



The Basement...

Read
Bernie's
story on
page 9



...is making changes

Annual Report 2007-08



but our **Mission...**

To reach out and respond to the needs of the homeless, who are amongst the most excluded in society. On the basis of empowerment we advocate for the rights of our service users and act as catalyst for change in an environment that provides comfort, safety and security.

...**Vision & Values...**

- Our foundations lie in the person-centred approach.
- We respect everyone as an individual by being non-judgemental in a confidential setting.
- We work in partnership with other agencies to ensure that individual needs are met.
- We empower people through education, training and support to take control of their own lives.
- We operate in an anti-oppressive and inclusive environment, promoting equality through all our services.

...remain the same



a step up from the streets

Annual | Report

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COVER: The changing face of Bernie, from addiction to recovery. Read her story on page 9.



‘Our new strategy is to expand our current services and introduce new initiatives which work together to engage, empower, encourage and support our service users.’



Chair's | Report

The following pages detail just a fraction of our achievements over the last year, and describe our continuing journey to develop innovative and outstanding services to support people experiencing homelessness in Liverpool.

Our mission is to reach out and respond to the needs of homeless people. Through our innovative approach and experience we have developed unique ways of working with the most vulnerable, marginalised rough sleepers with multi-complex needs. The majority have been through the ‘revolving door’ process for years, with some being barred from all other services in the city.

We are constantly seeking to develop our current services, and introduce initiatives that will engage, empower, encourage and support our service users. We do this through our drop-in centre, person-centred support, training, skill development and, in the near future, the creation of social enterprise initiatives.

Our main mission will never waver - it will always lie in the heart of our service user's needs, which we will work with and develop until we see an end to rough sleeping in Liverpool. I'm sure all organisations in the country who work with homelessness will echo my sentiments.

Working with and supporting our service users is a difficult, demanding and sometimes exhausting task, and I feel humbled and honoured to have such a committed and determined team who work immensely hard every day to offer the very best support they can provide and who, on a daily basis, enable lives to be saved and transformed.

Thank you also to the expertise and vision of the board of trustees who have for many years helped to guide The Basement through complicated issues, and to our many funders and supporters, without whom we would not exist.

Bill Christopher, Chair of Trustees

The Basement is Liverpool's only evening drop-in centre for people experiencing homelessness. Its service user led focus has developed through the Person Centred Approach, which assists us in achieving our mission statement:

To reach out and respond to the needs of homeless people, who are among the most excluded in society.

Our approach is simple: we accept all service users, no matter where they are in their journey. We are committed to safeguarding vulnerable adults and equal opportunities.

The Basement can be accessed to rest and talk with friends, or to receive support in finding accommodation, detox and rehabilitation or counselling.

Having eight years experience working with individuals with multi-complex needs, we have discovered that, by allowing each individual to progress in their own time, independent living is achieved more quickly.

Through acceptance, we have developed a nourishing environment where all service users are able to be themselves.

By understanding that everyone needs space and time to BE, we create a 'place of change' where we witness the most chaotic of individuals, most with histories of violence, drug and alcohol misuse, and mental health issues, who have been barred from most other services in Liverpool, become ready to progress to the next stage of their journey.

When each service user is ready, their chosen keyworker will support them through their journey to reach each progressive step towards independent living. This is achieved and monitored through a combination of an individual care package and Outcome Star toolkit.

The Basement, through using its simple yet innovative working practice, is instrumental in reducing rough sleeping in Liverpool and contributes to local and central government strategy.

What | We Do

The Basement sees between 30 and 40 rough sleepers nightly. In 2007-2008 we saw 1297 individuals in housing need. Current services include:

- Mental health support
- Drug and alcohol support
- Accommodation searches
- Outreach support (visiting people in hospitals and prison)
- Accompanying to appointments
- Advocacy
- Counselling
- Showers and laundry facilities
- Quiz nights
- Bingo nights
- Films and music



'We create a place of change where we witness chaotic individuals, most with histories of violence, drug and alcohol misuse and mental health issues, become ready to progress to the next stage of their journey.'



‘Having a team which includes people who have made their own journey through addiction is a necessity. They are an inspiration to all of our service users and colleagues.’

Manager's

Report

The Basement has established itself as one of the leading agencies in Liverpool supporting single homeless people who are sleeping rough, some of whom have multi-complex needs.

The Basement is committed to helping eradicate rough sleeping in Liverpool. We work in partnership with other homeless services, the City Council, drug services, the NHS and accommodation providers to offer our service users all the information and referrals they need. The team work alongside the service users so they are informed enough to make their own decisions.

The Basement is very lucky to have such a committed team and board of trustees.

I would like to thank all of them for their passion and hard work.

Having a team which includes people who have made their own journey through

addiction is, in my opinion, a necessity. They are an inspiration to all of our service users and colleagues.

This has been another productive year - we ran our first accredited volunteer training programme, which was written and delivered by the team. The course provided The Basement with a group of volunteers who are committed to working with our service users. The team has also

grown, with the appointment of a Development Manager and Senior Drop-In Worker.

This year also saw the first Timeout residentials. At each monthly service user forum there were increasing requests to have some time out of the city. The team had several meetings with service users who had shown interest in getting involved in a trip, and together they planned trips to London and north Wales. Both residentials were a great success. You can read more about them on page 8.

During the eight years The Basement has been open we have grown in experience, knowledge and skills, and have our foundations fully rooted in the person-centred approach and

service user involvement. As a result, Homeless Link, the national organisation for frontline homelessness agencies in England, asked us to give a presentation on service



Graduates of the accredited volunteer programme

user involvement at a regional seminar, which was encouraging.

The team have worked with service users to discuss the prospect of moving to new premises. Some came up with ideas for a new logo. We have begun the process of re-branding which will be completed when we move to larger premises.

Carol Hamlett, Manager

Strategic | Aims

The Basement's strategic aims for 2008-2011 are a result of consultation with our staff, trustees and service users. These six aims underpin our mission, vision and values to 'reach out and respond to the needs of homeless people'.

Over the next three years, The Basement will outline its achievements, challenges and developments in meeting its aims.

The six aims are:

- 1 To improve the individual choices and quality of life of homeless people
- 2 To build positive and effective internal relationships

- 3 To build positive and effective external relationships
- 4 To expand the capacity of the service to meet the demand
- 5 To ensure the sustainability of The Basement over the next three years
- 6 To retain the individuality and approach of The Basement.

To assist us in reaching our six key aims, we have developed new projects and initiatives, some of which have already been initiated, while others will become operational over the next three years as agreed in the business development strategy. See below for details of initiatives which are currently operational.*

'To assist us in reaching our six key aims, we have developed new projects and initiatives, some of which have already been initiated, while others will become operational over the next three years.'

Current | Projects

Relocation

In 2008-09, The Basement will be relocating to larger premises. This will provide the service with more rooms, which will mean counselling and holistic therapies can take place at the same time, and we can offer rooms to external services which support our service users, like the Lighthouse Project and the NHS. This will allow more service users access to our services, and will give us the opportunity to expand and develop our plans for new initiatives.

chosen a new logo which we are proud to be able to showcase here. We are working on the website and leaflets to market new projects.

Re-brand

Relocating to larger premises means that The Basement will no longer be 'just' an evening drop-in centre, therefore a re-brand of the organisation needs to reflect this change. The service users have



'It is a very exciting time of growth and expansion for The Basement, and this is just the first part of the journey.'

Current | Projects

Accredited Volunteer Training

With the success of The Basement Volunteer Training Programme in 2007 we have decided to weave the Open College Network accredited training programme into our overall business development strategy, as it echos the vision and ethos of The Basement in its commitment to meaningful occupation, training and development. All graduates of the programme will be offered the opportunity to do voluntary work at The Basement and assist paid staff in the everyday running of its services.

Timeout Residentials

In March and May 2008, two Timeout residentials took place. A group of male service users went to London, and a women's group to north Wales. The main aim of the residentials was to educate, support and inform individuals about harm reduction, treatment options, lifestyle choices and behaviour training. The results have been outstanding - several people went into treatment as soon as they returned. You can read in the Timeout residential booklets, which are available on request.

TIMEOUT residentials



As you can see, it is a very exciting time of growth and expansion for The Basement, and this is just the first part of the journey.

What we will achieve will not only mean growth of services and initiatives. This growth will provide people with a real opportunity to change their lifestyles; The Basement team will offer intensive support to enable people to achieve their

own goals. This opportunity will be available to all of our service users.

** All project plans and costings can be obtained by contacting our main office number. We are still looking for funding for some projects so please contact if you are interested in supporting us.*

Bernie's | Story

'From 2004 to 2006 I was in a position where I became homeless due to my addiction. I didn't know what to do or where to go and found myself using various services such as The Basement.'



I also have a beautiful 16 month old baby boy called Joseph. We and our family have just experienced a holiday of a lifetime. This is something I would never have dreamed possible while I was in my addiction.

'I have just been accepted onto The Basement's Volunteer

'I came to the end of my chaotic using lifestyle because I knew that I had to do something drastic before something drastic happened to me.

'In February 2006 I went to a local detox centre, and from there I went into a 12 Step treatment centre for six months, then went to a recovery house until I got my own accommodation.

'I have been in my own place for 18 months, in which time I have rebuilt relationships with my family.

Training Programme, where I will be training and working to support The Basement's service users; I'm looking forward to giving something back by supporting people who are in the situation I used to be in. This is also something I would never have thought possible in 2004.

'Even though it's been difficult sometimes, I have had support and help from agencies which I built up while on my journey in recovery. I feel that this has been the best thing I have ever done for myself.'

'I'm looking forward to giving something back by supporting people who are in the situation I used to be in. This is also something I would never have thought possible.'

'I feel that this has been the best thing I have ever done for myself.'

Making Changes

- TOP RIGHT: Bernie pictured in our Annual Report in 2005
- LEFT: Bernie in 2008
- BOTTOM RIGHT: Bernie in her flat with baby Joseph



Case Study

'I reached a point where I was left with two options: die on the streets or get clean and start living again...

'It is now five months down the line and I'm a totally different person... The Basement played a very big part in my recovery journey and will continue to do so.

'The staff have inspired me so much that I hope one day when my journey is over I can give something back.'

'My name is Darren. About five months ago I found myself homeless. I have been homeless before but didn't know about the homeless services that were available then. This time, because I was a lot older and my drug use was chaotic at the time, I accessed all the services available including The Basement drop-in.

'At the time I was getting ill regularly, and all other efforts to get clean from my 25 year drug addiction had been unsuccessful. I had reached a point where I was left with two options, die on the streets or get clean and start living again.

'When I was accessing The Basement I was still using. One night, whilst waiting for the service to open, I met one of my mates who was back in Liverpool for the weekend from treatment in Bristol. I told him my situation and how I wanted to become clean, so he gave me a name of one of the drug and alcohol support workers at The Basement.

'The next night I went to The Basement and met this key worker. I told him I wanted to get clean and asked if he could help. He gave me

an appointment for the next day. I told him my story and he advised me of what I had to do. He told me, if I did my share all The Basement staff could help me in my quest.

'It is now five months down the line and I'm a totally different person. I'm not totally clean but I'm very stable on methadone. I don't use Class A drugs anymore. I'm slowly but surely getting on with my life. I now take one day at a time and I'm starting to live again. I have my family back in my life. I access all the drug services I can. I do volunteer work in The Basement and mentor people who want to help me cook on a Thursday, which is food night.

'I can honestly say I look forward to waking up of a morning and getting through the day without having to use Class A drugs. This is the most stable I've been in 25 years of addiction, apart from the times I've spent in prison. I am slowly reducing my methadone so I can go into detox and the rehabilitation centre to do the 12 step Narcotics Anonymous programme.

'I have put a lot of hard work into where I am today, but The Basement has played a very big part in my recovery journey, and will continue to do so. The staff are brilliant and I hold everyone of them in the highest regard. They have inspired me so much that I hope, when my journey is over, I can give something back to The Basement and the people who access the service, if the chance comes before me, to work there one day.

To all the staff that work there, I would like to say, from the bottom of my heart, a very big thank you.'



Case Studies

‘My name is Peter. I first came to The Basement over a year ago. I was living rough and stealing to buy drugs.’

‘The Basement was a place that made me feel welcome and the staff there really looked after me. I had police warrants for me and the staff helped me to hand myself in.’

‘After I got out of prison I started using street drugs again. I thought I was going to die because of what crack cocaine did to me. After I smoked it I used to want to kill myself, but when I ran out I would do anything to get more. I robbed my family and did things that broke my heart; no-one talked to me any more.’

‘I told my key worker I needed help because I could not get off drugs by myself. He told me I could go on a residential weekend to London and that, as I would be going with lads who were in rehab, I could not use drugs and I had to go to Narcotics Anonymous meetings in London to learn about recovery.’

‘It was amazing - we had a great time. I really enjoyed the chance to get away from all the stress in Liverpool. I didn’t want the weekend to end.’

‘On my return I decided to go straight into Park View (a 12 Step rehabilitation centre). I am now clean and feel I have a chance to have a life.’

A key workers perspective

‘For the past two and a half years I have been supporting a woman who has severe alcohol issues. She has been drinking and/or taking drugs for the majority of her life, and consequently this has meant no relationship with her family and her seven children.’

‘She has often been in hospital throughout this time with life threatening conditions. About seven weeks ago, she was admitted to hospital with acute pancreatitis and was very ill. When I was supporting her in hospital she completed an alcohol detox and we then spoke about her after-care when she was discharged from hospital. She decided she would like to go into rehab. She is now sober, and I have continued to support her, visiting her weekly in rehab.’

‘She is doing incredibly well, and has regained contact with two of her children and her mother, whom she hasn’t spoken to for many years. She is now working towards building a positive relationship.’

‘I feel so proud that she is finally coming to believe that she is worth having a positive life. She is a lovely person and every week I can see she is becoming to believe this herself.’



‘It was amazing - we had a great time. I really enjoyed the chance to get away from all the stress in Liverpool. I didn’t want the weekend to end.’

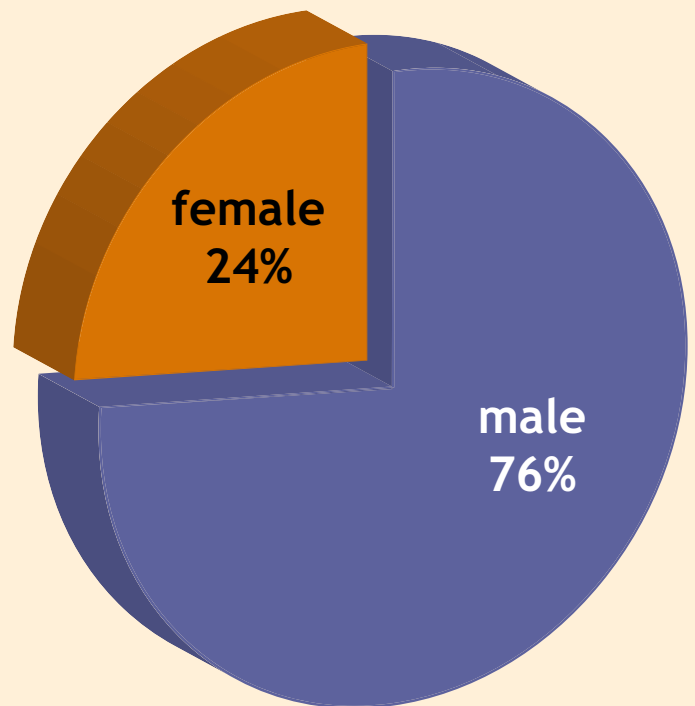
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‘She decided she would like to go into rehab. She is now sober, and doing incredibly well. She has regained contact with two of her children and her mother, and is now working towards building a positive relationship.’

'In 2007-08, 1297 service users accessed The Basement, for a total of 9.400 visits.'

Access

In 2007-08, The Basement was accessed by 1297 individuals, who made a total of 9,400 visits. Almost a quarter (309) were female, just over three quarters (988) were male, as shown on the pie chart.



Service Users 2007-08 by gender

Accommodation Status

Due to the size of premises and increasing demand for the service, in 2007-08 service users agreed that the evening drop-in centre should be for rough sleepers only.

However, people with accommodation can access for one-to-one support and appointments during the day, from 2.30-5.00pm

Counselling

In 2007-08 the counsellor had 483 one-to-one appointments, for both crisis counselling and on-going support.



Treasurer's | Report

I am pleased to report that the financial health of The Basement for the financial year ending 31st March 2008 is stable, thanks to ongoing support from Liverpool City Council Community Resources Unit, Liverpool Drug and Alcohol Action Team, The Tudor Trust, The Henry Smith Charity, Liverpool One, The Peter De Haan Trust, the Lloyds TSB Foundation and the Morgan Foundation.

Donations were also received from, among others, Liverpool Charity and Voluntary Services, StreetSmart and the Martin and Judith Ainscough Trust. The trustees would like to express their gratitude for this support.

Although a significant part of the income this year involved funding for staff posts to maintain current

levels of service, we have also begun concentrating our efforts on new initiatives and projects in line with our three year strategic plan, which includes financing a much needed relocation.

In September 2008, at our annual strategic development day, we will reflect upon our achievements over the last year and set the scene to drive The Basement forward, with our vision and focus being one of an exciting and successful 2008-2009.

It has been a pleasure to serve as Treasurer for this past year, and I would like to thank the Board and staff team for their support.



Denise Lewis, Treasurer



'We will reflect on our achievements of the past year, and set the scene to drive the Basement forward with our vision and focus being one of an exciting and successful 2008-2009.'

Statement of Financial Activities for the year ended 31st March 2008

Summary Income and Expenditure Account

	Unrestricted Funds £	Restricted Funds £	Total Funds 2008 £	Total Funds 2007 £
Incoming resources				
Grants & Donations	22,872	229,203	252,075	200,185
Investment Income	4,067	—	4,067	2,374
Total incoming resources	26,939	229,203	256,142	202,559
Resources expended				
Charitable activities	(2,217)	(219,029)	(221,246)	(213,760)
Governance costs	—	(2,826)	(2,826)	(2,497)
Total resources expended	(2,217)	(221,855)	(224,072)	(216,257)
Net movement of funds in the year	24,722	7,348	32,070	(13,698)
Total funds brought forward	16,643	50,040	66,683	80,381
Total funds carried forward	41,365	57,388	98,753	66,683

The statement of financial activities includes all gain and losses in the year and therefore a statement of total recognised gains and losses has not been prepared. All the above amounts relate to continuing activities.

‘Thanks to our funders and supporters, without whom we would not be here. Your support make a real difference to the lives of some of the most excluded people in society.’

Funders & Supporters

Current funding

In the financial year ending 31st March 2008, The Basement was funded by:

The Tudor Trust
The Henry Smith Charity
Liverpool Drug & Alcohol Action Team
Liverpool City Council Community Resources Unit
Liverpool One
The Morgan Foundation
The Peter De Haan Charitable Trust
The Lloyds TSB Foundation
The Beatrice Laing Trust
The Rowan Charitable Trust

Recent donations

The Basement would like to thank the following for their generous contributions to the project’s work this year:

The Coutts Charitable Trust
The Duchy of Lancaster Benevolent Fund
Liverpool Charity & Voluntary Services
The Martin and Judith Ainscough Charity Trust
Merchant Taylor’s School
The Odin Charitable Trust
The PH Holt Foundation
Sainsbury’s, Old Swan
St Cyprian’s Church, Edge Hill - special thanks to Steve and June Rose
St James’ Church, Woolton
St Margaret Mary’s Church, Pilch Lane
StreetSmart
University of Liverpool Guild of Students
Walton Breck Mother’s Union

Ambassadors

Roger Phillips, Radio Merseyside
Dorothy Garner, The Martin and Judith Ainscough Charity

Thanks to our funders and supporters, without whom we would not be here. Your support make a real difference to the lives of some of the most excluded people in society.

Celebrating Lives



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