



Step One

# Annual review 2016 - 2017



Your future  
starts here

# Step One

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**We are a charity supporting people to fulfil their potential through specialist employment, mental health and supported living services.**

We work positively with people to identify their individual needs, supporting them to manage their wellbeing and take positive steps forward.

Our teams are based in the South West and have expertise ranging from mental health crisis care and recovery, to one-to-one enabling support and employment mentoring.



# Introduction

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Our 2016-2017 Annual Review describes a period of transformation when we adopted a new name to better reflect how we support people across our services. This comes after St Loye's Foundation and Community Care Trust (CCT) merged two years ago – creating a multi-disciplinary team that has helped 1,385 people move forward positively with their lives in the past year.

Working under two names had been impractical for people interacting with our services, and a barrier to our staff feeling part of one organisation. We looked at our shared language, values, vision and culture, and people taking first steps was a phrase that recurred during our discussions. After a consultation period we chose

**Step One** as our new name because it had really positive connotations about people taking back control and starting their journey towards fulfilling their potential.

Investing in our future and, more importantly, improving opportunities for people to access the right support close to home has been a key focus for Step One over the past 12 months.

The purchase of a new hospital building which will be designed to provide a high quality environment for people recovering from a mental health crisis is an exciting development. This new 14-bed service will open in early 2018.

Reviewing our staff training has created a more in-depth and interactive approach to enhancing skills and knowledge across our teams, reinforcing our commitment to providing best practice standards to the people we support.

We continue to enjoy close partnerships with several charities where together we can continue to share ideas, resources and create better opportunities.

**Chief Executive – Ellis Rainsford**

# Introduction

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I am delighted to provide a foreword for Step One's first Annual Review.


It's not really a new organisation, simply a new name for two charities that have successfully collaborated for a number of years.

St Loye's Foundation was established in 1937 and we are marking our 80th birthday in 2017 with an exhibition at Devon Heritage Centre to celebrate our past work.

It will also be a significant year for Community Care Trust as we prepare to open a new hospital that can support more people in Devon.

So Step One will be continuing the rich histories of St Loye's and Community Care Trust in the years to come.

**Chairman - Graham Faulkner**



“My support worker believed in me and helped with my anxiety.”

Grant

We supported  
**1,385 people**

to take a positive  
step forward



# Employment

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**We provided specialist support for 487 people to enable them to find the right job and stay employed.**

This included one-to-one personalised coaching in skills such as literacy and numeracy, communication and interviewing skills.

We also supported 26 employees to resolve health and disability-related challenges and achieve their workplace goals. As part of this, employers including Devon Cliffs Holiday Park and Premier Inn worked with us to raise awareness and make reasonable adjustments.



We also worked with 119 offenders and ex-offenders on areas including education and life skills to support them to become a positive part of their community and find employment.

Throughout the year we reviewed how we deliver employment services so that we can keep improving how we support people to fulfil their potential.



**“Our first step is understanding what support each person needs.”**

**Jonathan**



# Janine's story

Janine is enjoying the benefits of working and having more independence, with the support of our Workplace Support team. Janine has an autism spectrum condition which affects how she communicates with people and relates to the wider world. She enjoys meeting people but can find it challenging to remember lots of different tasks. With our support Janine is making positive progress at Premier Inn in Exmouth and has been awarded a certificate of achievement.

Janine says: "I like that my work helps people to have a nice stay. I feel that what I do is on a new level now – I try to challenge myself and do my work more quickly. The charity has helped get the right jobs for me."



**“Workplace support has been very helpful for me starting a career in hospitality.”**

**Janine**

# Mental health

72% of people staying at our Cypress Hospital were supported to move back to their community.

We supported **753 people** in Devon in their recovery from mental health issues. We did this through our specialist services which include a hospital providing care that is a step-down from acute wards, a crisis house with accommodation and drop-in sessions, and support for people living more independently in our residences or their own homes.

Rebecca Hardwick, PhD researcher at the University of Exeter, spent time at our Daybreak centre to find out how it benefits people in the local community. Volunteers with lived experience of mental health issues learn and help others to learn self-management skills in areas such as anxiety and self-harm. One of Rebecca's findings (report available on our website) was the value of learning from others who have been through similar experiences, which encouraged people to feel actively responsible for their own recovery.



“Seeing people turn their lives around is a great reward for our team.”

Karl

# Amanda's story

Amanda is loving her voluntary role at our Daybreak Learning Community where she is able to use her experience of mental health issues to help facilitate courses and activities. She has felt able to do this thanks to the understanding and supportive environment at Daybreak. Amanda came to the centre after treatment for anxiety, depression and post-traumatic stress disorder.

Amanda says: "Everybody here has been through it and they know exactly how you feel. You're not judged. I'm trying to give back as much as I possibly can. I don't care who knows I've got mental health issues now. It's so acceptable and nearly everybody suffers at some stage in their life. If I can help just one person it's worth it to me."



**"I'm actually living now, rather than just existing,  
and I'm so happy for the first time in my life."**

**Amanda**

# Supported living

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Our Enabling Services supported **110 people** who have autism spectrum conditions, learning difficulties or mental health issues to gain more independence. Each person spent dedicated one-to-one time with our support workers, first deciding what they wanted to achieve and then working towards this. Aspirations varied from boosting learning and work skills, to getting help with health and fitness and travelling independently. We supported people in the community, in our residences and at our Exeter office, with our support workers providing assistance including strategies for managing anxiety, cooking skills and managing finance. Autism is a lifelong, developmental disability that affects how a person communicates with and relates to other people, and how they experience the world around them. For some people, the levels of support they felt they needed varied through the year and our support workers were able to be flexible and respond to individual needs.





**“Supporting people to live a fulfilled life can be challenging and rewarding.”**

**Becky**

# Otis' story

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Otis has been using our Enabling Services to become more independent and seek radio opportunities. He has presented programmes on college radio and would like to build on his media experience. Otis is visually impaired and also does mobility training with our support workers to become more confident in getting around as independently as possible. He's also been practising his cooking skills so he can prepare meals at home, and has been going swimming.

Otis says: "I've been using the Sound Gallery Studios at Exeter Phoenix to experiment in making music like a DJ. I like learning different things and would like to learn more. I like being able to choose what I want to do."

A photograph of two men in an office environment. The man on the left, wearing glasses and a dark sweater, is pointing at a computer monitor. The man on the right, wearing a black Adidas jacket with green stripes, is looking at the monitor. The background shows a white wall with various posters and notices, including one titled 'BAICO DE GAIA'.

“I like being able to choose what I want to do.”

Otis

# Fundraising

Hundreds of people with disabilities and mental health issues have been supported to achieve their potential this year and we would like to say **THANK YOU** to everyone who has supported our work.

We are immensely grateful to every individual, company, trust or foundation that helped us in 2016-2017.

Special thanks to Cosdon and Stratton Friends fundraising groups, Exeter Foundation, Pecorama, Enterprise, Exeter Student Volunteers, Michelmores, Debenhams, Estate Agents Association, Rotary Club of Exeter, Foot Anstey, Tozers and The Patron's Fund.

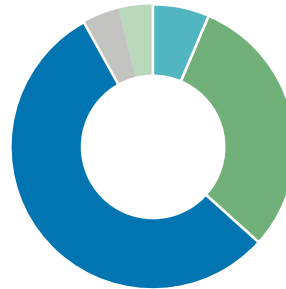
## Support us

We would be delighted to hear from you if you want to discuss how you can get involved. Please contact **Lisa Whittaker**, Corporate and Community Fundraiser, **01392 286295** or **[lisa.whittaker@steponecharity.co.uk](mailto:lisa.whittaker@steponecharity.co.uk)**



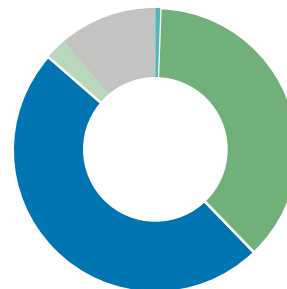
# Accounts

INCOME	
Fundraising	£256,479
Employment & Training Services	£1,196,579
Health & Social Care	£2,182,784
Investments	£160,246
Other	£149,011




- Fundraising
- Employment & Training Services
- Health & Social Care
- Investments
- Other

EXPENDITURE	
Fundraising	£30,259
Employment & Training Services	£1,830,849
Health & Social Care	£2,393,864
Overheads	£534,464
Other Charitable Projects	£121,747



- Fundraising
- Employment & Training Services
- Health & Social Care
- Overheads
- Other Charitable Projects



**“It’s definitely made a difference – I feel more confident in my work.”**

**Amy**



**THANK YOU** to our volunteers, donors, partners and friends who have supported and worked with us in 2016-2017. Most of all, we want to acknowledge the many people who have taken that first step to achieving their personal goals, working with our dedicated staff. We look forward to achieving more together over the next year.

# Head Office

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 @steponecharity  /StepOnecharity

Step One is the new name for St Loye's Foundation and its subsidiary Community Care Trust. St Loye's Foundation registered charity no. 235434, company no. 393477  
Community Care Trust registered charity no. 1007781, company no. 2420393  
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Special thanks to Otis, Janine, Amanda, Grant and Amy. Contact us for a large print version of our Annual Review.

