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# Winchester Churches Nightshelter

Annual Review  
2016/2017

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## Annual Review 2016/2017

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**Our Mission is to help as many people as possible into successful independent living.**

**Our Vision is to enable people to escape homelessness.**

**Winchester Churches Nightshelter is open 365 days a year offering accommodation, food and vital support services to those experiencing homelessness in Hampshire.**

We have 17 beds and help, on average, between 100 – 140 people each year. We provide one-to-one support on an almost 24/7 basis, working together with residents to address the problems caused by, and contributing to, homelessness. We help them find the most appropriate move-on accommodation to suit their needs and equip them with vital life skills, enabling them to move-on from homelessness for good.

### Our Values

#### Honest and open

*We treat everyone with kindness and respect, without prejudice or discrimination.*

#### Safe and supportive

*We provide a home where residents can be comfortable and safe and can find the help and restoration of self-esteem they need.*

#### Flexible and caring

*We foster collaboration to work as a team with residents, staff, volunteers, the local community and other partner agencies.*



## How we made an impact this year

You have helped us to achieve this by:

-  Volunteering **10,484** hours of your time to work on-site at the Nightshelter
-  Saving us **£104,840** in salaries!
-  Donating around **£28,000** of food and domestic items
-  Fundraising and donating **over £100,000**

*"We're proud of how far we've come - but there will always be more we can do to help..."*

Looking Back At The Year by Michèle Price, Nightshelter Manager

**Twenty years ago**, on September 14<sup>th</sup> 1997, a freshly painted door on Winchester's Jewry Street swung open for the very first time. This day marked the beginning of the future for Winchester Churches Nightshelter, as we officially declared our newly renovated, bespoke premises – our **very own home in the heart of the city** - open for business.

Today, as we look back over the last two decades and more, it's not hard to appreciate how far the Nightshelter has come. From our first years providing the most basic of services in Church halls and empty Council properties, to the move into our current, dedicated building, from which we now offer an almost 24/7 level of support.

Our building has expanded and adapted to suit our needs over time – a new lounge area, a computer room, a bigger office and the addition of one bedroom – enabling us to help more people by creating a space that works better for everyone.

The support we offer has grown hugely too, responding to the ever more challenging complexities of homelessness, yet retaining our focus on aspiration as well as need, as this Annual Review demonstrates.



Photo courtesy of Michael Butters Photography



### Where we are today

In the last year alone, we've added Psychotherapy, Wellbeing and Coping Skills, and a CV and Jobs clinic to our roster of services. Issues surrounding mental health, and particularly anxiety and depression, are increasingly prevalent at the Nightshelter *(and across the homelessness sector as a whole)*.

This year, we commissioned a mental health practitioner to create a purpose-built programme designed to help improve residents' mental wellbeing. The resultant **Wellbeing and Coping Skills programme** *(more about this on page 16)* aims to give residents some control back over their lives by introducing them to a range of techniques that will enhance their emotional resilience and ultimately help them maintain a more stable lifestyle. They can take their 'toolbox' of coping skills with them on departure from the Nightshelter, to hopefully prevent them from returning to the cycle of homelessness again.

To complement this, we continue to offer the invaluable services of a Counsellor, in addition to our new **Psychotherapist**, both of whom work on-site with residents in the comfort of the Nightshelter. We provided **251 hours of counselling and psychotherapy to 25 residents** last year, and the feedback from these sessions has been unanimously positive.

There has also been much more of a focus on peer mentoring, with our mentors using their **lived experience of homelessness** to help current residents, and particularly those suffering from mental health and substance misuse issues. We're also assisting more residents than ever before into work with the help of our **CV and Jobs clinic**. Run by a volunteer HR professional, these one-to-one sessions offer invaluable support with CVs, interview techniques and job applications *(more about this on page 17)*, as well as that much needed boost in confidence.

Of course none of the above could be possible without the amazing support of our volunteers, which is why we were so thrilled to share the news, back in June, that we were one of only two organisations in Hampshire to receive **The Queen's Award for Voluntary Service in 2017**. This incredible honour – the equivalent of an MBE for charities – is a well-deserved accolade for all 238 volunteers currently registered with us, without whom our Jewry Street doors would remain firmly closed. *(See photos and read more on page 15.)*

### The future

The outlook is certainly bright for the Nightshelter, but not without its challenges. Our vital work and the positive impact it has on individuals, the community and also the economy, *(in terms of savings to the public purse)*, will hopefully ensure that we continue to receive state funding in the future, however projected **funding cuts to the homelessness sector** – in the region of another £56 million in Hampshire alone – do not bode well. The ongoing difficulties with Universal Credit, particularly the long delays in delivering payments, plus Government plans to axe Housing Benefit for 18 - 21 year olds, will place thousands of people at much greater risk of homelessness and further increase the pressure on charities like ours.

The new Homelessness Reduction Act, arriving next Spring, will regulate Local Housing Authorities to work on preventative measures to increase protection for single people. We welcome this new legislation and will seek to **support Winchester City Council** in meeting its obligations through our extensive knowledge of working with people experiencing homelessness.

The reality on a local level, however, continues to see people facing an up-hill struggle to escape homelessness. Finding accommodation for our tenancy-ready residents is a problem, with private rental in Winchester still inaccessible to those on benefits. Private landlords remain reluctant to rent to those on benefits, and the Local Housing Allowance *(which faces further cuts next year)* is not enough to cover the costs of renting a property within the local area.

**Our move-on property**, which houses four former Nightshelter residents who receive regular support on site, has provided an affordable option for those wishing to move-on locally, and we hope to purchase a property in the coming year to help even more people into successful, sustainable independent living.



*Two of our talented residents have enjoyed performing together this year*

*Our aim for the coming year is to improve the link between housing, health and wellbeing, and to motivate and enable our residents to live healthier and more independent lives. Above all, we will continue to offer a caring, albeit temporary, home – now, and in the future. **Thank you, as ever, for your support. We hope you enjoy reading through this Annual Review.***

# Resident Stories

Everyone who arrives at the Nightshelter has a different story to tell, and needs a different package of support to enable them to move on from homelessness. Here, we look at the journey of three of our residents.

## **J came to the Nightshelter early in 2017, completely at the mercy of his heroin addiction.**

He had spent time rough sleeping in Winchester, but recognised that if he didn't get help, he would probably lose his life to drugs.

*"I would have ended up in hospital – or worse - if I had not come into the Nightshelter. I'm not sure I would have survived at all. It's not just a Nightshelter. As an outsider, you don't realise what it is – they do everything they can to help you. I was not immediately accepted into local supported accommodation for various reasons, and so I stayed at the Nightshelter for several months."*

*"I have gone from injecting heroin daily to maybe only once or twice in ten days. I've seen what the consequence will be if I continue using regularly. Having stability in the Nightshelter for so long has really helped me. I did things I would not*

*have bothered to do by myself – for instance, sorting out my teeth, getting help making appointments. Everyone is brilliant, especially the volunteers."*

## **T came into the Nightshelter after a period rough sleeping in Winchester.**

He arrived with alcohol and drug problems, and a very low self-esteem. T stayed at the Nightshelter for nine months and accessed his bed every single night without fail. He only ever blew 0 on the breathalyser and towards the end of his stay came off all prescribed medication. By the time he left the Nightshelter, T was completely drug free – an incredible achievement that we are all so proud of. T tries to attend AA on an almost nightly basis, and has become good friends with many residents at the Nightshelter, often accompanying them to AA meetings. His relationship with the Nightshelter continues – he is a talented musician and recently formed a musical group with other members of the Nightshelter, performing several fundraising gigs for us this year.

## **G came into the Nightshelter for the third time after being released from hospital.**

On his previous visits, we had found move-on accommodation for him, but these had sadly not worked out. This time we needed to put a plan in place to ensure G's next move-on property could provide the right kind of support for him. G engaged with all the services on offer at the Nightshelter, attended meetings and counselling, and completed all the necessary paperwork in order to secure his move-on. He is now thriving in his new supported accommodation.

*"I'm so glad I came back to the Nightshelter, everyone is so helpful. I have tried to take advantage of everything – counselling, cooking, wellbeing sessions. I've managed to open up and it's good to have someone outside friends and family to speak to and who will listen. I was so pleased with my counsellor, she was amazing. I felt ready to talk, so it's been a God-send. Counselling has made me look at things differently; instead of getting stressed I take a deep breath and walk away and deal with my problems when I'm calmer. The Wellbeing and Coping sessions have transformed things for me, helped me think about my wellbeing more and put me first rather than everyone else. I've also started to get more exercise, as more physical activity does make me feel better. I used to ignore small problems, but now I try to sort them immediately rather than leaving it as I would have done in the past."*



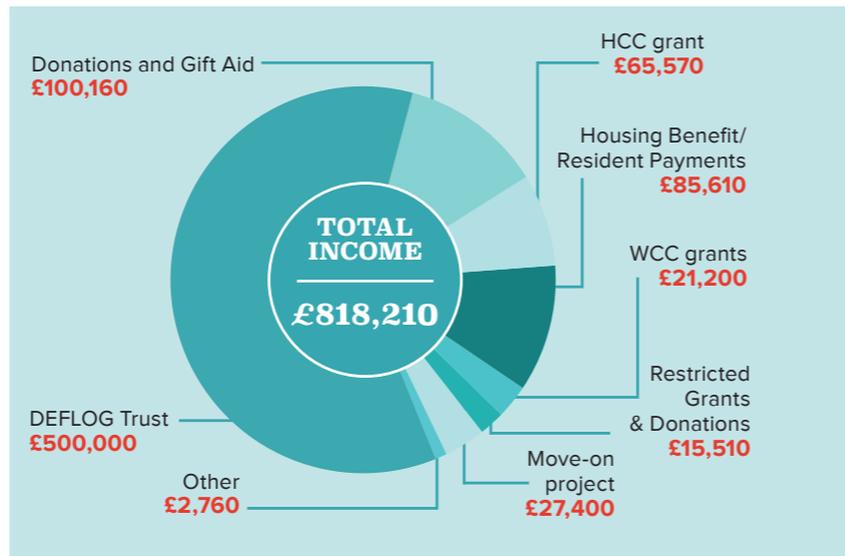
# Financial Report

The financial information for 2016/2017 shows a simplified breakdown of income and expenditure. More details and the full report from our Independent Examiner can be obtained from the Treasurer or the Nightshelter office.

Our income this year was greatly increased due to the unprecedented donation of **£500,000** that we received from the DEFLOG VQ Trust (*read more about this on page 20*). Without this incredible donation however, our income from donations and Gift Aid was **£8,740 less than last year**. Each year, we still receive substantial donations that have **not been Gift Aided**, so I again appeal to all donors to use Gift Aid if possible, which adds an extra **£2.50 for every £10** donated.

We received **£14,200** from local Churches, **£5,000** from the Oliver Borthwick Trust, **£1,300** from the Spare Change for Real Change collection boxes around Winchester city centre, in addition to large donations from Arqiva, the Ashton Singers, Chapter & Verse, Lyndex Contractors, the Thomas Roberts Trust and Winchester Rotary Club.

*We thank everyone who has donated this year, whether small or large, for their kindness and generosity.*



## TOTAL EXPENDITURE

**£342,550**



Salaries and staff training	→ £223,740
General running costs	→ £49,520
Administration	→ £7,100
Publicity/Fundraising	→ £2,060
Resident support and wellbeing	→ £14,770
Move-on project	→ £16,890
Hart/Outreach project	→ £22,420
Other	→ £6,050

Our expenditure was approximately **£50,000** higher than last year, with **£36,000** extra spent on pension provision and salaries. We have increased our level of staffing and are able to offer greater support to our residents, including opening all day on Sundays and Bank Holidays, as well as funding a new Wellbeing and Coping Skills programme at a cost of **£8,000**.

We have also made improvements to our building, including the air conditioning and electrical fittings. As always, we can only continue our vital work because of all the practical support we receive in the form of food and other donations, and of course the many hundreds of hours donated each year by **our wonderful volunteers**.



**Of course the Nightshelter is busy at night, but did you know that we're a hive of activity in the daytime too? Alongside our daily support work with residents, what goes on during a typical week with us?**

**Monday** We kick-start our week with our **monthly forum meeting**, when residents sit together and talk about any issues they're having with life at the Nightshelter. Chaired by Debby, our Advocate and Support Worker, attendees are encouraged to talk constructively and openly about the challenges of communal living, and staff are able to feedback their concerns, too – cleaning rooms, snoring, and who decides

what's shown on tele' are all on the agenda today. Some residents may stay behind for **scheduled support work appointments**. For everyone else, it's off out for the day, or over into the kitchen...

...for our weekly **cookery sessions**. Run by Sharron, our Catering Coordinator, this gives residents the chance to learn basic cookery skills and recipes in preparation for moving on from the Nightshelter. Participants prepare a nutritious hot meal and pudding using fresh donated ingredients, which will be served as the main evening meal. Our new **psychotherapy sessions** are proving popular too. Jon, our psychotherapist, offers four private sessions every Monday night in the comfort of the Nightshelter.

**Tuesday** The day can begin in the fresh air for those who want to join George, our Project Worker, on the **local community allotment**, maintaining the plot and gathering fruit and vegetables for use in the evening meal. Gardening helps residents to socialise, de-stress, learn a valuable new skill and alleviate boredom, as well as improve self-esteem and confidence.

Back at the Nightshelter, the day's **counselling sessions** are underway. Lorraine, our Counsellor, meets with existing and returning residents, building up a relationship over several months so that they can get the most from this vital service.

### Wednesday

Our **peer mentor** arrives for their weekly coffee morning, to share their experiences and offer advice, encouragement and support to current residents. It's also volunteer placement day, when two residents head down to **Winchester Cathedral** to assist the staff team there with maintaining the grounds, gaining valuable work experience which they can put on their CVs, and enjoying a hot meal in the Refectory afterwards.

**Thursday** Our **monthly tenancy training session** is taking place, helping residents learn about the obligations and responsibilities of being a tenant, and what they can expect from a landlord. Tenancy training can reduce the likelihood of eviction, and the possibility of ending up homeless again.

It's all go on Thursday evenings. Our **CV and Jobs clinic**, run voluntarily by an HR professional, gets residents 'job ready' by improving their CVs and providing interview advice. Residents can also schedule an appointment at our **monthly pop-up hair salon**, where a volunteer hairdresser is on hand for radical new looks...or perhaps just a trim.

**Friday** Shhhhhh, it's relaxation time at the Nightshelter. Our new bespoke **Wellbeing and Coping Skills sessions**, run by an experienced mental health professional, provide deep breathing, mindfulness and meditation exercises. Residents leave feeling relaxed and calm (*if we're able to wake them up!*).

**Saturday** Our quietest day, and the only day the Nightshelter fully closes.

Residents can pop down to the local day centre, or head to Winchester Discovery Centre to use their free computers. The **Nightshelter reopens early at 5pm** and the usual evening routine begins...

**Sunday** Everyone's favourite day of the week. Residents wake (*but only if they want to!*) and enjoy a **full English breakfast**, cooked and served by volunteers. We're open all day, so some may return to bed, others may head out, or watch a film in the sitting room. Tea and cake is served in the afternoon. Who doesn't love a **lazy Sunday**, before the week begins again...?

**If you have a professional skill that you think our residents might benefit from, please get in touch.**

A week in the life

of the Nightshelter



# Total number of people who stayed with us: **112\***

April 2016 to April 2017

 **105** people → Men  
**7** people → Women

 **20%** people → under 25 years  
**34%** people → 26-40 years  
**46%** people → 41+ years

 **43"** people → Local to Winchester  
**32"** people → Local to Hampshire  
**2"** people → From outside Hampshire

 **35%** people → suffering from drug addiction  
**3%** people → who admitted they had debt problems  
**30%** people → who had a family relationship breakdown  
**22%** people → with alcohol problems  
**30%** people → with a mental health problem

## Planned Departures: **50/77 (65%)\*\*†**

People Staying With Friends → **13**  
People Staying With Family → **5**  
People In Bed and Breakfast → **1**  
People Moved Into Supported Housing → **16**  
People In Private Rentals → **6**  
People In Local Authority Tenancy → **5**  
People Who Returned to Previous Home → **4**

\*Figures include people accommodated during Severe Weather Emergency Protocol (SWEP) and those already staying at the Nightshelter in April 2016.

\*\*Does not include SWEP and existing Nightshelter residents. †There were 27 unplanned departures; 3 evicted, 2 went to prison, 19 gave up their bed and 3 unknown.

# The Queen's Award For Voluntary Service

**You're all award winners! Nightshelter volunteers receive the prestigious Queen's Award for Voluntary Service.**

We've always known how amazing our volunteers are – and now it's official! In June this year we received the incredibly exciting news that the Nightshelter is the recipient of The Queen's Award for Voluntary Service for 2017 - the highest award given to voluntary groups in the UK. Described as the equivalent of an MBE, it recognises outstanding work done by volunteer groups in their local communities and the many ways that volunteers make an huge impact through their work.

Nightshelter Manager Michèle Price and Treasurer Marion Fletcher, who has herself volunteered for us for over 28 years, attended a garden party at Buckingham Palace in June and were among a select few to meet the Queen. Michèle said: *"It was such a massive honour for Marion and I to be presented to the Queen on behalf of all our amazing volunteers. We had a really good chat about the work we do, specifically how the service has evolved from mattresses on the floor in a different venue every night, to our current base in Jewry Street, where people are supported on an almost 24/7 basis with our current wide-range of services."*



*"It is so wonderful to see our volunteers recognised for their ongoing and selfless support. Volunteers really are the beating heart of the Nightshelter, and they truly deserve this award."*



Volunteers, staff and residents gather to celebrate our Queen's Award success

## New Services

As the reality of homelessness changes and evolves with each passing year, so too do our services. Every year we ask ourselves, how can the Nightshelter make even more of a difference to the people we help?

### Wellbeing and Coping Skills

This year, we were excited to launch our new bespoke Wellbeing and Coping Skills programme, run by mental health practitioner Saffron. The aim of the programme is to equip residents with effective coping strategies to deal with minor mental health issues. During the first six weeks of the course, 40 spaces were filled.

Saffron explains: "By the nature of their circumstances and lifestyle, those affected by homelessness are particularly vulnerable to mental health issues, particularly depression and anxiety. Often they are not equipped with positive and effective coping skills, so the programme aims to give them some tools to manage the stressors of life."

Delivered through weekly group sessions, the programme is facilitated by Saffron and a peer mentor who has lived experience of being homeless, who also offers encouragement and support.



Saffron continues: "We look at aspects including sleep, diet and exercise, and how we can change our cognitive processes to improve our self-esteem and self-worth. Participants are also introduced to techniques such as Mindfulness and relaxation. Throughout the course, we signpost and encourage participants to access community services and provide them with resources. The main aim of the programme is to reduce stigma and encourage residents to think and speak about their mental wellbeing - something that is relevant to all of us."



### CV and Jobs Clinic

For some of our residents, the major obstacle to getting back into work is lack of confidence, rather than lack of skills. Our new CV and Jobs clinic, run by volunteer Human Resources professional Bec, aims to help work-ready residents improve their CVs and give them practical advice on applying for jobs.

Bec hosts weekly one-to-one sessions, working together with residents to create new CVs, apply for jobs and practise interview techniques. She says: "There's often a lot of time spent building confidence and reassuring people they have what it takes to be a success. With a modern, well-written CV, employers can clearly see what the residents can offer in terms of a vast amount of skills, experience and potential."

"We've already had some real successes; several residents have secured jobs since we started the CV clinic, which makes me so proud. You can see an active change in confidence now they are back in work after a long break. They have a new sense of purpose and drive" she continued.

"One former resident had been out of work for several months and spent time in prison. He wasn't confident an employer would consider him, however we wrote an effective cover letter and talked about ways to sell his experience and talk positively about change, and he has now landed his dream job as a chef."



# Why Volunteer?

**We're constantly saying it – because it's absolutely true: without our volunteers, we would not be able to open our doors at night.**

Volunteering can make a real difference to your own life and the lives of those around you. Every day at the Nightshelter, small acts of kindness by our wonderful volunteers remind us how true this is. Whether it's making a cup of tea, helping make a bed, sorting through food donations, or simply taking the time to sit and listen to someone who wants to talk – it could turn someone's bad day into a good one.

**Last year, we welcomed 51 new volunteers into our volunteer family. We now have 238 selfless, dedicated individuals who regularly give up their time for us – over 10,000 hours a year, in fact. This saves us a staggering £104,840, that we would otherwise need to pay in salaries!**

## But we always need more help...

Could you volunteer for us? Whether you can donate a lot or a little of your **time, a professional skill** or more **general on-site support**, please **get in touch** to see how you might be able to help. We have roles to suit everyone. A full list of volunteering opportunities is available on our website at [www.wcns.org.uk/volunteer](http://www.wcns.org.uk/volunteer).

## How do I become a volunteer?

If you would like to volunteer for us, you will be invited to attend a volunteer induction session. These usually take place on weekends and last around two hours. We'll also need you to provide some ID so that we can complete a DBS (*Disclosure and Barring Service*) check. You'll also work alongside a more experienced volunteer for your first few sessions, to learn the ropes.

## Who will I be working with?

You will always be working alongside an experienced staff member, who will be on hand to support you. Depending on your volunteer role, you may also be on site with residents, but this isn't always the case.

## Aideen, Hairdresser Cuts residents' hair

*"To me, cutting hair is part of my life and such a simple thing to give. To the Nightshelter residents, it could make all the difference. Having a hair cut can give you so much confidence. It's simply a bit of my time, and if we all did the same the world would be a much happier place."*

## Bec, HR Manager Runs our weekly CV workshop

*"I love volunteering, I meet so many interesting people, it's incredibly rewarding. I think I have helped at least 60 people with new CVs and I wish I could track how each one is doing! If you have a skill that could be of use to people at the Nightshelter, I very much recommend giving up some of your time, you won't look back!"*

## Neal, Evening Volunteer

*"I help out in the office, or do whatever is required. My wife and I started coming along at Christmas, bringing presents for the residents, just to do our bit. We have what I perceive to be a comfortable life, and I was really keen to help more, so I began to volunteer in the evenings, too. It has helped to open my eyes to the range of people that the Nightshelter supports."*

## Antony, Overnight Volunteer

*"Everybody in society should be able to do something for someone else in need. Volunteering overnight was something I could do very easily – it costs me nothing. It was just a question of coming home from work, having supper, but I slept at the Nightshelter instead of sleeping at home."*



# Highlights of the Year

**In September 2016, the Nightshelter received an amazing £500,000 donation.**

This incredibly generous and unprecedented sum was gifted to us on the closure of the military charity DEFLOG VQ Trust, and is helping us to expand and develop our work at a time when demand for our services is greater than ever before. The funds will help us purchase a move-on property in 2018, creating more supported accommodation for our residents when the number of move-on spaces available regionally is decreasing due to funding cuts.

The DEFLOG VQ Trust was the brainchild of retired Brigadier Tom Blyth, whose son Ben suffered from a complicated and incurable mental health condition and sadly died in 2010 at the age of 33. After many years struggling to find his place in the world, Ben eventually made himself homeless, at first in London and later in Winchester, where he stayed several times at the Nightshelter. Ben's father paid tribute to the work of the Nightshelter and other organisations working in Winchester. *"After the harsh years on the streets in London he found help, care and compassion from the many charities that so distinguish Winchester as a place of Christian charity, including the Nightshelter and the Trinity Centre."*

The DEFLOG VQ Trust was wound down in 2017 and as part of its closure the money was donated to the Nightshelter *"to relieve the needs of people who are at risk of becoming socially excluded"*, in the way that Ben was.



*Residents enjoyed a trip to the local cinema*



*Two of our residents took part in a charity gig to raise funds for the Nightshelter*



*Staff dressed up in Victorian bathing costumes and surprised residents and the Mayor on a recent trip to the seaside*



## Our home on Jewry Street turned 20!

On September 14th 1997, the Nightshelter's Jewry Street premises officially opened for the first time, when a former library store was refurbished and turned into a dedicated shelter for those affected by homelessness. It has always been our policy to provide an evening meal, hot and cold drinks, a bed, clothing, toiletries and support, however the opening of our new home enabled us to offer a much greater level of holistic support to alleviate homelessness.

Twenty years later, and we now work with more local people, businesses and partner organisations than ever before, delivering an incredibly wide range of vital support services that help hundreds of people out of homelessness every year. The Nightshelter now includes a permanent staff of twelve (*six full-time and six part-time staff*) and a volunteer team of 238 – plus so many more people who fund-raise, donate and support us in other vital ways.

We would like to thank all our supporters over the years for their dedication and look forward to continuing our vital work together in the future, and to celebrating the charity's **30 year anniversary together next year!**

## How we began...

The Nightshelter was founded by Churches Together in Winchester in 1988. Run entirely by volunteers, the charity utilised various buildings around the city, including church halls and temporarily vacant properties. This led to short-term accommodation being provided, until in 1995 the organisation became a registered charity and we moved into our premises on Jewry Street in central Winchester in 1997. The building, belonging to Hampshire County Council, was previously used as a Victorian gasworks, a bakery, a co-operative dairy, a printing works and finally a library store. The Winchester and District Housing Association agreed to develop the site, in a joint venture, to provide a homeless shelter on the ground floor and ten low cost studio flats above.



# Your Donations

- Ethical sock company **Jollie Socks** donated over 100 pairs of warm woollen socks to the Nightshelter, courtesy of a nomination from **Alresford's Pioneer Cycling Club**. Good quality socks are always in short supply; they'll be used during the winter months to help our residents keep their toes toasty when they are out and about.
  - Thirteen schools and thirty churches supported our Harvest appeal** last year, donating more food supplies for our store cupboards than ever before!
  - Bespoke Biking**, the Winchester-based bike hub, gave our resident Tracy a cycling lesson on one of their bikes. As a child, Tracy had never learnt to cycle and was keen to gain a new skill that would help improve her mobility, so Heather at Bespoke Biking stepped up to the challenge, and Tracy has not looked back since...
  - The Winchester branch of **Pret A Manger** chose the Nightshelter to receive **daily donations of surplus fresh food**, helping to reduce food waste and ensure that there is always something in the fridge for residents to enjoy!
  - Local painter **Paul Treasure** gave the Nightshelter a **selection of paintings**, and organised for fellow local artists to donate their works to us too. We try to make the Nightshelter a home away from home, and our walls are now full of mood-lifting artwork that helps to brighten our day and keep those gloomy thoughts away.
  - Donations don't always have to come to us! After years of wearing his hair long, **Nightshelter resident James** decided it was time for a haircut at the shelter's monthly pop-up hair salon, and that his surplus hair should be **donated to The Little Princess Trust**, which will use it to create real hair wigs for children undergoing chemotherapy or living with alopecia. A lovely gesture that proves you can still give something, even when you don't have much yourself.
- A big thank you to everyone who has donated items to the Nightshelter this year. For more information on donations wanted or received, find us on Facebook and Twitter or visit [www.wcns.org.uk/donate](http://www.wcns.org.uk/donate).**



## Thanks and acknowledgements

We are indebted to so many individuals, churches, groups and organisations for their generosity and commitment – we could not help as many people as we do without you! Many of our marvellous supporters are featured in this review but in addition, special thanks go to:

- Oliver Borthwick Memorial Trust** for kindly supporting our advocacy and befriending service.
- Winchester Cathedral** for providing work placement opportunities, donations and support.
- Canon Paul Townsend** and the team at St Peter's Church for their constant help and support.
- Staff at the Winchester Discovery Centre** for their ongoing support, understanding and provision of facilities.
- Winchester City Council Housing Officers and Hampshire County Council** for help, advice and funding.
- Hampshire Constabulary Police Officers and PCSOs** who assist us in several ways.
- The University of Winchester** for their on-going support in engaging student volunteers and other initiatives.
- Lisa Boyd of Citrus Coaching** for her free regular support to the Nightshelter by helping staff develop personal skills.
- Winchester Round Table** for their generous donations which have enabled us to keep the Nightshelter open to residents on public holidays throughout the year.
- Computer Solutions** for their continued support and help with our systems.
- Keef Creative** for designing this Annual Review and other design work.

### Patrons:

- The Rt Revd Tim Dakin, The Bishop of Winchester
- Baroness Celia Thomas of Winchester
- Canon Debbie Thrower

### Board of Volunteer Directors:

- Linda Gregory – Chair
- John Harrison – Vice Chair
- Marion Fletcher – Treasurer
- David Johnson – Company Secretary
- Jo James
- Nigel Bartlett
- Patrick Fowler
- Emma-Christine O'Keefe
- Simon Beck (to February 2017)
- Julia Sinclair (to December 2016)
- Paul Robinson (to May 2016)
- Paul Montgomery (to April 2016)

# How can you help?

## • Volunteer

Last year our volunteers donated over **10,000 hours** of their time and helped save us over **£100,000!** Read how volunteering helps the Nightshelter on pages 18 and 19 and please get in touch if you could spare a few hours, or visit [www.wcns.org.uk/volunteer](http://www.wcns.org.uk/volunteer) for more info.

## • Donate food and goods

Donations of food, clothes and other domestic goods save us around **£28,000 every year** – an incredible amount of money that we can allocate to other vital services. Our website is updated monthly with our Most Wanted items so please check whether we currently need what you want to donate at [www.wcns.org.uk/donate](http://www.wcns.org.uk/donate).

## • Spread the word

Connect with us on **Facebook/WinchesterChurchesNightshelter** and **Twitter @WinShelter** to keep up-to-date on all our news and help spread the word about our vital work. You can also sign up to our e-newsletter on our website [www.wcns.org.uk](http://www.wcns.org.uk).

## Financial Donations

Over a third of our annual income comes from private donations. Giving is simple:

- Text **WCNS17** followed by £5 or £10 to **70070**
- Make a one-off or regular gift via [JustGiving.com](http://JustGiving.com) or our website. You can also set up a standing order or make a cheque donation. Don't forget to **Gift Aid!**
- Make us a beneficiary of your Will
- Contact us to talk about Corporate or Payroll Giving

 **01962 862050**

 **admin@wcns.org.uk**

 **www.wcns.org.uk**

  **Find us on Facebook & Twitter**

Registered charity number: 1080443 | Company number: 03928334

Under the Charities Act 2006, charities are required to demonstrate that their aims are for the public benefit. The vision and mission of the charity are stated in this Annual Review. The purpose of the charity is beneficial in a way that is identifiable and evidenced in this Annual Review. The Annual Review also identifies that the charity benefits a sufficient section of the public. The Board of Directors regularly monitors and reviews the success of the organisation in meeting its goals and can confirm that all the activities of the charity are undertaken in pursuit of its aims.