

Making a real impact
Changing lives

Chairman's Report

I took over as Chair from David Walton towards the end of 2014. We were all pleased to see David return after a long illness and thank him sincerely for his leadership during the past five years. My thanks also to the management team, staff and volunteers and my colleague trustees for the exceptional effort they have made to make this another successful year.

We welcomed Neil Wilson, Fundraising and Communications Director at Rose Road, to our Board of Trustees this year and said farewell to Mike Longman who retired as Secretary after 12 years with Trinity.

This review tells you of the achievements we have made during the year; the services we have been providing to homeless and vulnerable people and our emphasis on quality and achieving positive goals for our clients based upon outcomes and helping them resolve a range of complex problems to enable them to lead fulfilling and meaningful lives. We really do make a vital difference.



Top: Neil Wilson
Above: Mike Longman
Below: Peter North



We continue to look for further opportunities to work collaboratively with other organisations in an increasingly challenging market place for charities like ours. External pressures are increasing the need for our services, while lines of statutory and voluntary funding are reducing or in some cases disappearing.

With some long-term funding running out during the current year (15/16), and the ongoing uncertainties, we continue to review our services and structures on a regular basis to ensure that we achieve maximum efficiency on a financially sustainable basis and continue to give exceptional value to our funders.

I need our supporters and stakeholders to know that we will do everything necessary to ensure that, in times which may become increasingly difficult for the vulnerable people we help, our core services remain intact and viable for the long term.

Again, my thanks to the team and all those stakeholders and partners including Winchester City Council and Hampshire County Council who support us; we remain confident, positive and optimistic about our future.

Peter North, Chairman

Trinity Winchester is a 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 effects of homelessness, addiction, physical and mental ill-health, poverty, social isolation and domestic abuse. We offer solutions, hope, choice and control.

Management Report

The 2014 South East Rough Sleeper counts saw a 14% increase in people sleeping rough compared to 2013 counts. In fact, numbers have increased each year since 2010 rising from 310 to 609 according to Homeless Link figures. Unsurprisingly, Winchester counts have also risen from five in 2010 to 14 in 2014, a considerable and worrying increase. Winchester poses additional problems of course, with average house prices thought to be 10 times that of local earnings, the second highest in the country.

The impact this has on the health and wellbeing of people living within our communities cannot be underestimated and this Annual Review sets out the work we are doing to help those affected.

Despite a challenging climate, our fundraising efforts have remained strong this year. Thanks to all those people and organisations that supported Trinity this year; we really couldn't do what we do without you. We gratefully acknowledge the continuing and highly valued support of Winchester City Council, Hampshire County Council, Hampshire Supporting People and the Health & Wellbeing Board.

Michelle Gardner, Director of Strategy & Fundraising

Below: Michelle Gardner
Below right: Sue McKenna



Our expertise and services helped over 600 people this year, of which more than half (326) were new clients. Demand for our services is forecast to increase, and we are especially concerned by the 37% increase in young people between the ages of 16–24 visiting our services.

If, having read about us, you are inspired to help either by giving your time or money, please contact Jenny our community fundraiser at jenny@trinitywinchester.org.uk

We say farewell to Phil Coldham who kept our IT systems in good working order despite many challenges over the years. Phil has given much more of his time than he ever charged for and we are truly grateful. We wish him every success in his writing career.

Sue McKenna, General Manager



Trinity's Direct Access Services (Drop-in)

Our direct access services provide life-changing benefits for our homeless and other vulnerable clients. 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.

We welcomed 483 people to our drop-in service at Bradbury House this year, of which over half (265) were newcomers, and 161 were young people between the ages of 16–24.

109 people have found accommodation following our intervention.

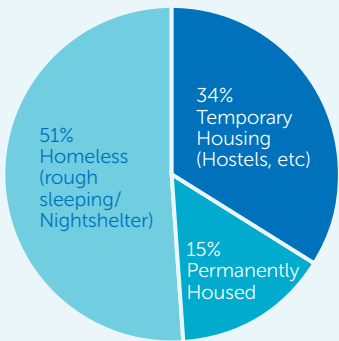


Homelessness prevention

One of the many areas in which we make significant impact is in preventing homelessness. We work with people who are in temporary or permanent accommodation, helping them with budgeting and paying bills, liaising with landlords, and supporting them to feel safe in their own homes and within their communities.

We also continue to fund access to emergency accommodation such as Bed & Breakfast and the Winchester Churches Nightshelter for those who would otherwise have to sleep rough, and rent deposits for private rents and temporary hostel accommodation.

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



Housing Status

Advice sessions

Nearly 3,000 advice sessions were delivered to clients this year, of which around half were housing related. Our learning and activities programme continues to provide real value to clients, and we welcomed over 200 people this year.

And we're proud that 172 vulnerable people accessed healthcare through Trinity working in partnership with St Clements Healthcare in Winchester.

Counselling

Funding from The Pilgrim Trust enabled us to expand our counselling service this year to include work with people with dual diagnosis.

'This is the first time I've been listened to in ages. It feels like a new start.'

Claire, counselling client



Saturday opening

Throughout this year, we have been able to provide support on Saturday mornings to rough sleepers and people staying at the Winchester Churches Nightshelter, thanks to much-valued funding from the Big Lottery Fund. Regrettably this funding comes to an end in 2015/16, but we hope to be able to continue to run this important service.

A client spoke of how isolated he felt at weekends after being recently housed and how important Saturday opening was for him for moral support and company. He referred to 'suicide Sunday' when no services are available.

Outreach

The Trinity outreach team continue to provide comfort and support to rough sleepers in the community. Rough sleepers receive hot drinks, advice and signposting to key agencies and are encouraged to engage with our day service. Our team held 88 sessions with support from Georges, Winchester City Council and the Nightshelter, reaching 61 people who have nowhere to sleep.

'Trinity provides company, food, it is a nice place. I feel safe here, the staff are good.'

Suzanne, client

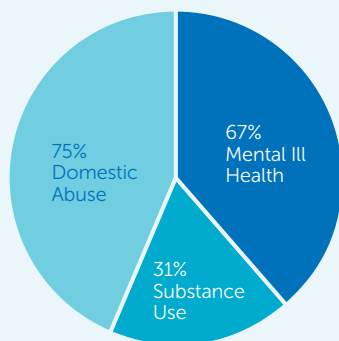
Women's Service

This year, 125 women accessed our range of specialist services for vulnerable women facing a range of difficulties including domestic abuse. Twenty one of these visits were made by young women aged between 16 and 24. These figures reflect a distressing picture of abusive behaviour towards women.

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-togethers.

Women's Service Presenting Issues

Most women accessing the Women's Service will be experiencing complex and co-existing issues such as mental ill-health, substance use and domestic abuse, and therefore need help with more than one problem. These issues take time and skill to resolve, and the range and delivery of our intervention services reflects the needs of our clients.



Presenting Issue

Many of our clients present with multiple issues

Our Domestic Abuse Project was part-funded through the Office of the Police & Crime Commissioner during 2014/15. The project delivered a total of 333 hours of intervention to 107 women made vulnerable by domestic abuse and violence. It met a tangible need within our local community and filled gaps in local provision.

Partnership working continues to play a key part in the delivery of our service. We work with Stonham's Refuge and Outreach teams and clients; Hampshire and Isle of Wight Community Rehabilitation Company; the Troubled Families team; the Domestic Abuse Forum, MARAC and Spurgeons in Winchester Prison. Multi agency working has also included Children's Services, the Community Mental Health Team, Georges, Housing Providers, GPs, Health Visitors and Royal Hampshire County Hospital to ensure a seamless pathway of intervention.



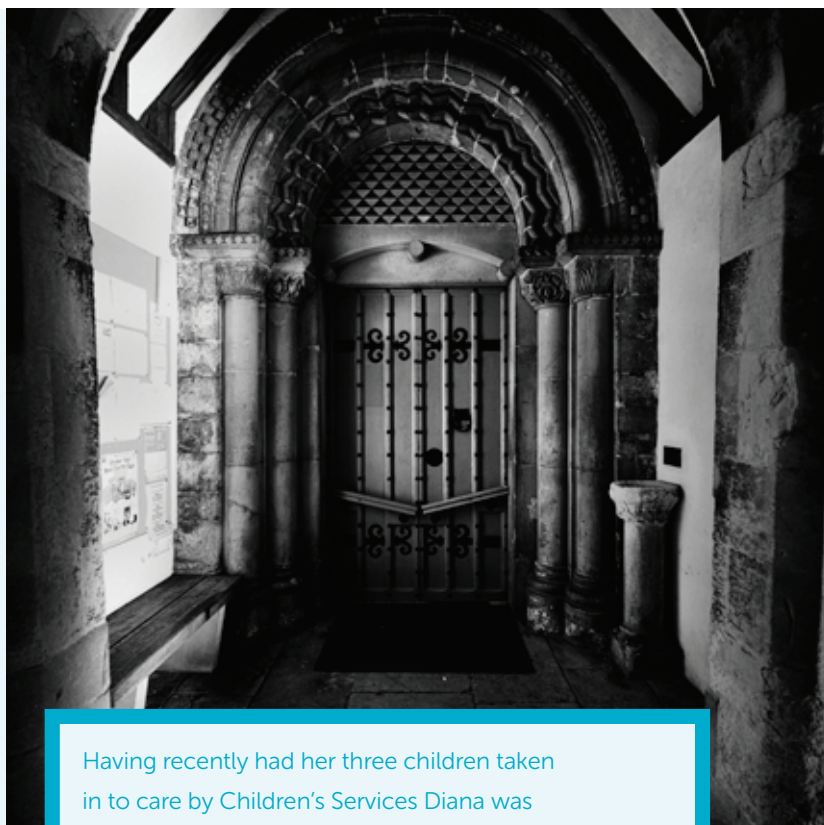
Winchester University

Our partnership with Winchester University developed over the past year with Trinity delivering bespoke lectures at the university specifically relating to domestic abuse and violence. We also facilitate annual seminars on homelessness featured on the Health & Social Care Degree and the School of Business Leadership Course, educating our future leaders on the impacts of social deprivation in the wider community.

Hampshire and Isle of Wight Community Rehabilitation Company (Hampshire Probation)

The Probation Officer working with local female offenders now works from the Women's Service one day a week. This partnership is working well, with potential for further development.

Trinity's work places victims of domestic abuse and violence at the heart of service delivery, offering an holistic programme of client centred interventions and signposting that helps individuals both emotionally and practically come to terms with, manage and move on from abusive and at times life threatening situations.



Having recently had her three children taken in to care by Children's Services Diana was referred to the Women's Service for the Freedom Programme. She was initially very quiet in the group but over the weeks of the course she engaged more fully, and started to speak to project workers regarding her situation. We were able to write a letter for court detailing her attendance and involvement at the Freedom Programme. Following a further court case Diana heard that her children were being returned to her. She was understandably delighted, as were we having been able to play a part in this positive outcome.

Skills Development

A crucial part of our work is the provision of a skills development and learning programme which enables people to develop lifelong skills that can make real changes to their lives. Confidence and self-esteem are equally important. Over 80% of people engaging in our programme report an increase in confidence and/or employability.

We offer a range of structured and informal learning opportunities for our clients. This year over 200 learners took part in 830 groups, classes and one:one support sessions at Trinity. These included IT, Literacy and Numeracy, Debt Management and Budgeting, Empowerment, Art and Craft, and Cookery.

Job Club and Preparing for Employment run three times a week and rely heavily on volunteer support. The well-attended sessions offer help with searching for jobs, writing CVs, interview skills and mock interviews. Our thanks go to Osborne Construction for facilitating interview skills practice to clients and also volunteers, who in turn can pass on these new skills to our job seekers. We're also indebted to Premier Inn Winchester for their valued support providing work placement and employment opportunities for Trinity clients.

We offer opportunities for clients to gain nationally recognised qualifications and provide access to work experience. This year 27 people gained qualifications including National Certificate of Further Education (NCFE), Food Hygiene Certificates and CSCS cards, both of which are essential for those entering catering or construction. 32 people found paid or voluntary employment or entered further education.

Outreach learning

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



"I came to Trinity at the end of last September in need of support after living rough for over a year. I have had mental ill health for a long time including depression, anxiety and personality disorder, and everything got on top of me.

Trinity have been more than helpful to me over the last year. The day centre has been a place of safety and has enabled me to learn to trust other people again. Not only has Trinity supported me emotionally, they have supported me to get to appointments, helped me with housing, enabled me to get vital work experience by volunteering in the kitchen, and supported me to feel more positive and empowered by allowing me to gain self-esteem and confidence.

Working in the kitchen, supported by the chef, I've completed a cooking course. And with help from Greene King Training, based at Trinity, I gained my Food Hygiene Certificate. This support has led to me finding full-time work in a local restaurant; a dream come true. I am really enjoying it and feel much more positive about the future.

I am currently in temporary housing and am working with Trinity to secure appropriate permanent housing. I cannot thank Trinity enough for all the help and support they have given to me, I am very grateful. They are a great charity."

Harry, an entrenched rough sleeper supported to find housing and gain full time employment



Brian, photographed with his dog Sooty, died aged 35. He was a long term much-loved client at Trinity, and is fondly remembered.

Floating Support

Our Floating Support team worked with 85 clients this year. This has involved helping rough sleepers find emergency accommodation and offering ongoing support in preparation of finding and maintaining more permanent accommodation. We continue to work closely with Winchester City Council and the No Second Night Out worker. With Supporting People funding ending in 2015/16 there is some uncertainty about the future of this work. We also provide floating support to half of the guests at Winchester Churches Nightshelter, where we hold a daily morning appointments surgery.

'My support worker helped me get back to a normal life.'

Robert, floating support client



'Matt really knows what he's doing. He gives you the time you need to get things done. You know you have to do things for yourself but Matt is there for back up and encouragement.'

John, floating support client

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 health and podiatry. St Clements Surgery delivers an average 30 appointments a week at Trinity and this year 172 individuals accessed our in-house GPs and Nurses.



'Homeless people in the UK don't die from exposure. They die from treatable medical conditions.'

Dr Nigel Hewett, Medical Director, Pathway

From Head to Toe

From Head to Toe is an exciting programme of health promotion and therapies adding to our existing 'in-house' healthcare service which is delivered in partnership with St Clements Surgery and the Community Mental Health Team.

Funded by Winchester City Council's Health and Wellbeing Board, the programme includes a chiropodist, the Iosis Dental Bus, mindfulness and other problem-solving therapies, helping people develop strategies to manage life events and challenges, and awareness sessions throughout the year on mental health, substance use and harm minimisation, smoking cessation, sexual health, domestic abuse, eating well and nutrition.

We continue to work with Dentaaid which hopes to set up its first UK project at Bradbury House in the not too distant future.

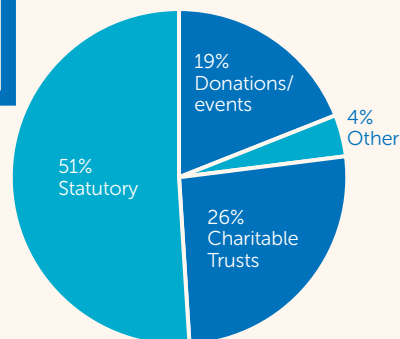
Hospital Aftercare

Our funding from the Department of Health for the Hospital Aftercare Project continued this year, and we worked closely with health and housing providers to prevent patients being discharged back on to the streets through multi-agency intervention.

Finance

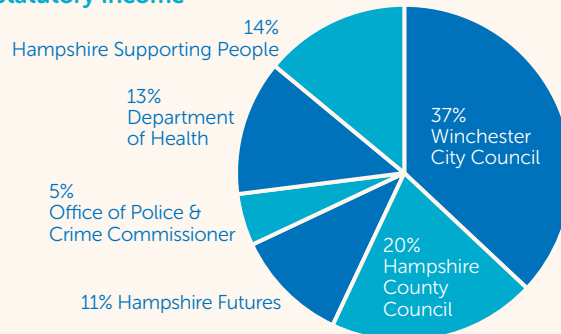
Statement of Financial Activities ending 31 March 2015

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Income and expenditure				
Incoming resources				
Grants and donations	285,906	172,736	458,642	476,587
Contracts	–	35,642	35,642	38,384
Miscellaneous income	19,402	–	19,402	16,563
Investment income	1,899	–	1,899	4,426
Total incoming resources	307,207	208,378	515,585	535,960
Resources expended				
Costs of generating funds				
Fundraising activity	60,362	–	60,362	52,800
Charitable activity	219,562	175,817	395,379	396,613
Governance	6,094	–	6,094	7,927
Total resources expended	286,018	175,817	461,835	457,340
Net incoming/(outgoing) resources				
– before transfers	21,189	32,561	53,750	78,620
Transfer between funds	–	–	–	–
Net movement in funds for the year	21,189	32,561	53,750	78,620
Balances brought forward				
at 1 April 2014	190,081	1,134,684	1,324,765	1,246,145
Balances carried forward				
at 31 March 2015	211,270	1,167,245	1,378,515	1,324,765



Total Income

Statutory Income



We were pleased to report a strong financial performance in 2014/15 which was due to continued statutory funding support and a generally good fundraising performance, albeit with a marked shortfall in trust income which looks set to continue and worsen this year. Our income for the year was £30,000 ahead of budget with income from the Head to Toe project, and a legacy of £29,000 more than offsetting the shortfall in trust income. We do hold modest cash reserves, which is good practice for a charity of our size, sufficient to fund around six months of trading. These reserves must however be viewed against our outstanding loan to Futurebuilders of £364,845 as of 31 March 2015.

Acknowledgements

Our sincere thanks to the following people and organisations for their generous donations:

Charitable Trusts and Foundations
Department of Health
Hampshire County Council
Hampshire Futures
Hampshire Supporting People
Office of Police & Crime Commissioner
Winchester Cathedral and many local churches
Winchester City Centre Partnership—BID
Winchester City Council
Winchester Community Safety Partnership

Special thanks to Hotel du Vin Winchester, 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, Caroline Rubin, Adrienne Marsden of The Business Collective, Denplan, Belgarum (for choosing us as their Charity of the Year), Goadsby, 3Women, Howdens Joinery, Nationwide Building Society, Galaxy Hot Chocolate Fund, AWE Community Centre, The Railway Inn, The Mighty Hump (and parts of) for supporting our events and many more.

Thanks also to Matthew Southey who raised more than £4,200 by running the Virgin Money London Marathon, and Kevin Webb who ran the Cardiff Half Marathon raising over £200.

We would also like to thank our superstar volunteers: Steve Taylor, Anne Weir, Judith Stirrup, Julian Perkins, Marilyn Fletcher, Dawn Whapshott, Libby Redman, Sue Elliott, June Brooks, Tom Watson, Jack Payne, Jill Maguire, Keda Furse, Hayley Crew, Tuula Nieminen, Amy Reynolds, Rebecca Pullen, the Winchester College boys and of course our band of shoppers.

Sadly, we can't list each person who has supported us this year but we are very grateful to all who contributed.

Our thanks to all those who took part in the photo session. Quotes are not attributable to the people in the photographs. Grateful thanks to Joe Low for much of this photography. Joe's photos form part of two special homelessness projects, 'Treasured Possessions' and 'Empty Spaces' portraying places where homeless people in Winchester sleep. They are public spaces by day, but the people who inhabit them at night remain largely invisible to the public.



Events – a jam-packed year

What a busy year we had. A variety of events, large and small, offered something for everyone and plenty of money was raised. Here are a few highlights:



Bail me out

This great new event saw three 'criminals' – Roger Matthews of Denplan, John Leeson of Belgarum and Cllr Dominic Hiscock – being 'arrested' and taken to Winchester Police Station. They each had to raise at least £1,000 bail! With gift aid and some match funding the total exceeded £3,600.

Summer Garden Party

Guests enjoyed a barbecue and cocktails sprinkled with Hotel du Vin flair, and jazz provided by The Mighty Hump. On a beautiful summer's evening, we raised over £4,000 through ticket sales and a 'food for thought' auction.

Golf Day

15 teams joined us in June for our annual golf event, organised by Wilding Butler, held at the picturesque Royal Winchester Golf Club. We raised £4,500 and Elliott Brothers were the day's winners.



London 2 Paris

Treasurer Gerry O'Keefe swapped his maths for maps and spreadsheets for shorts when he embarked on a 230 mile cycle ride from London to Paris over three days in September. Cycling with a friend, he raised over £2,500 for Trinity.



Big Sleep Out 2015

Local people showed their support for Trinity with our flagship fundraising event on Friday 8 May at Winchester Cathedral. The evening event was well attended with around 150 people enjoying live music from local band The Mighty Hump, and food from Hursley High Class Butchers and Jimmy Bean's food van. Over 100 people slept out under the stars, or on the cold hard floor of the Cathedral! The weather was atrocious, but the atmosphere was brilliant, and we raised a fabulous £20,000. Our thanks to Jacqui Squire and Fiona Whitehouse for their help organising the event.

Winter Warmer

Thanks to 3Women who collected winter coats for our clients from guests who attended an evening networking event.

How You Can Help

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

Fundraising Idea?

If you have any ideas about how we could raise awareness and of course money, or you'd like to join our Community Events Team in organising events, please contact 01962 842827 or email fundraising@trinitywinchester.org.uk

Time to spare?

Our volunteers are invaluable. If you would like to volunteer at Bradbury House Drop-in or our 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-here to make a one off donation or to set up regular giving.

Fundraise as you shop at

www.easyfundraising.org.uk/causes/trinitywinchester

Trinity Winchester People

Patron

Dame Mary Fagan DCVO JP

Board of Trustees

Peter North (Chair), Nicki Smith (Vice Chair), David Walton (Secretary), Gerry O'Keefe (Treasurer), John Craig, Chris Mitchell, Julia Mutlow, Neil Wilson

Advisory Committee

Cllr Dominic Hiscock, Cllr Caroline Horrill,
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), Kate Austin (Project Worker), Jenny Barstow (Community & Events Fundraiser), Tracey Bell (Project Worker), Davina Emery (Project Worker and Dual Diagnosis Counsellor), Jerry Harris (Cook), Sarah Harris (Learning Co-ordinator), Matt Rudd (Project Worker), Joanne Seal (Project Worker), Lucy Tennant (Administrator), Diana Traill (Finance), Paul Williams (Trust Fundraiser)

Freelance team

Ali Eales (Tutor), Gill Salter (Counsellor)

Healthcare team

Dr Helen Webb, Dr Alex Fitzgerald-Baron, Dr Tim Foster, and Nurses Claire Davis and 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

Trinity Winchester
Bradbury House
Durngate Place
Winchester SO23 8DX

Registered charity number 1074604

