“We believe that everyone needs a little help sometimes and, with trust, respect and honesty people can make incredible changes.”

SMART CJS Values

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This report has been produced by SMART CJS. For more information visit www.smartcjs.org.uk
Foreword from our Chair of Trustees

It’s been a year of very positive developments for SMART CJS!

The Board of Trustees of SMART CJS, works with the CEO and her team to ensure that the direction of the charity continues to reflect our charitable aims. We also ensure that its resources are being used effectively to benefit those less fortunate than ourselves in the communities that we serve.

Our two main areas of focus continue to be Homelessness and Substance Misuse Disorder in some of the most challenging circumstances and with the most complex of individuals. We have delivered meaningful change to many people’s lives this year and I am very proud to continue to serve on the Board as Chair.

I am also delighted that we have been successful in recruiting two new Trustees during 2019. By doing so we further increase the diversity and range of perspectives that we can utilise to best advise and support the organisation. I welcome Jono Poon (based in Milton Keynes) and Dr Fatima Sogiawalla (based in Bedford) to the Board.

Increasingly, we are looking to Trustees to not only bring strategic oversight but practical help to the organisation, with local contacts and networks as well as specific skills like Digital Marketing or valuable connections in the community like Rotary groups, faith groups and charitable trusts. We are being effective at bringing the whole community together around the big issues of our time and doing so with compassion and kindness.

Thank you to everyone who has played a part in achieving the results which we are showcasing in this year’s Impact Report: through your efforts - SMART CJS is changing lives and we continue to do so throughout 2020! Unfortunately, 2020 will become known as the COVID-19 year....
As I am writing this and reflecting on 2019, my team would probably say of me that I really get a kick out of finding a good motivational quote and also like nothing better than to ensure that people get the recognition they deserve. Let’s start with the latter – PEOPLE AND RECOGNISING THEIR CONTRIBUTION.

I am bowled over by what has been achieved by our super-amazing SMART CJS people – our staff, volunteers, supporters and donors. It is truly inspiring when you realise that much of what we do to help, is as a result of the generosity of donors and what they give for free (like food & clothes, time or money) and not necessarily through statutory funding.

I am amazed when my team’s family and friends use their precious time off to collect food from major supermarket depots so that we have essential supplies. I am amazed when volunteers come in to take clients to hospital or optician appointments so that core staff can run day to day operations. I am amazed that team members from a different location will work a night shift so that we can keep services open and continue to support people when they are at their lowest ebb. I am amazed that fundraisers will put themselves through personal discomfort, personal expenditure and challenge (e.g. by climbing Kilimanjaro or having a large number of Christmas lights up for many months) to ensure a mountain of money is raised for SMART CJS.

Alongside this terrific band of people, we have our commissioners from local authorities who work as supportive partners (and valued critical friends). They enable us to deliver, and continually improve, the services in Bedford, Milton Keynes, Oxford and Wokingham. Without this formal funding given regularly and the goodwill of all our staff and supporters – we could not deliver what we do to so many who need it. We rely on everyone’s support and generosity of spirit as we live through the COVID-19 pandemic of 2020; the charity and its supporters are needed more than ever before.

Thank you!

Anita McCallum, CEO SMART CJS
Vision & Mission

Our vision is to transform our communities so that every person has the opportunity to achieve their fullest potential, participate in and contribute to all aspects of life.

Our mission is to provide safe spaces to work with vulnerable people within our communities, empowering them to make positive changes and take control of their lives.
A look at 2019 - Overview

We directly helped more than 1,400 people across Wokingham, Oxford, Bedford and Milton Keynes with issues of substance misuse and homelessness. And many more were helped with access to our on-line resources and sign posting.

30 Full-time employees
23 Part-time employees
8 Trustees
34 Regular volunteers
37 One-off volunteers
41 Fundraisers

1128 Referrals into services
1407 Adults helped
409 Young people reached
19,283 Interventions delivered
512 Structured groups held

2 New services opened - Somewhere Safe to Stay Homeless Hubs in Bedford & Milton Keynes
3 Major fundraising events
2 New Trustees
More than **280,000** people were homeless on any given night in 2019. This is an **increase of 23,000** since 2016, which is one in every 200 adults without a home.

The number of estimated **homeless deaths** in England and Wales has increased by **51%** over the last five years (between 2013 and 2018).

SMART CJS operates Homeless Services across Bedford and Milton Keynes. The number of rough sleepers in both areas has **reduced for the third consecutive year**. With the help of other agencies, and working closely with Bedford Borough and Milton Keynes Councils, we are making a difference to these communities and to people’s lives.

### Number of rough sleepers in Milton Keynes:

- **2017**: 48
- **2018**: 41
- **2019**: 35

**15% decrease between 2018 - 2019**


### Number of rough sleepers in Bedford:

- **2017**: 76
- **2018**: 51
- **2019**: 30

**41% decrease between 2018 - 2019**

Homeless Services: SMART Prebend Centre

*The SMART Prebend Centre, Bedford, is open from 9am – 1pm, 365 days of the year offering homeless adults a **safe space** to access the basics that we all take for granted, such as hot meals, phones, internet, medical advice and showers. SMART workers assist users of the service to make plans to tackle their current problems by working alongside professional partners and other charitable services. The centre is not funded by government and relies entirely on kind donations and grants.

388 unique individuals attended the centre 20,075 times:

- 76% male, 18% female and 6% unknown gender
- 68% were rough sleepers, 15% vulnerably housed and 17% socially isolated

* The centre closed temporarily in 2020 due to Government restrictions surrounding Corona Virus or COVID-19

3358 One-to-one interventions were delivered including benefits advice, signposting to housing, drug and alcohol advice, mental health support, sexual health guidance and housing advice

Served 15,210 lunches
More than 18,000 breakfasts eaten

Service Users had access to a registered nurse 2 times a week and regular access to a mental health professional on site
Bedford and Milton Keynes Rough Sleeper Initiatives (RSI)

The RSI is a 24-hour 365 days-a-year service. Our teams are based at the Somewhere Safe to Stay Hubs (SStSH) in Bedford and Milton Keynes. During the day, Rough Sleeper Case workers support service users via Outreach (in the community) and 1:1 sessions. At night, the SStSH night beds provide a warm, safe and dry place to sleep.

Bedford RSI -2019

- Received and investigated 365 referrals for rough sleepers or people at imminent risk of rough sleeping. This figure related to 338 people who needed help
- 331 people were requiring support
- 295 individuals accessed the night beds
- Supported 86 people into temporary accommodation and 77 people into long term housing
- The team delivered 4835 non-housing related interventions including access to GP, drug and alcohol harm reduction, access to passports etc.

Milton Keynes RSI -2019

- Received and investigated 299 referrals for rough sleepers or people at imminent risk of rough sleeping. This figure related to 245 people who needed help
- 220 people were requiring support
- 28 individuals accessed the night beds*
- Supported 82 people into temporary accommodation and 30 people into long term housing
- The team delivered 4951 non-housing related interventions including access to GP, drug and alcohol harm reduction, access to passports etc.

*Between October 2019 - Dec 2019
Lauren, 22, was a homeless EU national with no access to public funds who came to England with her partner in 2018 looking for work and adventure. In 2019 she lived in rented accommodation and took drugs & alcohol. Then events took a turn for the worse….

Unfortunately, due to the illicit nature of drug dealing and often violent outcomes, a rival drug gang murdered Lauren’s partner, which she witnessed. This had a big impact and she was admitted to a mental health unit, diagnosed with PTSD and psychosis for over two months. When discharged, she had no accommodation and became a rough sleeper. Bedford Borough Council helped with housing initially, but anti-social behaviour and lack of capacity to take medication regularly led to losing this accommodation. Lauren accessed the night beds facility in Bedford. But her behaviour deteriorated and she displayed signs of severe mental health problems including screaming and attacking others. This presented such a risk that it became impossible for her to stay at the night beds. Fortunately Lauren had built up a good rapport with one of SMART’s Rough Sleeper Case Workers. They built trust with her to help her understand that she was unwell, been through so much and needed to process what she had gone through. After a short period, Lauren was assessed by the Mental Health Crisis team and was offered a hospital stay. After a couple of weeks, Lauren’s condition stabilised and she benefited from psycho-social support and counselling. As Lauren had no recourse to public funds - there were limited options for housing when her hospital stay ended. When discharged, Lauren was accepted back into night beds, as her mental health was stable. Happily, Lauren was then offered supported accommodation in Luton. From here she has been able to build a support network and secure employment. Fast forward in time by 10 months – and Lauren has her own flat in Bedford and says: “I’m so grateful for all the support and understanding from SMART. I would never have been able to do it on my own.”

SMART’s Outreach Worker explains: “I felt that Lauren needed wrap around support from various agencies and SMART was a key player in that. She needed someone to trust - along with the sense of feeling safe and listened to. Her mental health and her well-being improved massively. Lauren pops in to SMART to let us know she is OK. She’s also reconnected with her family in Poland. I’m proud that we could be part of this success story.”
IN BEDFORD rough sleepers receive support via 3 pathways or contact points in 3 locations.

An assessment is carried out as well as referrals for: housing, medical, mental health, drug & alcohol support and training/education.

Positive outcomes - stable accommodation, improved access to health care and benefits, as well as training, education and employment.

SMART Prebend Centre, Bedford - open daily for shelter, food, clothes, showers and medical help for rough sleepers.

Outreach Team in rough sleeper locations

Somewhere Safe to Stay Hub – open 24 hrs a day. SMART Workers provide 1:1 person-centred support and advocacy.

Somewhere Safe to Stay Hub

SMART Prebend Centre

Night beds at Somewhere Safe to Stay Hub

Somewhere to stay

Nowhere to stay

SMART Workers provide 1:1 person-centred support and advocacy.

* The services closed temporarily in 2020 due to Government restrictions surrounding Corona Virus or COVID-19 and moved to other safer locations.
Ariana, 44, had a history of rough sleeping, substance misuse, and had been a victim of domestic violence and sex working. She had been in contact with the Milton Keynes Outreach Team for 20 months – in a sporadic and limited way, never engaging fully with support and refusing to attend sessions. She was often described as “chaotic”. But with SMART’s help, she changed her life and fortunes dramatically…..

In December 2019 Milton Keynes (MK) Council launched its SWEP (Severe Weather Emergency Protocols) meaning that the Somewhere Safe to Stay Hub (SStSH) run by SMART, was open to anyone homeless and rough sleeping in need of accommodation. Ariana arrived at the SMART hub and had access to a bath, clean clothes, food and could change the bandages on her wounds. For the next three nights Ariana came back, each night she struggled to settle and sought support from the night team.

A Night Support Worker recalls: “Ariana just couldn’t sleep. Her demons were on her mind. She was sore from her wounds and withdrawing from drugs. She was so sad, so I went and listened to her and kept telling her if she worked with everyone there was always hope. On the fourth night she was restless again and, in the morning, was very unwell. She was taken to hospital by ambulance with a suspected overdose.”

Ariana’s keyworker reassured that she could come back from this latest setback and get support from the local drug and alcohol team. Ariana was discharged from the hospital and returned to the SStSH but then went missing. Concerned about her welfare, two outreach workers went to find her. On the second day she was found.

She stayed at the SStSH for 11 nights and Ariana was supported to access substance misuse service, the mental health team, and the Housing First service.

Her keyworker said: “Ariana is chaotic. She just has so much history, it’s tiring and because she’s been known to services for so long and burnt many bridges, they often don’t want to give her another chance. It’s tough fighting for that. I think I’ve spent more time trying to convince services to support her than anything else.” Ariana was due to move into a new flat when, sadly, she was readmitted into hospital with open wound infection. She returned to the Hub and after a couple of nights she was again admitted to hospital with Septicaemia.

But this story does have a happy ending, as Service Manager at the SMART MK Hub explains: “To watch Ariana grow in confidence and work with the team was amazing. When Ariana began her stay at SMART her body clock was severely disrupted, which led to her being unable to sleep. This stopped access to services only available during the day, like the drugs and alcohol team. With a lot of support from everyone associated with the Hub, I am happy to say that now she has now moved into her own flat!”
In Milton Keynes rough sleepers receive support via 2 pathways.

1. Outreach Team in rough sleeper locations
2. Somewhere Safe to Stay Hub

An assessment is carried out as well as referrals for: housing, medical, mental health, drug & alcohol support and training/education.

Positive outcomes - stable accommodation, improved access to health care and benefits, as well as training, education and employment.

Somewhere Safe to Stay Hub – open 24 hrs a day.
SMART Workers provide 1:1 person-centred support and advocacy.

* The services closed temporarily in 2020 due to Government restrictions surrounding Corona Virus or COVID-19 and moved to other safer locations.
Drug & Alcohol Services: SMART Howard House

SMART Howard House is a unique, publicly funded, 10-bed residential drug and alcohol detoxification service for residents of Oxfordshire. Individuals stay for up to 14 weeks to complete a medically supported detoxification, during which time they receive support, motivation and guidance from dedicated workers, therapists, and medical professionals. It’s commissioned by Oxfordshire County Council and regulated by the CQC.

270 structured groups were held during 2019 covering topics for building motivation, developing life skills and preventing further substance misuse.

More than structured treatment

- 45 art therapy groups
- 42 yoga classes
- 50 mindfulness sessions
- 42 complimentary therapies sessions held onsite for residents
- 38 relaxation classes
- 55 visits to gym & pool
- 25 gardening groups
- 60 recreational activities including local walks, cinema and museums visits

Taking the next step

- 81% of residents successfully completed treatment
- 70% reintegrated to the community
- 30% went on to Residential Treatment
# SMART Howard House Route to Recovery

## REFERRAL

Prior to admission

Oxfordshire’s community drug and alcohol service (Turning Point) refers residents who meet admission criteria

- Male or female Oxfordshire resident, aged over 18yrs
- Serious and life-affecting substance misuse disorder (drugs and/or alcohol)
- Commitment to change behaviour – demonstrated through attendance at Turning Point

## ASSESSMENT

Assess physical and mental health, motivation to change and commitment to participate fully in the programme

- Ensure individual is medically fit to cope with detox
- Discuss factors leading to addiction and identify any serious underlying health issues
- Signing of therapeutic agreement
- Prescribed substitute medication to support detox. Detox begins.
- Learn house rules, responsibilities, activities and routine
- Group and 1:1 sessions to understand addictions and reasons for change

## ADJUSTMENT

Days 1 - 14

- Introduction and adjustment to the house daily routine, detoxification and interactive group sessions

## PROGRAMME

Days 15 - 41

- Continued participation in immersive daily groups and 1:1 work with SMART Workers

## ONGOING CARE

Days 15 - 41

- Continued 1:1 support and group attendance focusing on life skills and the importance of a holistic lifestyle

## MOVING ON

Day 42 onwards

- Planning for the future and taking the next steps post detoxification

## PROGRAMME Details

- Continued controlled reduction of substitute medication (drugs)
- Completion of physical detox (alcohol)
- Varied approaches to address addiction – inc. Cognitive Behavioral Therapy, 12 step* & other evidence-based interventions
- Activities supporting recovery e.g. meditation, walking and swimming

## ONGOING CARE Details

- Continued reduction and completion of substitute medication
- Promotion of good life skills like cooking, reading and healthy relationships
- Intensive 1:1 support from SMART Howard House Recovery Workers to prepare for life beyond addiction

## MOVING ON Details

- Planning for move on to: Partner, Supported Housing, Family or Rehab
- Creating a strong support network so recovery can be maintained in the community
- Assessment and building of Recovery Capital** including employment, training & education.

*/**More information on these terms on back page
Having lived with substance addiction for many years with a very chaotic life, I realised I couldn't reduce my reliance on drugs and alcohol on my own and needed help.

My Keyworker at Turning Point agreed that a residential detox would be best for me and referred me to Howard House. At that point in my life I had given up street drugs but was still on methadone on and dependent on alcohol. I was very poorly, I felt desperate and extremely anxious. Whilst waiting for a place at Howard House it was a great help to have a staff member to talk to, I felt very supported.

Once I came through the door I felt a great sense of relief, the staff knew exactly what they were doing……

I later learned that a few had their own stories related to addiction or trauma and understood because of their own experience. I genuinely loved being at Howard House, even though it could be extremely hard, I never wanted to leave because the staff were amazing and very supportive. I loved the different approaches on recovery – like therapeutic, holistic, cognitive behaviour therapy, Narcotics Anonymous; and we were encouraged to try everything.

I decided that “dry”, supported housing was a good option i.e. accommodation that did not allow alcohol. I went into Sapling Housing to get continued support. Putting structure in my life was key, so I participated in groups at Turning Point, and then started volunteering and became a Peer Mentor.

I now volunteer at Howard House and it’s great to see others making the change. It helps me to help others; I can support them with practical things like going to the shops or opticians and also emotional things if they want support through their difficult moments.

The Service Manager at Howard House observes:

“All of our volunteers complete extensive training to ensure they fully understand their role – it’s a different mindset from being in the programme. Our residents make a difficult choice when entering treatment, giving up their liberty and volunteers, with this first hand experience, can help enormously with their recovery.

“We have loved Emma coming back as a volunteer; and maybe she will become a permanent staff member in the future!”
SMART Wokingham is a community treatment service, helping adults and young people of Wokingham affected by drug and alcohol use.

Adults are able to access a broad range of evidenced-based interventions including one-to-one psychosocial support, counselling, group sessions and clinical services to reduce alcohol and opiate dependency and problematic substance use.

Referrals are received from the NHS and partner services, with the highest number of referrals being made by individuals themselves. **61% of all referrals during 2019 were self-referrals.**

In 2019 SMART Wokingham treated more than 400 adults

More than one half needed support to reduce or stop problematic alcohol use

Around one third required help with opiate dependency

One quarter of all adults seen needed support to reduce/stop using non-opiates drugs, such as ecstasy and cocaine

SMART Recovery Workers delivered:

- **2917** evidence based one-to-one interventions
- **1287** clinical interventions
- **252** interactive groups
- **184** drop-ins for members of the public to get help
Community-based day service for residents of Wokingham (regulated by the CQC and commissioned by Wokingham Borough Council). An individual may be in many differing degrees of substance misuse disorder or just concerned about alcohol/drugs use.

### SMART Wokingham Treatment Journey

<table>
<thead>
<tr>
<th>A referral is made to the team: in person, by phone or by email</th>
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<tbody>
<tr>
<td>Any resident of Wokingham can self-refer</td>
</tr>
<tr>
<td>Professionals and voluntary services make written referrals</td>
</tr>
<tr>
<td>Under 18s can refer themselves or be referred</td>
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<table>
<thead>
<tr>
<th>An Assessment is completed to evaluate well-being, drug or alcohol use and how SMART can help</th>
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<tbody>
<tr>
<td>Discuss alcohol/drug use</td>
</tr>
<tr>
<td>Assess and reduce risks</td>
</tr>
<tr>
<td>Discuss treatment options</td>
</tr>
<tr>
<td>Appropriate referrals e.g. mental health, GP, housing and family support</td>
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<thead>
<tr>
<th>Treatment goals are discussed and agreed. Creation of a Care Plan to include a variety of ongoing support tailored to individual needs</th>
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<tbody>
<tr>
<td>Substitute prescribing clinics for opiate dependency</td>
</tr>
<tr>
<td>Well-being checks with SMART nurse</td>
</tr>
<tr>
<td>Community detoxification for alcohol dependency</td>
</tr>
<tr>
<td>Educational and creative groups</td>
</tr>
<tr>
<td>1:1 evidence-based sessions with SMART workers</td>
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</table>

<table>
<thead>
<tr>
<th>Completion of SMART treatment and aftercare planning</th>
<th>Client reaches goals e.g. reduced alcohol intake, abstinence from drug use, employment, improved personal relationships</th>
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<tbody>
<tr>
<td>Support plan for the future</td>
<td>Relapse prevention discussion and planning</td>
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In some cases, clients require a referral to rehab.
SMART Wokingham – “Jo’s Recovery Journey”

Jo has been in contact with the team at SMART Wokingham since 2018. But it was only at the end of 2019 that she started to get the real benefits of the community-based service and engaged with all it offers including group sessions. In her words: “I didn’t used to attend the groups as I thought I didn’t need them, I believed they weren’t for me. It would just be a bunch of addicts with no intention of getting clean who would tempt me into using. How wrong I was!

I went to the gym and concentrated on my fitness which helped massively. I reduced medication to the point that I no longer needed a substitute for Crack or Heroin (I have been using for 20 years). I was feeling healthy again and looking healthy too.”

Often, individuals seeking support have had traumatic life experiences which have led to serious addiction. This leaves a legacy of psychological problems and memories. Jo faced challenges for this reason and needed professional support. She goes on to say: “I hadn’t dealt with a lot of issues mentally... I couldn’t cope with emotions and flashbacks from my past. My parents divorced and I was sexually and mentally abused at age eight by an alcoholic parent.

I fell in love with an older guy - he also physically and mentally abused me, almost killing me on many occasions. I was trapped and even experienced an incident where my ex-boyfriend was hiding in my loft, stalking me.

I attended the SMART Wokingham group the night after this had happened and I was shaking still. The support worker was amazing, reassured me, listened and helped me through my emotions. My Mum’s support along with SMART’s have helped turn my life around. My key worker goes above and beyond to help me. I have depression, anxiety, PTSD and am dyslexic. SMART has helped me with forms and with all sorts of things I would struggle with. I finally have a voice again.

I attend the groups three times a week, and they are awesome. I come away feeling so good, stronger than before. Some days are tough, but having a listening ear, and someone who genuinely cares about my recovery helps push me. SMART helped me be a better version of myself. I’m now training as a therapist as I want to help people who are in my shoes.

I wouldn’t be where I am today without the excellent help, care and support of these amazing staff at Wokingham. I am eternally thankful to you.”
Online resources

Our website contains advice, tools and resources for professionals and members of the public.

98,328 website views during 2019.
For the third year running, ‘screening and assessment tools for professionals’ was the most viewed page, seen 20,084 times.

405 people reached out for support via online forms

8422 drug and alcohol support resources and tools were downloaded
Funding

Not all of SMART’s projects are funded by government via local authorities and not all are long term. Although each commissioned location is allocated money (except the SMART Prebend Centre*) to provide set services, unforeseen changes can often mean that additional funding is required to continue to deliver high levels of care. It is vital that we continue to create additional income streams so that we can respond to unpredicted circumstances and events.

“The With ever decreasing Local Authority budgets, it is more important than ever to create services that are self-sufficient. To do this we must continue our efforts to find passionate supporters, donors and sponsors.”
Anita McCallum, SMART CJS CEO

The SMART Prebend Centre receives no government funding*, the project is entirely self-funded. The centre costs more than £250,000 a year to operate and relies entirely on the generosity and goodwill of our communities and stakeholders.

*Correct as of February 2020.
Our People: Employees

At any one time we have up to 60 full and part-time employees at SMART CJS across all our locations. People say that they work for SMART because they “want to make a difference” and they certainly do! Here’s what they think.....

“This is a role I feel passionate about. I’ve worked alongside homelessness and have a background in drug and alcohol work. At 54, I’ve also lived a life, and I find it easy to relate to and build good relationships with service users, which makes it easier to work towards their goals. The team is one of the best. They always have your back when dealing difficult issues and there is an excellent rapport. It’s been a long time since I have had a job which I look forward to. I am always in 45 minutes before my shift starts!”

Chris, Bedford Initiatives Team

Cassie, Deputy Manager at Milton Keynes says: “I really love working for SMART. Every day is different, no two days are ever the same.

I meet so many different people, service users, staff, other professionals, volunteers; all pieces in the amazing puzzle that makes up our charity.

Most of our service users have a sad story of how they’ve reached a point that they need support.

It is great to be part of their journey towards a life they want and see them gain in confidence.

I am so proud of the team, and to be part of SMART.”

“I love working as for SMART. The selfless dedication of volunteers is uplifting. We are great team, almost like a family. And everyday is different with new challenges.

It is rewarding to play a part in making a real difference.”

Tim, Volunteer Coordinator, Bedford
SMART Volunteers are the backbone and lifeblood of what we do.

With their support and care we can keep our services running safely and efficiently.

They save us money in all our services by helping us with important tasks that we would otherwise have to pay for.

We can make sure funds are focused around those who need them most in our communities!

We have over 70 volunteers who help us regularly, and on an occasional basis, on important tasks like:

• Serving meals at the SMART Prebend Centre
• Taking residents at SMART Howard House to activities and medical appointments
• Assisting visitors at SMART Wokingham to fill in forms
• Booking in guests at the SMART Prebend Centre
• Collecting donated food from supermarket depots
• Sorting through donated clothes ready for distribution
• Helping with events and rattling collecting tins

“Our People: Volunteers

“I’ve been volunteering at SMART for six months and I thoroughly enjoy it. As soon as I contacted the team I felt valued and welcome. The role assigned to me was perfectly matched to my background and skills, which meant I was able to dive in and help out straightaway. There is a wonderful sense of satisfaction from putting my skills to good use for an incredibly worthy cause.

SMART is a fantastic environment to work in, as all staff and volunteers are truly dedicated to helping vulnerable people. Their passion for the work is inspiring, and I can see myself being here for a long time to come.”

Carly, Bedford Volunteer (pictured left)
Our People: Fundraising Heroes

Many supporters gave up their time and energy during 2019 to organise fundraising activities from sleep outs to cake bakes, climbing mountains to Christmas light shows. And holding comedy nights to donating church collections – the whole community has rallied round to support those less fortunate.

Thank you – you are all stars!

100+ local groups and national corporations and 400+ individual supporters donated or took part in fundraising

49 employees and volunteers participated in fundraising events

SMART CJS fundraising efforts raised circa £75,000
Our People: Fundraising Heroes

Our youngest fundraiser of 2019 was Ruby, at just 13 years old! Amazing Ruby raised £240.00 for the SMART Prebend Centre by running a cake and coffee morning.

At the time of her event Ruby said “I want to do this because I want to help people who don’t have a home.”

Creative and crazy fundraisers, Stuart and Jenny Twitchen raised over £2000.00 by lighting up their home for Christmas.

“We wanted to help a local charity that supports those less fortunate than ourselves, hence our decision to support SMART’s Cold Relief In Bedford Appeal. We really went for it by hosting a switch-on party, with local radio coverage. We also held an auction and invited members of the public to come and see the display and make a donation.”

Mega fundraisers Katy and Joe, conquered Mount Kilimanjaro raising a staggering £3144.00 for SMART CJS.

“We took on the challenge in memory of Joe’s mum, Gail, who sadly passed away after losing her battle with alcohol addiction. Our aim was to raise funds to support SMART’s amazing work, and to raise awareness of substance misuse. Everyone deserves a chance to make a positive change with help and support.”
The Future – Recovery & Support in the Long Term

Although official counts of rough sleeping in the areas SMART CJS works are decreasing, it is still not eradicated and is worsening in our country and there is no easy solution.

According to The King’s Fund*: “The number of people sleeping rough in England has risen substantially over the past decade. People who are homeless have some of the worst health outcomes in England, and are more likely to experience and die from preventable and treatable medical conditions and to have multiple and complex health needs. Many people who sleep rough experience a combination of physical and mental ill health and drug or alcohol dependency.”

The issues of homelessness and substance misuse disorder continue to be the big issues of our time, contributing to lives adversely affected and, in the worst case, lives lost. SMART CJS has work to do in ensuring we work more effectively with all our partners to make more accessible vital help like health and mental health services, alongside the shelter and drugs and alcohol support we are able to provide.

Increasingly, we are looking for ways that we can create recovery communities to ensure sustained improvement in the quality of people’s lives; to look longer term than a night’s shelter, 12 weeks’ detox or an 8-week community programme. Our mission is to “help people help themselves” and we feel that this means going one stage further and supporting recovery better. Once someone has accessed our services, there is no reason that, with new funding, they should not be able to do this for longer, or even for us to offer more structured after care service. This may involve peer mentoring, outreach recovery workers and after care refresher sessions, for example.

To this end, we will apply for the appropriate grants as well as fundraise to make these plans a reality. We are excited about what this could mean for the those we can help in the longer term and those whose recovery can be made more sustainable.

We’ll also look to consolidate and build on our rough sleeper services in the areas we currently operate in. This may mean more formal advocacy services and delivering mental health and drugs and alcohol support at locations primarily for the homeless. The novel Corona Virus that appeared in early January 2020 will have a big impact on our trajectory. It will mean our support and expertise will be very much in demand as changes to society and how we deliver services proceed with pace to those in need.

Thank you for your support and all that you do. Watch this space!  

Anita McCallum, CEO, SMART CJS

“….we are looking for ways that we can create recovery communities to ensure sustained improvement in the quality of people’s lives; to look longer term than a night’s shelter, 12 weeks’ detox or an 8-week community programme.”

*Delivering Health & Care for People who Sleep Rough, February 2020, King’s Fund

https://www.kingsfund.org.uk/publications/delivering-health-care-people-sleep-rough
How you can help
Can you help us continue to turn our vision into reality?
Here are the ways you can lend a hand:

DONATE
Support one of our services by making a financial donation, either one-time or reoccurring.
www.smartcjs.charitycheckout.co.uk/profile

FUNDRAISE
Join our fundraising heroes and raise money whilst having fun.
www.smartcjs.org.uk/fundraise

SPONSOR
Support SMART CJS by sponsoring one of our fundraising events. Contact supportservices@smartcjs.org.uk

VOLUNTEER
Make a difference as part of the team by volunteering at one of our center’s.
www.smartcjs.org.uk/get-involved/volunteer
THANK YOU

To staff members, volunteers, and stakeholders for sharing their time, stories and faces to help produce this year’s Impact Report.

We would also like to give heartfelt thanks to all individuals and organisations who have generously donated in support of our work.

More information on SMART Howard House references: