



# Winchester Churches Nightshelter

Annual Review  
2020



20B Jewry Street  
Winchester SO23 8RZ

01962 862050  
admin@wcns.org.uk

# Contents

- 3 What we do
- 4 Message from the Chair of the Board of Directors
- 5 A Year of Change – Michèle Price
- 7 Staff profile
- 8 Our impact in numbers
- 10 How we help
- 11 Rachel's story
- 12 Financial report
- 14 The year in images
- 16 Volunteering
- 18 Corporate & community engagement
- 20 Fundraising
- 21 Supporters' story
- 22 Donations
- 24 Thanks & acknowledgements
- 26 Gianluca's story
- 27 Support our work
- 28 Get in touch



*“ I meet with my Nightshelter Project Worker once a week. She has helped me to get on to the training I need to renew my lorry driving licence. I'm looking forward to getting back to the job I love and driving all over the country. Once I am in work again I can save up for somewhere to live. ”*

Nigel, Nightshelter resident 2020

# What we do

---

Since 1988, we have been supporting people experiencing homelessness in Hampshire. We provide a temporary home, food and vital support services all year.

In March 2020, we expanded our service in response to the pandemic so that we are now open all day as well as every night 7 days a week for our residents. Being open 24 hours a day has ensured residents have had somewhere safe to be throughout the pandemic. We have ten bedrooms on site at Jewry Street and also accommodate a further eight people in our two move on housing projects. We provide all our residents with not only a safe place to stay, but also invaluable one-to-one support.

Some of our residents stay with us for just a few weeks and others stay for many months. During that time, we explore with each individual the problems at the root of, and as a result of, their homelessness. Residents are able to look at different accommodation options to suit their needs whilst having a safe base to live, with the opportunity to develop essential life skills and with encouragement to follow their aspirations.

## Our vision

*To transform lives, inspire hope and end homelessness.*

## Our mission

*To help break the cycle of homelessness by enabling people to rebuild their lives through independent living.*

## Our values:

*Honest and open.  
Safe and supportive.  
Flexible and caring.*

# A message from the Chair of the Board of Directors, Tracy Jones



*Having been a volunteer helper at the Nightshelter since 2016 it was a privilege to join the Board of Volunteer Directors and Trustees in 2018 and to assume the role of Chair of the Board in January 2020.*

All of the Directors give their spare time and expertise to provide strategic and operational support to aid the Nightshelter in its mission. The Board is blessed with seven talented Directors, from all walks of life, with experience in

the legal profession, finance, housing, healthcare and the voluntary and charity sector. However, we are always on the lookout for those with specific skills to join our board, so please do make contact if you are interested in being part of the work we do.

This year we said a fond farewell to Marion Fletcher who retired from the Board following a 30-year connection with the Nightshelter, having been involved since it was set up in 1988. Marion has fulfilled the role of Chair in the past, and has acted as our Treasurer since 1993, she will be greatly missed.

We were pleased to welcome Charlie Radbourne as an Expert by Experience Adviser to the Board. Following a series of personal events, Charlie ended up sleeping rough and he spent time at the Nightshelter, in a hostel and in supported living. Thankfully, those experiences are now in the past and Charlie lends his expertise and lived experience to the Nightshelter both as a Peer Mentor and as adviser to the Board.

The world is now defined by life before and after Covid-19. Throughout the entire period, the Nightshelter has operated tirelessly providing shelter and support to those experiencing homelessness, and we have even expanded operations. Great credit is owed to the Chief Executive, Michèle Price and her small, but top, team of staff. The Nightshelter could not operate without their continued professionalism and commitment.

We are also supported by over 300 fantastic volunteers – many of whom continued to provide support during lockdown if not required to shield at home. We are most grateful for the ongoing support and generous donations received from our local community.

*As always, we say a grateful thank you to the staff, patrons, volunteers and donors who have provided help and support throughout.*

# Michèle Price, Chief Executive

## A Year of Change – Tackling Homelessness in a Pandemic

Before Covid-19, the Nightshelter operated with **17 onsite beds** at our main premises in Jewry Street, along with a further **8 beds** at our 2 houses which provide additional accommodation for more independent living. The Nightshelter was open seven nights a week and all day on Sundays providing accommodation, hot food and other support to the **17 residents**.

Many of our residents are individuals who have lost their homes for any of a number of reasons, mainly financial issues or relationship breakdown. Early in 2020, our data showed that at the point of joining us **47%** of residents suffered from **alcohol addiction**, **29%** had previous **convictions** and **41%** suffered from **multiple disadvantages**.

In this challenging world, we believe that everyone has the right to a home. But how do you deal with a dangerous virus and ‘lockdown’ when the city is closed and you have nowhere to go during the day?



## During lockdown

The Nightshelter responded to this challenge by taking the unprecedented step of remaining open **24 hours a day, 7 days a week** - a significant and unexpected expansion in operations.

To ensure that proper social distancing and hygiene precautions were in place we moved to single occupancy rooms. This was a difficult decision as it meant accommodating fewer residents and it reduced our income, but it was an essential step in order for us to be able to operate safely and stay open during the pandemic. Thankfully no existing residents had to leave as a result of this decision as careful planning meant that we had stopped filling beds when they became empty in the lead up to lockdown.

The Nightshelter has always been a temporary home for our residents but, at a time when the nation was being asked to stay in their homes, our service and the support and security we provide had never been more vital. Partnerships were strengthened, and agencies worked more closely together to get everyone in and off the streets. **The Nighshelter acted as one household** and formed our own bubble, all taking responsibility for playing our part in new hygiene procedures to reduce any risk of infection.

## And the future ...

We are now looking to the future and the prospect that Covid-19 will be a threat for some time. We anticipate the economic downturn and longer term effects of the lockdown will lead to a rise in demand for our services meaning we must continue to rapidly adapt and evolve as and when necessary. We are intent upon **maintaining the 24/7 operation if we can afford to**, and we are looking to try and increase occupancy levels in due course. We are considering how best to achieve this in a Covid secure manner whilst also continuing to plan for the purchase of an additional **'move-on'** property and managing finances to cope with these additional demands.



“ I would personally like to thank all of our supporters who have played their own part in helping us to deliver a vital service in these unprecedented times.

Michèle Price, Chief Executive ”

## What's in a name?

For several years we have been expanding operations – opening on Sundays and Bank Holidays, offering training, counselling and support. Covid-19 has propelled us into a future where we are far from ‘just’ a Nightshelter. The name no longer conveys who we are or what we now offer. **We are reviewing the Nightshelter name to ensure that our identity properly reflects the work we undertake.**

# Staff profile

**Operations Manager, Angela, has worked at the Nightshelter for three years.**



## **What do you enjoy most about your job?**

*Knowing that we are making a difference to individuals who are in a very vulnerable position. The care and support we offer can help that person to build the confidence and skills to be able to move on.*

## **What difference can the Nightshelter make to a person's life?**

*We initially offer people experiencing homelessness a safe place to sleep but it evolves into so much more. Residents are offered one-to-one support and an opportunity to learn new skills so that they can break the cycle of homelessness. Our support is tailored to meet differing needs because we believe that every individual matters.*

## **What has been central to making it possible to stay open?**

*I am full of respect for how staff and volunteers have adapted to the changes we have had to make with the biggest difference that we now offer a 24/7 service. We have tried to involve the team and residents, listening to what they needed to feel safe, and this has enabled us to continue to be there for the people who need us.*

## **In what has been a challenging year for many, is there a highlight you can pick out to cling on to?**

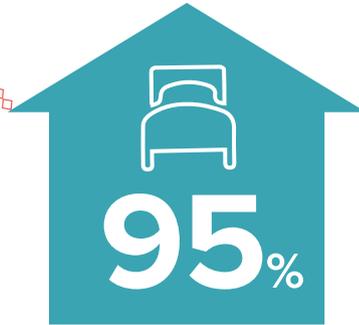
*That we have positively implemented changes and we know that this is our new way. The team has shown me that we are resilient and flexible.*



**PEOPLE  
ACCOMMODATED  
DURING YEAR**

**102** of the residents were male  
**14** of the residents were female

**5884  
NIGHTSHELTER  
BED SPACES USED**



**OF RESIDENTS  
MOVED ON TO  
PLANNED  
ACCOMMODATION**

This includes returning home, staying with friends or family,



**ME  
SER**

**12,4**

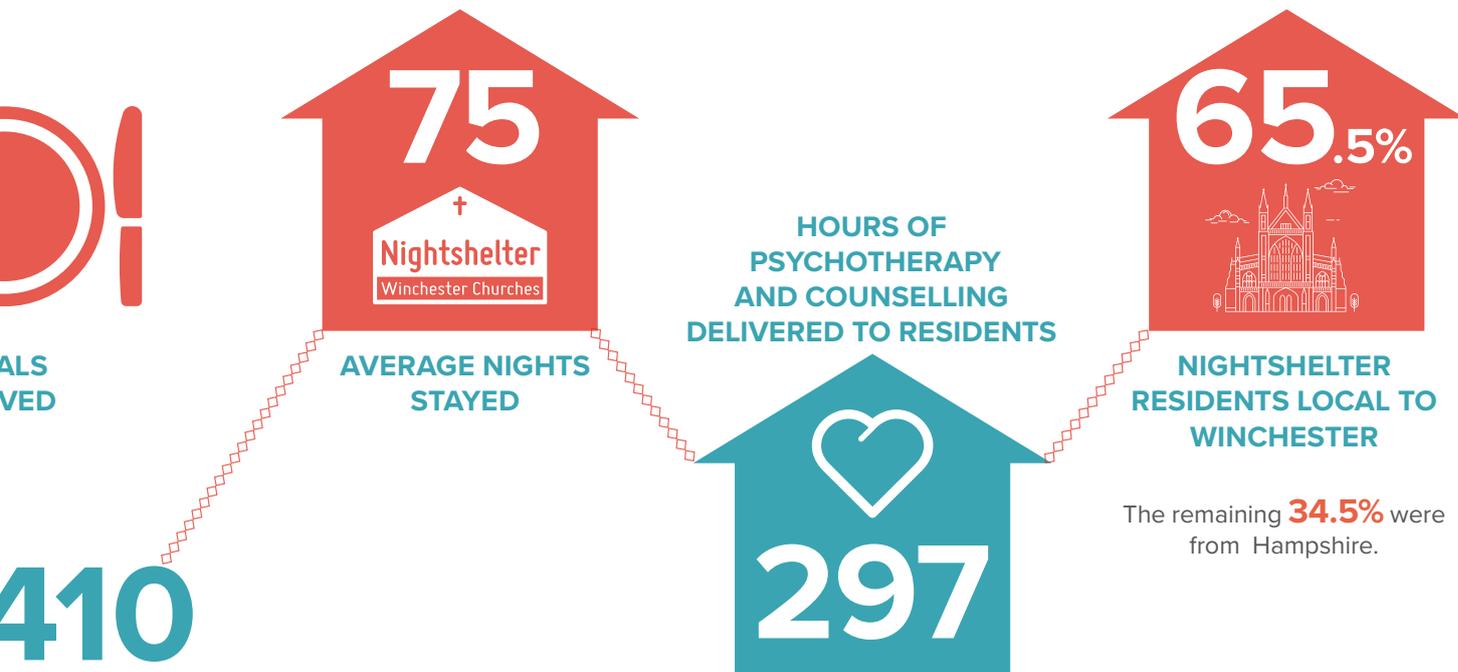
*36% of residents arrived with drug problems 14% of residents arrived with debt problems 40% of residents arrived*

# Our impact in numbers

**There is no one path in or out of homelessness. Each person who arrives at our door in need of a place to stay**

**comes with their own set of circumstances, experiences and often disadvantages.**

Here, we summarise our service and its impact in numbers from April 2019 to March 2020. It is important to remember that behind each number is an individual.



with family/relationship problems **33%** of residents arrived with alcohol problems **40%** of residents arrived with issues.

Transforming lives,  
inspiring hope and  
ending homelessness

01962 862050  
www.wcns.org.uk



“ Support has been there even through Covid. Without the help I’ve received, I don’t know where I would be now. Maybe dead or in prison. ”

Howard, Nightshelter resident 2020

# How we help

Our first priority is to provide residents with a safe and welcoming place to stay. Once settled, each resident is offered one-to-one support to identify the help and guidance they would like to move on to a more stable future.

Our wrap-around care takes a **person-centred** approach with staff well-trained in supporting people coping with trauma. Many residents lack a safety net of support in their day-to-day life and often their self-esteem can be low. Our wide-ranging support can help to make a **long-lasting difference** as we come alongside residents to help them to identify and work towards achieving their goals.

Since March 2020, we have been **open all day and all night** for our residents to ensure that they have been able to stay safe in their temporary home. During lockdown, **two thirds of our residents** accessed our **counselling** or **psychotherapy** services. Any support sessions which could not take place on site took place using video call. Our project workers also reached out to vulnerable and isolated former residents via telephone during lockdown to give support.

## *Support available to all residents:*

### Basic needs

Food  
Accommodation  
Clothing  
One-to-one support

### Lifestyle

Cookery workshops  
Nutrition advice  
Budgeting support  
Advocacy  
Leisure activities  
Free haircuts

### Health

Substance misuse support  
First aid skills  
Counselling  
Psychotherapy  
Peer mentoring  
Wellbeing and coping skills

### Home and work

Skills development  
Move-on house  
CV building  
Tenancy support  
IT support  
Work placements

“*My time at the Nightshelter has made me realise how to be responsible, how to grow up, look after money and stay housed. Since being here I've started working in construction, I'm really enjoying it and saving money for a deposit so I can rent a place to stay.*”

Sam, Nightshelter resident 2020



# Rachel's story



*Rachel arrived at the Nightshelter during lockdown after experiencing a relationship breakdown. Age 62, she had never been homeless before and was nervous about how she would cope.*

*“ I used to enjoy a drink in the evening at home after work but in lockdown I began to count down to that time of the day. Each evening we would drink a bit more until one evening my husband and I got into an argument, it ended up with me being charged for common assault.*

*When I came to the Nightshelter, I felt like a rabbit in headlights. I am 62 years old, it is not where I expected to find myself. I asked myself what I was doing here, I have a nice home and family but I'd almost thrown it all away.*

*In actual fact, the Nightshelter turned out to be the best thing to happen to me. I stayed ten weeks and cried when I left. It becomes like a family, with so much help and support. I made lots of new friends and really hope to volunteer there one day.*

*During my stay I managed to break the habit and have stopped drinking. I have lost weight and am so much healthier. I know that I wouldn't have been able to get better without the support that the Nightshelter gave me.*

*I have settled in back home now and I'm enjoying doing more things with my family. I am still going to counselling every two weeks at the Nightshelter which really helps. I also bake a cake each week for the residents, I really miss everyone.* ”

# Financial report

The financial information for 2019/20 is shown in a simplified breakdown of income and expenditure. More details and the full report from the Independent Examiner are available from the Nightshelter office.

The year 2019/20 has been good financially with income from all sources greater than the previous year. The financial year ended in March 2020 just before the Covid-19 pandemic arose and so the impact of this will show up in the current year (2020/21). The biggest single source of our income has again come from donations; from individuals, local churches, trusts and legacies, and we are **enormously grateful** for the generosity and support continuing to be shown by all.



We are changing the way we collect donations in order to give more options and become more efficient at recouping Gift Aid. Donating through our website now allows both single and regular donations to be made easily and securely and we would ask those loyal donors who give by standing order with our current bank to set up new arrangements via the website so that we can continue to collect Gift Aid in the future.

## Would you like to donate?

You can make a one-off or regular donation to the Nightshelter via our website. Or text the word **NIGHTSHELTER** and any amount up to **£20** to **70085**. You can also donate via payroll, in your will or by cheque.

A donation of **£2** will sponsor a bed for one night, **£10** will also include a home-cooked meal, breakfast, clothes and toiletries, **£20** will provide a resident with a one-to-one support session.

Find out more

[www.wcns.org.uk/ways-you-can-give/donate-money/](http://www.wcns.org.uk/ways-you-can-give/donate-money/)



With the completion of Ben's House in late 2018 we had eight beds available for the whole of the year in our move-on accommodation. This has provided extra income as well as doubling the number of people we can help transition into private rented accommodation.

The support and wellbeing services that we provide to our residents are critical in ensuring that the maximum number of people can return permanently to a more stable life. Thanks to the continuing generosity of our donors, support and wellbeing is an area that we have increased investment by 16% this year, including additional peer mentoring and ongoing support after residents have left our immediate care.

### Gift Aid

Did you know that we can claim an extra 25p for every £1 donated via Gift Aid? There is no additional cost to the person donating. To find out how to Gift Aid your donation visit [www.wcns.org.uk/ways-you-can-give/gift-aid](http://www.wcns.org.uk/ways-you-can-give/gift-aid)



“ Thank you to everyone who has donated this year for your kindness and generosity. ”

# The year in images



1. **Musician, Wille Edwards** visited as part of his UK tour and played for residents and staff. He **donated over £400** from the sale of his single about homelessness.
2. A magical **snow globe** organised by Winchester BID brought festive cheer and raised over **£1,000** for Spare Change for Lasting Change.
3. We sold handmade gifts and cards from the charity chalet at **Winchester Christmas Market** for a day.
4. Christmas dinner was cooked for residents by a volunteer team of **local siblings**.
5. Residents at one of our move on houses enjoyed a Christmas meal together.
6. We welcomed **120 people** to our Open Day. Guests toured the Nightshefter and met staff, residents and volunteers.
7. **Peter Symonds students** collected and donated sleeping bags.
8. The **High Sheriff of Hampshire** met staff, residents and volunteers. volunteered their time.



9.



10.



11.



12.



13.



14.



15.



16.

- 9. Winchester Beer and Cider Festival** showed their support by donating money from unused drinks tokens.
- 10.** The Nightshelter adapted to being open **24 hours a day** 7 days a week in lockdown. Several residents chose to help out with the cleaning and cooking.
- 11.** Families joined together virtually at Easter to '**Hop for Homeless**' and

raise essential funds.

- 12. Oliver Chicken** donated his 8th birthday cake to our residents and raised over **£1,500** cycling 8km as part of our Home Hero campaign.
- 13.** During lockdown, **Lainston House Hotel** donated surplus fruit and vegetables from their kitchen garden kindly picked by local resident **Liz** and her family.

- 14. Winchester City Council** gave sports equipment to keep residents active in lockdown.
- 15.** Patron, **Bishop Tim Dakin**, visited to see how residents, staff and volunteers had coped during lockdown.
- 16.** Residents were supported back into work after lockdown with 6 of our 9 residents employed in September.

# Volunteering

**Volunteering at the Nightshelter is an opportunity to do something positive to help the lives of people experiencing homelessness. We are fortunate to have the support of loyal volunteers who generously give their time and skills to make our work possible.**

Longer opening hours during the pandemic has seen the need for additional volunteers to cover new shifts at a time when many helpers have had to shield at home. Those still able to give their time have kindly taken on extra hours as well as new volunteers joining the team.

We were also touched to receive many offers from volunteers to help from home and run errands whilst we are trying to keep footfall to a minimum in the Nightshelter to lower the risk of infection.

Keeping everyone safe during the pandemic, including our volunteers, has been a priority. Strict cleaning procedures are in place as well as social distancing on site and the opportunity to wear masks and PPE.

We would like to thank our volunteers for their time, energy and kindness especially during the challenges of recent months.

We are always happy to hear from people keen to share their skills and experiences. Perhaps you could help residents with CV writing skills? Or could you run a cookery, fitness or art class? Maybe you could provide IT support? The pandemic may prevent some events taking place on site but it could be possible to share skills online or run a session outside.

**Find out more about volunteering with us at [www.wcns.org.uk](http://www.wcns.org.uk)**



**Ella and Flora volunteered once a week during their time at Peter Symonds College to help sort out the clothes donation cupboard. They received the Mayor's Award in recognition of their contribution.**

“

*We have both really enjoyed sorting out the clothes cupboard. It became one of the highlights of our week, and a time when we didn't think about college work, or ourselves for a brief but highly-valued moment.*

”



“

*When lockdown kept being extended I found that I was often feeling pretty miserable and missing friends and family. Volunteering at the Nightshelter had a positive impact on my mental health, as doing something to help out was a good way for me to combat the feeling of being helpless. I felt that it was important for us to continue to support the important and fantastic work that the Nightshelter does; also with the volunteer pool being reduced to sickness or people having health conditions which made them vulnerable, we felt pleased to be able to help out.*

”

Jessie, volunteers in the kitchen with her husband.

## **Become a volunteer**

*Join us in helping people who are experiencing homelessness in Hampshire. There are opportunities to volunteer at weekends, evenings and overnight and how regularly you help out is up to you. Volunteers simply log in online and book in when they are available to volunteer. There is always a member of staff working alongside volunteers.*

## **Volunteer roles include:**

### **Weekend daytime helpers**

9AM-12PM 12PM-3PM 3PM-6PM

Chat with residents, help with odd jobs or just relax and be a presence alongside the member of staff.

### **Evening helpers**

6PM-9PM

(from 5PM on Saturdays)

Support the member of staff with a range of duties.

### **Evening cooks**

6.30PM-8.30PM

Cook up a meal of your choice or heat up donated food and serve it to our residents. Screens have been fitted between the kitchen and the seating area in response to the pandemic.

### **Overnighters**

9PM-8AM

Perfect for those who are too busy to volunteer in the daytime. Stay with us in your own private room and volunteer in your sleep!

# Corporate and community engagement

We are fortunate to be part of an incredibly supportive community without which our work simply would not be possible. Even during the pandemic, when life was tough for so many, our local community continued to make contact with thoughtful donations and offers of support.

Thank you to the businesses, community organisations, churches, colleges, schools and universities that give resources, time and expertise to help our charity. The wide range of support from local organisations includes employee volunteering days, the provision of work experience opportunities for our residents, the sponsorship of bedrooms and payroll giving schemes.

Hampshire-based business, **Clevertouch**, donated office furniture and encouraged staff to get involved in volunteering opportunities. Employees from **Arup** have been busy fundraising and didn't let lockdown get in the way of their efforts.

Staff from **Orangetheory Fitness** popped by with sweet treats during 'Acts of Kindness Week'. Winchester branches of **Pret a Manger** and **Cook** have continued to supply sandwiches and meals for residents whilst **Owtons** butchers generously donated meat.





**Gallagher Communications** organised for their staff to spend a day volunteering at the Nightshelter. New recruits from the **Army Training Regiment** carried out a thorough deep clean of all the bedrooms, kitchen and communal areas.



Our online community played an important role this year when, during lockdown, people across the country joined Isabella from **Twome** online and made macramé guardian angels. The beautiful angels were sent to us and will be sold to raise funds.

### *Do you work at or own a local company?*

*We would love to hear from local businesses and organisations keen to help. Perhaps you are able to offer training or work experience to our residents or your staff would like to give their time and skills to support our work. Maybe you would like to input into the running of the Nightshelter and become part of our Board of Directors. Email [admin@wcns.org.uk](mailto:admin@wcns.org.uk) or call **01962 862050** and let's start a conversation.*



# Fundraising

Thank you to all the individuals and organisations that have chosen to support us. In a normal year, we need to raise at least **£180,000 in donations and fundraising**. This year, like many other charities and organisations, the pandemic has put pressure on our resources with additional fundraising becoming essential. The money raised has helped **to ensure we have been able to stay open and quickly adapt and expand our service to meet changing needs and circumstances**.

We have been inspired and touched by the innovative ways people have found to raise money during lockdown. The **Hedges family** bounced non-stop on their trampoline for 24 hours raising an **amazing £1,110**.

The **Gately family** joined with other families across the country over the Easter weekend for our first virtual fundraiser, **Hop for the Homeless**. Together, they hopped their way to **raising over £2,500**.

**Elsie Rushbrooke, age 9**, took part in our summer **Home Hero** fundraising campaign and spent her summer holidays making and selling macramé plant hangers which **raised over £460**.

Before lockdown, fundraising concerts were hosted by **Winchester Community Choir** and **Kingsgate Voices**. **Winchester Beer and Cider Festival** chose to support us at their popular annual event.



*Sorry we cannot mention all our fundraisers but thank you to everyone who chose to support us this year.*

# Pedalling to make a difference



## Organising a fundraising event?

Get in touch if you are planning a fundraising event or challenge. We would love to help raise awareness of your activities and offer our support. Visit [www.wcns.org.uk](http://www.wcns.org.uk) to find out more about fundraising and contact us with your ideas, questions and event details, [admin@wcns.org.uk](mailto:admin@wcns.org.uk) / 01962 862050. .

## Supporters' story

As lockdown eased, local siblings Teddy, 18, and Sophie Ridley, 21, joined forces with friends Freddie Krone, 18, and Phoebe Langton-Hewer, 21, on a mission to cycle from Land's End to John O'Groats.

“

*We recently completed the Land's End to John O'Groats cycle in support of Winchester Churches Nightshelter. It was exhausting both physically and mentally but we were thrilled to have cycled over 1600km in just 16 days.*

*We chose the Nightshelter because we wanted to support a local charity. We are members of the local parish and so wanted to do something positive for a community which has always supported us. We felt that the pandemic has emphasised the need for communities to come together even from a distance in order to support each other.*

*We were so thrilled to complete the ride as a team whilst being able to raise over £3,500. We were touched by the kindness of friends in Winchester but also by strangers across the country who showed interest in our ride and donated money.*

”

# Donations

Thanks to the generous donations of items from our local community **we save an average of £2,930 per year on toiletries, £1,110 per year on cleaning products and £29,402 on food, totalling over £33,000.**

Even during the pandemic, the kindness of our community continued. So many supporters made contact to check that we were coping. Individuals, businesses and community groups found ways to help and generously donate items and vital funds, even in lockdown. Thank you to everyone who kindly donated.

## Donating goods ♥

Please check our most-needed items list on our website, [www.wcns.org.uk](http://www.wcns.org.uk). Sadly, our storage is limited so we can only accept the items we desperately need. Alternatively, you could opt to sponsor a resident for a week or cover our laundry costs. Email for more information: [admin@wcns.org.uk](mailto:admin@wcns.org.uk).



When Lynda had accumulated a lot of Nectar Points, rather than treating herself she contacted us and asked what we needed most. She selflessly spent all her points on underwear for our residents.



Otilie thoughtfully used her pocket money to buy carefully selected Christmas gifts for our residents after also challenging herself to go screen-free for a week, raising over £200.



The team of porters at the University of Winchester decided to each donate money instead of running a secret Santa.



**Corporal Kelvin Ramsamy collected clothes, food and money for the Nightshelter. He also got the Army Training Regiment involved in our Hop for the Homeless challenge during lockdown and raised over £900.**

“

*Local people who are homeless are the most vulnerable, especially during the winter. They need a place to stay, food and warm clothes. We want to help people who are in need because when you are in need it is hard to help yourself. We want to give them a helping hand and motivate them to move on. Perhaps they don't have family themselves so we can be there to help and maybe make them smile. We want to show them kindness and respect.*

”



Local businesses, Arbor Call and Forest and Arb, teamed up to supply a high-quality pair of chainsaw trousers to support a resident back into work as a tree surgeon.



Winchester Baptist Church engaged local sixth formers in crafting a Christmas wreath for each bedroom door.



When Winchester Science Centre had to close in lockdown, they kindly made contact to donate stock that was no longer needed by their café due to the closure.

# Thanks and acknowledgements

Our work is only made possible thanks to the help and support of our volunteers, donors, local businesses, churches and organisations. Sadly, we cannot mention everyone but wanted to thank some of the many amazing people who have helped us this year.

A special mention and huge thank you to **Kee Creative** for producing this Annual Review.

- **Computer Solutions** for their IT support.
- **Fruits of Fullood** for all their jam and pickle making.
- **Hampshire Constabulary Police Officers and PCSOs** who assist us in many ways.
- **Hampshire County Council** for funding and support.
- **Harvest UK** for donating fresh groceries.
- **Kevin Downer at Citadel Fire & Security** for servicing our CCTV.
- Lockdown heroes who donated items including **Hillier's, The Railway Inn, TK Maxx** and **Winchester Science Centre**
- Local artist, **Jennie Maizels** for designing our Christmas card in 2019.
- **Lottie Stevenson** for producing many of our short films.
- **Oliver Borthwick Memorial Trust** for kindly supporting our advocacy service.
- **Winchester Street Pastors** for their help covering volunteering shifts during lockdown.
- **Richard Robson from Warner & Richardson LLP** for pro bono legal advice.
- **St Peter's Church** for their ongoing help and support and **St Vincent de Paul Society** for their kind Christmas gifts.
- **Tesco Extra at Winnall** for the donation of food and Christmas gifts.

## Patrons:

Bishop of Winchester, the Rt Revd Tim Dakin  
Baroness Celia Thomas of Winchester  
Debbie Thrower (to 30<sup>th</sup> September 2020)

## Board of Volunteer Directors:

John Harrison  
*Chair (to 20<sup>th</sup> January 2020)*

Tracy Jones  
*Deputy Chair (to 20<sup>th</sup> January 2020)*  
*Chair (from 20<sup>th</sup> January 2020)*

David Johnson  
*Secretary*

Marion Fletcher  
*Treasurer (to May 2020)*

Andrew Baynes  
*Treasurer (from April 2020)*

Nigel Bartlett

James Cretney

Patrick Fowler

Juliet Mayhew  
*(23<sup>rd</sup> September — 13<sup>th</sup> November 2019)*

Michele Price  
*Manager (to 31<sup>st</sup> August 2019)*

*Chief Executive (from 1<sup>st</sup> September 2019)*

Charlie Radbourne  
*Expert by Experience Adviser to the Board (from 9<sup>th</sup> December 2019)*



- **The University of Winchester** for engaging student volunteers and other initiatives.
- Laraine from **Twelve Hair Design** for offering our residents free haircuts.
- Volunteer students from **Peter Symonds College** for their regular clothes cupboard sorting.
- **Waitrose** at Weeke for their support via Community Matters.
- **Winchester Business Improvement District (BID)** for their support via Spare Change for Lasting Change and other initiatives.
- **Winchester Cathedral** for their help and support.
- **Winchester City Council Housing Officers** for help, advice and funding.
- **Winchester College** pupils for their ongoing help in our kitchen.
- **Winchester Discovery Centre** team for their understanding, support and provision of facilities.
- **Winchester Rotary** for their loyal support and fundraising.
- **Winchester Round Table** for providing the funds for us to open every bank holiday.



#### Staff

Michèle Price  
 Angela Grobbelaar  
 Debby Hughson  
 Georgina Walker  
 Edward Murray  
 Ian Davies  
 Paul Braithwaite  
 Shelby Pond  
 Lee Hayes  
 Hilary Nutbeam

# Gianluca's story

Gianluca had been staying at the Nightshelter for a few months before the pandemic arrived.

“

*I'd been working hard and saving for a deposit for a flat. A few weeks before lockdown, I had secured a flat to move to.*

*Suddenly everything changed. My employer couldn't keep me on and therefore the landlord could no longer let me have the flat without the security of being in work.*

*I coped with lockdown by keeping busy. The Nightshelter changed to be open day and night so we could stay safe. I volunteered to help with folding sheets, mopping the floors and cooking some meals. We also used the car park which was empty in lockdown to play football and other sports to keep fit.*

*Since lockdown has eased I am back in work and have moved into a room in one of the supported housing projects run by the Nightshelter.* ”



# Support our work



- **Volunteer**

If you have time or skills to give to help support our work, then please get in touch. You can find out more about the wide range of flexible volunteer roles on page 17 or visit [www.wcns.org.uk/volunteer](http://www.wcns.org.uk/volunteer) Perhaps you have a skill to contribute or would like to be part of our Board of Directors.

- **Donate food and goods**

Donated food, clothes and other domestic items save us thousands of pounds each year. Keep an eye on our website and social media for a regularly updated list of most-needed items. Please make contact before dropping off any items to check that we are able to accept your donation.



- **Financial Donations**

We need to raise at least £180,000 each year in donations and fundraising. There are lots of ways you can contribute:

- Make a one-off or regular donation via our website, [www.wcns.org.uk/ways-you-can-give/donate-money/](http://www.wcns.org.uk/ways-you-can-give/donate-money/)
- Text **NIGHTSHELTER** and any amount up to **£20** to **70085**.
- Opt in to payroll giving or arrange to bequeath money in your will.
- Scan the QR code on the left to go through to our donations platform.



# Get in touch

📞 01962 862050

✉ admin@wcns.org.uk

🌐 [www.wcns.org.uk](http://www.wcns.org.uk)

📱 Find us on Facebook, Instagram & Twitter



20B Jewry Street  
Winchester SO23 8RZ

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.