




trinity
winchester
support change aspire

Annual Review 2013–14

www.trinitywinchester.org.uk



Trinity Winchester is a unique Winchester-based charity which addresses the effects of homelessness and vulnerability through specialist practical and emotional support, and proactive prevention, empowering positive change.

“Trinity stands head and shoulders above the ‘mainstream agencies’ that engage with people with extremely complex needs. Time and again they prove themselves to be a guiding light in their commitment to engage with and assist homeless people and those at risk of homelessness. The team are thoroughly professional and highly committed. I know I can count on Trinity’s unyielding support in getting the very best outcome possible for the client.”

Jack Briggs, Director, Baseline Training Ltd and
Hampshire Constabulary MAPPA

Welcome to Trinity Winchester

I am pleased to present Trinity's Annual Review for 2013–14.

Trinity Winchester is a unique Winchester-based charity which addresses the effects of homelessness and vulnerability through specialist practical and emotional support, and proactive prevention, empowering positive change.

We help people who are vulnerable to the consequences of homelessness, addiction, physical and mental ill-health, poverty, social isolation and domestic abuse. We offer solutions, hope, choice and control.

2013–14 was another busy year with Trinity delivering a diverse range of services to 778 people; 47% of which were new visitors. Advice sessions increased by 21% and housing-specific advice grew by a staggering 43% on last year. More worrying was the 65% increase in visits by young people between the ages of 16 – 24. All this is not so surprising, with Winchester being highlighted as the least affordable city in Hampshire, coupled with welfare reforms. Demand for our services, particularly by young people, is not likely to reduce.

Our fundraising has developed again this year in order to sustain service delivery, securing a surplus at the end of the financial year. We gratefully acknowledge the continuing and greatly valued support of Winchester City Council, Hampshire County Council, Hampshire Supporting People and the Department of Health. Thanks also to all who supported Trinity this year; we really couldn't do what we do with you. All in all Trinity is in a fairly stable position and confident about the future, although there is no time for complacency.

Our Board of Trustees was strengthened this year with three new members. We extend a warm welcome to Chris Mitchell, Offender Management Director with Hampshire Probation; Nicki Smith, a PR and Communications Consultant; and Julia Mutlow, a Solicitor and local resident.

We bade a very sad but fond farewell to Julia Slater who retired as Trustee in October after more than 15 years with Trinity. Julia's knowledge, support and sense of humour will be missed.

Michelle Gardner Director of Strategy & Fundraising



Chris Mitchell



Nicki Smith



Julia Mutlow



Julia Slater

Trinity's Direct Access Services (Drop-in)

Trinity provides a wide range of direct access services to help and support homeless and other vulnerable people – sometimes referred to as Drop-in. We offer advice and information relating to benefits, housing, alcohol and drug use and harm minimisation; signposting to key services; healthcare; learning and skills development, confidence-building recreational activities, preparing for employment; and of course hot nutritious meals, bathing and laundry facilities.

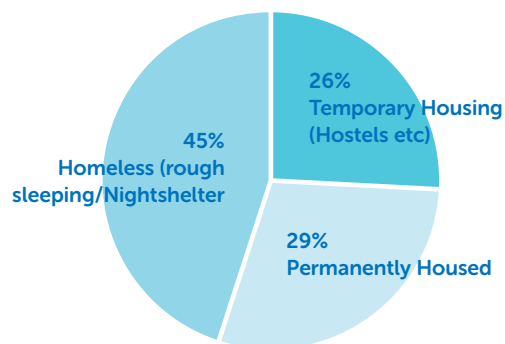
There was a 10% increase in people visiting Bradbury House this year to make use of our services. Of these 654 people, 270 people were visiting Trinity for the first time. And 124 were young people between the ages of 16–24.

Chloe, 19, has been a traveller most of her life, living in a derelict caravan on a site with her mum. Chloe struggled at school and accessed education through an external tutor, delivered at Trinity. She attended a local horse riding stable working with children with disabilities, at which she excelled and gained qualifications. She accessed support through her key worker and the learning programme. Last year she secured full time employment. Chloe bathes at Trinity before she begins her day. Chloe hopes to return to using her riding qualifications in the near future but for the time being feels very settled in her job. Chloe is thankful for having employment and says that she would not have coped as well if it hadn't been for the support she has had from Trinity.

Homelessness Prevention

Whilst a significant amount of our time is spent working with people who are homeless, the majority of what we do is preventing homelessness; helping those in accommodation with budgeting and paying bills, liaison with landlords, helping people feel safe in their own homes and within their communities.

This year we helped more than half of our clients find or stay in permanent or temporary accommodation.

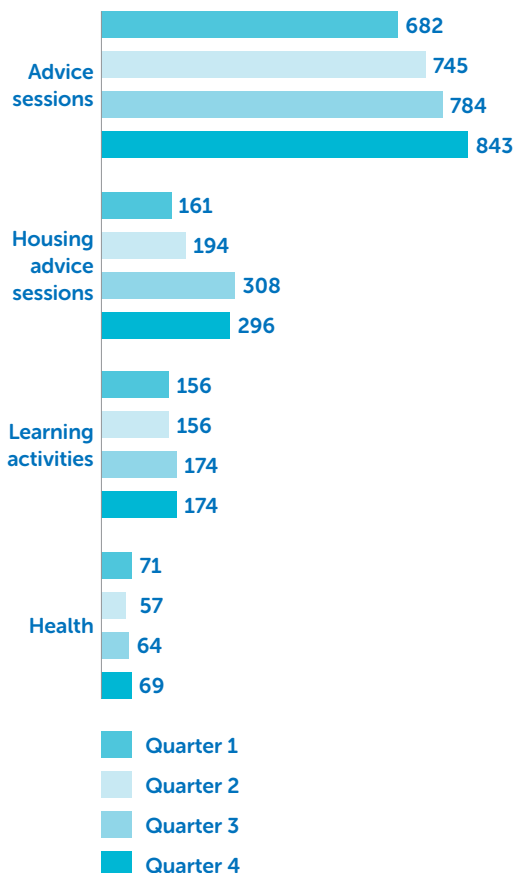


Congratulations to Julian Perkins, a valued and outstanding volunteer for Trinity for three years, who has received the Mayor of Winchester Award for Volunteering.



Advice sessions

We delivered over 3,000 advice sessions this year, an increase of 17% compared with last year. We also saw a substantial increase (45%) in housing advice rising to 959 sessions. We were delighted to welcome 226 people onto our learning and activities programme, as these are shown to greatly benefit our clients. And over 168 people accessed healthcare through Trinity working in partnership with St Clements Healthcare in Winchester.



Saturday opening

Thanks to the support from the Big Lottery, we are now able to open our doors to rough sleepers and people staying at the Nightshelter on Saturday mornings.

Outreach

Through our outreach service, Trinity staff go out into the community to support and engage with rough sleepers. They receive hot drinks, advice, signposting to key agencies and are encouraged to engage with our day service. Our team held 107 sessions with support from Georges, WCC and the Nightshelter, reaching 67 individuals sleeping rough.

“It feels good being part of an organisation that does so much good.”

Trinity volunteer



Women's Service

We offer a range of specialist services for vulnerable women facing a range of difficulties including domestic abuse. Our clients receive advice and information, and access to the nationally recognised Freedom Programme for people experiencing domestic abuse and violence. We also provide counselling, peer group support, complementary therapies, empowerment classes, Triple P parenting, outings and social get-together.

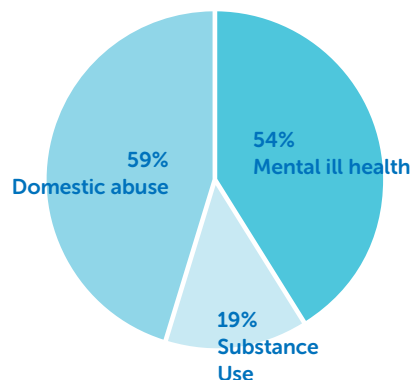
This year, we saw 127 women accessing the service, a 23% increase on 2012/2013. 29 of these visits were made by young women under 24 years of age.

Over half of the women attending the service have experienced or are experiencing domestic abuse and accessed our Empowerment Group, counselling services and the Freedom Programme.

While we are of course very pleased that more women feel able to get in touch with us and access support, we are deeply concerned that this is representative of a worrying upwards trend in abusive behaviour towards women.

Women's Service Presenting Issues

Rarely will someone accessing the Women's Service have just one problem they need help with. Most women will be experiencing complex and co-existing issues such as mental ill-health, substance use and domestic abuse, often not disclosing domestic abuse for example until they feel it is safe to do so. These issues can take time to resolve and the range and delivery of interventions available reflects the needs of our women.

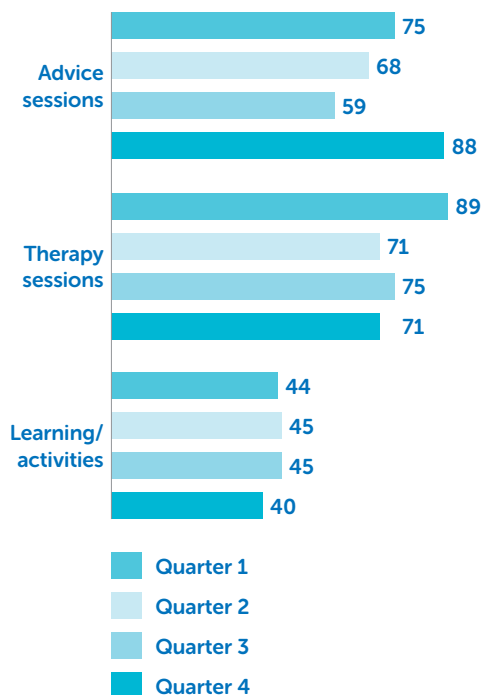


Some women present with more than one of these issues



“Thank you so much for all the help you gave me. It made me a better stronger person.”

Women's Service Interventions



“Thank-you for allowing me to sit in on The Freedom Group session yesterday morning with my client Jane. I am a survivor of domestic violence myself and found it very helpful even 17 years on... It will be beneficial if Jane attends in all sorts of ways. Thank you for the amazing work you do.”



Sharon came to the Women's Service on a Wednesday afternoon, anxious and could only stay for five minutes. She was so scared she would not give her name. We reassured her that she was safe here and that we could help her. Her relationship of 15 years had been extremely abusive and she wanted to make plans to leave. We gave advice for planning a safe escape and asked her to come back.

Sharon came back on the Friday afternoon, with her belongings having seized an opportunity to flee. Sharon was increasingly anxious about finding herself with nowhere to go. After four hours and 15 phone calls to various refuges, a refuge was found. We escorted Sharon to the police station where she made a statement and booked a taxi to the refuge. Sharon arrived safely.

Skills Development

Our skills development and learning programme continues to be at the core of our work. We offer a range of structured and informal learning opportunities to enable people to develop lifelong skills that can make real changes to their lives.

This year 834 groups, classes and one:one support sessions were delivered to 226 learners at Trinity. The sessions included Art and Craft, IT, Empowerment, Literacy and Numeracy and Cookery. Job Club and Preparing for Employment courses run three times a week and rely heavily on volunteer support. The sessions are well attended and offer help with searching for jobs, writing CVs as well as interview skills and mock interviews. Our thanks go to Neil Allison and Hannah Bailey of Osborne Construction for facilitating Interview Skills Practice to both service users and volunteers, who in turn can pass on these new skills to our job seekers.



“Trinity Job Club has evolved year by year: as a volunteer it’s great to be helping more and more people find their way into regular work.”

Cllr Anne Weir, volunteer

We also offer opportunities for clients to gain nationally recognised qualifications and provide access to work experience. This year 59 people found paid or voluntary employment or entered further education.

Carol had a very difficult year with personal issues and sofa surfing but still attended classes regularly. She gained NCFE accreditation in IT, Confident Cookery and Entry 1 Literacy. She was nominated for the NIACE Adult Learner Award. She is now housed.

“I have now managed to get a full time job thanks to (tutors) helping me apply for carer jobs in Winchester.”



New this year – Outreach Learning

Our tutors delivered six week courses on a rolling programme of Art and IT to local hostels including Emmaus, West View, Milford House and Georges (Cri) Drug and Alcohol Service.

Sandra had attended Trinity from time to time for several years. Two years ago she started attending classes and has gained NCFE in IT, Confident Cookery, Art Design Craft in Cookery, Entry 1 Literacy and Food Hygiene. She now attends ACE (Adult Continuing Education) where she has achieved Entry 2 Literacy and is working towards Entry 3. She attended Job Club regularly and now has two part-time cleaning jobs and is no longer on benefits. Sandra remains temporarily housed.

“Fantastic. Ali is very good at imparting information and has improved my confidence no end.”

Georges Drug & Alcohol Service User



Floating Support

Our Floating Support team were able to work more closely with Winchester City Council and the No Second Night Out worker. 91 people accessed our floating support services this year. For many people this involved reconnecting them with their area of local connection promptly to enable them to access accommodation via their local council.



Dan had been rough sleeping in Winchester for 18 months, after leaving Cornwall where he had experienced intimidation, living the next six months in Bournemouth. On arrival in Winchester he was told Bournemouth was his area of local connection and to return. Dan did not feel he was connected to Bournemouth and remained in Winchester. Dan has a long history of drug use which escalated; he had several short spells in custody. He became tired of rough sleeping and was persuaded to move in to the Nightshelter. Dan started to engage with Georges and reduce his drug use. Trinity was able to persuade the council to re-look at his case: evidence supported his claims and WCC agreed that we should refer Dan to Milford House, where he has now been living for six months. Dan engages with Georges and has completed the foundations of change course and is working towards becoming a peer mentor.



“Homeless people in the UK don’t die from exposure. They die from treatable medical conditions.”

Dr Nigel Hewett, Medical Director, Pathway

Healthcare

As part of our commitment to providing proactive and preventative services, we offer in-house access to a range of health care, in partnership with St Clements Surgery. This covers GP and nurse appointments, a Hepatitis C Clinic, mental health referrals, emotional first aid, dental and eye health and podiatry.

St Clements Surgery delivers an average 30 appointments a week at Trinity.



The secondary care Hepatitis outreach service has continued to grow and plans are in place to treat Trinity patients with Hepatitis C with new drugs with reduced side effects and treatment time (three rather than six months). Dr Pauline Grant commented that previously patients would have had to travel to Southampton for this and many would not have done so and therefore missed out on the opportunity to be treated for a potentially life threatening infection.

Hospital Aftercare

The Department of Health awarded funding to set up the Hospital Aftercare project this year. Joint working protocols are in place between Trinity and health and housing providers to prevent patients being discharged back on to the streets through multi-agency intervention. Our thanks go to Steve Brine MP and Mary Edwards, CEO Hampshire Hospitals NHS Foundation Trust, for their support with setting up this important project.



“Homeless people attend A&E six times as often, are admitted four times as often and stay three times as long.”

Professor Barry McCormick, former Chief Analyst,
Department of Health

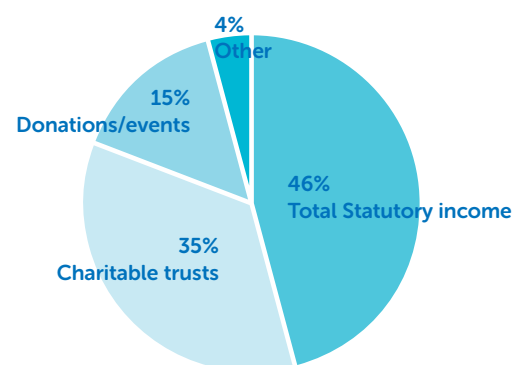
Finance

Statement of Financial Activities ending 31 March 2014

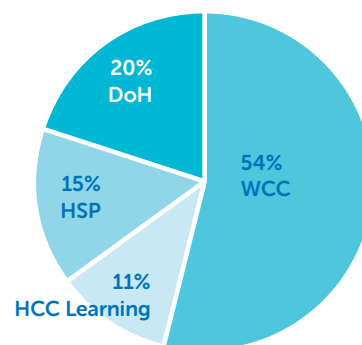
	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Income and expenditure				
Incoming resources				
Incoming resources from generated funds				
Grants and donations	267,329	209,258	476,587	437,588
Incoming resources from charitable activities				
Contracts	–	38,384	38,384	36,456
Miscellaneous income	16,563	–	16,563	21,001
Investment income	4,426	–	4,426	342
Total incoming resources	288,318	247,642	535,960	495,387
Resources expended				
Costs of generating funds				
Fundraising activity	52,800	–	52,800	63,849
Charitable activity	141,921	254,692	396,613	416,880
Governance	7,927	–	7,927	5,989
Total resources expended	202,648	254,692	457,340	486,718
Net incoming/(outgoing) resources				
– before transfers	85,670	(7,050)	78,620	8,669
Transfer between funds	9,937	(9,937)	–	–
Net movement in funds for the year	95,607	(16,987)	78,620	8,669
Balances brought forward				
at 1 April 2013	94,474	1,151,671	1,246,145	1,237,476
Balances carried forward				
at 31 March 2014	190,081	1,134,684	1,324,765	1,246,145

We were pleased to record an improved financial performance in 2013/14 largely due to continued statutory funding support and effective fundraising. This strong financial performance has enabled us to set aside funds for a long overdue rebrand exercise to include a new website, and an extension of our services into the provision of accommodation for our clients.

Total Income



Statutory Income



Acknowledgements

We would like to thank the following people and organisations for their generous donations:

Winchester City Council, Hampshire County Council, Hampshire Supporting People, Hampshire Learning, Winchester Community Safety Partnership, Department of Health, The Big Lottery, Henry Smith Charitable Trust, Lloyds TSB, Garfield Weston, The Band Trust, Cranbury Foundation, Estate Agency Foundation, Anton Jurgens Charitable Trust, Alchemy Foundation, Beatrice Laing Charitable Trust, Paul Lunn-Rockliffe Charitable Trust, H&IOW Community Foundation, The Albert Hunt Trust, 29th May Charitable Trust, Souter Charitable Trust, Steele Charitable Trust, UIA Charitable Trust, Help the Homeless Ltd, The Dischma Charitable Trust, St James' Place Foundation, The Broyst Foundation, Balfour Historic Museum Trust, Knight Charitable Trust, Sir Jeremiah Colman Gift Trust, Woodroffe Benton Charitable Trust, Dorothy Howard Charitable Trust, St John's Winchester Charity, Saddlers Charitable Company, Winchester Charity for the Needy, Thomas Roberts Charitable Trust, Winchester City Centre Partnership – BID, Zurich Community Trust.

Special thanks to Grant Callaghan of Hotel du Vin Winchester for his generous support, Phil Wilding of Wilding Butler for his long term support, Sainsbury's Badger Farm for their daily supply of fresh vegetables, fruit and much more, Greggs the Bakers for their daily supply of bread and cakes, Andrew Buck of Royal Winchester Golf Club, Caroline Rubin, Adrienne Marsden of The Business Collective, Denplan, Alfred's Brewery, Three Women, The Mighty Hump (and parts of) for supporting our events and many more.

We would also like to thank our volunteers without whom our work would be much more difficult: Steve Taylor, Anne Weir, Judith Stirrup, Julian Perkins, Marilyn Fletcher, Katrina Pascan, Kate Cramer, Laura Ryall, Dawn Whapshott, Libby Redman and our faithful band of shoppers.

Thanks to Jon Bolton for our wonderful photographs and our fundraising interns Priya Vaithilingham and Jennifer Saltonstall for their huge contributions to our fundraising efforts during the year.

Regretfully we are unable to print the names of all who have kindly supported us throughout the year however Trinity is very grateful to all who contributed.



Events



We were delighted with the success of our biggest event this year. The Big Sleep Out was held in September in the beautiful Inner Close of Winchester Cathedral. Over 200 people slept under the stars and raised money with their eyes closed! The event was run in partnership with the Winchester Churches Nightshelter and raised an amazing £24,000. Look out for the next one!



June saw our 5th Annual Charity Golf Tournament, organised by Wilding Butler and held at the beautiful Royal Winchester Golf Course. The event was enjoyed by all. It was lovely to see so many familiar faces and we were delighted to have raised over £3,000. As always we are extremely grateful to Phil Wilding and Sandy Davison as well as Andrew Buck of The Royal Winchester Golf Club for another successful event.

Our thanks to 3Women who hosted an English Summer Wine event in July at which local women enjoyed a fabulous networking and fun-filled evening. Thanks to the generosity of guests, and in conjunction with Barclays, 3Women raised £1,160 for Trinity.



Dinner with Sir Ian Botham at the Hotel du Vin Winchester in September was another wonderful evening with outstanding food and company. We can't thank Grant Callaghan, General Manager, enough for facilitating another event for us. 100% of the profit came to Trinity and the evening raised £4,500.



In October, women flocked to Marwell Hotel to enjoy An Evening of Style Discovery in aid of Trinity Women's Service. The event raised £250 and raised awareness of Trinity's important work. Our sincere thanks to Courtney Winstone, Louise Hill, Nicky Brown, Rachel Foulkes, Catherine Skinner and Nicki Smith.

How You Can Help

There are many ways you can support Trinity with its vital work with homeless and other vulnerable people.

Fundraising Idea?

We are always looking at new and innovative ways to raise awareness and of course money. If you have any ideas or would like to join our Community Events Team in organising events please contact 01962 842827 or email fundraising@trinitywinchester.org.uk

Ever thought about volunteering?

If you think you may have some spare time and would like to volunteer at Bradbury House Drop-in or Women's Service, please contact Sue on 01962 842827 or email sue@trinitywinchester.org.uk

Please Donate Today

By text

Text LIVE00 £2/£5/£10 to 70070 to donate now
eg LIVE00 £5

Online

Visit www.trinitywinchester.org.uk/donate-now to make a one off donation or to set up regular giving.

Fundraise as you shop at

www.easyfundraising.org.uk/causes/trinitywinchester

Trinity People

Patron

Mrs Mary Fagan JP Lord Lieutenant of Hampshire

Board of Trustees

David Walton (Chairman), Peter North (Vice Chairman), Mike Longman (Honorary Secretary), Gerry O'Keefe (Treasurer), John Craig, Chris Mitchell, Julia Mutlow, Julia Slater, Nicki Smith

Advisory Committee

Cllr Tony Coates, Cllr Dominic Hiscock, Cllr Ray Love, Cllr Fiona Mather, Cllr Ian Tait, Jan Wood

Management and Staff

Michelle Gardner (Director of Strategy and Fundraising), Sue McKenna (General Manager), Hannah Scott (Senior Support Worker), Ruby Austin (Project Worker), Kate Austin (Project Worker), Tracey Bell (Project Worker), Sarah Harris (Learning Co-ordinator), Maxine Mason (Floating Support Worker), Sandy Richardson (Cook), Matt Rudd (Project Worker), Lucy Tennant (Administrator), Jessica Wheale (Fundraiser)

Freelance Team

Phil Coldham (IT), Ali Eales (Tutor), David Pople (Finance), Gill Salter (Counsellor)

Healthcare Team

Claire Davis, Pauline Grant, Sarah Symonds



Accessing our services

If you are in need of our support, or would just like to talk to us, please either drop in during opening hours or call 01962 622220 for information.

Opening Hours

Monday to Friday	8.30am – 4.00pm
Saturday morning	9.00am – midday (rough sleepers only)
Group activities from	10.00am – 4.00pm
Women's Service	10.00am – 3.00pm (Monday to Wednesday)

Contact Us

Drop In	01962 622220
Medical Team	01962 828626
Head Office	01962 842827
Email	dropin@trinitywinchester.org.uk

www.trinitywinchester.org.uk

 @Trinity_Winch

 WinchesterTrinity



Winchester
City Council



Winchester
Community Safety
Partnership
at the Heart of your Community

Our thanks to all those who took part in the photo session.
Quotes are not attributable to the people in the photographs.

Trinity Winchester
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Durngate Place
Winchester SO23 8DX
Registered charity number 1074604