



ANNUAL REPORT 2022/23

Care and Support for Vulnerable People in the North East



HOME IS THE HEART OF OUR SUPPORT

Settled Housing Support

HOMELESSNESS

Direct Access Service

Food and Essentials Hub

Digital & Financial Inclusion

CRISIS & POVERTY

Ending Violence & Abuse Aberdeen (EVAA)

EVAA Inclusive

ABUSE, DISCRIMINATION & EXPLOITATION

Strength for Tomorrow

Justice Support Service (JSS)

JUSTICE & MENTAL HEALTH

Resilience, Inclusion, Safety & Empathy (RISE)

ISOLATION, VULNERABILITY, & ADDICTION

Wernham House

Care Choices



TABLE OF CONTENTS

04	OUR YEAR IN NUMBERS
05	WORDS OF THANKS
06	WELCOME FROM OUR BOARD
09	A LOOK BACK BY OUR EXECUTIVE LEADERSHIP TEAM
14	DIRECT ACCESS SERVICES
16	SARA'S HOPE FOR A HEALTHY HOME
17	MEET KAREN ALEXANDER
18	COMMUNITY SERVICES – VIOLENCE AND ABUSE SUPPORT SERVICES
20	GILLIAN'S HOPE FOR SAFETY AND RESILIENCE
21	KEY THE REV
22	COMMUNITY SERVICES – JUSTICE AND HOUSING SERVICES
24	DEVIN'S HOPE FOR INDEPENDENCE
25	MEET CONNIE REID
26	RESIDENTIAL SERVICES
29	GEORGE'S HOPE FOR A NEW START
30	CARE AT HOME SERVICES
32	FRASER'S HOPE TO REMAIN HOME
33	MEET CONOR MORRISON
34	OUR PEOPLE
35	VOLUNTEERING
36	OUR FUTURE: 2023–26 STRATEGY
37	MALIK'S HOPE FOR A SUITABLE HOME
38	AWARDS & ACCOLADES
39	PETE'S HOPE FOR A FULFILLING LIFE
40	FINANCE OVERVIEW
43	THANK YOU



OUR YEAR IN NUMBERS



1,631
Service users
across 9 services



356
Parents (Dec to Mar)



67,522
Support sessions



1,608
Individual donations



£60,531
Worth of food, hygiene
items and clothing donated



307 DAYS
Average length of support

WORDS OF THANKS

We are all about the people we support, their experiences, and their aspirations for a safe, happy and fulfilling life.

To ensure their views are at the heart of the support we deliver, we encourage and value the wide range of feedback received, to continue to develop our policies and service provision.

Heartfelt testimonials highlight the transformative power of our services and the successes of our commitment and passion to make a positive lasting difference.

Below are words individuals have used to reflect on their journey.



WELCOME FROM OUR BOARD

As we reflect over the last year, it is hard not to echo the words from previous annual reports in that we find society continues to be one typified by volatility and uncertainty. We do not want to be stating every year that things are getting worse, but the reality is they are.

The cost-of-living crisis, combined with external events outside our control and influence, including ongoing global conflicts, continues to impact us all, however the burden associated with rising costs falls more heavily on the vulnerable.

In addition to the most vulnerable being adversely impacted, we now see an increase within the North East of “in work poverty” and financial stress, which in turn continues to impact health and wellbeing.

Although Aberdeen remains a relatively affluent city, there remains areas of deprivation, “poverty amidst plenty”. Overall Scottish Index of Multiple Deprivation ranking of

deprivation show Aberdeen's position has worsened from 2016 – the number of data zones in 20% most deprived has increased from 22 to 29.

As we brace ourselves for another winter where we face an unprecedented need in our local communities, we continue to commit to being there for the most vulnerable in our society.

Heraclitus, a Greek philosopher, is quoted as saying “change is the only constant in life” and despite the ongoing societal challenges we face, we are incredibly proud of the fantastic team of people - both staff and volunteers - who live and breathe our values and “see the person, not the problem”.

The vision set out in the current Local Outcome Improvement Plan (LOIP) published in 2019 is that Aberdeen will be ‘a place where all people can prosper’ by 2026 – meaning that everyone in the city has the same opportunities, regardless of their background or circumstances.

One of the LOIP outcomes is for 90% of working people to be in Living Wage employment by 2026 and Aberdeen Cyrenians continues to show our commitment to this by remaining a Real Living Wage Employer.

This annual report gives us, as the Board, the opportunity to formally extend our personal thanks to each and every one of our team of staff and volunteers regarding their role and contribution. Without this we simply could not function and continue to be an integral part of the fabric of the North East that provides such vital support.

It was great to see this formally recognised at the Celebrate Aberdeen Awards in 2022 when Aberdeen Cyrenians won the “Large Organisation of the Year” category. This event shines a spotlight on people and organisations working in the Third Sector in the North East. Aberdeen Cyrenians being recognised for our outstanding service delivery and going above and beyond the norm to promote our cause. It is a real testament to our team who show dedication, care, adaptability and compassion, living our values on

a daily basis not only for those they support, but also their colleagues.

With costs climbing, funding sources shrinking and service demand increasing; this is not just a cost-of-living crisis but for charities, this is a Cost of Giving Crisis. The resilience of our organisation as a whole is also of great pride for the Board.

Under the guidance of the new Executive Leadership Team we continue to adapt and adjust to ensure we remain part of the fabric of the North East for as long as is required by society.

Finally, we give thanks to all our supporters and corporate partners. Your continued and unwavering support makes such a difference, and we could not achieve what we do without you.



BOARD OF DIRECTORS

Our Board includes professionals from a diverse background, with a wide range of skills who give up their free time to support the charity in achieving its aims.



Bruce Bricknell
Chairperson

Joining in 2017, Bruce is currently the Commercial Director at Anacla Midstream with extensive global technical, commercial, and corporate experience



Rebecca Walker
Vice-Chairperson

Joining in 2016, Rebecca is a Senior Associate with Ledingham Chalmers, specialising in dispute resolution



Alastair Bisset
Treasurer

Joining as a volunteer in 2009, and then joining the Board in 2019, Alastair is a Chartered Engineer and is currently the Head of Decommissioning at the North Sea Transition Authority (NSTA)



Lachlan Bursle

Joining in 2022, Lachlan is an Independent Financial Advisor and Partner in Create Financial Solutions with expertise in investments, pensions, and financial planning



Julie Thomson

Joining in 2023, Julie is a Chartered Accountant and currently the Chief Financial Officer of Aberdeen Considine & Co



Caroline Hood

Re-joining in 2023, Caroline is a Lecturer in Sociology in the School of Applied Social Studies at Robert Gordon University



Fiona Lindsay

Re-joining in 2023, Fiona has extensive experience in strategic communications and marketing and is currently Managing Director of Lindsay Communications

A LOOK BACK BY OUR EXECUTIVE LEADERSHIP TEAM



We have all heard the saying 'home is where the heart is', a place to feel emotionally grounded, where we are happy to be, somewhere fond memories are made, and we can be with family or friends, a place that gives us roots so that we can flourish. Home is more than a roof over our head, it is a fundamental human need. Everyone has a right to a home where they can feel safe. For many though, home is not a sanctuary. It can be a place of

abuse, of isolation, of poor conditions such as damp and mould that damages health and wellbeing. Home can be overcrowded and unsuitable, lacking access to cooking, washing and cleaning facilities. Home can be temporary and unstable, shifting sands beneath people's feet. The consequence may be stress, anxiety, depression, sleep issues, relationship troubles, and health problems.

In September 2022 the Poverty and Inequality Commission stated that the cost-of-living crisis was “becoming a mental health crisis”. We have witnessed this first-hand with an increase of people turning to us in distress needing emotional and wellbeing support.

Whilst December is traditionally our busiest month, January 2023 saw a 10% increase on December 2022, and in March 2023 we saw a further 22% increase in people supported by our Direct Access Service.

For those accessing assistance for the first time, the complexity and uncertainty of navigating support is an additional burden that is detrimental to mental health that we seek to alleviate. Many are in employment yet seek support when their wages no longer cover the essentials such as food, energy, and shelter.

In January 2023 data released indicated Aberdeen had seen a substantial rise in the number of people homeless, including children, with a 22% increase in the number of families forced into


temporary housing. This figure was deemed the “tip of the iceberg” from Citizens Advice. Home for an increasing number of people is no longer a place of sanctuary and security but a source of anxiety, worry and uncertainty.

Considering Sustainability In All We Do

In early 2023, the Chief Executive Officer, Chris Bennett-Taylor left the organisation to pursue other opportunities and it was agreed that an Executive Leadership Team (ELT) model would continue to manage the organisation on a day-to-day basis, supported by the Board of Directors.

A 2023-2026 Strategic Plan has been developed and as part of the strategic theme of “considering sustainability in all we do” a significant restructure was undertaken to ensure our cost base remains appropriate to our ethos.

As an ELT, we would like to take the opportunity of acknowledging the valuable contribution of our colleagues



who are no longer with organisation and wish them all the best in their future endeavours.

We would also like to take this opportunity to formally thank our corporate partner Deloitte LLP, who have been instrumental in supporting us to gain operational insights and understanding from staff and volunteers at all levels. This has allowed us to achieve clarity on the range of possibilities for our vision, and a shared sense of the key elements that will shape it.

A People Centred Approach – Staff & Volunteers

We know that a high-performing team is about the environment in which people work. To get the best out of our teams, it is paramount that we create circles of safety so that people feel safe to be curious, take risks and most importantly, trust.

We know that psychologically safe and informed environments are essential, with staff and volunteer wellbeing and morale remaining a top priority. Where change appears to be the only constant in the external world, it

was important our teams feel the organisation has a focus of stability and calm.

As an ELT we have worked hard to embed the foundations of this culture within the organisation. This sets us up for success in delivering the current Strategic Plan, and is why another strategic theme for the organisation is “a people-centered approach”.

We feel a great sense of pride working alongside such passionate and committed colleagues who continue to inspire us.

As an organisation founded in community volunteering, we are grateful to our fantastic volunteers who continue to give their time so generously. Supporting services in a variety of ways they are integral to the smooth running of the organisation. We thank our volunteers for their dedication and compassion.

Raising the Profile

Our final strategic theme is "raising awareness of our vision, purpose and service offering, positioning us as key partner to local communities in the North East" and we look forward to working with our new corporate partner, Aspect – The Strategic Communications Experts, to begin delivering on this theme, over the next 12 months



24-26% 

Increase in the weekly food basket cost between April 2022 and April 2023.

- Food Foundation

Our purpose remains to respond to the demands of societal challenges, which adversely impact people on our own doorstep. We promote choice and inclusion, through the delivery of locally based services in our communities across the North East.

Together, we use the diversity of our skills, disciplines, and experiences to raise awareness and to empower people to make positive, sustainable change.

It is becoming increasingly important for charities to work together too, particularly with increasing demand for services. Working in partnership is key to successful service delivery, and means we can widen our reach of support. We have been fortunate in developing our current as well as new partnerships and this will remain a key focus, through the next 12 months.

Aberdeen Cyrenians will remain focused in our response to changing needs, striving for a society where everyone has a safe and stable place to call home.

The determination of the staff team has made positive impacts on service users lives.

Social worker comment

I'm overwhelmed with happiness with this jacket and jeans I have them on thinking I'm all that again



Service user comment

I appreciate the support I received at a time when I found myself to have been very anxious and overwhelmed by the situation and circumstances I was experiencing.

Service user comment

Thank you very much you have help me so much to be the person I am now thank you again.

Service user comment

I would be unable to remain living in the community without the help from staff.

Service user comment



Only reason ah dont it was beacuse ah knew u were sitting behind mi so thank you for ur support i am trying and i know i can do it with ur support

Service user comment

I just wanted to also thank you so very much for all your support, kindness, understanding and patience with me over the time we have worked together greatly appreciated by me.

Service user comment



DIRECT ACCESS SERVICE

We empower people to move beyond crisis to recover and thrive in their home environment.

1,252

People supported



361 DAYS

Average length of support

6,532

Support sessions



356

Parents supported in Winter

We provide a welcoming space to support people in Aberdeen who are experiencing poverty, abuse, discrimination or exclusion, ensuring they are supported to access the services they need as quickly and safely as possible through appropriate pathways.

Direct Access includes our food provision, DAS support and since July 2023, our Digital & Financial Inclusion service.

Cost-of-living pressures are increasing demand for essentials. We meet immediate needs, and support people to make long-term positive change.



MAKING THE DIFFERENCE



CRISIS INTERVENTION



Person-centred emotional and practical support through advocacy to prevent eviction; access food, clothing and toiletry provision; benefit applications; liaising with housing officers, energy companies, DWP, Aberdeen City Council, Housing Association, and external agencies for emergency temporary housing.

SOCIAL INCLUSION & WELLBEING



Many service users are socially isolated due to mental health and substance use challenges, poverty, or not having a positive social network, family, or friends. Our proactive support increases engagement and connection, reducing isolation and loneliness.

HOMELESSNESS PREVENTION



Supporting people to prevent homelessness: Advocating for rights, housing applications, rent and managing arrears; maximising income entitlement, and assisting with energy providers, housing repairs, and moving on to secure settled housing.

FINANCIAL & BUDGET GUIDANCE



Enabling individuals to maximise income by accessing all appropriate payments, support to budget for essential items such as food, shelter, and heating, or signpost to internal and external agencies for more specialised support.

SARA'S HOPE FOR A HEALTHY HOME

Sara loves her daughter unconditionally. She wraps her in cosy jumpers and blankets, and makes a warm soup for tea. Her daughter has a bad cough, so she puts her to bed, tucking her in with a hot water bottle and a kiss.

In the darkness, Sara breaks down. She feels as though she is failing as a mother. She regularly has dark thoughts about ending things, and just doesn't know what to do. She's tried so hard to make her budget work, stretching every penny that she can. But it's still just not enough.

Sara goes hungry, drinking water to keep her belly full. They already live without heating in their small flat. It's making her daughter's asthma worse as mould snakes up the walls, and she is exhausted with worry that never goes away.

Sara was struggling and in need of support.

When Sara came to Aberdeen Cyrenians, she was welcomed with a hot cup of tea and a bright smile. A beacon of hope and warmth in her cold harsh reality. As she poured out her heart, she felt the relief of no longer being alone.

She received food to top up her cupboard, vouchers for heating, and cleaning products to tackle the mould. Most importantly, she was able to check the financial help she is entitled to, and arrange a housing inspection to assess her living conditions and make her flat more habitable.

Sara's hope for a better future has been rekindled. Although her costs are still very tight, they're more manageable, and she no longer struggles alone.

Best of all, now that her daughter can breathe easier, so can Sara.

MEET KAREN ALEXANDER



Neighbourhood Connector Service Manager

Having worked with Aberdeen Cyrenians for over three years, there have been many opportunities that have supported my career development and professional growth.

Starting as a support practitioner in our Housing First service during the pandemic, I worked towards and gained qualifications that enabled me to be successful in securing promotions.

The diverse range of service offerings across the organisation has supported the development of my skills and knowledge, having worked as a team leader in both our Ending Violence and Abuse Aberdeen and Direct Access service. In my current role, I now oversee Direct Access with the additional responsibility of connecting with local partners and networks to raise awareness of our work.

There's no shortage of opportunities in Aberdeen Cyrenians, that's for sure!

Completing my SVQ 4 Social Services and Healthcare developed my understanding of how to work alongside and support teams, these skills are transferred into

my day-to-day practice. Training is integral in enabling us to be equipped with the tools and strategies to support others.

I recently refreshed my Applied Suicide Intervention Skills Training. We provide a safe space to talk about the challenges people are experiencing, which can at times include feelings of suicidal ideation. It's vital that we offer positive and psychologically-informed care that helps people to move towards a positive future.

Seeing how service users progress and meet their goals makes me proud. When you see a smile on someone's face because of the support you have offered, it reminds you of how important listening to others is, and to support them in a way that meets their individual needs.

I work for Aberdeen Cyrenians because I believe in our goal of helping people. To be able to advocate for service users, to give them a voice and opportunities, is great. That is why people work in social care, because they care.

COMMUNITY SERVICES

VIOLENCE AND ABUSE SUPPORT SERVICES

Empowering survivors to take back control of their lives and recover a positive future in which they can flourish, free from discrimination.



108

People supported



225 DAYS

Average length of engagement



71

People positively moved forward



4,779

Support sessions

We provide person-centred practical and emotional support through trauma-informed practice and strength-based goals. Working towards their journey of recovery, we empower people to increase safety, independence, and self-esteem.

Working in collaboration with local partnerships, we support those affected by gender-based violence and exploitation, childhood abuse, and LGBTQ+ discrimination, abuse and prejudice.



MAKING THE DIFFERENCE



RESILIENCE & RECOVERY



Helping survivors to improve their self-esteem and make positive changes in their life by focusing on strength-based goals. Group sessions supporting service users to meet others who have similar experiences, increasing social confidence, empowering survivors and rebuilding the ability to trust in adult relationships.

SAFETY PLANNING



People feel safer in their home by reducing or preventing risks of violence, abuse and discrimination. Including safety planning, security equipment, and legal assistance, as well as emotional stabilisation, and coping strategies for self-regulation.

HOUSING



Supporting those fleeing or presenting as a victim of violence, abuse or discrimination who cannot return home. We specialise in finding safe immediate accommodation, reducing trauma by making the applications on behalf of a victim, and providing wrap around support for other related needs for survivors and their dependents.

ADVOCACY & SUPPORT



We work in partnership with multi-agency groups in Aberdeen, advocating on behalf of service users, and arranging wider appropriate support to enable survivors to engage with services that meet their needs. We work in collaboration and participate in local events such as the 16 Days of Activism against Gender-Based Violence and Grampian Pride.



GILLIAN'S HOPE FOR SAFETY & RESILIENCE

Gillian's partner misused substances. When she ended the relationship, he began to abuse her, breaking-in and violently assaulting her.

Gillian was tormented by the possibility that it could happen again. She no longer felt safe at home, but with nowhere else to go, she felt trapped. Then, when she struggled to establish boundaries in her new relationship, Gillian felt locked into a cycle of abuse.

Gillian was referred to our Ending Violence and Abuse Aberdeen (EVAA) service needing a range of practical and emotional support to improve her self-esteem, mental health and establishing healthy boundaries. She also needed help with her housing situation, financial assistance, and access to support for her upcoming court case.

Gillian was supported to complete a housing application to change her tenancy, and worked with her practitioner to develop tools to better manage situations in her life, including safety planning and identifying negative or controlling behaviours.

Through fortnightly sessions, Gillian's confidence grew. She put boundaries in place, successfully identifying issues with her current partner and approaching the conversation with him positively to address this. Gillian feels that she now has better awareness and has learnt new tools that give her the ability to manage independently, continuing to improve her confidence and how she feels in her relationship.

Gillian can now proactively manage her housing needs and has been signposted to Victim Support and Pathways for help with her court case and job searching.

Gillian now feels in control of her life again.

POETIC THANKS

Kev the Rev

*Can't tell you how much I adore you
You make me smile and laugh
And I love that
I look forward to your visits*

*But I will be honest
I hate spaghetti hoops
I'm not 5 anymore
You mean well, of course, you do*

*I am in awe of your honesty
and being so forthright
It's an admirable format*

*You are a part of my clan
And we treasure you
More than you will ever know
trait or fear.*

You have my mindset, as I have yours.

Poem written by service user about Kev McLean,
Settled: Housing Support support practitioner



Kev McLean,
Settled: Housing Support support
practitioner

COMMUNITY SERVICES

JUSTICE AND HOUSING SERVICES

Offering support for improved health and wellbeing, recovery, integration, and employability across justice and housing support needs.



We provide one-to-one personal wellbeing and housing support for people who are, or have been, involved with mental health services or the justice system, or affected by cyclical homelessness. Our support aims to build recovery, re-integration and help people flourish in their community.

By developing trust and positive professional relationships, individuals are able to share their support needs and work towards achieving their goals. We support service users to develop independent living skills, budgeting, and sustain secure tenancies while promoting social inclusion.



MAKING THE DIFFERENCE



TENANCY SUSTAINMENT



We support development of the life skills required to sustain independent-living, including: correspondence, repairs, and maintaining home cleanliness. With pre-release engagement, we assist to secure and set up temporary accommodation, arrange repairs, and support people to find a permanent place to call home.

HEALTH & WELLBEING



Personal hygiene and physical health can be neglected due to declining mental health. We help people improve their wellbeing, connecting with others to build a sense of belonging and self-worth, setting goals and learning new skills, creating a positive environment for wellbeing.

FINANCIAL SUPPORT



We support budget planning to ensure basic needs are met and reduce the risk of exploitation due to vulnerability. Support is provided to register needs and claim support, providing assistance to increase digital literacy and understanding systems.

EMPLOYMENT & CONNECTION



Developing structure and routine that supports wellbeing and stability to build fulfilling lives. Offering CV support to find meaningful employment and training opportunities, and building community engagement and involvement to combat isolation.

DEVIN'S HOPE FOR INDEPENDENCE

Devin lives with an acquired brain injury, making every day a challenge. He struggles with his memory, sometimes forgetting to collect his medications, or shop for food. He often had no money for power.

The council offered Devin a flat in a sheltered housing complex with the possibility of being put under guardianship to ensure his needs were being met.

Devin wanted to stay independent and not have decisions made for him, and he didn't want to move to a different area.

Devin needed support.

We worked with him to manage his finances, creating a weekly budget. With more structure, and regular weekly appointments, it enabled Devin to remember more easily. Most importantly, we advocated for Devin to be allocated a place in sheltered accommodation in his home area.

Now Devin has a Sheltered Housing tenancy within the area he chose, and was supported to purchase furnishings for his home, ensuring that his flat is a safe and comfortable environment.

Devin's wellbeing has now improved due to regularly eating, and he is applying the strategies that enable him to manage his finances better and remembers regular appointments. He can remain independent while getting support when needed.

**Devin no longer needs guardianship,
and has retained his right of choice.**

MEET CONNIE REID

Community Services Manager



Looking back over the last year and a half since I joined Aberdeen Cyrenians there has been many professional growth opportunities.

My initial role was as Lead Practitioner for one of our community-based services, a few other openings enabled me to continue to build on my leadership skills which supported my successful promotion to Community Services Manager.

Our personalised approach supports individuals who are often living with mental health challenges reintegrate into local communities, providing assistance with housing, and in the development of independent living skills to maintain and sustain a tenancy working towards their identified goals at their pace.

Working with teams who are passionate about promoting choice and empowering others is extremely rewarding.

During a recent Care Inspection we

achieved grade 5s across all key areas for the service being assessed. This was a huge boost to the team and it highlighted the amazing work and the positive impact on people's lives the support provides.

It's amazing to see how you can make a difference to someone's life. For me, being able to help someone feel more included whether it's working on skill development with someone or for example, having a cuppa and a chat is great.

“

I'm really passionate about the services I oversee, and I love working at Aberdeen Cyrenians! I think the fact that I've been offered so many different opportunities for me to learn more has been brilliant.

RESIDENTIAL SERVICES



Residential services for adults affected by alcohol, substance use, and mental health challenges, with support needs to reduce isolation and harm and build independence.



26

People supported



259 DAYS

Average length of support



11

People moving on



15,942

Support sessions

Wernham House offers an intensive support service for adults with 24/7 multiple and complex care needs. The service focuses on harm reduction and development of independent living skills.

Our care planning supports stabilisation, reduction and abstinence from alcohol or other substances, enabling residents to recover.

"If it wasn't for Wernham I would be in prison. It was the best thing for me as it has helped me be abstinent now."



ACTIVITIES

GARDENING FOR RECOVERY



Alcohol and Drug Action (ADA) and MindStore deliver gardening sessions allowing service users to garden and discuss their recovery in a safe environment.



BEFRIENDING & CRAFTS



Volunteers offer regular support and activities including herb garden, jewellery making, pool tournaments, walks, and quiz nights.



ADAPT GROUP

Peer toolbox weekly sessions are offered with support with Alcohol and Drug Action Aberdeen, developing skills and self-empowering tools to better manage thoughts, urges and feelings.

PEER DEVELOPMENT / PEERS DINE

Our supported peer-led group encouraging social inclusion, developing new skills with meal planning, preparation and cooking led by people with lived experience.



ART FOR LIFE

Accessible, simple and therapeutic arts and crafts for service users.



MAKING THE DIFFERENCE

SOCIAL INCLUSION



Supporting people to reduce isolation and build new connections by engaging with other residents and the local community for increased social support, wellbeing and physical activities.

INCREASED WELLBEING



Positive impact from individualised alcohol management. Increased shared understanding and creating boundaries leading to a positive and calm environment. Encouraging participation and empowering residents to influence service delivery.

REDUCED OFFENDING



Non-judgemental and holistic support to encourage reflection on causes and consequences of historical behaviours to reduce anti-social conduct.

STRUCTURE & STABILITY



Providing routine and structure which creates the suitability to develop resilience, and enables the learning of skills that promotes independence. Promotion of independent living through empowerment and recovery.



GEORGE'S HOPE FOR A NEW START

George felt alone and broken. His life had become chaos, giving him extreme anxiety and bringing him in contact with emergency services, and ultimately criminal convictions.

He struggled daily with alcoholism and poor mental health, then when his father died, his grief made everything worse. No longer managing his tenancy, he was evicted and became homeless.

George came to Wernham House to rebuild his life.

He was given the security of a place to call home, with wrap around support to help manage his medication, personal and social care. Staff helped with daily activities, attending appointments and advocating for services to meet his needs.

George's criminal offences were dealt with proactively, and his stay at Wernham House instead of being incarcerated, gave him the opportunity to rehabilitate.

George is now fully abstinent from alcohol. He enjoys the gardening group activities to focus his energy and rebuild his confidence. He has grown strong friendships with other residents, and is currently working with staff on learning to manage his daily responsibilities.

"Without Wernham House, I would not have been able to get sober and stay abstinent."

George is now moving forwards with a fresh start and strong foundation.

CARE AT HOME SERVICES



Our care at home provides choice to empower adults with long-term support needs to remain within their home and local community.



118
People supported



1,060
DAYS
Average length
of support



33,332
Support
sessions

Care Choices provides personalised care and support, to build independence, maintain safety and wellbeing, and reduce vulnerabilities.

We work towards achieving individualised goals which includes a range of flexible supports such as: medication assistance, meal preparation, and community engagement - all of which promotes independence, reduces isolation and loneliness, and enhances health and wellbeing.

“Care Choices saved me from a life of being stuck in my flat alone.

I never thought I would get back to the point of using my legs again.”



MAKING THE DIFFERENCE

INDEPENDENCE & SAFETY



Enabling independence by offering the support needed to safely remain at home in familiar surroundings close to their personal networks.

COMMUNITY INVOLVEMENT



Building connection and engagement with their local community for increased social support and physical activities. This could be going out for a walk around their local area, to joining a gym to support them with their wellbeing.

REBUILDING CONFIDENCE



Using positive future-focused and dignified care and support, and providing encouragement that empowers people to regain their confidence to remain and rebuild independence.

INCREASED WELLBEING



Providing encouragement when people feel low by supporting access to additional social opportunities. Friendly professional relationships that build trust and understanding to better meet service user's needs.

FRASER'S HOPE TO REMAIN HOME

Fraser was admitted to hospital when he had a fall and suffered complications following a hip replacement. He was discharged from hospital with a referral to Care Choices to start rehabilitation at home.

Fraser was extremely upset and vulnerable because he couldn't move around safely in his home, and was in a lot of pain due to his lack of movement. He needed full support with personal care, meal preparation, and rehabilitation exercises to enable him to remain in his own home.

Fraser was supported twice daily, and was encouraged to build his confidence and continue with tasks he was still able to complete independently. Staff built on this and helped him to gradually be able to complete new tasks that he had not been able to do since his fall.

With support and encouragement, Fraser embraced his rehabilitation and as his pain reduced, staff began to take a step back enabling Fraser to realise his full potential.

Fraser's mood improved significantly over the months he was supported by Care Choices. Now living independently with no requirement for support from care providers, Fraser is fully embracing his independence, can move around with confidence, and visit family to enjoy time with his grandchildren again.

"Excellent job well done by all concerned, continue what you are doing as it's working very well." - *Community Care Coordinator*

MEET CONOR MORRISON



Support Practitioner for Care Choices

Care Choices has been providing care at home support for three years across Aberdeen City, I have been with the team from the beginning, and it has been great to observe the service go from strength to strength. Time has flown by, it's been such a brilliant experience and I've loved working with all the different service users.

I love my job because I'm able to help people in a person-centred way, and I'm always learning from other staff who are supportive in sharing their expertise and experience, which helps me to develop.

Being recognised by management to learn and take on greater responsibilities has been an opportunity to develop my professional skills and knowledge while studying towards and gaining my SVQ level 3 in Social Services and Healthcare. The support provided has also been very positive and proactive in looking at what would work best for my development and putting my

learning into practice. Aberdeen Cyrenians makes an effort to recognise achievement and provides praise for staff members. In late 2022 I was shocked to be nominated for the SSSC awards, and then I went on to win the category as Bright Sparks in Social Care. The fact that my work, efforts and passion for my job was recognised was a really great feeling.

The organisations recognition of my achievements really motivates me to continue to do the best I can for our service users, I really care about the work we do and the difference we can make in someone's live.

I work for Aberdeen Cyrenians because of the difference we can make to people's lives. Seeing the difference that we make is very important to me.

Looking to the future excites me, we work together across the organisation and are united in our common goal of supporting people in need.

OUR PEOPLE



We employ some of the most kind, caring, compassionate and experienced social care practitioners who collectively have hundreds of years of experience supporting vulnerable people and exemplify good practice, raising standards every day.

Training

We are people focused, with clear pathways and support for development, ensuring the very best care delivery.

As well as SVQs in Social Services and Health Care qualification development, over the year staff have completed Applied Suicide Intervention Skills Training (ASIST), understanding Autism and intersectionality with supporting people in the LGBTQ+ community, adult support and protection, self-harm prevention, food hygiene, malnutrition, medication handling and housing law and advice, and epilepsy training.

"Aberdeen Cyrenians is a place where you can progress in your career, in a supportive environment."

Karen - Neighbourhood Connector Service Manager

Our People Strategy

A workplace where everyone can thrive, develop, collaborate and feel connected

Wellbeing

Onboarding

Policy

Learning & Development

VOLUNTEERING

 2,487 hours of
volunteering

GRAHAM Volunteer

— “ —

I've met a lot of great people since I started here and I like being active.

There's so much going on in the world just now with so many people suffering and struggling - it's important to me to help out in any positive way I can.



Volunteers are a crucial part of Aberdeen Cyrenians. Our history is steeped in the life-changing impact of volunteering. We started life as a soup kitchen in 1968 run by student volunteers from Aberdeen University. We are hugely grateful to all our volunteers for their continued dedication and hard work.

Our pool of generous volunteers supports us to carry out vital activities such as collecting and sorting donations, supporting activities for service users, and helping the charity behind the scenes. These are all essential in keeping Aberdeen Cyrenians running, reaching those in need promptly and aiding our specialised staff to focus on 1-1 support.

LINDSEY Volunteer

— “ —

My family and I have been keen supporters of Aberdeen Cyrenians for several years and I have been volunteering at the Warehouse for over a year.

I really look forward to my shifts there.



OUR FUTURE: 2023-2026 STRATEGY

ANYONE CAN BE AFFECTED
EVERYONE CAN HELP

VISION

A society where everyone has a safe and stable place to call home.

PURPOSE

To respond to the demands of societal challenges, which adversely impact people on our own doorstep.

Promoting choice and inclusion, through the delivery of locally based services in our communities across the north-east.

Together, we use the diversity of our skills, disciplines and experiences to raise awareness and to empower people to make positive, sustainable change.

STRATEGIC THEMES

PEOPLE

A people centred approach

SUSTAINABILITY

Considering sustainability in all that we do

AWARENESS

Raising our profile, positioning us as a key partner in local communities across the North East.

MALIK'S HOPE FOR A SUITABLE HOME

As a wheelchair user, Malik's home was not suitable for him, and he was waiting for an offer of a more suitable tenancy.

Malik struggled to move around which made personal hygiene difficult, particularly in the shower which didn't have the right aids to support him.

Keeping his home clean and tidy was also a struggle when he didn't have the space to move around. He also struggled with memory loss, which often led to forgetting to collect medication.

Unable to look after his wellbeing and becoming increasingly depressed, Malik was admitted to hospital.

Social Work referred Malik to RISE to help get the support he needed.

Malik was supported to secure more appropriate housing, helping him to make the move, and arrange furnishings and flooring that would make it easier for him to move around. Our staff team worked with Malik to develop his skills so that he could look after his home better and maintain his independence.

His support worker also assisted Malik with tools to help his memory, attending health appointments with him to make sure he remembered, and put in place support that would give him regular reminders.

We supported Malik to attend community activities and make new connections to improve his mental wellbeing. He particularly enjoys bingo.

Malik now has a busy social life and lives in a safe, personalised home that meets his needs.

AWARDS & ACCOLADES

Celebrate★ Aberdeen

Large Organisation of the Year 2022

Aberdeen Cyrenians was recognised for delivering outstanding service and going over and above the norm to promote our cause.

The Celebrate Aberdeen awards were established in 2018 to shine a spotlight on some of the best people and organisations in the North-east from the third sector.



Scottish Social Care Awards Bright Spark In Social Care 2022

Conor Morrison was recognised for his work and commitment to service users and the care sector, winning Bright Spark In Social Care.

The Scottish Social Services Awards were established in 2017 to recognise and raise the profile and highlight the innovative and committed organisations and people working in the third sector.

“I’m so humbled to have even been nominated for this award let alone to win it. Our work is always about putting people at the centre of our care, so I don’t really think about my part in it. I work with an amazing team that give so much every day so it feels really good to have been noticed.”

Conor Morrison | Support Practitioner



PETE'S HOPE FOR A FULLFILLING LIFE

Pete had been in prison for five and a half years and was referred to our Justice Support Service (JSS) once he was released and with one year remaining of licence conditions.

Since being released from prison, he had rarely left home and struggled with panic attacks and a disrupted sleep pattern. He was anxious about possible acts of retaliation from the public because of the nature of his previous offences, and was diagnosed with anxiety and depression.

Pete needed support for his emotional and physical health, and to gain meaningful employment that would help him live a fulfilling life.

His support worker spent time with him in his home to get to know him and build trust in their relationship. Pete's first goal was to feel able to leave his home without feeling anxious. Over time, with a slow and steady approach going for weekly walks together, his support worker helped Pete to achieve this. He is now fully able to leave his home on his own without feeling anxious.

Following this, Pete chose to work on gaining meaningful employment. He was supported to create a personalised CV and apply for roles. He has now secured a modern apprenticeship and is happy to be working in an area he has a keen interest in.

He now rarely feels anxious or experiences panic attacks when leaving his home.

Pete now has stability. He is working and studying full time, reducing his risk of reoffending through a happier more fulfilling life.

FINANCE OVERVIEW

Statement of financial activities (incorporating the income and expenditure account) for the year ended 31 March 2023. Extracted from our statutory accounts.

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Income and endowments			
Donations and legacies	300,687	59,177	359,864
Charitable activities	261,036	2,477,828	2,738,864
Other trading activities	77,705	16,898	94,603
Investment income	1,715	-	1,715
Total income	641,143	2,553,903	3,195,046
Expenditure			
Expenditure on raising funds:	225,942	-	225,942
Expenditure on charitable activities	398,254	2,932,120	3,330,374
Defined benefit pension costs	62,000	-	62,000
Total expenditure	686,196	2,932,120	3,618,316



Statement of Financial Activities 2022/23

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Investment (losses)/gains	(11,955)	-	(11,955)
Net (expenditure)/income	(57,008)	(378,217)	(435,225)
Transfer between funds	(239,841)	239,841	-
Other recognised gains			
Defined benefit pension scheme actuarial gains	1,365,000	-	1,365,000
Net movement in funds	1,068,151	(138,376)	929,775
Reconciliation of funds			
Total funds brought forward	493,250	157,281	650,531
Total funds carried forward	1,561,401	18,905	1,580,306

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities. The level of free reserves, being the unrestricted reserves not tied up in tangible fixed assets and the pension scheme, amounts to £532,771 (2022 - £461,311). This equates to 9.3 months (11.8 months) annual unrestricted expenditure.

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

Balance sheet at 31 March 2023

	2023	
	£	
Fixed assets		
Tangible assets		30,556
Investments		549,174
		<u>579,730</u>
Current assets		
Debtors	209,826	
Cash at bank and in hand	336,715	
	<u>546,541</u>	
Creditors: amounts falling due within one year	<u>(512,835)</u>	
Net current assets		33,706
Net assets before provisions		<u>613,436</u>
Provision for liabilities and assets		
Pension asset	1,000,000	
Provision for property dilapidations	(33,130)	
		966,870
Net assets		<u>1,580,306</u>
Funds of the charity		
Unrestricted funds: General funds	561,401	
Pension reserve	1,000,000	
	<u>1,561,401</u>	
Net unrestricted funds		1,561,401
Restricted funds		18,905
		<u>1,580,306</u>
Total charity funds		<u>1,580,306</u>

THANK YOU



From all of us at Aberdeen Cyrenians we offer a huge thank you to everyone who has supported us this past year. To our partners, sponsors, donors, funders, fundraisers and volunteers your support is changing lives and making a positive impact.

Our Partners

- Deloitte
- Penumbra
- Granite Care Consortium

Our Commissioners

- Aberdeen City Council
- Aberdeen Health and Social Care Partnership

Main Funders

- Aberdeen City Council
- Albert Hunt Trust
- AUSA
- B&Q Foundation
- Crisis
- Hugh Fraser Foundation
- Ina Scott Sutherland Foundation
- Inspiring Scotland
- Nationwide
- Safe Lives
- Scottish Government
- The National Lottery
- The Places Foundation

Thank you as well to the hundreds of other individual supporters, smaller trust and corporate donors. Every donation makes an impact, no matter the size.

Our Supporters & Networks

- Abernecessities
- ACVO
- ALDI
- ARR Craigs
- ASDA
- Barratt Developments
- CFINE/Fareshare
- Co-operative
- Craigiebuckler Church
- Cults Parish Church
- Dyce Parish Church
- Harbour Energy
- John Gordon Charitable Fund
- Kinetics Controls & Innovation
- Lidl
- Masjid Alhikmah & Community Centre
- Police Scotland
- Repsol Sinopec
- Robert Gordon University
- Sainsburys
- Soroptimist International Aberdeen
- Subsea7
- TAQA
- Tesco
- The Bread Guy
- The Wood Foundation
- Vodafone
- Wilsone & Duffus



1 in 3 ABERDONIANS LIVE IN DEPRIVATION

MAKE LASTING CHANGE WITH YOUR SMALL CHANGE

JOIN OUR COFFEE CLUB TODAY



[WEAREAC.ORG.UK/LASTING-CHANGE](https://weareac.org.uk/lasting-change)

Source: Community Planning Aberdeen - Population Needs Assessment 2021



Through inclusion, advocacy and support, we build the foundations of positive change, resilience and recovery that enables people to flourish in a safe and stable home.



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