenants who lived there have all moved onto new, more independent living, they continue to stay in contact with us, calling or popping in to see us all.

Throughout 2022 we will continue to monitor, adapt and develop our services to meet the needs of the people we support and ensure the sustainability of the charity.

As always I want to thank the staff team for what has again been another difficult year with the ongoing restrictions due to Covid. The staff team have continued to adapt to ensure the people we support have fulfilling days full of activities and developing their life skills. Some of our staff team have continued to work above and beyond, covering shifts due to staff shortages, they are true heroes!

# THANK YOU!

"I like living on my own -  
and now I have painted  
my room, it's better!"

- DC -



## Home Care & Support

Despite the challenges COVID19 threw our way, our Home Care and Support Services continued to provide person centred care and support to meet the needs of our Service Users. Our staff team have worked incredibly hard to ensure that our Services Users continued to enjoy a wide range of activities alongside developing their independence and living skills.

### Supported Living

#### Developing Independence and Community Activities

This year we have focused on Community Engagement boosting our confidence to explore our local area and visit new places. From visiting our local greenspaces, bowling and swimming to day trips at West Midlands Safari Park, Weston Super-mare, Drayton Manor, Slimbridge Wetland Centre and many more. We've also had holidays in Cirencester, Devon and Burnham on Sea (kindly gifted from Cheltenham Lions Club) and enjoyed concerts in both Birmingham and Bristol. 2021 was our year to get back outside and enjoy our community.

Our Service Users also continued to develop their living skills working on meal planning, cooking and baking, shopping, laundry, cleaning and much more.



## Domiciliary Care and Outreach

### A Family's Review...

At St Vincent's and St George's Association, the Carers go above and beyond on every visit. They're flexible when arranging care and everything is person centred. We're incredibly happy with the charity and the service they provide.

Our Dad has longstanding depression and can be quite a challenging gentleman at times, but the team of Carers bring a positive attitude each time they visit. They each take the time to listen to him and make him feel completely in control of his own care needs. All the carers are brilliant at promoting independent living skills within the home and have supported our Dad to get back into cooking, he now cooks all of his meals with them supporting him when he needs it.

We'd like to say **THANK YOU**, to everyone who supports our Dad - we feel lucky to have found St Vincent's and St George's Association.

### Moving On

2021 was also a time for goodbyes as four of our tenants moved from Caernarvon Road. After years of working together to develop independent living skills they each needed very little support, so it was time for their next step. This was a big move, but each person moved to more independent accommodation.

As a result we made the tough decision to sell this house and focus on developing other opportunities.

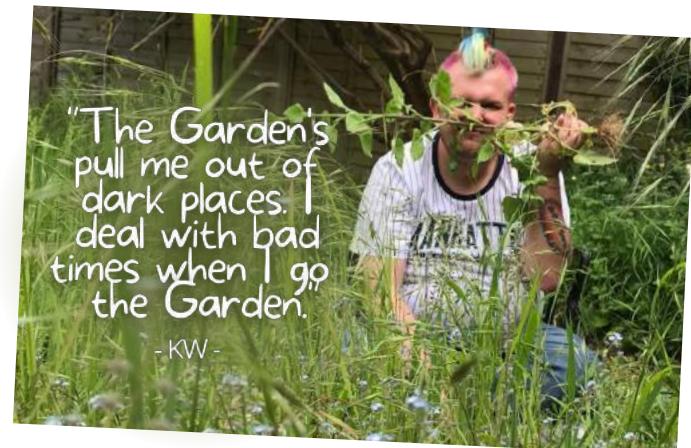
Our Garden project continues to be a hive of activity, remaining open throughout the challenging times presented to us during 2021.

From general garden maintenance to our kitchen garden and DIY / Workshop sessions, the benefits of both purposeful and practical activities alongside spending time outdoors shine.

The fruit and vegetable growing beds are now well established and flourishing thanks to the efforts of Maddy and the crew that he mentors. The team continue to work hard developing new skills, tackling new challenges and introducing new members (4 wonderful rescue hens) to the Gardens.

Looking forward to 2022, the group hope to be providing fresh fruit, veg and eggs to the kitchens of people across our charity.

### The Garden Project





## Phoenix

2021 continued to be a difficult time for Phoenix, with numbers remaining around 50% of our usual capacity, pre-covid, due to ongoing concerns and restrictions. That said, our Service Users continued to achieve a lot and enjoy a range of activities. Many have increased their independence skills, Service Users have more confidence, they tell us what they want to do and when.

It will come as no surprise, that the drop in numbers and therefore income, means we've also had to rethink our services. Coupled with our desire to give back to the community, we opened our Sensory room to babies and young children. Advertising through social media and word of mouth, this has been very successful, both in raising funds but also increasing knowledge of our charity within the local community. We are now fully booked most days, and have many returning visitors each week.



## Service User Forums

Each month we host our Service User Forums at Phoenix. Alongside our Service Users, those from the charities other services are also invited to attend. Our Forums provide our Service Users an opportunity to raise new ideas, tell us more about what they'd like to achieve, get involved in or what we need to fundraise for. Over the last year, these forums have been even more invaluable than before, highlighting the want for more training, living skills sessions and work experience to boost both confidence and independence. From these meetings, we felt we must respond to the need for more flexible day services, with less emphasis on building based activities, and move to include life skills, community inclusion and employment. Outcomes we have met include:

- Increase in Living Skills Sessions** - Many Service Users engage with our cookery sessions, we're working on learning more about food from around the world. With the support from our fantastic volunteers we've made our own pizzas, sushi, pasties, shortbreads, spring rolls and much more. Some Service Users have also started to bring in their own ingredients to make lunches and snacks through out the day.



- **More Community Engagement** - Service Users have enjoyed getting out and about over the last year. Many have had meals and drinks out, some went Ice Skating over Christmas, others have joined the Friends of Pittville Group, and visit Pittville Park as part of a working group preparing the flower beds. We have had visits from and fundraised for Cheltenham Animal Shelter, enjoyed picnics in the park and some Service Users have used their 1:2:1 time to get fit, joining the gym, going swimming and playing lots of football!



- **Introduction of Work Skills**, we spent time developing our own in-house, accessible administration course. A few Service Users have began working their way through, spending time on our reception desk, taking and transferring calls, welcoming visitors, and supporting the running of our Baby Sensory bookings by setting up the space, showing visitors to the room and cleaning up afterwards.



## Our Music Festival

Another big event to come from our Service User Forums was our in-house music festival.

The Service Users all decided what we needed for the festival and we made everything ourselves.

We started with a general festival theme, working together we were then able to have lots of different sessions running up to the event to make all the wrist bands, banners, festival signage and backdrops for our stage and photobooths. To make these backdrops we filled water pistols with paint and went outside and sprayed it on paper. We also had large paper on the floor, put paint on it and drove over it in our wheelchairs - it was great fun.

The festival was a huge success, not many places have both Kylie and Elvis on the same stage - but we did!

*"The festival was good fun!"*



*"I liked being the pop star."*

"I enjoy meeting new people & learning new tasks. My favourite things to do are sweeping and mopping to make the house clean.

- DG -



## Social Enterprise: The Portland Guest House

After surviving a turbulent first 18 months, The Portland Guesthouse is now demonstrating the potential for the Introduction to Hospitality course and encouraging signs of repeat guests.

Our first Service User is broadening his work experience spending some of his learning hours at the Holiday Inn Express. Others are progressing not only with their employability and hospitality skills but also their soft skills for day-to-day use.

The guesthouse was at full capacity with a charming atmosphere as racegoers returned for the March festival. The calendar of events for the town brings guests new and returning throughout the rest of the year.

Looking ahead, our high standards remain the subject of a number of our reviews, a great boost and acknowledgement of the team's hard work. As with the Holiday Inn Express we are looking to build relationships with more local businesses to provide opportunities as our service user's progress. Existing links with Gloscol, GEM project and Forwards remain important in attracting new service users to the course. We are also looking for other organisations or projects with suitable and willing candidates to join our course.



# Fundraising

## Cheltenham's Three Peaks Challenge...



2021 was yet another challenging year. Across the country, many charities faced difficulties, postponing and cancelling fundraising events. We were able to organise our annual Cheltenham's Three Peaks Challenge, which is becoming a staple within our local community.

On Saturday 19th June, 16 volunteers supported 390 walkers through out Cheltenham's Three Peaks Challenge 2021. A dry, cool day provided perfect walking conditions for the exhausting exploration of our local countryside.

22 miles, 5 checkpoints and a total of 2940 ft climbed. All walkers who completed the challenge returned back to Phoenix, to pick up a medal, have a rest and go home to relax and share the news with their family, friends and colleagues.

Volunteers who were up early and home late, manned checkpoints, stamped maps, filled up water bottles, signed walkers in and out, cheered everyone on and helped the day run smoothly. With walkers returning to Phoenix after a long day in the hills, being full of praise for our fantastic team.

The 390 walkers, not only tackled one of the toughest walking challenges in our area, but they also raised an incredible **£13,542.88**. This event was generously supported by HR People Support, who entered a team into the challenge. They too returned exhausted but bursting with a sense of achievement. A wonderful day, shared with fantastic volunteers and supporters! We hope to see everyone at Cheltenham's Three Peaks 2022, on Saturday 25th June.

## London Marathon...

On Sunday 3rd October, Owen took on this year's London Marathon. He ran the 26.2miles in 4 hours and 40 minutes: an absolutely incredible achievement given the 10 weeks he had to train!

Despite finding the final mile painful, he pushed through and has decided to enter the ballot for 2022, hoping to shave about an hour off his finishing time if he is lucky enough to get a space. On top of training for the run, Owen was busy fundraising, and hosted a comedy night at our local pub raising an incredible £1750 for the charity.

We'd like to thank all of Owen's supporters who donated BBQ food and raffle prizes! Everyone at St V's and St G's would like to say a huge thank you to Owen, for taking on the challenge, with such short notice, to ensure we were still represented in London.



# Our Impact



71,400.25 hours of support provided through our Home Care and Support Services



2 service users settled into their new homes with us.

324 hours of sensory bookings for babies and young children.



4 service users moved on, into more independent settings.



65 in-house training courses (equivalent to 279 hours) provided to our staff team.



2,525.54 Kwh of energy produced via our solar panels, which is equivalent to 116 trees being planted!

## Our Feedback

"With the charity, I am able to still be in my own home! The care I receive keeps me partially independent."

"All I ask for is the support I'm already receiving to continue."

"This place (our sensory room at Phoenix) is like gold dust. We are able to let our babies go free and we are able to chat."

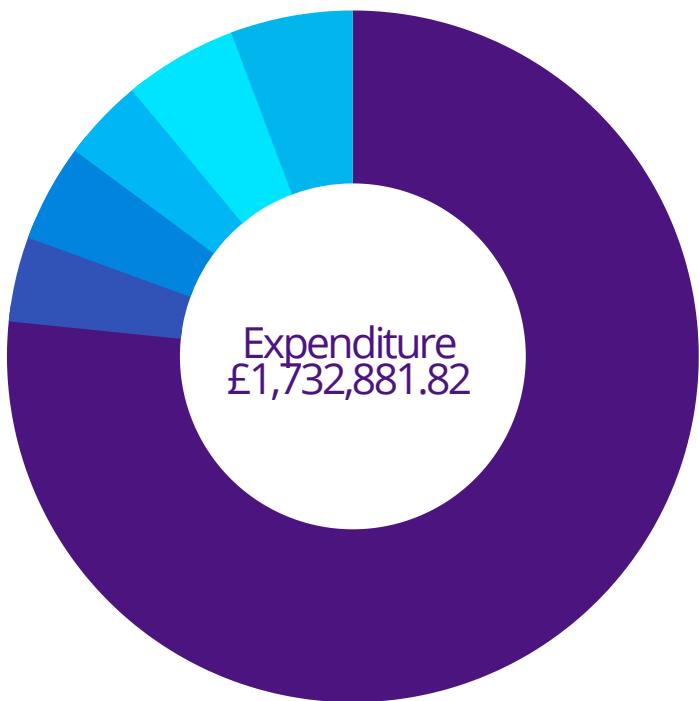
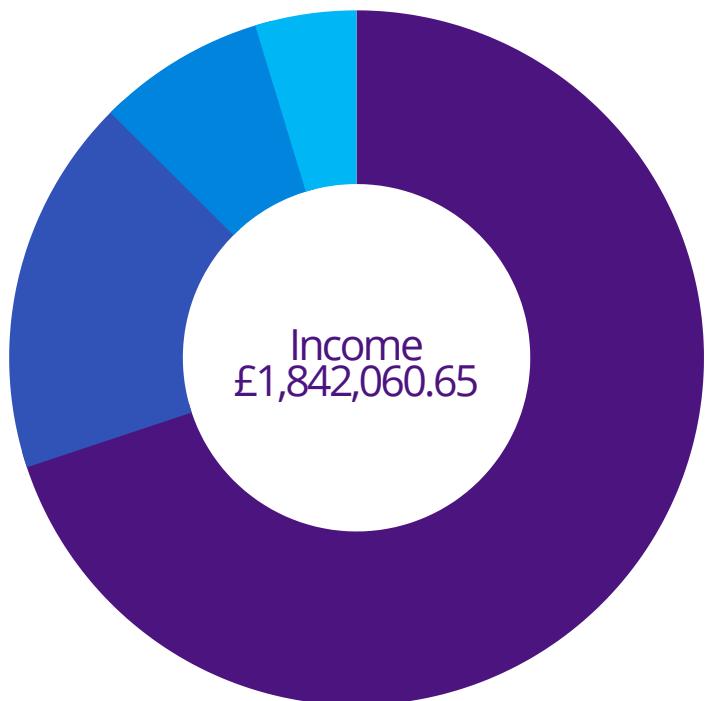
"Once again, this year has been a challenging one due to Covid but the staff have been there to help raise spirits of the service users, there with an ear for ones who may be a little concerned or anxious not only of Covid but all aspects of daily life. My thanks to everyone"

"St V's & St G's provide a variety of support staff working with my daughter. A range of ages, attitudes and capabilities all contribute to a good supported living experience."

"Friendly, welcoming and efficient staff. They have a good range of opportunities for service users."

# Financials 2021-2022

- £1,288,846.66 : Care Support Income
- £322,754.96 : Housing Income
- £143,853.62: Phoenix Income
- £86,605.41 : Fundraising & Other Income



- £1,326,729.01: Wages
- £68,648.68: Rent & Mortgage
- £79,133.36: Rates, Utilities & Insurance
- £66,449.88: Repair & Maintenance
- £92,716.22 Consumables & Housekeeping
- £99,204.67 Depreciation



# Thank you....

Firstly, we would like to say a **HUGE** thank you to our wonderful staff team, trustees, ambassadors and volunteers. The charity is also grateful for the range of funds received from donors, individuals, organisations and trusts that have helped us in the last year these include:

**Arnold Clark Community Foundation**

**Cheltenham Animal Shelter**

**Cheltenham Lions Club**

**Cheltenham's Three Peaks Challenge Participants**

**Chris Ryder**

**Coventry Building Society**

**Dame Janet Trotter**

**Friends of Pittville**

**Gloucestershire Thriving Communities**

**HR People Support**

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