



Annual Report 2013 - 2014

OFFERING HOPE AND HELP TO THE HOMELESS





"The Nightshelter staff and volunteers here are the most honest, kind hearted people I have ever met. They have restored my faith in the human race, opened my eyes to a better way of life. They have empowered me to change my life for the better and I can't thank them enough." Nightshelter guest, 2014



Who's Who and Contact Details

Michele Price
Manager

Grant Gibson
Supervisor and Nightshelter Advocate

Laura G-R
Part-Time Supervisor

Hannah Gurnham
Part-Time Marketing and PR Assistant

Liz Howe
Project Co-ordinator

Will Manning
Part-Time Supervisor

Ali McKay
Part-Time Food, Nutrition and Wellbeing
Co-ordinator

Ed Murray
Supervisor

Hilary Nutbeam
Part-Time Catering Assistant

Alison Stoodley
Part-Time Project Worker

Carol Taylor
Part-Time Supervisor

Georgina Walker
Part-Time Project Worker

The Nightshelter is open 365 days a year for shelter, food and support for the homeless from across Hampshire.

Opening hours:
Guest admissions 6pm – 10pm
New guest admissions before 9pm on their first night.

Daytime Nightshelter office hours:
Monday – Friday, 8am – 3pm (plus 24 hour answer phone).

Contact details:

Winchester Churches Nightshelter
(Registered Charity No. 1080443)
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Board of Directors

Paul Montgomery - Chairman
Marion Fletcher – Treasurer
David Johnson - Secretary
Sarah Lloyd – Deputy Chair
Jo James
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Paul Robinson
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Patrons

Rt Revd Tim Dakin, The Bishop of Winchester
Baroness Celia Thomas of Winchester
Debbie Thrower, Anna Chaplain to Older People

Our Mission Statement:

"At the Nightshelter we offer hope and help to the homeless, relieving the suffering caused by homelessness. We provide high quality accommodation and food, a safe and caring temporary home, and specialist support to restore self-esteem, develop skills, and support people into longer-term accommodation and independent living.

We offer one to one support and advice, computer training, help with budgeting, practical aid with food and nutrition, guidance for anyone with substance misuse problems, counselling, and advocacy. We aim to enable people to escape homelessness for good."

Chairman's Introduction and Manager's Report



Paul Montgomery, Chairman

Throughout this Annual Report, and in our daily life at the Nightshelter, we refer to our residents/service users/clients as 'guests'. We welcome everyone who stays with us into a safe and supportive environment. We want our guests to feel that they have found a 'home', albeit temporarily.

"I didn't expect it to be like this!" This is the comment I hear most often from new guests and new volunteers arriving

at the Nightshelter for the first time. A glance through these pages explains why Winchester Churches Nightshelter exceeds people's expectations of what a nightshelter 'should' be like. A temporary home for 144 people this year, the Nightshelter not only provides a safe and comfortable place but also all sorts of vital services for our guests. Our Outcomes measurement allows guests' support to be tailored to specific needs and provides a means for them to see progress. Our wide ranging lifestyle and life skills support and training prepare people for independent living and our Advocacy helps them get there. In addition, staff and volunteers provide other services – acupuncture, counselling and even haircutting – all of which help our guests get ready, emotionally and physically, for their return to life beyond the Nightshelter.

This is all provided by Michele and her small but highly skilled and hardworking team of staff, who are assisted by more than 200 dedicated volunteers and our generous corporate and local partners such as Alan Davis and his team at Penyards, Adrienne Marsden and the Business Collective and James Dickens at

Michele Price, Manager

As one guest said to me earlier this year: **"Every time I needed help, you were here."** I am so glad that we were, and we continue to be. I must thank our very caring and professional staff team, whose tact, patience and tolerance is regularly tested as we deal with ever more challenging behaviour, complex substance misuse issues, multiple needs, difficult mental health issues and those with just nowhere to go. The World Health Organisation predicts that depression will be the second biggest cause of illness by 2020, and at the Nightshelter we are finding more people than ever suffering from mental health issues.

Our staff (and specialist volunteers) offer support with budgeting and financial advice, full time Advocacy, support to rebuild self-esteem, tenancy training, and help with CVs. We offer work experience, training on site, counselling, and alcohol support. Staff are fully trained to deal with bereavement and with those in the autistic spectrum. We provide cooking clubs, nutritional advice, and encourage everyone to understand the importance of looking after their own health and wellbeing. You name it, we now seem to cover it! All this has had a positive long-term impact on our guests by hugely increasing their confidence levels, while at the same time improving their outlook on life and increasing their motivation to succeed.

Manager's Report Continued

Feedback from guests indicates that the most important factors for quality of life are feeling safe, having things to do, being listened to, having a say, and being given respect - something we consistently try to do in order to improve confidence and life skills. Our stats for the past year (see page 8) show that we have had the highest number of 16 – 24 year olds (male) for seven years, and the highest number of successful moves into planned accommodation since our records began in 2008 (when the move-on rate was at 48%, compared with 82% last year).

We set up two new training schemes for our guests with thanks to the Carroll Centre, aimed at those not in employment, education or training, and Eastleigh College, which provided Customer Services VRQ training on site.

Our 'Outcomes' programme (see page 9) last year gave support to **149 people** (figure for April 2013 to April 2014, including those whose Advocacy support had already begun prior to this date but was ongoing in April 2013). **All requested and received support from our Advocate as follows: 82% requested emotional support and general advice; 71% housing advice support; 62% training and employment advice; 55% substance misuse problems; 49% help with mental health; and 43% had help to attend appointments.**

We are looking forward to working with Clean Sheet, a charity which provides employability training for ex-offenders, giving them access to employers willing to consider their job applications despite their offending history. The proposal is for guests to participate in 'Ways to Work in the Community' sessions.

The future for housing vulnerable people looks bleak, with a Hampshire action research charity reporting that the expected financial loss to Hampshire from the welfare system reforms could come in at £400 million per year, and that the cumulative impact would have severe consequences for low-income households in the county. The National Landlords Association has

found that lettings to benefit claimants have fallen from 46% in 2011 to 22% in 2014, owing to the fact that landlords consider the risk and hassle of working with this client group is too high. Repossession claims by landlords have reached the highest levels in more than a decade. Hampshire County Council cuts may well reduce the number of supported bed spaces on offer to our guests, despite an estimated 8% increase in the number of people sleeping rough in the UK compared to the same period last year.

Other research shows that the average UK household has enough in savings to survive financially for just 18 days on average before being totally reliant on state benefits, friends or family if the main breadwinner's income is lost, and that two in five households have no savings at all.

Our Nightshelter objectives for this coming year will be to increase support and pathways for those who want to work; to improve the support we can offer to those with mental health issues; to try to increase the supply of longer-term accommodation and to prepare guests for the impact of welfare reforms and universal credit when the time comes.

Sadly not long ago another guest said to me: **"Prison was so much easier and better than being homeless, being out is so much pressure."** I very much hope that we can continue to provide as much support and help as possible to make this pressure more bearable.



Michele receives a donation of two refurbished computers from Computer Solutions



Michele with one of our volunteer counsellors, Lorraine

Guest Story

In the past year, 506 people in crisis were put in touch with Winchester Churches Nightshelter, looking for shelter, help and support. All of our guests arrive with a completely unique set of challenges and often complex needs that the Nightshelter team works hard to address.

Tony arrived at the Nightshelter in 2013 after a close family friend became very concerned about his health and living circumstances and put him in touch with the local authorities, who made contact with the Nightshelter, where he was offered a bed. Here is his story:

I've struggled with heroin addiction for most of my adult life. I've also been in prison for half my life. Prison doesn't make things better for you. You learn more bad things in jail than you do good things. If you're there when you're young it's easy to get sucked into drugs and to get involved with the wrong people.

In the past, whenever I've not been in prison it has felt like there's been no support available for me. It felt like no one would give me a chance. I get Job Seeker's Allowance and I would love to go out to work but no employers are keen to hire an ex-offender. The system needs to change to give people like me a better chance, because it feels like I just get knock-back after knock-back. The Job Centre puts you under so much pressure and asks you to do so many things, that even when you're trying your best it feels like it's not enough, like they're moving the goal posts further and further away all the time. I've sometimes felt tempted to re-offend just so I can go back into prison again, because at least there I know how it works. Out here [out of prison] I sometimes feel like I don't know how it works anymore.

Before I came into the Nightshelter I was expecting it to be like other nightshelters I've been in – a big space with loads of beds together, where you had to keep your trainers on all the time in case they got nicked. I had no idea it would be like it is – small and friendly, with everything available. And the staff have been amazing. They are always available, whatever I needed, I just had to ask. It's one of the nicest places I've ever been.

When I was there I joined in on cooking classes. I was already a good cook, but I did learn some useful skills and enjoyed working in the kitchen. I also got offered work placement by one of the Nightshelter volunteers at their business, which I did for four days a week, for eight weeks. I was helping to pack and deliver boxes of fruit and veg and although it was really hard work I absolutely loved it; it gave me confidence and I got a reference at the end of it too.

I do the free acupuncture that the Nightshelter offers – I've never had anything like it before. It's amazing. Because I get stressed and then when I'm stressed

I'm closer to going off the rails again, I'm always trying to stay calm and the acupuncture really helps. I can't wait until Thursday when I have acupuncture, then afterwards it feels like I can start my week again.

The Nightshelter got me on my feet, it's what I needed. Now I've moved on I actually miss it. It gave me a break and set me up for my future. I don't want to go back to thieving or drugs, I want to be a member of society instead of on the outskirts or in the shadows. Having counselling at the Nightshelter has inspired me to become a drugs counsellor. It's been so hard to get the funding for a college course when I've been claiming Job Seeker's Allowance, plus when you're an ex-offender. The government just wanted to push me into work without caring whether I might stick at the job or not, they just wanted me in a job. Now though I feel like college will help me do something really worthwhile and useful, and that I know I'll be good at - helping other people like me.



Still life drawings created by guests during our Sunday 'tea, cake and chat' sessions

Co-ordinator's Report

Liz Howe, Nightshelter Co-ordinator

Our new Sunday all-day opening, which we began at the beginning of the year, has been a huge success. This new provision is very much appreciated by our guests, who can now enjoy a lie-in, a hearty brunch and a relaxing day reading the Sunday papers, plus a 'tea, cake and chat' session in the afternoon. The idea came about from Nightshelter residents' feedback that, especially during periods of cold weather, Sunday – formerly dubbed 'suicide Sunday' by many of our guests – was a particularly difficult day of the week for the majority of local homeless people as there were only limited services available for them to use.

As weekends are generally 'family time' for many of our regular volunteers, it was initially hard to get the volunteer help we required to open on Sundays but, with the help of two local newspaper articles, we have had a great response from local people offering to give up their time. It is so encouraging to see the volunteer rota board getting busy and we have welcomed a number of new faces with a wealth of diverse experiences to enhance our wonderful team of volunteers.

We were also incredibly proud to be able to celebrate the achievements and dedication of our wonderful volunteers with the High Sheriff of Hampshire's Community Award for Volunteering, given to us for the first time and presented to a group of Nightshelter volunteers at a ceremony at Winchester's Great Hall.

In addition, a number of our long-standing volunteers were presented with the Mayor's Award for Volunteering. The hard work and dedication of Sharron Evans, who makes sandwiches every week for guests to take out with them, Lorraine Pardy, our volunteer counsellor, Angela Cowans, who does a wonderful job sorting out our clothes cupboard, and Keith Best who is one of our overnighters, were all acknowledged with this special award. Congratulations to everyone – the Nightshelter couldn't function without you!



A group of Nightshelter volunteers receives the High Sheriff of Hampshire Award for Volunteering

The reforms to the welfare system have brought turbulence and frustration to our guests. The introduction of benefits sanctions – where an individual's benefits are withdrawn for set periods of time for failure to comply with certain demands, for example missing an appointment – has been particularly disruptive. As part of my role trying to support guests through these transitions, there have been considerable challenges. It is extremely hard for someone who has been rough sleeping, coping with often huge emotional as well as physical turmoil, to be 'sanctioned' simply because they did not receive their appointment letter, to cite but one example.

I have also supported an increasing number of guests by reviewing their benefits. Battling against their personal circumstances, they are often unable to fulfil the demands of the compulsory job searches. For many guests, changing over from Jobseeker's Allowance (JSA) to Employment and Support Allowance (ESA) removes the pressure of endless job searches and brings a tangible sense of relief, which enables them to focus on getting back on track. For some guests, the realisation that they are entitled to Disability Living Allowance (DLA), now known as Personal Independence Allowance (PIP), which gives them more of an income, can make a huge difference in terms of helping our guests find the right accommodation and moving them back towards independent living.

With what appears to be a society still in financial crisis and hardship, I am now having to tackle Pay Day Loan companies who have deliberately extracted funds without the knowledge or consent of their unwitting victims. Some of our guests have experienced this first hand – when they have been at their most vulnerable. These loan companies prey on those who are at rock bottom and desperately trying to survive, only to find that their debts have increased three-fold due to interest charges starting at 600%. I often have ex-residents coming back seeking advice and support with their debts – a never-ending cycle.

Guest Statistics

This year has been another exceptionally busy one for the Nightshelter. The demand for our services continues to be huge and is growing every year. We are the only nightshelter in Hampshire and in the past year (April 2013 - April 2014) we have given a bed to 144 people but had to turn away 312 primarily due to lack of space. Our planned 'move on' rate of successful moves last year was 81.5% (an increase on the previous year's 77%), meaning that we worked with our residents and found 119 of them suitable accommodation. For all these successful 'move-ons' though, there are still so many people that need our help.

Guests staying at the Nightshelter 2013/14

		2013/14	2012/13	2011/12
Male guests aged	16-24	27	20	17
	25-39	53	30	44
	40+	48	53	54
	Total male guests	128	103	115
Female guests aged	16-24	7	4	7
	25-39	3	5	11
	40+	6	6	6
	Total female guests	16	15	24
Total guests		144*	118	139
Total bed spaces used		6,069	5,883	5,432
Utilisation %		98%	95%	91%
Guests refused		312	479	439
Planned moves		119	86	100

Where people have moved on to:

Planned 'successful' move-ons		Unplanned departures **	
Returned home	16	Total unplanned	27
Staying with friends or family members	24	Taken into custody	6
Moved into Supported Housing	50	Not known	21
Moved into private rental	26		
Moved into local authority tenancy (general needs)	1		
Moved into B&B accommodation	2		

* Out of 144 guests last year, 49 were local to Winchester, 49 local to Hampshire, and 46 were from outside the area. Those who stay with us from outside the Hampshire area are given help to return and reconnect with their local area.

** Combined total of Planned and Unplanned departures is 146 and includes guests who were already staying at the Nightshelter prior to April 2013, but who moved on during April 2013 - April 2014.

Guest Statistics, Advocacy and Outcomes

Grant Gibson is Nightshelter Advocate and an evening Supervisor

Every guest arrives at the Nightshelter with a different set of challenges, and for very different reasons. We do however see different guests experiencing the same problems again and again.

Guests arriving with (2013-2014):

	No. of guests/percentage
Drug problems	27 = 18.75%
Debt problems	11 = 7.63%
Family/relationship problems	37 = 25.69%
Alcohol problems	32 = 22.22%
Mental health issues	35 = 23.61%

Routes into the Nightshelter (2013-2014):

	No. of guests/percentage
Care leaver	17 = 11.80%
Connection to armed forces	25 = 17.10%
MAPPA	5 = 3.40%
Bail	3 = 2.10%
Rough sleepers	76 = 52.10%
Sofa surfing	37 = 25.69%



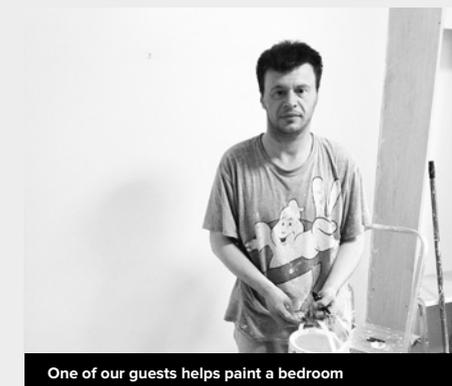
Our advocate Grant and a guest Outcomes sheet

future. Guests often only think about current issues, as opposed to the issues that brought them to the Nightshelter and the reasons behind this, but through the use of the Outcome Star guests are able to view the current and past situation in a constructive and healthy way.

Often after completing an initial Outcome Star with a guest, I find myself surprised and even shocked at how people view their situation and this has then allowed me to tailor the Advocacy service that the Nightshelter provides to meet their individual needs. I feel that using the Outcome Star at the Nightshelter is an essential part of the future of all organisations like ours, simply due to the information that it arms the staff with and, more importantly, how it jump starts guests into thinking logically, proactively and, hopefully, more positively.

Over the past year, the use of 'outcomes' has been a beneficial part of the service that we provide at the Nightshelter, primarily due to the insight and clarity it gives to guests. In the care and support sector, clients/guests are often advised of what support they require; through the use of the Nightshelter 'Outcome Star', guests are able to express their opinions and thoughts on how they feel they are struggling and also what they consider their most pressing support needs are.

The sense of ownership our guests get through completing the Outcome Star is so vital as it allows them to feel empowered and in turn feel confident enough to deal with their current situation and also the



One of our guests helps paint a bedroom

Spotlight on Counselling and Acupuncture

Our volunteer counsellors offer one of the most vital services provided by the Nightshelter. Between them in the past year, Lorraine, Tessa and Louise have given 297 hours of their time to help support guests and former guests. Louise tells us about why counselling is so important to those in crisis:



Our volunteer counsellor Louise

In my experience, the stereotypical view of the homeless is still prevalent in society and I find myself correcting the skewed views some hold by reminding them that homelessness can happen to anyone, regardless of class, gender and age, and it is not necessarily associated with addiction. This allows, I hope, for compassionate thinking to take the place of the dismissive attitude I hear all too often.

I have the pleasure of offering weekly counselling sessions for guests at the Nightshelter; there is no cherry picking to meet requirements or restrictions in sessions offered, consequently I believe we offer a unique service.

Some guests continue with counselling once they have moved into more permanent accommodation, whereas some decide to end their counselling sessions when leaving the Nightshelter. Whatever their decision it is important to me that a guest has autonomy over their choices; this is an important step in re-building their lives.

As a counsellor my aim is to offer a safe space for guests to explore present and historical issues. This involves a level of trust, respect and a non-judgemental attitude towards a diverse and complex client group.

Working on the idea that we all carry an imaginary rucksack filled with life's traumas, for some the rucksack gets too heavy to carry. I aim to unpack the rucksack carefully, not with a goal to get rid of what is inside but to make sense of it. Subsequently an individual can put the contents back into the rucksack with a healthier alternative view on events, in turn becoming a lighter rucksack to carry. At the same time, examination into an imaginary tool box enables guests to ascertain how these traumas were managed and allows space to eliminate unhelpful existing coping mechanisms and add alternative new techniques. This process can enrich change, as well as be empowering and life changing.

For me there is nothing more satisfying than seeing this evolution take place. I am continuously touched by the resilience and courage people show and privileged to be part of their journey.

The Nightshelter started offering a free acupuncture service to guests in 2014. Susie Brooks, the Nightshelter's volunteer acupuncturist, explains how the treatment can offer relief to our guests:

For the last five months I have been providing acupuncture to residents and staff at the Nightshelter. I volunteered this service because I am passionate about acupuncture and I wish to make acupuncture available to everybody, including those who are suffering hardship. The main treatment provided has been the NADA (National Acupuncture Detoxification Association) protocol, which involves five key acupuncture points in the ears. Each point relates to and has a strong effect on the heart, spleen, kidneys, liver and lungs.

Evidence has shown that the NADA protocol substantially improves patient outcomes for alcohol and drug detoxification programmes. It reduces cravings, anxiety, sleep disturbance and the need for pharmaceuticals. The NADA protocol is also used throughout the world in psychiatric and behavioural health care, for humanitarian and trauma situations (it has been found to help with Post Traumatic Stress Disorder), as well as in cancer care programmes. Repeated acupuncture treatments strengthen internal energy and the patient's inner calm and control is restored.

Opportunities to Volunteer and Donate PULL-OUT and KEEP SECTION

Please pull out this section, pass it on to friends and family and, if possible, photocopy and place copies anywhere you think potential volunteers or donors for the Nightshelter might see it – e.g. your church, school, shop, office, pub etc.

If you can include any details on your **parish** or **company notice board**, your **Facebook** page or **website**, or even **Tweet** about it through Twitter, we would be very grateful. Thank you!

For more information on volunteering for us, please visit www.wcns.org.uk/volunteer, email admin@wcns.org.uk, call 01962 862050 or follow us on Twitter @WinShelter.



Our Volunteers

Volunteers and donors are truly the lifeblood of the Nightshelter. We have a wonderful and generous group of people willing to donate their time, resources and skills, but we are always in need of more help!

Everyone has something they can offer – whether it's a professional skill, such as acupuncture, hairdressing, or IT, or simply lending your time to help out with some basic tasks around the Nightshelter, like washing up, making tea, admin or just having a chat with our residents. We offer a range of volunteering opportunities, some of which don't even require you to come in to the Nightshelter (cooking a meal at home for example)!

What our volunteers say:

"It was great to be able to make a simple contribution to life at the Nightshelter, and we enjoyed the chance to mingle and get to know some of the residents. Everyone welcomed us warmly and said complimentary things about our meal (even if the spaghetti was a bit sticky!). It was a great experience – those present had an enjoyable time and inspired other members of our youth group to get involved in future cooking sessions." **Volunteer cooking group leader**

"I really enjoy the company of the guests and volunteers and the feeling of being somehow useful. Volunteering is not simply an act of kindness but of personal fulfilment. I always leave the Nightshelter in a better state of mind than when I arrived. I'm reminded of the respect that's due to people for taking on the hand they are dealt and reminded how few possessions we really need." **Evening volunteer**

"I have learnt patience and also professionalism. As a young person, I have perhaps learnt more skills from the Nightshelter than others (more than I can offer in return). I have scratched the surface of learning about some of the realities of homelessness, and this is something that I advocate generally to peers, friends etc. – the recognition that homelessness is complex, and cannot be disregarded as simply lack of a shelter. I have learnt a lot about the Nightshelter, and it has made me more mature as a person. My understanding of homelessness has changed considerably and to me, this has changed how I am." **Student volunteer**



Volunteer cleaner

Volunteer Opportunities at the Nightshelter

Volunteering gives you the opportunity to participate more in your local community, improve social capital and help community engagement. Volunteering can also give you the chance to learn something new - about your community or society, an issue, an organisation, and even about yourself. So what are you waiting for?!

Our varied volunteer roles mean that you can choose when to help out, at a time that suits you and your busy schedule – just book in when you can.

All our volunteers undergo a training session and work alongside other trained volunteers until they feel confident to work independently.

On-site daytime volunteers (guests not always present)

Cleaners

Regular morning cleaning help is always needed on weekday mornings at the Nightshelter, with hours and days to suit between 9am – 2pm.

Home cooking teams

If you're able to cook a meal at home to cater for 17 people, and bring it into the Nightshelter either fresh or frozen, our guests always appreciate home cooked meals. We are always looking for new home cooking teams, from Churches, staff teams, WI groups, or individuals.

Typist/Organisers

We're a very busy office and often need someone to come in at short notice to type up documents, or to accept and help sort out unexpected deliveries, answer the phone or the door bell and generally help out around the building.



Volunteers in the kitchen

On-site evening volunteers and Sunday daytime opening (guests present)

Evening/Sunday daytime helpers

Our evening/Sunday daytime volunteers assist the Duty Staff, provide back up if required and generally help with the welfare of the guests by making drinks, answering queries etc. Hours: Evenings: 6pm - 9pm. Sundays: 3-hour shifts throughout the day. (Training given.)

Cook

Our cooks heat up and serve the evening meal (pre-prepared) to our guests, or if you're feeling daring you can even cook a basic meal for 17 from scratch in our fully equipped kitchen. Hours: approx' 6.30pm – 8.30pm.

Overnighter

Overnighters are essential to the Nightshelter. Without overnight volunteers we wouldn't be able to open at all. You'll support the Duty Supervisor who also stays on site, providing them with vital back-up just by being there. You'll also get at least seven hours sleep in our comfy volunteer's bedroom. Hours: 9pm – 8am (8.30am weekends). Free WiFi available.



A volunteer cook helps in the kitchen

Donating to the Nightshelter

Food and Store Cupboard Donations

We're always grateful for all the generous donations we receive. Without donations of food and other domestic kitchen items, we would not be able to feed our 17 residents so well each night of the year. Having a warm meal to enjoy is a basic comfort that everyone deserves.

Not only do we use the donated goods in cooking guests' meals, but your donations also get used in cooking lessons that encourage our residents to learn basic skills in the kitchen, which they can take with them when they leave. The money that we save on buying food goes to other vital support for the homeless.

Please, before you go and make any special purchases for the Nightshelter, do try and ring the office or check the website to find out what we need most at specific times of the year. The office is open for donations from 8am to 3pm on weekdays and after 6pm all week. Please note we are unable to accept out of date items.

We love to receive donations all year round and fresh produce in particular is really wonderful. Store cupboard items are always needed to supplement our home cooked meals and church team donations. Below is a list of helpful suggestions outlining the items we are often most in need of:

Food

- Fresh fruit and vegetables
- Dairy produce – cheese and butter
- Fruit juice
- Squash
- Coffee, hot chocolate
- Sugar
- 'Cuppa' soups
- Frozen joints of meat, sausages, burgers, frozen puddings and ice cream

Store cupboard

- Laundry washing powder
- Black bin liners
- Cling film
- Toilet paper
- New male underwear
- Socks or gloves (for winter months)
- Shaving foam
- Deodorant
- Blankets always needed



Donations from our local Roteract group

Easter, Harvest and other festivals

We are always happy to come into schools, churches or other organisations to talk about the work we do for the homeless so please contact the office and we will do our best to accommodate your request.

Financial donations

On average, 35% of our annual income comes from personal, business, church, school and other local group donations. Without the generosity of these financial donations we would be unable to continue our vital work. Donating couldn't be easier and as a registered charity we can benefit further if you are able to Gift Aid your donation. Gift Aid forms are available from our office or website.

There are many ways in which you can donate:

- Regular Standing Order or cheque donations
- Online giving via JustGiving.com or our website
- Corporate and Payroll Giving
- Legacy Giving via your Will
- Your fundraising event donations
- Buying Nightshelter merchandise (such as the Good Scoff Cook Book and Christmas cards)

Corporate and Local Business Links

We would like to hear from any local businesses who would like to link to the Nightshelter. For example through;

- A corporate volunteers scheme
- Work experience scheme to offer to Nightshelter residents
- Company fundraising events
- Company donations or payroll giving scheme
- Any other corporate link ideas you might have
- Thank you so much for all your support.

For further details, please contact us:

Telephone 01962 862050 or email admin@wcns.org.uk. Alternatively visit our website www.wcns.org.uk/donate or follow us on Twitter @WinShelter.



Harvest donations

Financial Report

Marion Fletcher, Treasurer - Financial Report

The financial Statement for 2013/2014 shows a simplified breakdown of income and expenditure. More details can be obtained from the Treasurer or the Nightshelter office, contactable on admin@wcns.org.uk or 01962 862050.

Donations have increased by £4,000 and we are extremely grateful to all individuals, churches and other groups who give so generously. May I encourage all individuals who donate to use Gift Aid. Last year we received £6,700 from HMRC on Gift-Aided donations, but if everyone had used Gift Aid we could have received around £3,000 in extra donations. Please contact the Nightshelter office for further details about Gift Aid and for a Gift Aid form.

We again benefited from large donations from the Tutti Family Trust and the Oliver Borthwick Trust. Denplan gave a large donation to help with various costs, including new chairs for the lounge and printing costs for the Good Scoff Cook Book.

Our expenditure on salaries and training has increased by over £30,000; this includes the addition of two new part-time staff members and also costs to provide cover when staff were on sick leave. £6,000 has been spent on guest support, which includes floating support.

This extra expenditure has enabled us to increase the amount of support we give to our guests, both in helping with the issues that have led to them being homeless, and in finding suitable move-on accommodation for them. We have also been able to stay open all day during Sundays.

Maintenance costs were much lower this year, other costs are similar to last year.

As always, we can only continue our work because of all the practical support we receive, including donations of food and other items, and the many hours given by our wonderful volunteers.

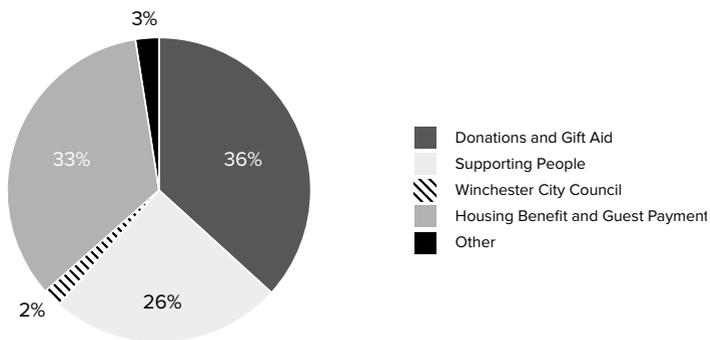
Thank you so much for your kind and generous support.



Local networking group 3Women present a cheque for £500 to the Nightshelter after a fundraising event

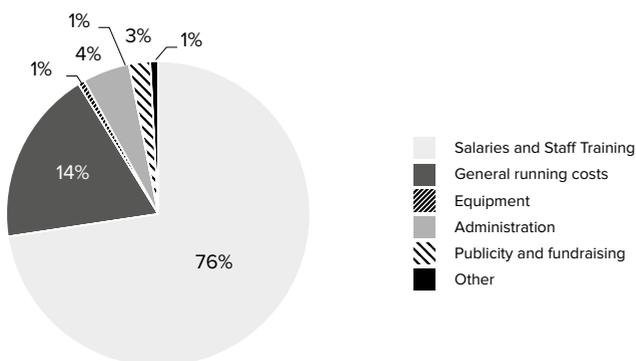
"I can say with honesty that I'm more than impressed with the entire running of this establishment; the staff are extremely helpful in all aspects, the food is great!! I'll be forever grateful for your help with the foundations to my new beginning. Many thanks to you all. Also the upkeep and cleanliness of all the communal areas and kitchen is 100%." Guest comment, 2013

SIMPLIFIED FINANCIAL STATEMENT 2013/2014



INCOME (£)

Donations and Gift Aid	£95,240
Supporting People	£66,760
Winchester City Council	£5,000
Housing Benefit and Guest Payments	£85,200
Other	£7,500
TOTAL	£259,700



EXPENDITURE (£)

Salaries and Staff Training (12 staff)	£178,610
General running costs (incl. £12,370 for utilities)	£32,810
Equipment	£3,260
Administration (incl. £1,970 for insurance)	£9,920
Publicity and fundraising	£2,640
Guest Support	£6,300
Other	£2,200
TOTAL	£235,740

Catering Report

Ali McKay is the Nightshelter's Food, Nutrition and Wellbeing Co-ordinator

Once again we have successfully catered for our guests every single night of the year, and once again we have our amazing group of volunteers and donors to thank for this – we really couldn't do it without you. Throughout the year we are always aiming to improve on food provision; as with any professional kitchen, we constantly endeavour - and hopefully succeed - to improve the quality and variety of our food, reduce costs, increase volunteer numbers and improve on the kitchen equipment available for our cooks.

This year has brought in two significant changes. We have signed up to FareShare – a not-for-profit organisation that sources surplus, but still 'in date', food items from supermarkets and food manufacturers and redistributes it to organisations such as ourselves. For a small cost each week we have received a bountiful array of quality items including salmon, cheeses, fresh meat, fruit and vegetables, ready meals and fruit juices, to mention just some of the amazing produce we can now offer our guests. This has not only saved the Nightshelter money, but has helped us increase variety in the food we provide whilst also presenting a 'Ready Steady Cook' style challenge for Hilary Nutbeam, our Catering Assistant, and our volunteer cooks. On occasions we have been overwhelmed with the sheer amount of food, which has left our freezers full to bursting and dilemmas of what exactly to do with literally hundreds of lemon yoghurts and babybel

cheeses. Our resourceful cooks however usually have ideas up their sleeves!

Our weekly cooking sessions (see Guest Social and Skills Clubs on the following page) have seen residents cooking the Monday evening meal with great success, and it has to be noted - and with no offence to any of our wonderful cooks - with very few complaints from fellow guests. Top meals have included meatballs, Chinese food, paella and, unsurprisingly, puddings. It is clear that amongst our residents we have many accomplished cooks passing through our doors, and many who have not only picked up valuable cooking skills but have got real pleasure and a boost in self-esteem from making something which has been enjoyed and complimented.

Of course the foundation of everyday food provision at the Nightshelter is our merry band of volunteer cooks and food donors. We would like to take this opportunity to give a big, hearty "thank you" to all of you; those who come in during the evening to cook, serve out and clear up after the evening meals, and those who cook from home and deliver healthy and delicious food to us, and not forgetting those who have donated food over the year. We do hope none of you feel neglected in our thanks as we are all so busy we sometimes may forget to say so.

**We would not manage without you!!
Thank you all so much.**



A guest taking part in a cooking workshop at the Nightshelter



Just one of the tasty meals cooked up by guests every week

Guests' Social and Skills Clubs

Ali McKay is the Nightshelter's Food, Nutrition and Wellbeing Co-ordinator

Our guests' Cooking Club has been going from strength to strength, with weekly sessions on a Monday morning that are regularly attended by around four to six Nightshelter guests; the capacity of the kitchen for teaching. At the beginning of the year, about once a month guests would use this session to produce the evening meal for all the Nightshelter residents. This has proved so popular that they are now cooking the main meal every Monday, resulting in both happy cooks and diners! Our menus are based largely around The Good Scoff Cook Book (see page 21), our very own Nightshelter budget cookbook, the key theme of which is food that is cheap and healthy, as well as easy to prepare with limited kitchen equipment. During the cooking sessions guests also learn a little about food groups, nutrition, budgeting and meal planning, with the objective that when they move on from the Nightshelter into self-catered accommodation they are better equipped to look after themselves. Every guest takes a copy of The Good Scoff Cook Book and a food parcel to help them on their way.

Over the year around 50 guests have attended at least one session, with around 17 attending more than three sessions. Many have turned out to be very talented in the kitchen and we encourage these people in particular to think about a career in catering. To this end we have recently introduced an option for those attending the cooking sessions to undertake a Food Safety Level 2 qualification. A number of guests have also undertaken Customer Services VRQ training.

Creature teachers

In April we hosted a visit from The Creature Teachers, an amazing organisation which brings 'the animal world to your world', which they did with great success. In the Nightshelter lounge we had a diverse array of creatures, including a giant stick insect, Bonnie the Monitor lizard, a snake, ferrets, a giant rabbit called Duchess Rosie, rats, a barn owl and a kookaburra. Around 15 guests and ex guests attended and to say they loved it is an understatement. The barn owl stole the show and was flown over to anyone who wanted to participate – she was magical. Unfortunately the poor rats, Hercules and Icarus, were the least popular creatures! The girls who run the show, Tilewa and Lisa were over the moon with the visit: "We met some lovely people at our encounter with Winchester Nightshelter... all the animals got a very warm and enthusiastic reception, and we were asked lots of excellent questions. Looking forward to our next visit already!"

Mayors' visits

We were very fortunate to have two Mayoral visits in short succession this year - the first from the outgoing Mayor Ernest Jeffs and his wife, and then a visit from the new Mayor, Cllr Eileen Berry, who very kindly put us near the top of her new schedule. It is very heartening to know that both Mayors put homelessness high on their list of priorities.

Guests were set to work making homemade goodies for both visits and some very delicious parmesan shortbreads, muesli bars and other tasty treats were offered. Both Mayors were very impressed and we had discussions about the importance of food and nutrition in helping people get back on their feet and also potentially into employment. The Nightshelter's Good Scoff Cook Book was received with a lot of positive feedback. The visits went down very well and gave the guests a chance to ask some varied questions, leading to some quite heated debate at times.

BBQ

Guests and former guests celebrated summer with a BBQ on the outskirts on Winchester. Those who came along enjoyed the minibus trip out and the chance to play ball games and Frisbee in the fresh air, as well as a BBQ feast (thank you FareShare!) including burgers, sausages, kebabs, salads and strawberries, squirty cream with choccie brownies for afters. In Great British BBQ style, the rain put in an appearance, but only for a little while!



The Creature Teachers brought some exotic animals and reptiles into the Nightshelter



The Mayor of Winchester on a recent visit to the Nightshelter

Marketing and PR Report

Miranda Rock is our Director of Marketing and Fundraising

Homelessness is an issue that exists in some capacity in every community, and our PR and marketing activities aim to make as many people as possible aware of the Nightshelter, what we do and how incredibly vital the service is to so many people.

The Nightshelter could not exist without the on-going help and support we receive from our local community and we strive to make it as easy as possible for people to become involved in the work that we do. Our annual Poverty and Homelessness Action Week event at the Discovery Centre in January focused on trust. As well as representatives from the University of Winchester and Winchester Cathedral, who have provided work placement schemes for our guests, some of our ex guests returned to share their experiences of how these schemes helped them rebuild their self-esteem. We also benefited from a fabulous presentation by Vic Laws MBE who is ambassador for The Clink Restaurant at HMP High Down.

We recently launched our E-newsletter, sent out bi-monthly. This is a great way of staying up-to-date with our latest news, including forthcoming events, available volunteer roles and also our current list of 'Most Wanted Items'. Sign up now to receive your copy by visiting our website, www.wcns.org.uk.

Our Twitter audience continues to grow and has provided us with quick and effective means of asking for emergency donations – extra bedding, women's sanitary products and spare clothing have all recently been donated via Twitter. If you are a tweeter make sure you follow us @WinShelter.

One thing that being involved with the Nightshelter really highlights is how much people in the Winchester area care about those less fortunate than themselves. This was brought home following a PR campaign aimed at attracting volunteers to enable us to open all day on Sundays. Sunday is a day where there is little place else than the streets for our guests to be. However, we cannot open without volunteer staff on site. Articles in the local Hampshire Chronicle and Mid Hampshire Observer resulted in over 15 people getting in touch wanting to help. We very much appreciate the continued support of the local media and, of course the generosity of the people who came forward and give their time.

The popularity of our Good Scoff Cook Book also continues to gather pace! We've now sold over 400 copies of this incredibly useful budget recipe book and nutritional guide written by our very own Nightshelter Food, Nutrition and Wellbeing coordinator, Ali McKay (see page 21).

We have now introduced PayPal to our website, meaning that even more people can purchase this useful resource book (available for just £5). We have seen quite a few parents buying copies for their teenagers heading off to university and catering for themselves for the first time.

Last year our Christmas card was the best selling card in the charity card shop in Winchester Guildhall (thank you!) and we hope that our cards for this Christmas (with thanks to Joe Low) will be just as successful (see page 21). This year we will also be selling our Christmas cards through our website, as well as in local shops – make sure you order yours when they become available in October!

Fixers UK, a national youth empowerment charity, came in to film at the Nightshelter for a short documentary that will be shown on ITV. The Fixers crew interviewed five of our younger guests about their perceptions of homelessness and how it feels to be homeless at a young age. The film will also be streamed online and once it is available we will have a link on our website.

Our aims for next year include the introduction of some exciting new multimedia elements to the website, such as Nightshelter guest video blogs, and the launch of new ways to donate – via text and directly through our website.

We look forward to sharing news of these exciting initiatives with you soon.



Our Homelessness Week event was a great success

Fundraising and Events

Hannah Gurnham is the Nightshelter's PR and Marketing Assistant

Fundraising not only generates vital income for us but helps to raise our profile too – the more imaginative your fundraising idea the better! Here are just a couple of examples of the activities of our wonderful fundraisers this year.

Fruits of Fulfood: A community group based in the Fulfood area of Winchester has raised money for the Nightshelter by selling home-made preserves created from locally grown, donated fruit and vegetables. The group collected and re-distributed some 600kgs of produce given by local people who weren't able to use surplus apples, pears, plums, quinces, vegetables and nuts from their gardens or allotments. The fresh produce was either donated directly to local charities, including the Nightshelter, or else turned into jam or chutney and sold, with the profits totalling £270. The Nightshelter received half of this amount, a very generous £135.

Exhibition at the Discovery Centre: Winchester artist Joel Clements held an exhibition in the Community Space at Winchester Discovery Centre to raise money for the Nightshelter and to question perceptions of homelessness. Joel, who works in the medium of printmaking, launched the exhibition entitled *Off The Streets* in collaboration with the Nightshelter to put the spotlight on people whose lives have been affected by homelessness. The sales of his prints made £240 for the Nightshelter.

3Women: Winchester-based networking group 3Women has donated an incredibly generous £500 to the Nightshelter. The money was raised during a successful charity fundraising event held for local business women at the Winchester Royal Hotel. Hannah Gurnham, responsible for PR and Marketing at the Nightshelter, spoke at the event to help raise awareness of the Nightshelter and our work.

Primary School Fundraiser: Local schoolgirl Ruby raised a fantastic £61 for the Nightshelter by selling 'lucky cups' at her school, Western Primary, during March. Resourceful Ruby, from Winchester, collected unwanted cracker toys and stocking gifts over the Christmas period, and together with sweets and extras bought with her own pocket money produced 106 'lucky cups' – each containing a toy and some sweets - to sell to her school friends for 50p each, with all proceeds going to the Nightshelter.

We are also excited to announce that local organisations **Chapter & Verse** and **Foundation Music** have made us their charity of the year. Chapter and Verse, a group of amateur actors based in and around Winchester, is raising money for us through touring theatre productions, while Foundation Music, the University of Winchester's community network of musicians and singers, will donate proceeds from concerts throughout the year. For more information, please contact Hannah Gurnham (details below).

Thank you to all our fundraisers – what a great effort!

For more ideas on how you could fundraise for us, why not visit our JustGiving page and see what else people have been doing for us: www.justgiving.com/winchesterncn.

Please get in touch with Hannah Gurnham by emailing Hannah@wcns.org.uk if you have a great fundraising idea, would like help with any resources for your fundraising activities, or if you would like to volunteer at any of our Nightshelter arranged events or publicity projects – we're always keen to hear from you!



Schoolgirl Ruby, one of this year's fundraisers



An exhibition at the Discovery Centre in aid of the Nightshelter

The Good Scoff Cook Book and Christmas cards

We are proud to introduce our first ever recipe book - The Good Scoff Cook Book - written by the Nightshelter's very own Food, Nutrition and Wellbeing Co-ordinator, Ali McKay.

A qualified nutritionist, Ali runs cookery lessons for our residents and also gives them essential food, budgeting and nutritional advice to help them when they move on from the Nightshelter. The Cook Book is given out to every guest, along with a food package, when they leave us.

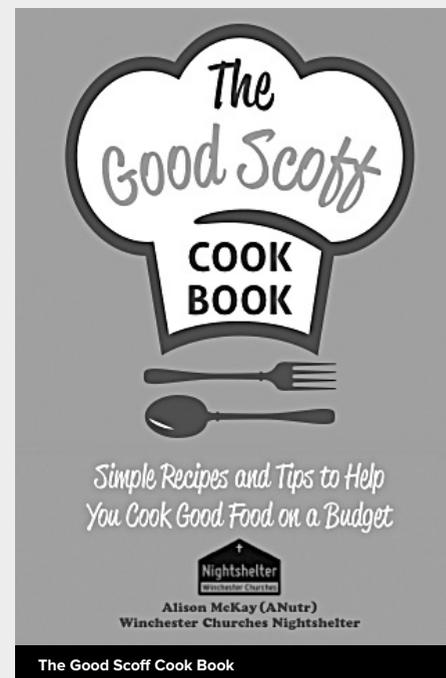
Packed with useful information, including a one-week menu plan based on a budget of just over £20, The Good Scoff Cook Book will appeal to anyone who would like to eat healthily and cook their own food on a very limited budget. Perfect for those watching not just their health, but also their bank balance!

Ali said: "The aim of Good Scoff was to equip residents with knowledge and experiences which will help them eat well on a budget, as well as encourage them to feel more confident about buying and cooking food when they have moved on from the Nightshelter."

The Good Scoff Cook Book costs just £5 and is available from Winchester Discovery Centre, the Nightshelter office and via our website www.wcns.org.uk. (If buying from the Nightshelter office, please drop in and buy from us directly between 8am and 3pm, or call 01962 862050 or email admin@wcns.org.uk to reserve your purchases for pick up at a later date.)

Nightshelter Christmas cards 2014

Make sure you buy your Christmas cards from the Nightshelter this year! Featuring two iconic images of Winchester (courtesy of local photographer Joe Low), the cards are now available and can be purchased from the Nightshelter office, the Winchester Discovery Centre and also now via our website. See details above. All proceeds go the Nightshelter.



The Good Scoff Cook Book



Winchester High Street Christmas card



Cathedral view Christmas card

Special Thanks and Acknowledgements

We are indebted to so many more individuals and organisations than we have space to mention, however we must say a special thanks to the following:

Oliver Borthwick Memorial Trust for kindly setting up our advocacy and Befriending service.

Alan Davis and the Penyards team for their professional advice.

Our wonderful Church cooking groups, many of which have been providing food unflinching for many years, and in particular the teams from the Bramdean, Sparsholt, Littleton and Crawley benefices.

Prince's Mead School for generously lending us their mini-bus so that guests can enjoy some adventurous day-trips!

Winchester Cathedral for providing work placement opportunities, donations and support.

Canon Paul Townsend and the team at St Peter's Church for their ongoing help and support.

Winchester Discovery Centre and **Graeme Pick** the Centre Manager for always helping and supporting us with provision of facilities and constant support.

Wessex Laundrette and **Robin** who service and maintain our clothes washing and drying machines free of charge the whole year round.

James Dickens and Computer Solutions for helping to keep our computer systems up and running and donating refurbished laptops to guests.

Winchester City Council Housing Officers and **Hampshire County Council Supporting People** for help, advice and funding.

Winchester College for their amazing teams of students who work so hard for us washing up in the kitchen during term time every week night.

Rachel Crowther and **LCP** for pensions advice and guidance.

Winchester Business Improvement District (BID) **Chris Turner** and **Catherine Turness** for their support.

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 for us, and other initiatives.

DenPlan for their generous support of the **Good Scoff Cook Book** and other initiatives.

Thanks to **Lisa Boyd Limited** (www.lisaboyno.co.uk) for staff training.

Claire, our volunteer Alcohol support worker, who has done a great job cycling to us from miles away in order to help and work with our clients – we are most grateful to her for her support and for generously giving so much time to help others.

Thanks to **Jason** at **Booker Cash** and **Carry** in Eastleigh.

A particularly big thank-you to **Pam Vandersteen** who has retired from voluntarily managing the St Mark's and St Luke's cooking group after an amazing 21 years! Every year since 1993 Pam has organised the provision of meals for the Nightshelter over 10 week stints, without fail.

thinkcreative

Philip Carre and the team at **Think Creative** for generously donating their time to design this Annual Report free of charge!



Our sincere thanks to all the other businesses, organisations and individuals who have kindly donated their time and supplies so regularly and readily.

And finally...huge and heartfelt thanks to our greatest and most steadfast supporters in the churches and schools within and around Winchester for your fantastic support throughout the year.

With well over 100 schools and churches donating food, clothing and other items, your continued support and help is vital to the work of the Nightshelter.

Thank you!

DO YOU NEED HELP?



Winchester Churches Nightshelter is one of many local organisations, churches and charities working hard to support the homeless and those experiencing difficulties, day and night, throughout the year.

If you or someone you know needs help due to homelessness please contact the **Nightshelter** on **01962 862050** or email **admin@wcns.org.uk** and we will do our best to help you.

Alternatively contact **Winchester City Council Housing Options Team** by phoning 01962 848163 or email _homelessness@winchester.gov.uk

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