

Annual Report 2021/22

Care & Support for vulnerable
people in the North East



“

Thank you to all the staff and people who helped me out while I was struggling. I feel so blessed that you are here to support me.

”



“

I'm forever grateful and look forward to moving on in my life

”



Here's what we have to share

Welcome from our Board	4
A note from our CEO	6
Our services	7
• Direct Access (DAS)	8
• Ending Violence and Abuse Aberdeen (EVAA)	10
• Strength For Tomorrow (SFT)	12
Quality and Continuous Improvement	14
• Justice Support Service (JSS)	16
• Resilience Inclusion Safety Empathy (RISE)	17
Awards and Accolades	18
• Assertive Housing Support (AHSS)	20
• Wernham House	22
• Care Choices	23
Who needs our help?	24
• Housing First	25
• Settled: Homes for All	26
• Settled: Housing Support	26
A look back on 2021/22	27
Finance Overview	31
Where we are now	33
How you can make a difference	34
Our values	35
Recruitment	36
Volunteering	37
Thank you	39

Welcome from our Board

As I read over the welcome to last year's annual report and reflect on another challenging year it feels as though the 'new normal' for us, and for society in general, is becoming one typified by volatility and uncertainty.

The impact of the Covid pandemic might have diminished, but brought on by uncontrollable global events, it has been replaced by the most challenging economic circumstances experienced for many years. Whilst these challenges impact us all they arguably have the greatest impact on many of the users of services we continue provide.

The Board continue to be immensely proud and humbled by the way both the Organisations staff and volunteers provide support to all service users whatever their specific needs and the peer recognition we continue to receive. We wish to extend our personal thanks to each and every one of you – whatever your role or contribution.

As our CEO highlights the diverse services offered by Aberdeen Cyrenians continue to evolve, this year seeing the opening of satellite direct access facilities in both Torry and Woodside making it much easier for service users in those parts of Aberdeen to access the services they need.

I would also highlight the important work performed by all involved in managing the finance and fundraising for the organisation – ensuring funds are available as required whilst maintaining a prudent reserve is no easy task and requires hard work and dedication from those involved for which we are very grateful.

This year has seen a number of changes in the Senior Management Team; after his appointment at the AGM last year, our CEO has strengthened his leadership team with Jen McAughtrie joining as Head of Services and Sandy Anderson confirmed as Finance Manager. Lee Malcolm also joined us as Head of Corporate and Business Services but has now moved on to be replaced by Donna Hutchison who will be with us full time early in 2023.

To close we would like to give our thanks to all the supporters of the Organisation. It will be clear from the opening remarks that demand for our services continues to grow and your support is ever more important as we strive to provide support, comfort and above all hope to the most vulnerable members of society.



Bruce Bricknell
Chairperson



Rebecca Walker
Vice-Chairperson



52%

the proportion of homeless households reporting an increase in support needs

29%

the proportion of homeless people needing support for mental health

24%

the proportion of homeless people needing support for basic housing management

A note from our new CEO

Dear Supporter

Welcome to our Annual Report for 2021/22!

Last year's Annual Report was our first in nearly a decade, so the team are keen to use this year's report to showcase some of the excellent work that has been achieved across the organisation in extremely challenging circumstances. We are particularly proud of the co-design of a peer mentoring service with service users, with some of the first cohort moving into paid employment with Aberdeen Cyrenians as Lived Experience Practitioners this year. You can read more on page 28.

At the time of writing however, we are facing even more extreme challenges, as the cost-of-living crisis deepens and the need for our services continues to increase. Referrals are up 82% and to give you an idea of what this means in reality, between July and September this year, Direct Access supported over two and a half thousand people. This is more than ever before and with half of the existing funding for the project now complete - we are truly doing more with less. As you'll appreciate, that isn't sustainable - something has to give.

In response to these issues, we have expanded our Direct Access Service to locality based delivery, with satellite DAS hubs opening in both Woodside and Torry making our support closer to home and more person-centred for the people needing our assistance.

Our work continues to be recognised winning Large Organisation of the Year at the Celebrate Aberdeen Awards and we are finalists for four categories in the upcoming Scottish Social Services Awards, demonstrating the quality of what we do and our success in supporting people in crisis.

So I'll finish by saying this: if you can support us, please do, your support is needed more now than ever. You can donate at www.weareac.org/donate or by contacting us at fundraising@weareac.org.



If you can give the gift of time, you can find out about volunteering opportunities at www.weareac.org/volunteering.

A handwritten signature in black ink, appearing to read 'Chris Bennett-Taylor'.

Chris Bennett-Taylor FCIPD
Chief Executive



OUR SERVICES

As the first port of call for people in crisis, we are there for **anyone and everyone** struggling with overwhelming circumstances; whether they are at tipping-point or dealing with deep-rooted challenges.

Our support of **prevention, intervention and alleviation** meets immediate need for food, shelter and safety; and builds positive change for resilience and recovery.

We adapt our services and **respond to changing needs** and the external environment to make sure we provide the best service possible.

Our holistic, whole-needs approach provides a person-centred, strengths-based response and psychologically informed care for marginalised people in our community.

We are there for people in crisis; those affected by trauma, abuse, poverty, disadvantage, exclusion, addiction or mental illness, liberated from prison, sofa surfing or rough sleeping.

Direct Access (DAS)

Our Direct Access Service offers a safe, welcoming environment for anyone who may be struggling and in need of a helping hand. Our door is always open no matter the situation.



Access to our grocery store where people can select food, clothing and toiletries.



Advice on homelessness, housing issues, benefits and budgeting.



Help to identify and access additional support



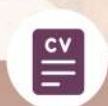
Emotional support and mental resilience for crisis



Mailbox service for those with no fixed address.



Access to showers and launderette service.



Employability support with CVs, digital skills and interview training



A quiet space to access computers, the internet and printing.



6,749
support
appointments



80,325
meals
distributed



944
people in crisis
supported



451%
increase in fuel
poverty support
needs

Jo's Story

I lost my job and didn't have a clue about claiming benefits. I felt guilty going to the centre in Summer Street because I thought it was there to help people a lot worse off than me. The adviser told me they were there for everyone who needed a hand and took me through what I was entitled to.

I also found out I could apply for an advance on Universal Credit which really got me out of a hole. They also helped to speak to my landlord about arrears while my housing benefit was being sorted out.

I am now working again but still really grateful to the Summer Street staff as without their help I would have ended up in a mess with money and might even have been evicted.

Our thanks to supporters:

Scottish Government: Investing in Communities

Bank of Scotland Foundation: Change Fund

Fairer Aberdeen Fund

ASDA- Foundation for Feeding Communities

Premier Oil

Crisis

Ending Violence and Abuse Aberdeen (EVAA)

EVAA offers support for anyone experiencing gender based abuse including physical, emotional, financial, domestic or sexual abuse, sexual exploitation, human trafficking and coercive control. We offer care and support to make positive change, building the confidence for recovery and empowering survivors to take back control of their lives.



Support to access a safe home or remain safely at home.



Advice on housing issues, and financial support



Emotional and practical support, and confidence building



Safety items, safety planning and support.



147
victims and families safe at home



78%
report feeling more confident about their safety

EVAA **Inclusive** supports any member of the LGBTQ+ community affected by abuse, violence or hate crimes. We offer information and support promoting positive growth and improved well-being to live free from violence, prejudice and discrimination.



Lisa's story

Lisa was physically assaulted and emotionally abused by her husband, continuing to escalate for many years. He was eventually arrested and charged, but when he was released, police deemed Lisa and her child to be in danger and put her in touch with our EVAA service.

Lisa was unaware that as a victim of abuse, she was entitled to priority housing and other support.

Staff helped Lisa by offering her options, supporting her to overcome any barriers or concerns and working to apply for accommodation in a matter of hours. Staff negotiated with the council to temporarily store her furniture until she found a permanent home, advocated for her priority pass in consideration of long-term housing, and supported her in managing the emotional trauma of her experiences.

Lisa has now found a safe place to call home and remains connected with her support worker to continue laying the foundations of her journey building a new chapter in her life.

Our thanks to supporters:

Scottish Government Equalities Unit and Inspiring Scotland
The Big Lottery
Volant Trust
Robertson Trust
Nationwide Community Grants
Harbour Energy

Strength For Tomorrow (SFT)

Strength for Tomorrow offers trauma informed care and support to adults whose lives have been affected by childhood abuse. Delivered in partnership with Penumbra, the service promote the wellbeing of survivors, by offering person-centred care and therapeutic interventions in a safe and secure environment.



A safe space and one-to-one trauma informed support.



Support with anxiety and emotional stability



Practical support with finance, housing and debt issues



Help to identify and access additional support

"A safe space for survivors to discuss historic trauma, and receive guidance around this, is the most common task and the biggest marker for the service working towards improved wellbeing and resilience for survivors."

- Ryan Docherty, Service Manager



100%
have achieved at least 1 of their personal goals.



5,800
hours of support provided



Strength for Tomorrow

From an early age, Shelley had been extensively abused and assaulted by multiple perpetrators. To cope with the traumatic memories and nightmares, Shelley frequently used self-harm and drank alcohol. Living in a care home for mental health support, Shelley came to SFT feeling suicidal, and completely alone.

Shelley experienced many triggers that increased her emotional distress, including hostile auditory hallucinations. She felt overwhelmed and had tense relationships with staff at her care home.


With SFT Shelley was able to set goals for herself and slowly build her "Wellbeing toolkit" including self care, psychological safety, emotional management and harm reduction techniques. Staff supported Shelley to better communicate her needs and feelings with care home staff, improving her relationships.

From this more positive place, Shelley was able to work with Care home staff to build independent living skills such as laundry and cooking, shopping and budgeting. Shelley now presents much brighter and recognises that although she still has a long way to go in recovery, she can be proud of what she has accomplished so far.

Our thanks to our supporter:

Inspiring Scotland

Quality and continuous improvement



CARE INSPECTORATE UNANNOUNCED INSPECTION: Care Choices

"The organisation of support workers meant there was a focus on people's wishes and support could be adapted on a daily basis. There was good communication between all staff, this was described by workers, and demonstrated in care records."

"The quality of care was reflected in the personal plans which were person centred and individualised. There was a focus on people's choices as well as their physical needs."

100% Staff enrolled on specific eLearning and face-to-face training for their role

169 completed course enrolments

92% average completion score



Infection Prevention and Control learning and practice, during the pandemic was extremely high, especially in relation to **no outbreaks** in any of our residential, care at home or community services.

1,414

*individuals donating to support
people in crisis in Aberdeen and
the North East*

£44,885

*worth of food, hygiene items
and clothing donated*

82%

*increase in demand for
essentials such as food, clothing
and toiletries*

Justice Support Service (JSS)

The Justice Support Service ("JSS") provides intensive support to individuals who are, or have been, involved with the justice system, supporting them to re-integrate into the community.



Transition planning and relationship building pre release



Support with housing and tenancy sustainment



Support reducing offending behaviour



Positive community and family re-integration

Jennifer had a history of offending making it difficult to find employment. When she was let go from her current job, she felt isolated and struggle to engage with support.

Through JSS, staff were able to help Jennifer to relocate to England with a secure job and a brand-new group of friends who are helping her to settle in.

Jennifer has now moved forward from offending, enjoying her work and social life offering her positivity for the future away from the negative environment she had previously experienced.



28% into employment or skills development

70% refrained from offending behaviours



Resilience | Inclusion | Safety | Empathy (RISE)

The RISE service provides intensive support to individuals who find themselves involved within the Criminal Justice Sector due to complexities of their mental health condition, and that have a desire to make positive changes in order to re-integrate into their local community.



Support for independence and positive family re-integration



Support with mental health recovery



Support reducing offending behaviour



Employability support with CVs, digital skills and interview training

Jonathan lives with autism and additional learning needs. He has been provided support for much of his adult life and joined us requiring an intensive, 7-day support package.

Jonathan felt reliant on support and wanted to gain more independence. With the help and patience of staff, he gained a love for cooking and is now able to prepare his own, fresh meals using his cooker and slow cooker rather than pre-packaged meals. He is also now able to take solo train journeys on a weekend to visit the places he loves.

By working with Jonathan he has developed new tools for independence and has managed to reduce his reliance on support, enabling him live a more fulfilling life.



People engaged with our service, increasing their meaningful use of time by 30%

Awards and Accolades

Queen's Award for Voluntary Service

Aberdeen Cyrenians was recognised for its services to tackling homelessness and helping those in crisis through poverty, abuse, addiction, and mental illness.

The Queen's Award for Voluntary Service is considered 'the MBE for volunteer groups' aiming to recognise exceptional service and impact within communities, and is the highest honour for volunteer groups in the UK.

Due to the ongoing pandemic, celebrations were held in 2022.



Our thanks to
event sponsors:



Awards and Accolades

Queen's Award for Voluntary Service

"To win this distinguished award is a fantastic achievement for our volunteer-led organisation and the many dedicated volunteers that gift their time and compassion to supporting people experiencing overwhelming and traumatic challenges. For over 50 years, volunteers have been at the heart of creating positive change, and we are delighted to celebrate the enormous generosity they have shared with vulnerable people in Aberdeen City and Shire.

"This year, special mention has also been given for services provided during the COVID-19 pandemic. During this exceptionally difficult time, our volunteers have been simply amazing. Without them, we couldn't be able to carry out so many vital and diverse support activities, from organising food deliveries to an online social singing group, bringing people together."

"Volunteers inspire us every single day with their amazing attitudes and infectious energy, sharing their knowledge, understanding and skills, and building a community that comes together and helps each other. We are delighted to finally be able to celebrate and show our appreciation to the many volunteers who have shaped Aberdeen Cyrenians into the organisation it is today."

Chris Bennett-Taylor | CEO

Assertive Housing Support (AHSS)

This groundbreaking partnership service prevents homelessness in Aberdeen by providing integrated homelessness, mental health, employability and finance/debt management support to some of Aberdeen's most vulnerable citizens.



Support to sustain or gain mainstream tenancies.



Debt management advice and support



Support for complex needs impacting tenancies



Employability support with CVs, digital skills and interview training

Reasons for referrals:

breakdown in relationships
asked to leave family home
liberation from prison
anti-social behaviour
fleeing abuse
homeless
rent arrears
drug debts
eviction
first time tenancies
fleeing other cities



61 people supported to maintain or secure their home

A woman with long blonde hair is hugging a young child with blonde hair from behind. The woman is wearing a dark top, and the child is wearing a red top. The background is a soft, out-of-focus light blue and white.

“

I didn't know I had to apply for housing benefit, I did not have support in place like AHSS to advise and support me with this.”

Adam, 26, was in temporary housing after being evicted from his last home due to rent arrears. The council told him he had to deal with his arrears before he would be offered permanent housing.

Adam had been given a two bed property on a single person tenancy, this meant the cost was higher than his benefits, and he had no money for power and ran out of food at the end of each month. Adam was looking for work, but during his tenancy he suffered a psychotic episode, was admitted to ARI and diagnosed with schizophrenia.

His AHSS Key worker helped Adam in a number of ways: from keeping his Community Treatment appointments and registering with a GP, to applying for other benefits he was entitled to and awarded such as Discretionary Housing Payments and Personal Independent Payments. His support means he could pay back his arrears and he is now very happy to be settled into his new home, attending his appointments and actively looking for work again.

Our thanks to our partner Penumbra

Wernham House

Wernham House is a residential and respite care accommodation service for adults who have alcohol and substance use problems and mental health issues.



24 hour, 7 days a week care, support and accommodation



Support with alcohol and substance use reduction and recovery



Support for acquired brain injury and mental health conditions



Positive social activities and community engagement



24 social activities during COVID restrictions

- Bingo nights
- Quizzes
- Music group
- Easter, Halloween, Christmas theme sessions



259 days: average case length before moving on



"Where would I be if I wasn't in Wernham House? I'm going to say prison or dead, but realistically, it's probably the latter. This place has literally saved my life."

Care Choices



Care Choices enables people to live independent and fulfilling lives taking a person-centred approach that recognises different life goals and enables people to live with as high a level of independence as possible with choice over the care that they receive.



Home care plans tailored to individual needs and preference



Meal preparation, hygiene support and housekeeping



Administration of medications and wellbeing checks



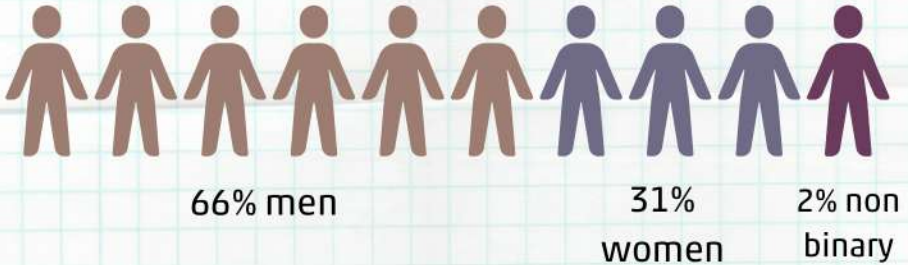
Support to access community and social engagement



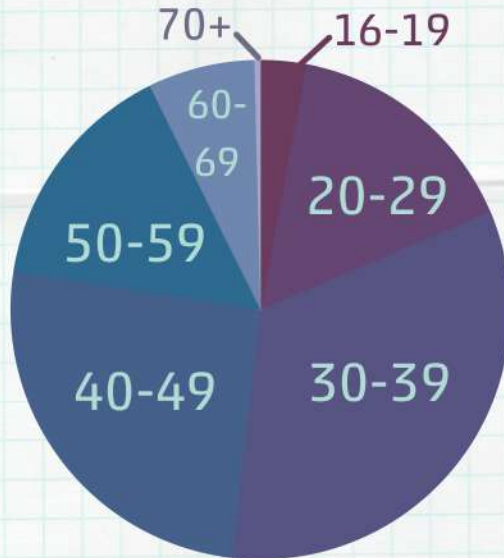
"My mother has been getting help in her own home. She is fiercely independent and having carers come in it means she can stay in her home with support. She is so happy to be in control of her life doing the things that make her happy. Thank you."

Who needs our help?

Gender



Age



Locality



Housing First

Heriot-Watt University - Scotland's Housing First Pathfinder Evaluation: First Interim Report

Aberdeen Cyrenians was the lead partner for the Aberdeen/shire pathfinder that came to an end during 2021/22.

Operating in five areas encompassing six local authorities (Aberdeen City and Aberdeenshire, Dundee, Edinburgh, Glasgow and Stirling), the Pathfinder was a key test of the opportunities and challenges involved in scaling up Housing First as it increasingly becomes the default response for people affected by homelessness with complex needs.

The main headline finding is that the Pathfinder has been highly effective at supporting people to sustain their tenancies. Notably, no evictions were recorded. At the end of June 2021, by which time 531 people had been housed, the national Pathfinder had achieved an overall 12-month tenancy sustainment rate of 84% and 24-month tenancy sustainment rate of 82%. Locally, 97 were housed with a tenancy sustainment rate of 89% and 85% respectively.

The experiences of Pathfinder service user interviewees were extremely positive on balance.

Some described the effects on their lives as transformational. They explained that the relationality, stickability, flexibility and longevity of Housing First support set it apart from other services they had used in the past. These attributes had in their views not only strengthened their ability to sustain a tenancy but also facilitated their willingness to engage with support and fostered their recovery from addiction and/or poor mental health.

The interim findings indicate that Housing First provision can be successfully scaled up. The process has not been easy, however, with many difficulties encountered, lessons have been learned across all five areas. Scaling up has been especially challenging in contexts with large and/or complex systems involving many stakeholders and requiring integration or adaptation of multiple organisational procedures. Moreover, the nature and location of 'sticking points' vary depending on a range of factors (e.g. local housing markets, degree and nature of statutory body involvement) and tend to shift over time as services are mobilised and become more established.

Building on the success of Housing First, our new services Settled: Homes for All and Settled: Housing Support work alongside both landlords and tenants, to achieve long-term renting success, reduce empty homes, and increase access to good quality, affordable and healthy housing.



For landlords:



Dedicated landlord services from matchmaking to property management



Choice and flexibility for service support



Reduced risk and longer term tenancies



Support for legal requirements and best practice



For tenants:



Access to a choice of housing



Proactive support to successfully maintain housing



Landlord negotiation support



Help to access furnishings and household items

Our thanks to supporters:

Crisis

Scottish Government

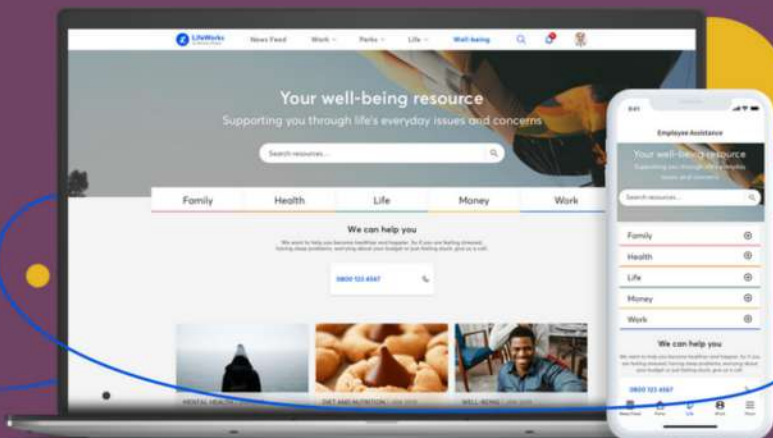
A look back on 2021/22

As we continued learning to live with COVID-19, the impact of lockdown and isolation grew, expanding the number of vulnerable people facing poverty, homelessness and hardship, affected by diminishing mental resilience and coping mechanisms with short term rewards and long term harm.

The work of 2020 had taken its toll on our staff as well as those using our services; exhausting, relentless and with no easy answers. As we entered this new phase of the pandemic, our focus returned to internal need, ensuring sustainability for the long recovery work ahead.

We launched our Employee Support programme with Lifeworks, helping to make sure our staff have all the help they may need in place to continue delivering high quality care. We refreshed and relaunched our training programmes to support our staff to continue their professional development and began the creation of an internal assessment centre allowing us to deliver higher quality training and CPD. We focused on ensuring clarity to staff on next steps for their own individual development, and undertook job exchanges to expand experience and opportunity.

During 2020 we had grown in response to changing need and ongoing strategic development. With this came an expanded and newer workforce. So in 2021 we revisited our core values and ways of working to create greater visibility and clarity on who we are as an organisation, easier understanding of expectations for new joiners, and stronger accountability towards our fellow team members.



A look back

One of our proudest achievements in 2021 was supporting the creation and development of our Peer support programme within the organisation, led by service users wanting to give back, share their talents, develop new skills, and continue their own recovery support. This step change in organisational learning, builds on the lived experience that permeates the breadth of our services at all levels of our workforce. It allows ownership and leadership from the community supported by our services, offering mutual respect, choice and dignity in recovery. This key piece of work will continue to be supported, allowing service users and those with lived experience, increased opportunity to engage in shaping policy and services, as well as themselves delivering meaningful and impactful support to others on their own recovery journey.

Paul French, programme lead, peer mentoring programme, said: "The Peer Support Programme is a new and innovative service bringing people together in a safe and supported environment. Peer support differs from the other types of support that we offer because the source of support is a similar person with relevant experience.

Left: Paul French, programme lead, Peer Mentoring Support



A look back

Paul said: "People, families and communities can play a key role in taking responsibility and managing their own health and wellbeing. Peers are encouraged to openly discuss ideas to develop groups and activities which will assist the recovery journey. We are very excited to have this opportunity to further assist the people that Aberdeen Cyrenians support."

The Peer Support Programme is about people helping people. The impact of peer support in terms of helping people to heal and to sustain recovery is well documented, and we feel it is particularly important that service users have co-designed this programme from the outset.

The peer support programme, we will also enable us to offer suitable work placements and employment opportunities to those with lived experience which we hope will help them in their recovery and to regain their sense of self worth and citizenship.

One of the most successful developments of the Peer group has been their creation of Peer's Dine offering online cooking classes to other service users cooking along to the live stream.





A look back

2021 also saw major internal change with the departure of our Chief Executive Mike Burns as he moved to take on the role of CEO of national mental health charity, Penumbra.

Thanks to our robust structure, the current leadership team were able to step up for an interim period to ensure stability and continuity for the charity, while the Board held an extensive open recruitment drive.

Bruce Bricknell, Chairperson of the Aberdeen Cyrenians board said, "We are grateful to Chris and to the interim leadership team for the strong leadership that they have provided to the organisation since the structure was put in place in July.

"Chris has extensive leadership experience and has made important contributions to the organisation, making him the ideal candidate to provide further strong leadership and organisational stability.

"Following an open recruitment exercise, we are really pleased to be able to appoint Chris to the role, which demonstrates the organisations commitment to succession planning. We have a number of exciting projects under way and the Board wish the new Leadership Team every success in delivering these, all of which are aimed at supporting vulnerable people in the city."

Finance Overview

Statement of financial activities (incorporating the income and expenditure account) for the year ended 31 March 2022.
Extracted from our statutory accounts.

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income and endowments						
Donations and legacies	398,9969	26,591	425,587	476,229	171,777	648,006
Charitable activities	144,223	2,576,851	2,721,074	60,618	2,536,450	2,597,068
Other trading activities	31,783	2,660	34,443	68,747	7,977	76,724
Investment income	191	-	191	1,535	-	1,535
Total income	575,193	2,606,102	3,181,295	607,129	2,716,204	3,323,333
Expenditure						
Expenditure on raising funds:	201,199	-	201,199	267,157	-	267,157
Expenditure on charitable activities	193,123	2,859,657	3,052,780	206,837	2,918,000	3,124,837
Defined benefit pension costs	74,000	-	74,000	109,000	-	109,000
Total expenditure	468,322	2,859,657	3,327,979	582,994	2,918,000	3,500,994
Net income/(expenditure)	106,871	(253,555)	(146,684)	24,135	(201,796)	(177,661)
Transfer between funds	(269,595)	269,595	-	(298,674)	298,674	-
Other recognised gains						
Investment gains	48,652	-	48,652	12,477	-	12,477
Defined benefit pension scheme actuarial gains	209,000	-	209,000	2,064,000	-	2,064,000
Net movement in funds	94,928	16,040	110,968	1,801,938	96,878	1,898,816
Reconciliation of funds						
Brought forward	729,434	248,129	977,563	882,496	151,251	1,033,747
unrestricted/restricted revenue funds						
Brought forward unrestricted pension reserve	(438,000)		(438,000)	(2,393,000)	-	(2,393,000)
Total brought forward funds	291,434	248,129	(39,563)	(1,510,504)	151,251	(1,359,253)
Carried forward						
unrestricted/restricted revenue funds	689,362	264,169	953,531	729,434	248,129	977,563
Carried forward unrestricted pension reserve	(303,000)		(303,000)	(438,000)	-	(438,000)
Total funds carried forward	386,362	264,169	650,531	291,434	248,129	539,563

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities. The charitable company surplus for the year for Companies Act purposes comprises the net income for the year adjusted for any capital grants received and released in the year and was £112,868 (2021 - £1,900,690)

Finance Overview

Balance sheet at 31 March 2022

	2022		2021
	£		£
Fixed assets			
Tangible assets	35,765		45,999
Investments	561,129		262,477
	<u>596,894</u>		<u>308,476</u>
Current assets			
Debtors	257,817	58,733	
Cash at bank and in hand	579,335	1,281,757	
	<u>837,152</u>	<u>1,340,490</u>	
Creditors: amounts falling due within one year	447,385)	(671,403)	
	<u>389,767</u>		669,087
Net assets before provisions	986,661		977,563
Provision for liabilities			
Pension deficit	(303,000)	(438,000)	
Provision for property dilapidations	(33,130)	-	
	<u>(336,130)</u>		<u>(438,000)</u>
Net assets	<u>650,531</u>		<u>539,563</u>
Funds of the charity			
Unrestricted funds: General funds	689,362	729,434	
Less pension reserve	(303,000)	(438,000)	
	<u>386,362</u>	<u>291,434</u>	
Net unrestricted funds	386,362		291,434
Restricted funds	264,169		248,129
	<u>650,531</u>		<u>539,563</u>
Total charity funds	<u>650,531</u>		<u>539,563</u>

You can find our full statutory accounts on our website at: www.weareac.org/about-us

Where we are now

In writing this annual report we recognise that the world is in constant change and our services are evolving in response to the external environment. At time of publication (November 22) demand has continued to grow as the cost-of-living crisis hits those most vulnerable the hardest (82% rise in 2022 compared to 2021), leading to high levels of demand and extreme pressure on services.

In response we have extended our key access service to the North and South of the city, reducing barriers and growing our community of volunteers to enhance and widen support availability.

Unfortunately, the funding landscape is also becoming ever more challenging creating a perfect storm of escalating need with increased uncertainty for resources. The community has once again provided tremendous support in answering our call, increasing food and hygiene donations by 20% despite the cost-of-living increases felt by everyone. But with an 82% increase in demand, these additional resources unfortunately do not go far enough.

Funding for services therefore remains a concern with waiting lists growing and

some time-limited funding not yet secured from new sources.

The organisation at all levels remains vigilant to cost saving and identifying key partnerships and opportunities to help meet demand. The board remains confident in the fundraising strategy and remain cognisant that funding plans take time to bring fruition but acknowledge that certainty is never guaranteed, and that resources and investment must be carefully monitored and plans focus on minimising impact on those we serve and support.

Ultimately this could lead to difficult decisions on the horizon with potential cutbacks or closures of services that can no longer be funded, in these uncertain times, there are no guarantees.

To manage this, the board and senior leadership team are focused on a number of key criteria: monitoring fundraising progress, evaluating and challenging strategy to ensure best use of resources, activating fundraising networks, and working with the management team to create contingency plans for services that have greatest challenge.



How can you make a difference?



Fundraising

Give your time and energy to create change for vulnerable people.



Donating

From tinned food to project funding, every bit makes a difference to people in crisis.



Volunteering

Make change for people in need, learn new skills and meet new people.



Work with us

By working at Aberdeen Cyrenians, you will be helping vulnerable people, who are often at the margins of society, every single day.



Leave a Lasting Legacy

Make positive changes to the lives of those that need it the most by choosing to leave a gift to Aberdeen Cyrenians in your will.

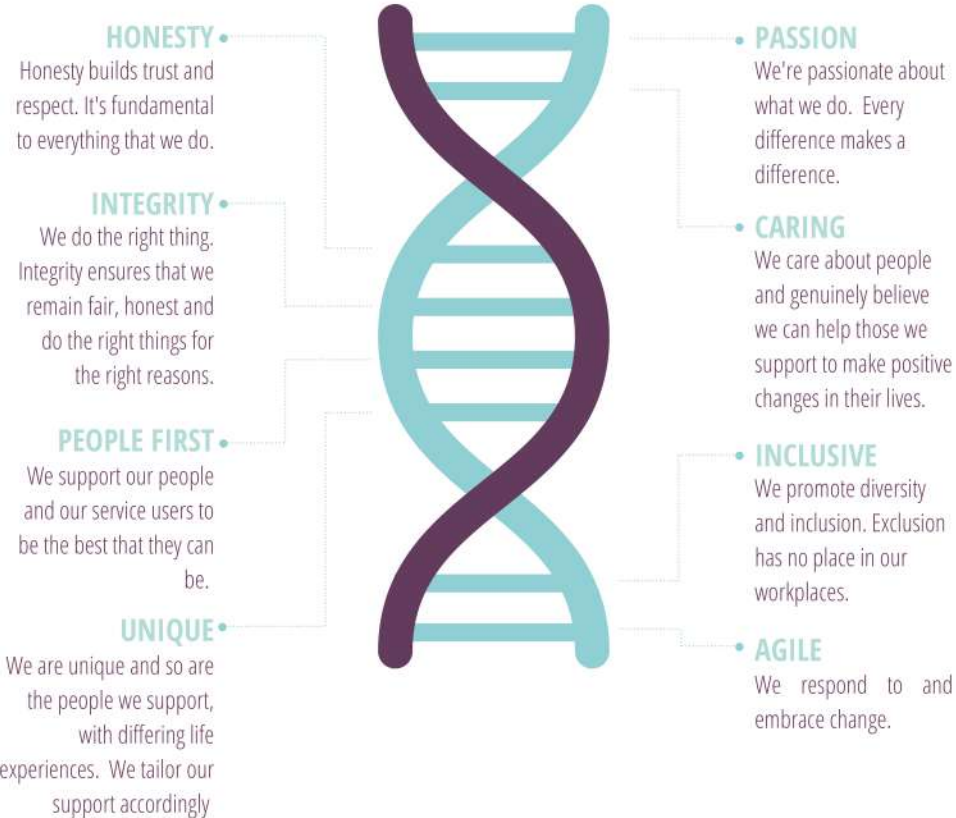


Find out more: www.weareac.org/make-a-difference

Our Values

Our values are the guiding principles that inform how we work. They reflect what we hold to be truly important to us as an organisation and are a commitment to our service users, stakeholders and employees in terms of how we interact, how we create value and how we measure success.

Our values are non-negotiable. They shape the culture at Aberdeen Cyrenians and are embedded across all of our services. They are critical to our ongoing success and we expect everyone within our organisation to embrace them as their own.



Recruitment



Our organisation is as diverse as the community that we serve. We are proud to be a Stonewall Diversity Champion. Exclusion has no place in our work places.

We look beyond disability and see the person and their skills! We are a disability confident employer and guarantee interviews to candidates who identify as having a disability, subject to meeting the minimum requirements of the role.



We have been a proud member of the Living Wage Foundation for a number of years and we are committed to progressive pay and terms and conditions of employment.

We have a number of flexible/agile working options available and are happy to consider alternatives that will bring skill and talent to our organisation.



View all of our vacancies at www.weareac.org/jobs

Volunteering

Aberdeen Cyrenians started life as a soup kitchen run by student volunteers in the Castlegate. That ethos of volunteering - people helping people - and direct community support remains at the heart of what we do and it is essential in allowing us to provide the range of support that our service users rely on.

Without our pool of dedicated volunteers, we couldn't carry out vital activities such as making up and delivering food parcels, sorting donations, and helping us behind the scenes: they are all vital in keeping Aberdeen Cyrenians operating and reaching those in need in a timely manner.

Find out more about volunteering:
www.weareac.org/volunteering

Mereke

**Translator and Food
Store Volunteer**

I first came because I really wanted to help refugees with English because everything is confusing for people coming to a new country.

I also help out at the food store as it's important to me to help the local community.

I really enjoy this, it keeps me active and I get to meet a lot of new people and is much more rewarding than sitting at home scrolling social media.



Volunteering

Dave

Retired QA Manager
and Volunteer Driver



I love driving and getting out and about. I really enjoy the social aspect of meeting the other volunteers - I've met a lot of new people here over the years.



I love being active at the same time as helping out a little bit. It's a great way of meeting new people and socialising at the same time as having the flexibility to volunteer around my other commitments. I was worried there'd be heavy lifting in the warehouse but there's plenty of light things to be busy with if you're concerned about it being too physical.



Dental Nurse and
Warehouse Volunteer
Graham

Thank You

Everyone at Aberdeen Cyrenians would like to extend a massive thank you to each individual and organisation who has supported us over the past year. To our partners, sponsors, donors, funders, fundraisers and volunteers - without your generosity, we would not be able to continue our work and meet the growing demand in Aberdeen City and Aberdeenshire.

There are far too many people and organisations to capture on one page (or report!) so here a few of those who have supported us:



Our Partners

- Aberdeen Foyer
- Penumbra
- Aberdeen Citizens Advice Bureau

Our Funders

- Aberdeen City Council
- Albert Hunt Trust
- B&Q Foundation
- Bank of Scotland
- Connecting Scotland
- Crisis
- Mrs Elizabeth S Wilson Trust
- Fairer Aberdeen Fund
- Hugh Fraser Foundation
- Ina Scott Sutherland Charitable Foundation
- Inspiring Scotland
- John Gordon Charitable Trust
- The National Lottery
- Nationwide
- Places for People Foundation
- Scottish Government
- Swire Foundation
- Miss Violet M Lessel Trust
- Volant Trust

Our Commissioners

- Aberdeen City Council
- Aberdeen Health and Social Care Partnership
- Granite Care Consortium

Our Corporate Supporters

- Apache
- Central Investment
- Harbour Energy
- Nationwide
- Repsol Sinopec
- Suncor Energy
- Total Energies
- Vodafone
- Wood Group

We would like to say a massive thank you to each and every individual donor who has supported us. We are so grateful to everyone in the local community for coming together to support our work and in doing so, those in need.

We are social!

Follow us to keep up to date with everything that's happening at Aberdeen Cyrenians.



"We believe that if you give a bed to someone in need of a home, a meal to someone who is hungry or shelter and warmth to someone who is cold, then their problems will be only resolved in the short-term.

However, if we give someone who has not had a fair chance in life time to express their problems and give them understanding, caring advice, new opportunities and life and work skills, then they will have a real chance to lay foundations which will enable them to contribute positively to society in the long term."

We are Aberdeen Cyrenians.

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