



# MAKING SPACE

FOR VULNERABLE PEOPLE TO FLOURISH  
Across Cornwall & the Isles of Scilly

## Social Impact Report 2021

6  
People  
Supported

3  
Partners  
Strengthened

67%  
Tenants  
Paying Rent In  
Full And On Time

100%  
Tenants Say  
Property Has  
Had Positive  
Impact

£13,260  
Revenue  
for partners





## Operational Partners

Mustard Seed Property (MSP) works with a number of charity partners that each focus on providing support and/or accommodation for vulnerable people in Cornwall.

This report details the social impact being achieved by homelessness charity St. Petroc's and care company Karrek Community CIC. MSP plans to work with many charities and social enterprises over time and we will report on their social impact in the coming years.



**St Petroc's** is a homelessness charity in Cornwall that leases a property in Helston, which was the first property purchased by MSP back in 2007. Since 2007 some twenty vulnerable adults, including some with learning disabilities, have been prevented from becoming homeless, whilst learning skills and gaining confidence in managing stable lifestyles.



**Karrek Community CIC** is a care company that has been working with MSP for a while now. In early 2020 MSP purchased a property in Redruth, which is currently being reviewed for the required refurbishment works, and when completed will be a home for six individuals with learning disabilities.



**Newquay Lighthouse Project CIC** wants to provide supported housing to help addicts in Newquay and nearby towns, who are seeking to maintain abstinence-based recovery. Following on from two other Lighthouse Projects based in Plymouth and Bideford, it will create a community of like-minded individuals who receive support through local mutual aid fellowships. Newquay Lighthouse Project is Mustard Seed Property's newest partner and will begin providing support from our recently purchased property in Newquay once the refurbishment works are completed in June 2022.



**Mustard Seed** was the first operational partner leasing a property from MSP. It does not currently have expansion opportunities that MSP can support. However, they remain a partner often providing additional services to people supported by both Karrek and St Petrocs.

# INTRODUCTION

**Mustard Seed Property (MSP)** was set up in 2007 in direct response to a call from people in their sixties and seventies who were trying to plan for a future for their autistic adult children, who were still living at home. We raised £300,000 from a few dozen people, a local charitable trust and a bank, bought an old bed and breakfast and changed the lives of five families. The property is now used by homelessness charity **St Petroc's** as a supported house for formerly homeless individuals.

MSP is a charitable community benefit society intent on providing the right support for individuals that need it. It is also a robust commercial investor, which has been paying shareholders a financial return since 2008. Our ambition is to buy and develop properties and lease them to charities for vulnerable people across Cornwall and the Isles of Scilly. The properties will create space for individuals to flourish, whether in a work environment or as a place to live. We aim to raise enough money to buy a couple of properties a year to resource the amazing work of social enterprises across the county.

Today we have a relationship with several charities and social enterprises, all growing and needing access to more property, both commercial and residential - to make available as homes or workplaces for the most vulnerable in our society.

With the world's shared uncertainty over the pandemic, each of our partner organisations have needed to adapt to COVID and its knock-on effects – from increasing costs to heightened safety requirements. Having more properties that they can manage, strengthens them and means they are able to deliver more impact and increase their revenues - making them more resilient and building back stronger.

Two years ago, MSP purchased a second property at Alma Place in Redruth, where we will help our partner **Karrek Community CIC**, to house an additional six people. That property is currently under review and will be adapted to the needs of the new tenants.

Our newest partner is **Newquay Lighthouse Project**. We are in the process of renovating a

property for them in Newquay, which will enable them to provide supported accommodation for addicts seeking to maintain abstinence-based recovery.

We are constantly on the lookout for new partners to engage with and support on their journey to providing homes and support to vulnerable people in Cornwall. Everyone deserves a roof over their head and somewhere to call home.

Homelessness can affect anyone. According to a Shelter and YouGov study in 2019, almost three million private renters could be just one pay cheque away from losing their home.

The COVID-19 pandemic has exacerbated the situation with many people in low income jobs either losing their jobs and having to claim Universal Credit, or receiving even less than usual whilst on furlough.

Homeless people often have multiple and complex needs, which means they also need support once they have somewhere to live. This support is key for people to have the time and space they need in order to let them live independently.

Housing is a serious concern for people with a learning disability. Many continue to live in inappropriate housing; they remain on waiting lists for long periods of time; are being housed in local authority areas miles away from their families and support networks. As a result, there is a 'priority need' for appropriate homes and support for people with learning disabilities so that they can enjoy independent living within their local community.

The pandemic has also had a significant affect on people with learning disabilities. Statistics show they were up to six times more likely to die from COVID-19 during the first wave of the pandemic. The death rate for those with a learning disability was thirty times higher in the 18-34 age group.

Despite the current crisis, Mustard Seed Property and its partners are moving ahead with their plans to provide more homes for vulnerable people across Cornwall and the Isles of Scilly.



# ST PETROC'S Social Impact



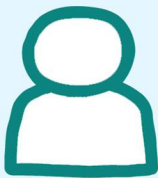
ST PETROC'S  
SOCIETY

St Petrocs supported 1,013 individuals on a re-occurring basis across the reporting period, including those housed in the Mustard Seed Property in Helston.

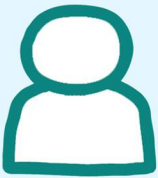
St Petroc's provides individually tailored support in each house according to the specific needs of individual residents.

Residents are supported towards more independent living and long term housing solutions. Staff enable residents to access training and employment opportunities and assist with benefits, budgeting, and attending appointments. Staff also encourage residents to develop valuable life skills, pursue hobbies and interests and engage in the wider community and local events.

All residents have their own single bedroom and a shared kitchen, bathroom and laundry facilities, as well as general living rooms. Residents take responsibility for maintaining a clean home and making food.



June\* was referred early in her tenancy to an alcohol support agency and has been stable for many months. This has lead to a decrease in her mental health issues and has greatly improved June's overall health.



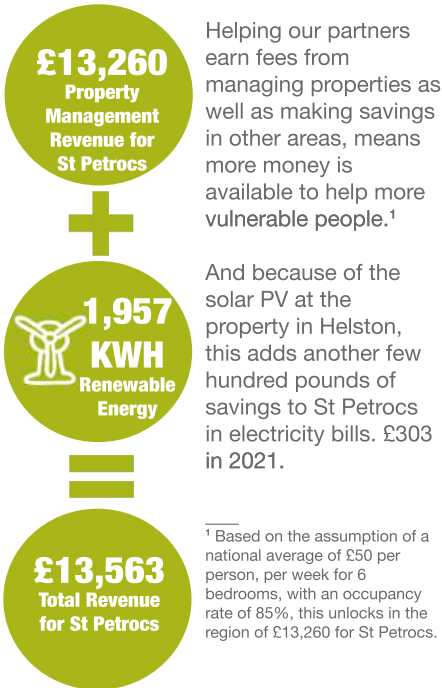
Phil\* has had support from mental health partner agencies during the time in his new home.

This included following the loss of his father, when Phil was provided with support through his bereavement.

*\*Not real names*

## Revenue

Mustard Seed Property works to strengthen local social enterprises to help vulnerable adults in Cornwall. The main aim is to provide the social enterprises with the property they need to deliver more social impact - helping more people.



<sup>1</sup> Based on the assumption of a national average of £50 per person, per week for 6 bedrooms, with an occupancy rate of 85%, this unlocks in the region of £13,260 for St Petrocs.

# Improving Housing Opportunities



Tenancies



Tenancies sustained beyond six months



Tenants taken tailored support for their circumstances



Tenants shown successful outcomes from their support



Tenants moved on to stable tenancies elsewhere

All tenants are making use of the support provided and 67% of tenants are paying their rent and bills in full on time.



Tenants paying their rent and bills in full and on time



Tenants saving for a deposit so that they can move on



Tenants confident in looking for a new private sector home

# Progressing To Employment



Tenants in employment



Tenants actively seeking work



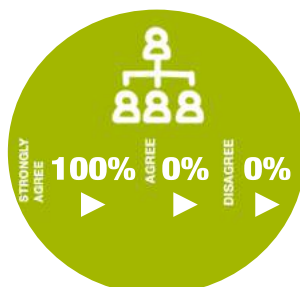
Tenants volunteering/training

Currently 17% of tenants are in employment, but 5 tenants are unable to work due to long term illness.

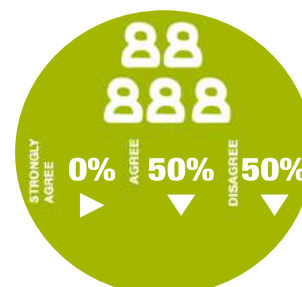
# Improving Resilience Against Homelessness



Keeping homes in a good condition



Property has had a positive impact on their support networks and relationships



Tenants feel confident in meeting new people in the local area

Only 50% of tenants feel confident in meeting new people in the local area, which shows that lack of confidence is still a huge issue generally in the homelessness community.

# KARREK COMMUNITY

## Social Impact



Karrek Community is one of our operational partners. They provide domiciliary support to people all over Cornwall. Karrek has identified a strategic need for new accommodation with supported living, for around twenty people with learning disabilities in both St Austell and Camborne. MSP has found and purchased a property for Karrek, which is currently being refurbished and adapted. It will hopefully welcome its first residents early in 2023.

It has been a challenging and restrictive year once again for everyone. However, Karrek has continued to grow, despite recruitment and retention being a major concern. In addition, despite these challenges we have managed to successfully ensure that there has been some continuity for the people supported throughout our company.

We have experienced some difficulties with staff shortages due to staff sickness and two people we support contracted COVID-19. However, we managed to put contingency plans in place and come through a particularly difficult period. We have also been assisting people to undertake activities and courses they have not previously been able to, such as using the computer. It has been another very different year, but one where the majority of the people we support have been able to learn new skills and have enjoyed the support which is in place, as well as to continue working on their social interaction and communication skills.



Reggie\* and his support team all contracted COVID-19 and this put the team under a lot of pressure. Agencies were unable to support us due to their own staff shortages. It was through working with other professionals supporting Reggie, that we were able to provide care in line with his support plan, whilst ensuring government guidance on COVID-19 was adhered to.



Colin\* lives on his own with autism and learning disability and is supported in his own home. He is helped with letters, finances and social interaction. It is through the support of the staff that Colin's wish to start a beginner's course in computing was accomplished. We were able to support him to pursue this, completing paperwork, assisting with transport and understanding what he was being taught.

*\*Not real names*



# Capacity & Need



Employees and volunteers



Homes managed



People received both support and accommodation



People supported that are in need of accommodation

“Your staff have provided the necessary care and respect for Mum whilst I was away and my brother was looking after her. She is now happy, settled and enjoys her interactions with your staff.”

Family member

# Improving Outcomes

95



People received tailored support for their circumstances

70



People continued their support beyond six months

0



People supported with live-in carers

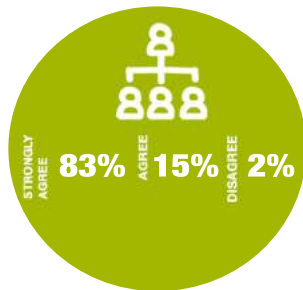
95



People shown successful outcomes from their support

“In this current climate where it is extremely difficult to source care for people, having the support of agencies like yours that will go above and beyond, and will do what they can to support us and the vulnerable people in our communities, is amazing.”

Case Co-ordinator, Cornwall Council



Support has had a positive impact on them and their relationships



People feel confident in meeting new people in the local area



1,700 hours support per week

“Really good. Your carers have been excellent over this pandemic. Couldn’t ask for more.”

Client

# Progressing To Employment



People in employment



People actively seeking work



People volunteering/training

# SHARE INTEREST COUPON UPDATE

2021 was an extraordinary year, packed with challenges and uncertainty at every turn. MSP has weathered the storm extremely well and remains in a strong position, but the knock-on effects of a pandemic, mounting inflation and immense demand for housing has nonetheless been felt. This year has caused a lot of things to take longer than we had originally anticipated. Consequently, we've had our plans pushed back a full year behind our original schedule.

We've seen a dramatic rise in demand for houses in Cornwall, which has exacerbated the availability of skilled labour and caused delays in the completion of works and readiness of properties for occupation. We've also seen significant shortages in building materials, which has led to the inevitable and well documented price spikes. We have done our best to counteract these increased costs, such as securing contractors we trust, who are working hard to keep building material costs down.

However, the reality is, today we do not yet have the additional income that we had expected to be in place. Nevertheless, it is our commitment to report to you with openness and transparency. Currently, we have two additional properties purchased, with one refurbishment contract in place and underway, and the other property under review. We are navigating the final stages of getting these two new properties operational and, whilst the income received from our first property assists in covering our additional costs, there is no surplus. As a result, we believe it is more important to protect investor's capital than to pay out a share interest coupon without the necessary income to support it. So, whilst it was possible to continue to pay out a share interest coupon this year - even if MSP made a loss – it would have been at the expense of our balance sheet and ultimately shareholders' funds.

We are honoured by the trust of individual long-term shareholders who, for more than a decade, have joined us with the expectation that we would be dependable stewards of their capital. We believe that, given the unprecedented circumstances we faced this year, it was our duty to put the long-term interests of MSP and its shareholders first. This is the first time in our fourteen-year history that we have not paid out a share interest coupon – something on which we have always prided ourselves. Therefore, this was a difficult decision and one we wrestled with for quite some time; even seeking external counsel from many of our shareholders before finalising our position. We believe this was a necessary decision and one that has allowed us to lay the foundations for our future successes.

Mustard Seed Property is in good health and our appetite for growth is undiminished. We now have two

additional properties in Redruth and Newquay and our latest estimates project these will generate over £4,000 and £3,000 in monthly income, respectively. Moreover, these properties will provide a home and community for a combined seventeen vulnerable adults, at any one time. These properties will not only be a successful acquisition from a financial standpoint, but will also crucially increase our social impact and broaden our reach. We are delighted to be partnering with Newquay Lighthouse Project and Karrek Community on these properties and look forward to seeing what we can achieve together.

Our confidence in our future has meant that the board has set the share interest for the year ahead back to 3.5%. We expect that once all three properties are fully operational and we have a full year's income from all three, our aim will be to increase the share interest slightly further.

We are seeing opportunity and need right across the county, and we're continuously striving to achieve our aim of providing space for vulnerable adults to flourish in Cornwall and the Isles of Scilly.





# NEWQUAY LIGHTHOUSE PROJECT

## Property Update

We are delighted to announce that our newest property in Newquay is currently under refurbishment and will be fully operational in June 2022. It is an exciting time for Mustard Seed Property, as this will be our second property up and running, and our first property focused on drug and alcohol rehabilitation.

Our partner, Newquay Lighthouse Project (NLP), is a CIC focused on providing supported accommodation for addicts seeking to maintain abstinence-based recovery using mutual aid fellowships. Newquay Lighthouse will be the third instalment of the Lighthouse Project and will be the first Lighthouse Project in Cornwall.

The property will support individuals aged 18 or older and provide a safe place where drug use and alcohol is prohibited (something that similar services do not provide). Importantly, previous Lighthouse Projects have demonstrated that this approach delivers better outcomes than most rehabilitation centres, making it a very cost-effective option for someone seeking recovery.

Newquay Lighthouse Project, will be leasing the property for the next six years, providing MSP with a long-term and steady income stream. The initial operating phase of the facility is being led by Adam Langer, who has successfully set-up both previous

Lighthouse Projects. Hence, Newquay Lighthouse will be following in the footsteps of its predecessors, which have been consistently profitable business models, that have continuously delivered positive outcomes for residents.

We are really excited to be partnering with Newquay Lighthouse Project and it's clear there's high demand for their services in Newquay. Currently, there are no other rehabilitation facilities in Newquay that provide similar services. In fact, this property will be the only fully abstinent move-on accommodation available in Newquay. Hence, Newquay Lighthouse Project will not only be providing a crucial service, but doing so in an area where it is desperately needed.

Importantly, however, Newquay does seem to be better placed than Bideford and Plymouth (the two previous Lighthouse Projects), due to the provisions already in place to support people with addiction issues. Consequently, Newquay Lighthouse Project believes that through engagement with similar local organisations, a joined-up support network can be built that will benefit the entire community.

We believe this property can lay the foundations for a great support network in Newquay that will aid all those recovering from addiction, and we're excited to see how this new journey unfolds. We look forward to updating our shareholders on this project soon.

