


New beginnings • Better futures

2023
~
2024

A SNAPSHOT



Offering hope, support and a future
to homeless and vulnerable people



Welcome to this year's Snapshot where we take a brief look at what Genesis and our clients have achieved between April 2023 and March 2024. The focus has been on refining our services to deliver the best 'Good Help' support for our clients across all projects.

Genesis Life Projects now consists of five projects which work together to build relationships, grow confidence and help clients create positive change. Our trauma informed approach to one-to-one support is enabling staff to better understand our clients (p4). We also identified a gap in our services for those in active addiction and have responded with a SMART Recovery course (p5).

Similarly, Bath Foodbank has committed to a long-term partnership with Citizens Advice and Clean Slate to provide opportunities for clients to address the root causes of their need for emergency food (p8).

You may be aware that recent months have been a challenge following an internal flood at our Gateway Centre, home of Genesis Life Projects, in July 2024. I am so very pleased to tell you that we have found a temporary home with a local church. There are more

details on page 11, but I'd firstly like to share my heartfelt thanks to all the churches, organisations and individuals who have helped us through this difficult time. The silver lining has been the opportunity to demonstrate unity and resilience to our clients. By working with the community around us, we solved problems and created solutions.

I'd like to share an interesting number to encourage and thank you. Based on the figures for the year to March 2024, the full cost of delivering Genesis Life Projects for each client has been £49 per month. Thank you for making this support possible. I'd like to personally thank each volunteer, financial supporter, fundraiser, corporate partner and church community. Together, we are enabling relationships to thrive and helping to create lasting change.

As you read through these pages, I hope you feel encouraged by the direction Genesis Trust is moving in as we support homeless and vulnerable adults into their new beginnings and better futures.

Nick Mayo CEO



For up-to-date news, stories and events please sign up to our e-news via our website.

23/24

Year at a glance



63 families supported with furniture through **Genesis Furniture**



5,243 people provided with food parcels by **Bath Foodbank**



166 volunteers across all projects

Genesis Life Projects

631 different people supported over **14,174** visits



Introduced **SMART Recovery**

1,659 hours of one-to-one support provided through **Life Thrive**



80% of **Life Skills** participants rated the courses as 'Excellent'

90% of **Life Course** participants had a meaningful positive change in wellbeing



5,971 visits to **Lifeline's** crisis support



4,502 meals provided through **Life Connect**



Using a trauma informed approach to one-to-one support

This year we have focused on one-to-one support for our clients, giving it a clear structure and focusing on outcomes for our clients.

“**One-to-one support continues to make a real difference to people in terms of moving forward and I am glad that our model of support allows us to work intensively with people in this way to create significant and lasting change.**”

IVANA BENSTED, GENESIS LIFE PROJECT STAFF

An important part of delivering one-to-one support is understanding our clients. Many of our clients have issues with addiction, mental ill-health, loneliness and isolation. **85%** of people with complex needs have experienced some form of trauma in their life (The Lankelly Chase 2015 Hard Edges Report). Therefore, when delivering one-to-ones, we understand that people with trauma behave in a certain way.

As we shared last year, we have a Psychologically Informed Environment in place to help staff understand these behaviours and enable them to work



Staff member Jill Sullivan with Sarah

more creatively with clients. It also helps us decide which sort of one-to-one support is best for each person.

At Genesis Life Projects we use Trauma Informed Principles where we:

- **Realise** the impact of this trauma and how it affects everyone differently
- **Recognise** the signs and symptoms of their trauma
- **Respond** to their trauma
- Do all that's possible to **Resist** re-traumatisation

One-to-one support makes up the largest proportion of staff time and has the most meaningful impact, creating positive change in our clients' lives.

“**I needed help as I was feeling suicidal and so I went to Genesis Trust and was offered one-to-one support. Their approach and the way they do this has helped me a great deal... I am so grateful to have been given the time to work through this by the team at Genesis.**”

CLIENT

SMART Recovery

SMART (Self-Management and Recovery Training) is a programme that provides training and tools for people who want to change their problematic behaviour, including addiction to drugs, alcohol, cigarettes, gambling, food, shopping, internet and others.

“**SMART Recovery fills a gap we've identified for our clients. Other courses such as the Life Course help people in recovery from the causes and impact of addiction as well as mental ill-health, whereas SMART Recovery is a support programme for people with active addictions, providing training and tools to change their problematic behaviour.**”

SUE FOURIE, GENESIS
LIFE PROJECTS
MANAGER



SMART advocates personal choice. People make a choice to engage in problematic and addictive behaviours. They can also make a choice to stop. Everyone has the power of choice and can choose to change unhelpful or harmful behaviours.

We started our programme in August 2023 with two staff trained as facilitators. Over weekly meetings of 90 minutes, we have covered a range of topics including coping with urges, the relationship between addiction and physical health, building motivation, and dealing with emotions. It has been a very encouraging start and feedback has been positive.

“**Finding the [SMART] group at Genesis was a great start to my recovery. [The] use of the SMART approach to post-addiction was friendly and welcoming. [Their] ability to manage the room and give equal time and treatment to people was very natural.**”

SMART PARTICIPANT



Building and maintaining motivation

You have power over the choices you make, how you behave and the goals you set.



Coping with urges

Understanding why urges happen and how to recognise them will help prevent you from acting on them.



Managing thoughts, feelings and behaviours

Tools and techniques that look into how we think, feel and act can help stop you from 'using to feel better'.



Living a balanced life

Regain your health and create a lifestyle that brings you long- and short-term satisfaction.



Genesis Life Projects

Genesis Life Projects has grown to include five projects, all working together to provide effective support. Every client is unique and on a very different journey. We tailor our approach to consider their needs, reducing as many obstacles as possible and keeping relationships at the centre. Details about **Life Thrive** and **SMART Recovery** can be found on p4 and p5.

The Life Course

90% of participants had a meaningful positive change in wellbeing
16 clients attended, 10 completed

The 10-week course supports people post-addiction or with mental ill-health. Over the three courses this year, participants continually said the small group structure, where they feel heard, validated, and hear other's experiences, made them feel less alone in their trauma and supported on their journey.

Life Skills

19 courses and 11 workshops
80% rated the courses as 'Excellent'

With a focus on learning, friendship and confidence building, we've seen mental health move from 'probably clinical depression' to 'average mental health' (using WEMWBS measure with **74** of the participants). The range of workshops and courses have varying levels of commitment needed and so engage and cater to different clients.

Lifeline

439 people visited – 14% increase on last year
169 were new to Genesis

Our desire with Lifeline (crisis support) is to foster a supportive relationship that will not only meet the immediate need but, if possible, provide a setting in which more long-term work can flourish. This year's increase suggests our PIE framework is making a difference, with the cost-of-living crisis as an underlying factor.

Life Connect

4,502 meals given
419 different clients engaged

Over the three meals offered each week, the average attendance is **29** clients. The focus is to enable social interactions around a meal and, where appropriate, signpost to further support. The **three** meals provide different experiences for our clients, both culinary and social, but all have a lovely calm atmosphere.

Greg's Journey



“ Genesis made me feel valued. They showed me that there are people who love and care for others.”

Before COVID Greg had to leave his office job and shortly after was diagnosed with autism. Having an interest in creative writing he had begun volunteering with Creativity Works as a course leader but was struggling to provide for himself financially.

Everything moved online during COVID and Greg became very isolated, leading to depression and low self-esteem. After an incident with an aggressive neighbour, Greg came to Genesis for support. He had briefly met staff member Yein and felt confident enough to speak with him about his experiences.

Genesis provided for both his physical needs, with breakfasts and food parcels, and his emotional need to connect with others through activities like the men's evenings. Greg did the Life Course and had one-to-ones where staff helped him look at the world in a better way.

Staff member Alex attended one of Greg's writing sessions with Creativity Works, which had by then moved back to in-person, and encouraged him to ask for payment for his leadership, as he'd been running courses for two years. They agreed but shortly after lost their funding. Sue asked Greg if he'd like to run a course at Genesis instead as a paid course leader. Greg was hesitant, but with some encouragement from the team, he delivered a workshop which was a huge success.

“ Sue put her trust in me that I'd do a good job. Genesis have allowed me to stay independent and given me a bit more faith in what I could do.”

Greg has since run two four-week creative writing courses at Genesis and has moved into new accommodation, surrounded by nice neighbours. He is currently planning another course for Genesis, starting in September 2024.



Greg delivering his Creative Writing course at Genesis Life Projects

Bath Foodbank

Bath Foodbank continues to support families and individuals across Bath who need emergency food parcels. We've seen a **13%** increase in referrals from local agencies, with a monthly average of **52** households accessing Bath Foodbank for the first time.

A big thank you goes to our community who have donated **57,000kg** of food with many others providing financial support. Because of your kindness Bath Foodbank have been able to support **5,243** people, **1,352** of whom are children.



A warm welcome given at our Foodbank centre

We are also grateful to the **90** volunteers who give up their time each week to collect, sort, deliver and pack the food each week. We couldn't provide this vital service without you. Thank you.

Partnership with Citizens Advice and Clean Slate

With funding from Trussell Trust, Bath Foodbank (and two neighbouring BANES foodbanks) has partnered with two support agencies, Citizens Advice and Clean Slate. They both have a presence at our centres, offering advice and support for anyone who comes for a food parcel.

Many people are coming to Bath Foodbank for the first time and are not familiar with other support available to them such as benefits, debt or family advice. Having these agencies at Bath Foodbank means people can get immediate access to support which will address the causes of their food insecurity and help them move forward.

“ **The partnership... is a good combination because Bath Foodbank's staff are experienced with the community support available like local pantries, which work really well alongside the kind of support [Citizens Advice] offer with something like benefits support for example.**”

BELLA
EVERETT,
CITIZENS
ADVICE



**Citizens Advice
BANES**

**Come and see us for
free, confidential,
impartial,
independent advice**

No appointment needed, drop in
service here for you every
Wednesday & Friday 12.30 to
2.30pm

Genesis Furniture

Genesis Furniture is largely made possible because of the **1,014** local people who have donated furniture to us this year. Thank you so much to everyone who has given furniture and to those regular and corporate volunteers that have given up their time to help in our warehouse.

You have enabled us to sell good-quality furniture online and deliver it all over the country. With a turnover of around **£227,500** we are delighted that the online model using eBay for sales is continuing to grow. The most popular products are sofas, followed by dining tables and chairs. All profits support our work with homeless and vulnerable adults in the community.

We were also able to support **63** local families with furniture this year. These deliveries are for people who are in need or newly housed. We provide beds, sofas and other furniture for them to start over.

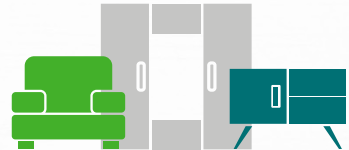
This year has seen some progress with our volunteer programme for vulnerable adults. By working more closely with Genesis Life Projects staff, we have supported two clients in volunteer roles. They have helped organise furniture in the warehouse and accompanied staff on the vans for collections and deliveries. We will continue to develop this partnership over the coming year.

“ **The delivery people took great care and were more helpful than any we have ever had in the past. They were brilliant, friendly and helpful. Great service and good product.**”

CUSTOMER REVIEW



Genesis Furniture staff delivering furniture country-wide



Thank You!

We are so grateful for the commitment and hard work of all our volunteers, supporters and fundraisers. Thank you for enabling our work with vulnerable and homeless people in our community.



The Future

As we move into the year ahead, it is looking somewhat different to what we were expecting.

Our temporary home for Genesis Life Projects, which we are calling 'Genesis on the canal' is located behind Widcombe Baptist Church. This means we can continue to deliver our projects and provide much needed support to the local community. Our thanks go to Widcombe Baptist Church for this provision and to all the other churches and organisations who offered such generous support.

The need to vacate the Gateway Centre has encouraged us to undertake the necessary renovation works we expected to slowly implement over the coming years. We're using the closure as an opportunity to do all the work before reopening the building.

Helping support this is the recent sale of our West Avenue premises, which currently houses Bath Foodbank's warehouse. At the time of writing we are finalising arrangements for an alternative premises.



Providing a social space for community to thrive

None of this distracts us from our main focus, which is to deliver a supportive, caring environment for our clients, where they feel safe, find community and gain the confidence to make sustainable changes in their lives. We will continue to build upon the 'Good Help' approach (which is essentially the only truly sustainable approach – that of helping people to help themselves), the PIE framework and the trauma informed approach we use to better support each client. Our thanks go out to all the staff and volunteers who work so hard to build relationships, encourage participation and grow confidence.

All of this is only possible because of the supportive community we have around us. Thank you for partnering with Genesis Trust and for journeying with us and our clients toward new beginnings and better futures.



Gift in Wills

After supporting loved ones in your Will, how might a gift given to Genesis Trust, however small, have an impact?

From the moment a client first comes into contact, every interaction they have with our staff, volunteers and each other is part of the process of building relationships. These relationships lead to trust, community and positive change.

But relationships take time and that is where Gift in Wills comes in.

A gift given in the future means the relationship that starts now can continue to be nurtured for as long as it needs to. Gift in Wills enables the next interactions to develop and grow into hope and transformation.



Find out more on our website or email Emma Drew
emma.drew@genesistrust.org.uk

Ways to help...



Find out more and donate
www.genesistrust.org.uk



@GenesisTrust



genesis_trust



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