



# Impact Report

2023-2024

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# Group Impact

We are a group of charities across Great Britain dedicated to improving the lives of those in **greatest need**. Despite each service being highly diverse - from working with vulnerable families, older communities and people with disabilities - they all share a set of **deeply rooted values** that help people to live **dignified lives** and create opportunities that enable people to thrive.

# 302

Combined years  
delivering charitable  
services

# 140+

New staff members  
trained to offer a caring  
and compassionate  
service through our  
internal values course

# 84

Volunteers

# 1333

Families supported

# £1,997,018

Donations, grants and legacies  
received across the group to  
support beneficiaries

# Daughters of Charity Services

## OUR MISSION

Our family of Vincentian charities stand in solidarity with the most vulnerable people in our society, responding practically to present and emerging poverties and working to challenge structural injustice.

## OUR VISION

To live in a just society where the most vulnerable people are served with dignity, love and justice in the spirit of St Vincent de Paul.

## OUR VALUES

We work with and serve people of all faiths and none, drawing inspiration from our Christian roots and our Vincentian heritage.

Our Vision and Mission are reflected in five core values, which are the driving force of all works within Daughters of Charity Services:

1. Serving people who are experiencing the effects of poverty
2. Respecting each person's dignity
3. Being compassionate and kind
4. Enabling choice and change
5. Acting in solidarity for justice

## OUR ETHOS

By Vincentian character, we speak of the ethos established by St Vincent de Paul, a Catholic priest in 17th century France who, along with St Louise de Marillac, founded the Daughters of Charity to serve people experiencing poverty and those in need.

**“Whatever you did  
for one of the least of  
these brothers and  
sisters of mine, you  
did for me.”**

**Matthew 25:40**

# Achievements and Performance

## 1

### The Development of a Vincentian Resource Hub

Our commitment to the Vincentian Charism remains central to our work, ensuring that all our charities uphold the dignity of individuals, particularly the poor. Through the Vincentian Values Training (VIVAT) programme, we equip employees and volunteers with an understanding of our heritage and its daily application. We have also expanded our advocacy efforts, developing a Vincentian Family Advocacy Group and launching the first Vincentian Manifesto to unify our voice on key social issues.

## 2

### Building Vincentian collaboration in the service of those living in poverty

We hosted our first whole-group assembly, fostering collaboration and strengthening our advocacy efforts through expert-led discussions on values-based community action. Our third annual Vincentian Values Week focused on social care challenges, engaging leaders, practitioners, and service users. Additionally, we co-authored a Vincentian Manifesto ahead of the General Election, outlining key policy priorities such as tackling poverty, improving social care, and addressing homelessness.

## 3

### A Vincentian response to emerging poverties

We conducted extensive research into the adult social care sector, resulting in a report that highlights critical reforms, including better recruitment, career development, and funding investment. In parallel, we actively supported campaigns addressing child poverty, free school meals, and refugee rights. Our advocacy work has gained momentum, with a formal submission to the Treasury and the launch of a Vincentian Manifesto to influence systemic change.

**“The past year has seen both significant challenges and achievements both within the team and across our group of charities. Working against three strategic aims, we have made substantial progress against each of these.”**

**Mark Choonara, CEO**

# St Joseph's

## Providing care and support services for adults with a learning disability

Our mission is to support people with a learning disability through their life's journey, by meeting individual aspirations and needs so that lives are valued and transformed.

2024 marked St Joseph's 100 year anniversary. Over the past century, the charity has enriched thousands of lives, evolving from a medical model of care to a community-based approach while staying true to our Vincentian values of compassion, innovation, and service.

**Respect**  
**Choice**  
**Trust**  
**Friendship**  
**Inclusion**  
**Skills**  
**Hope**

# 70

People with learning disabilities were supported through Person Centred Planning and Service delivery in a variety of locations

# 204

Employees to support and care for the people

# 11

Members of staff achieved VQ 2/3 award

# 25-30

Years of service from members of staff (retention)

# 30

People with a learning disability will have learnt new skills as a result of engaging with new activities

# 35

People with a learning disability will have improved their social skills from attending activities

# 5

Activity providers will have better engagement with the community and be able to meet their needs

# 12

Week programmes of Music Therapy with charity Nordoff and Robins

# 30

People attend St Joseph's Tuesday Club, a session that offers social inclusion and promotes fun and friendships

## **Year 1 Project Outcomes:**

St Joseph's are currently 6 months into the project and have established the following:

### **Music Therapy**

The charity Nordoff and Robins has agreed to provide a 12-week programme of Music Therapy to the people at St Joseph's. This will be undertaken in two houses for people with profound and multiple learning disabilities and complex needs. The weekly sessions will commence on the 16th of April.

### **Gardening Circle**

St Joseph's gardening circle offers a sensory space that promotes creativity and ownership of developing new skills. The group officially started on the 7th February 2024. A person St Joseph's Supports has taken on the role of Head Gardener, and the group consults with the people at St Joseph's prior to work commencing to agree project outcomes.

### **Canvas Creations**

This project supports the development of new skills, confidence and expression through art. Ensuring that everyone has the opportunity to take part in contributing a piece of art, St Joseph's plans to have an art exhibition later in the year to showcase the talent and embrace a sense of pride.

### **Training/Activity Champions**

Training power point on the importance of supporting wellbeing. To support Activity Champion training, demonstrating St Joseph's consistently promote positive wellbeing and actively delivers a varied programme of activities that supports people and staff.

# Out There

## OUR MISSION

Out There exists to support the wellbeing and mental health of families and children impacted by the imprisonment of a loved one.

Some of the most notable issues for the families are:

1. Visiting prison and maintaining contact
2. Concerns for the prisoner whilst serving their sentence
3. Emotional wellbeing and mental health issues
4. Concerns for children and the impact of imprisonment on them
5. Practical issues such as housing and financial difficulties.

## OUR SUPPORT

The support each family needs varies. Out There helps prisoners' families maintain contact with their imprisoned family member, as well as provide practical ways to ameliorate some of the harmful effects caused by imprisonment on innocent family members.

The type of help on offer includes:

- Family support, including 1-1 support
- Wellbeing days
- Family activities
- Support for young people and children
- Prison liaison and family forums
- Post-release support

*"The team have made such a difference for me in a most difficult year. I don't know how I would have found my way through the machinations of being a mother on the outside."*

*"Their support relives anxieties."*

*"Helped build my confidence."*

*"I don't feel alone anymore."*

*"I felt **empowered** with their help."*

*"I have been given lots of support and it is good to know there is someone there for me when things are feeling hard."*

*"I feel that my daughters has benefited from this already and I have received insightful and helpful feedback also. And I also received financial help with vouchers for food etc, just before Christmas which was a lifesaver at the time."*



# 65

1-1 Support for  
Children referrals  
received

# 394

Family members supported through the Greater Manchester area

# 80%

Scored their wellbeing as being improved and feeling less socially isolated in a 3 month follow-up about their emotional wellbeing and how isolated they felt.

# 8+

Hours spent in each  
1-1 support sessions  
for children

# OUT THERE

SUPPORTING FAMILIES OF PRISONERS



# 171

Families supported  
by the project

# 90%

Of children and young people who have completed a program of direct work in school, reported an improvement in their wellbeing and met their goals that were set out during the Child Impact Assessment

# St Vincent's Family Project

## NEED FOR OUR WORK

South Westminster is an area of contrast between wealth, history and power alongside stark social deprivation. Areas in Pimlico wards are within the top 10% of the indices of multiple deprivation. It is an area with high pay gaps, the highest housing and childcare costs and homelessness. There are many different communities and languages spoken sitting amongst the poverty, debt and insecure housing; social isolation is a significant problem in the area. Families with very young children have all the pressures of early parenthood, so it is unsurprising we see relationship conflicts, huge emotional stress on families leading often to mental and physical health problems.

## OUR AIMS

St Vincent's Family Project aims to support families in Westminster, especially those who are experiencing difficulties. The Project aims to address the issues of parenting, child welfare and social exclusion by providing services for parents and children. The charity's intended impact is developing resilience in families in their early years to have a lasting effect on their futures. It aims to offer an experience of community that inspires, supports and enables positive change in the lives of those who use its services.

## WHAT WE DO

St Vincent's Family Project provides a variety of services to meet young families needs, including: a safe family space that offers excellent facilities for children and families to play, relax, share food and receive support; parenting programmes; healthy living sessions, including exercise classes and nutrition and dental hygiene sessions; and a free creche that allows parents the time to attend programmes, get one-to-one support or to have a much needed break. The creche also enables staff to observe and support children to develop their social and language skills, so they are appropriately developed and confident when they reach school age.

180

Families supported by SVFP

32

Families receiving one-to-one support

37

Low income families helped with costs towards school uniforms with funding from St. Marylebone Educational Foundation

25

Hampers distributed to families over Christmas

# 100%

Families agreed or strongly agreed that SVFP helped to reduce social isolation

# 84%

Families agreed or strongly agreed that SVFP helped them to increase the number of friends or peers they had

# 93%

Families agreed or strongly agreed that SVFP helped them to reduce anxiety

# 100%

Families agreed or strongly agreed that SVFP helped them to reduce stress

# 80%

Families agreed or strongly agreed that SVFP helped them improve their low mood

# 67%

Families agreed or strongly agreed that SVFP helped them improve their confidence in parenting

# 87%

Families agreed or strongly agreed that SVFP helped them improve their social skills and confidence

# 80%

Families agreed or strongly agreed that SVFP helped with improving their children's behaviour

# 67%

Families agreed or strongly agreed that SVFP helped them to increase the support they received from other local services

Playgroup is a great place for parents with young children. Both benefit from the sessions which really helps at what can be a stressful time in life.

“SVFP has been invaluable for myself and children. I attend the stay and plays and have completed both PPP and Melow parenting and both have been extremely helpful. The environment that the staff have created is one of family and inclusion. I am always made to feel welcome and valued! I love it here.”

# 67%

Families agreed or strongly agreed that SVFP helped them improve their knowledge and skills in parenting

# Vincentian Care Plus

Vincentian Care Plus provides a domiciliary care service for people who by reason of age, infirmity, disability, or illness are unable to provide it for themselves, thus, enabling older people to live independently in their own homes.

## OUR MISSION

Continue to offer a service of excellence, with care packages that are tailored to meet the individual needs of the people we work with.

Provide a befriending service that will offer choices to our service users and enhance the quality of their lives.

## OUR AIMS

The principal aim of the charitable company in the year under review was to assist those in need of home care by the provision of a home care visiting service.

Vincentian Care Plus is a home care agency committed to delivering quality care, support, and befriending to people in their own homes. It is registered with the Care Quality Commission (CQC).

## OUR VISION

Our Vision is that people matter!

Here at Vincentian Care Plus we believe in the uniqueness, contribution, and value of older people in our society today.

In order to achieve this vision, we provide personal care and support in a safe, effective, compassionate, and respectful way.

## **SUB-CONTRACTOR RELATIONSHIP**

VCP continues to work closely with the sub-contractor, Verilife, to minimise disruption and ensure a smooth partnership and communication flow. The weekly meetings continue to establish and foster improved dialogue on strategic as well as operational issues.

## **RECRUITMENT AND TRAINING**

We are proud of our diverse workforce from all walks of life (ethnicity, religions, age, socio-economic backgrounds), all of whom have a passion for looking after others and with the ability to provide customer care and an understanding of our service users' needs, how to meet them and how to apply these skills actively in their roles.

Training courses include:

- Complex and Challenging Behaviour
- Financial Abuse
- Mental Capacity Act and Deprivation of Liberty
- The Care Certificate
- Neurological Conditions
- Substance Misuse
- Moving and Handling
- Aspects of Ageing
- Respectful Intimate and Personal Care
- End of Life
- Safeguarding Adults
- Stand-alone training recommended by CQC on Infection Prevention and Control (IPC) with respect to COVID-19
- Dual Diagnosis

VCP has a mandatory 5-day induction training programme in place that covers the 15 standards of care for new staff. All VCP care workers have completed the care certificate.

Refresher training is provided annually covering the key standards and principles of care, including safeguarding, medication and moving and handling.

There is vigorous management in place for supervision and training to identify areas for development, for example: two key office staff have been trained to be Dementia Champions; care staff have been up-skilled to undertake risk assessments and spot checks (senior care workers); there are opportunities to undertake short courses; and enrolment onto the Qualifications and Credit Framework (QCF) and National Vocational Qualifications (NVQs) is encouraged.

# Marillac Neurological Care Centre

## OUR AIMS

We provide services to adults with acquired brain injury, degenerative neurological disorders and complex physical disabilities. We have three units comprising two 16 bed units and a third unit comprising 17 beds and three bungalows. All three units provide specialist nursing and rehabilitation services to clients with neuro-based long term conditions, including traumatic and hypoxic brain injury and chronic medical conditions such as multiple sclerosis, motor neurone disease and other neuro-based conditions presenting as complex care.

## OUR MISSION

Our aim is to provide a centre of excellence for adults with neurological and complex physical disabilities and to provide care that is:

- Centred on the needs of each person
- Promotes optimum independence
- Maximises quality of life and choices
- Encourages respect for everyone

In formulating these aims, the trustees and management have given careful consideration to the Charity Commission's general guidance on public benefit.

## SERVICES

Our services have an outstanding reputation within the Healthcare community which has led to very high occupancy levels of 96.2%, compared to the NHS occupancy of 92.6%. National Institute for Health and Care Excellence (NICE) suggested in 2018 a "pragmatic maximum" of 90% whilst the 2023/2024 NHS operational planning guidance recommended that bed occupancy should not exceed 92%.

The complexity of our services is recognised by our purchasers as being extremely high. At one point we had more people using enteral feeding than the local NHS Trust. Our services continue to develop in line with service need. We analyse our referrals and conduct a paper review on all referrals. We host a bed management meeting with all clinical parties represented to ensure that we are meeting the needs of the patients that are referred.

Our services, in discussion with our purchasers, continue to provide the services required by the NHS. When we have received feedback one comment received was to expand the service. All feedback that we received has been reviewed and where possible implemented. Regular verbal feedback is gathered via Director of Admissions, and this is fed back to the Senior Team and Board within regular reporting structures.

There has been no major change to service provision as identified needs of both residents and commissioners remains

## **QUALITY OF CARE**

The Marillac has four sub-groups to the Board of Trustees - Finance, Clinical, Audit and Fundraising. Each group has Trustee representation as well as a Senior Manager present to support. The CEO also attends all subgroups as an attendee.

The Audit group conducts audits on all areas and specifically reviews and structures the audits received from the clinical groups looking at any trends and feeding this back to the Board.

The Finance group scrutinises the monthly accounts and advises the Board of any areas of concern. The group has delegated authority as per a scheme of delegation to authorise spends.

The Clinical group scrutinises all accident and incident forms and discusses any themes. These are pertinent to the quality of care that The Marillac provides. The group also reviews all safeguarding incidents and reviews the action plans of any concerns that have been identified. This ensures that the charity is proactive in learning lessons and sharing areas of concern with all clinical colleagues.

The Fundraising group has been developed to lead on and advise the board on the fundraising strategy, including the recruitment of a Fundraising and Partnerships manager.

Our quality of care has been subject to the same concern faced by the NHS, Independent and Charity Healthcare providers regarding the shortage of staff. Our staffing manager has worked tirelessly to ensure that safe staffing levels are maintained.

## **DEVELOPMENT OF STAFF**

We provide a free employee assistance program for all employees and access to Occupational Health and psychology. We also actively encourage training and development of all employees who are able to attend additional funded training in many areas on top of their mandatory training. We are currently sponsoring seven employees on Nursing/Care apprenticeships, as well as two on management apprenticeship and one on an MBA course.

During the year, we were able to provide a significant pay rise for staff of 5%, and 20% to our daytime Qualified Clinical staff. We endeavour to benchmark our salaries across the sector to ensure that we are paying an industry norm or over. For example, one benefit is that we offer all staff a paid break, which equates to an extra 2.5 hours payment each week (FTE).



# The Louise Project

## OUR PURPOSE

The Louise Project enables people living with persistent poverty to transform their own lives and become active participants in the transformation of their community. We intervene to change structures to take people out of poverty and create a more just society.

We not only address the consequences of poverty in the lives of those we serve but we also aim to enable people to meet their own needs and we aim to tackle the causes of poverty and the issues that perpetuate poverty across generations of the same family.

## OUR AIMS

1. To develop the support offered by The Space to continue to meet the current and emerging needs of the local community.
2. To strengthen the project value base and evaluate and develop the Model for Enablement to enhance social impact.
3. To strengthen the sustainability of The Louise Project.

## OUR OFFERS

- Community Drop-in: families are enabled to build authentic relationships, be sociable and access crisis support.
- Community Advocacy: families are enabled to engage in and access services across the city, become informed of their choices, be supported to access their legal rights and challenge unjust decisions.
- Building Better Futures: individuals are enabled to develop transferable skills, in particular, literacy and enhance their wellbeing.
- Building Community: individuals are enabled to engage with and build relationships with people from across different ethnic groups.
- Hopeful Futures: individuals are equipped with the knowledge and skills to become contributing citizens and to understand the causes and consequences of poverty.
- Hopeful Futures: also focused on understanding boundaries, healthy relationships, health and hygiene, finances and understanding civic systems, e.g. operation of the city council and its services.



# 213

Individual families welcomed  
and supported

# 189

Families supported with advocacy  
to integrate into city life

# 2186

Issues addressed, including homelessness,  
evictions, welfare benefits and applications to  
the EU Settlement Scheme

# 62

Adults in Literacy and Numeracy

*"I always wanted to come back to say thank you. You have changed  
my life. I can't believe this is my life now. I am so happy. I am free."*

*A quote from a service user who was helped to escape five years of domestic trafficking*

# 58

People reporting enhanced wellbeing  
(confidence and self-efficacy)

# 3

Roma people in supported  
employment

# 21

Individuals attending college  
access course

# 5

Multicultural social and  
information events

# Acknowledgements

We thank all employees and countless volunteers who have helped our projects serve their purposes and carry the Vincentian values into their communities.

## **Daughters of Charity Services**

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