

30 YEARS OF
trinity
winchester
support change aspire

Making a real impact
Changing lives

Trinity Winchester Annual Review 2015–16

Chairman's Report

Last year when I was able to report an exceptional year, I alluded to potential problems during the then current year which we are now reviewing.

As a result of long-term sources of funding drying up, two major funding applications being turned down and a general tightening of the Charitable Trust environment, the year ending March 2016 was financially very difficult for us.

This resulted in our posting a substantial loss and the necessity for a root and branch review of our services and structure to put things on a realistic and sustainable basis for the future.

Firstly can I thank the Management Team and my colleague trustees for all their efforts through this difficult period which concluded in a substantially reduced budget but with no reduction in services, a streamlined management structure and increased resource for future fundraising.

During the restructure, new posts were created and offered to all those affected and I am sad to report that Michelle Gardner who had been with Trinity for 16 years and who did so much to facilitate Trinity's success over the years, including the move into Bradbury House, chose to leave Trinity rather than to take on a redefined post.



From the Board and all concerned, I would like to express my personal thanks to Michelle for all her commitment and effort over the years and to wish her well for the future.

As a result of the restructure, Sue McKenna who has worked for Trinity for eight years is now Operations Director.

At this year's AGM, we also see the retirement from the Board of three trustees, John Craig who has given service to Trinity for 10 years, Nicki Smith and Neil Wilson, all of whom have played fundamental roles in Trinity through good and bad times and have committed to keep in contact and to help us out with projects in the future.

Finally, we are actively pursuing a number of new projects and ideas with partners and key stakeholders. We continue to work closely with Winchester City Council and Hampshire County Council in looking for ways to support and help those who are homeless, vulnerable or in need. We continue to help record numbers of people in all our services.

After a difficult year, I can report that during the current year there is a real optimism that we have not only turned the corner but that the future for Trinity is exciting and bright.

Peter North, Chairman

Management Report

In this, our 30th year, we would like to celebrate our achievements and remember all those who are no longer with us. Trinity has worked with over 10,000 people over the years and whilst it is difficult to comprehend the need for homeless services, the necessity today is greater than ever.

Trinity supported 650 clients this year, including 385 new people, an increase of 24% on last year's new people. We also noticed a sharp increase in the number of times our clients needed to visit our drop-in and womens services, over 12,400 in the year. Much of our work has been tailored around homeless prevention, keeping people in their homes and avoidance of eviction, this has been enabled by our team of expertly-trained staff and experienced volunteers. We have also worked with greater numbers of 'hidden homeless' households, those that may be considered homeless but whose situation is not visible either on the streets or in official statistics. This includes households living in overcrowded conditions, squatters, people 'sofa surfing' around friends or relatives houses, and people sleeping rough in hidden locations.

Ongoing welfare benefit cuts, in particular local housing allowance caps and secondly the impact of shared accommodation rate which is applied to people aged up to 35 has had a major impact on our client group. This means access to the private rented sector is now even more limited for younger and socially excluded groups. Winchester was voted No.1 place to live in England this year, it is a beautiful



city and we all appreciate the environment, however, this presents another barrier for those caught in the poverty trap and for local vulnerable people who simply cannot afford to stay.

Despite a challenging climate, our vision for the future is bright. We would sincerely like to thank Winchester City Council for their ongoing funding and support, as one of their core funded partner organisations. Also, our thanks go to Hampshire County Council and our trusts and foundations, including the Henry Smith Charity and Garfield Weston Foundation, and many others who have supported us this year.

My final words must go to our tremendous clients, staff and volunteers. There has been a real feeling of pulling together this year, everyone has worked tirelessly to continue to offer the best services and we are all enjoying our new 'psychologically informed environment', which was painted and decorated by our wonderful volunteers.

We look forward to exciting times and the next 30 years ahead, delivering support and developing services in the future.

Sue McKenna – Operations Director



This Year at Trinity

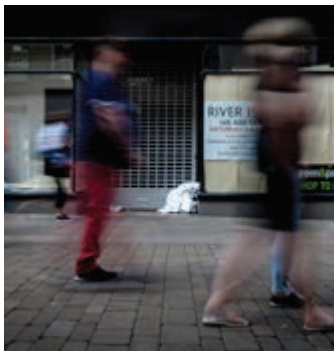
Our direct access services provide life-changing benefits for our homeless and other vulnerable clients. We offer advice and information relating to benefits, housing, alcohol and drug use and harm minimisation; signposting to key services; healthcare; learning and skills development, confidence-building recreational activities, preparing for employment; and of course hot nutritious meals, bathing and laundry facilities.

We also provide specialist services for vulnerable women, facing a range of difficulties including domestic abuse.

This year has been extremely busy, in fact our clients made 12,432 visits to our services, which is an average of 19 visits per person. Trinity welcomed 650 people into our services, of which over half (385) were newcomers, representing a 26% increase on last year's new clients. 180 women accessed our unique and tailored programme of support, a sharp increase of 44% from last year.

Through multi-agency partnership working with Winchester City Council, we supported 124 people into suitable accommodation, which is also a rise of 14% from last year.

'I can now start to get my life back on track, all I needed was a safe place to go to, where I felt someone was listening to me, thank you from the bottom of my heart.'



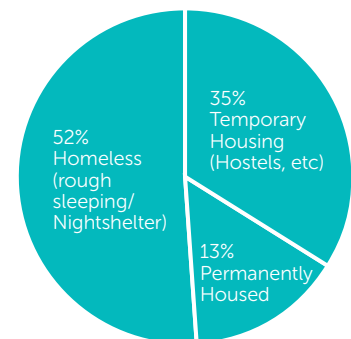
Homelessness prevention

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 have formed an exciting partnership with local housing provider, Keystone Housing, teaming up with them to offer day-to-day support to their residents.

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

We also welcomed the British Legion who kindly offer monthly drop-in support sessions to ex-military personnel



Housing Status

Guidance and support sessions

Our staff delivered 3,200 advice and guidance sessions this year, covering a range of issues including housing, finance, education, relationships, drug & alcohol issues, signposting to other key agencies when needing further interventions.

Therapeutic Counselling

Our team of qualified and experienced counsellors offer a diverse range of therapeutic interventions. Following the successful development of our dual diagnosis counselling service, a unique service for people with both mental ill-health and substance addiction, we have since introduced a new programme of CBT group sessions.

We continue to offer specific counselling for victims of domestic abuse, as well as our general counselling from Gill Salter, who is a renowned and leading local psychotherapist.

Eating Disorder Support Groups

Eating disorders are serious mental illnesses, causing distress to sufferers and their families. Support groups have been running for some time in the Trinity building, but they are now a part of Trinity's services. They operate in partnership with B-eat, the UK's leading charity supporting anyone affected by eating disorders or difficulties with food, weight and shape.

'I slept rough for the first time this year, one morning I was woken by Trinity outreach workers, they gave me a coffee from their flask and told me to come in to the day centre to get support, I now have a proper roof over my head, no more nights out in the cold.'

The Recovery Support Group is for people wanting to recover from an eating disorder and the Family & Friends Support Group is for carers. The groups provide a safe space where people can find support, information and understanding. Both groups are open so no referral is needed.

Saturday opening

Throughout this year, we have been able to provide support on Saturday mornings to rough sleepers and people staying at the local nightshelter. Regrettably the Big Lottery funding which enabled this service came to an end this year. After realising how vital Saturday morning was to rough sleepers, we made the decision to continue opening, to provide a cooked breakfast. This has been made possible by the goodwill of staff and our ever-increasing bank of committed volunteers.

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 went out on 101 morning outreach sessions in partnership with Inclusion Drug & Alcohol service, Winchester City Council, Winchester Churches Nightshelter and Two Saints and engaged with 64 individuals on the streets.

Trinity Women's Services

This year, 180 women accessed our range of specialist services for vulnerable women facing a range of difficulties including domestic abuse. The popular Radio show 'The Archers' features a storyline about domestic abuse, this seems to have helped highlight that anyone can have these issues, we saw a 44% increase in women using our service this year.

Our clients receive advice and information, and access to the nationally recognised Freedom Programme, a 12 week course for people experiencing domestic abuse and violence. We also provide counselling, peer group support, complementary therapies, empowerment classes, outings and social get-togethers.

Women's Service Presenting Issues

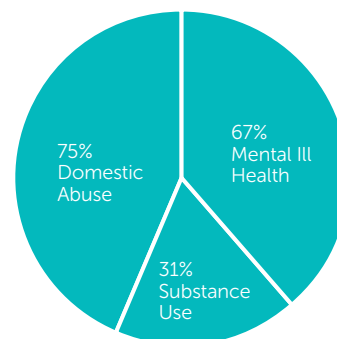
Most women accessing the Women's Service will be experiencing complex and co-existing issues such as mental ill-health, substance use and domestic abuse, and therefore need help with more than one problem. These issues take time and skill to resolve, and the range and delivery of our intervention services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



Our domestic abuse programme is part funded by the Community Safety Partnership, who we work very closely with. Each year we remember victims of domestic abuse on White Ribbon Day.

Partnership working continues to play a key part in the delivery of our service. We work with You Trust's Refuge, Hampshire and Isle of Wight Community Rehabilitation Company, the Troubled Families team, the Domestic Abuse Forum, Purple Futures, MARAC

and Spurgeons in Winchester Prison. Multi agency working has also included Children's Services, the Community Mental Health Team, Inclusion, Winchester City Council Housing Providers, GPs, Health Visitors and Royal Hampshire County Hospital to ensure a seamless pathway of intervention.



Presenting Issue

Many of our clients present with multiple issues

Louise Harfield

Lou was married for over 20 years, but lived in fear every day because of the abuse of her husband. In 2013, Lou made the brave decision to leave her husband; she packed as much as she could and fled. After an abusive threat from her ex-husband, she went to the police to report him. It was here that Lou first heard about Trinity Women's Services, and the support available for victims of domestic abuse.

Lou took part in the 12 week Freedom Programme course, which works with victims of domestic abuse to help identify the traits of a good partner. Since doing the course, Lou has been able to look back on her marriage and unravel the patterns of her husband, spot the triggers and now knows how to choose a better man in the future.

Lou has been seeing a counsellor at Trinity for the past two years, and will continue to access for ongoing support. She is free from her abuser, but the effects of his actions are likely to affect the rest of her life.

Lou did not know about Trinity Women's Service until she had hit rock bottom, and is working to ensure that other people who need the services know where to find them.

"I was listening to the radio and they were discussing the abuse storyline happening on The Archers at the moment. No listeners were getting in touch with the show, and I thought that there are probably people listening who need help. So I phoned in, and shared my experiences and told people to contact Trinity if they needed help. If there is one person that I can help, then that is my job done."

Lou took part in a sky dive in July 2016 to raise money for Trinity, to give back for the support she receives here.

"I don't know what my outcome would have been if I hadn't come to Trinity. I just didn't know where to go."

Lou is currently studying for her degree, working in a new part time job, enjoying spending time with her new partner, and her new-found freedom from the control she has been under for the last 25 years.



Helping People to Move On

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.

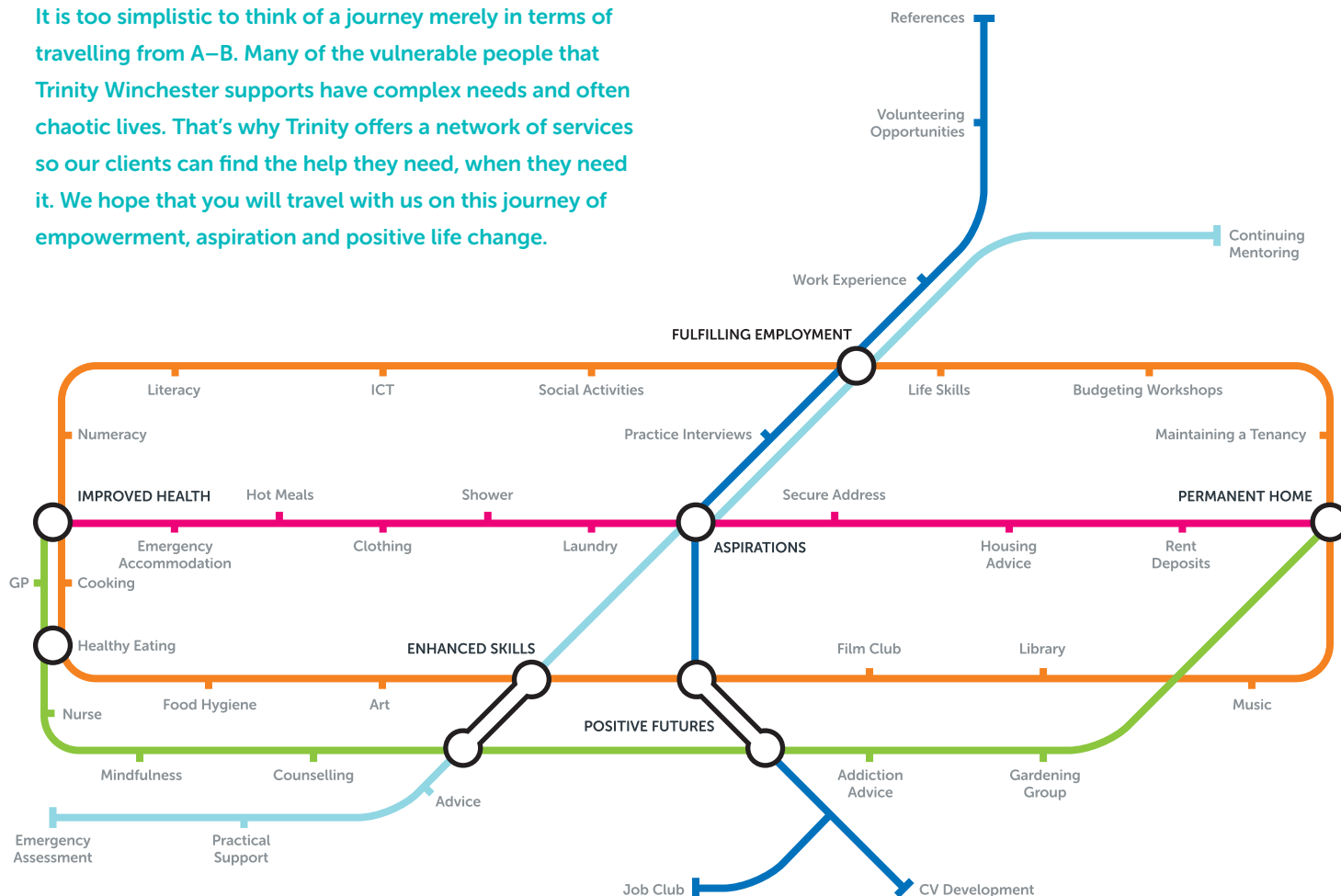
Job Club and Preparing for Employment run three times a week and rely heavily on volunteer support, many of whom are retired professionals themselves. The well-attended sessions offer help with searching for jobs, writing CVs, interview skills and mock interviews. Our thanks go to Osborne Construction, Belgarum Estate Agents and members of the Business Collective, 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.



The Trinity Journey

It is too simplistic to think of a journey merely in terms of travelling from A–B. Many of the vulnerable people that Trinity Winchester supports have complex needs and often chaotic lives. That's why Trinity offers a network of services so our clients can find the help they need, when they need it. We hope that you will travel with us on this journey of empowerment, aspiration and positive life change.



Housing Line – Emergency Accommodation / Sustaining Tenancy / Permanent, safe home

Learning Line – Increased Confidence / Enhanced Skills / Employability

Advice/Counselling Line – Benefits / Sustained Tenancies / Increased Confidence / Hope

Employability Line – Volunteering / Fulfilling Job / Positive Futures

Healthcare Line – Improved Health / Enhanced Wellbeing

Barry's Story

Barry has been accessing Trinity's services on and off since he had to move out of his family's council property after his father moved away. After being evicted, Barry spent a few months sofa surfing with friends and family, and then moved into a caravan where he had been living for a while.

Trinity provided a space to wash himself and his clothing, receive a meal, and find advice regarding parking his caravan in new places. Although Barry has worked most of his life as a forklift driver and warehouse worker, his latest job ended. Barry accesses Trinity's job club every Wednesday to look for appropriate jobs and get support in applications. Barry was unable to open a bank account because he did not have a fixed address, but was able to use Trinity's contact details and now has a basic bank account. In the last few months, he has been given a work experience opportunity in the Trinity kitchen which he does 3 or 4 days a week and on Saturdays he helps to cook breakfast. 3–4 months ago he got a call while in the kitchen to view a flat; he has now been housed in a 2 bed flat which he shares with his brother. He puts this down to his project worker at Trinity who has been working hard with him during regular key working sessions. He loves helping in the kitchen and is now looking for a kitchen porter job. He is also supported by the chef in the kitchen who is encouraging and enables him to see his potential.



'Trinity is an inspiring place, there are a few members of staff who have really encouraged and helped me. I have been given jobs to do in the past, like helping with the gardening or putting together new furniture. If you are willing to help yourself, Trinity is a fantastic place to come. I would like to gain full time employment in a kitchen, but will stay in touch and continue volunteering at Trinity.'

Healthcare

As part of our commitment to providing proactive and preventative services, St Clements Surgery provide homeless healthcare sessions on 4 days a week. 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 157 individuals were able to access this vital in-house service.



‘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.

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.

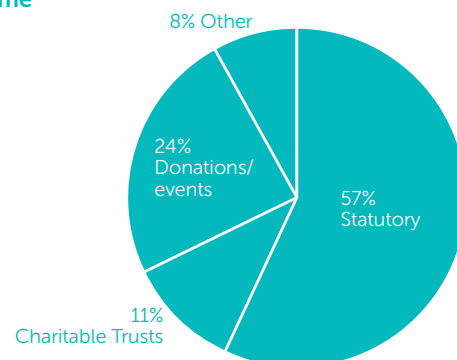
Hospital Aftercare

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. We worked closely in partnership with the Royal Hampshire County Hospital and Melbury Lodge, supporting people who were leaving hospital care.

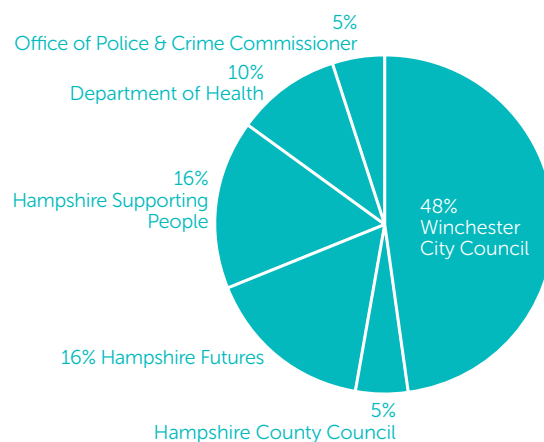
Statement of Financial Activities ending 31 March 2016

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Income and expenditure				
Income and endowments from:				
Donations and legacies	195,922	107,701	303,623	458,642
Charitable activities				
Contracts	–	33,292	33,292	35,642
Miscellaneous income	27,877	–	27,877	19,402
Investments	2,591	–	2,591	1,899
Total income and endowments	226,390	140,993	367,383	515,585
Expenditure on:				
Raising funds	61,514	2,486	64,000	60,362
Charitable activities	301,692	131,215	432,907	401,473
Total expenditure	363,206	133,701	496,907	461,835
Net income/expenditure	(136,816)	7,292	(129,524)	53,750
Transfers between funds	–	–	–	–
Net movement in funds for the year	(136,816)	7,292	(129,524)	53,750
Balances brought forward at 1 April 2015	211,270	1,167,245	1,378,515	1,324,765
Balances carried forward at 31 March 2016	74,454	1,174,537	1,248,991	1,378,515

Total Income



Statutory Income



2015/16 income was significantly below the usual level for Trinity, resulting in a deficit of £129,524. £50,000 had been set aside in an Operational Reserve at the end of 2014/15 to enable continuity of service provision through 2015/16. Unrestricted funds stood at £74,454 at the year end. The budget for 2016/17 predicts increased levels of trust income and a modest surplus after all costs. The objective remains unchanged, to establish continuing financial stability enabling Trinity to deliver high quality services, rebuilding general unrestricted reserves over the coming years to a level equating to a few months operating costs. Fundraising efforts for 2016/17 and beyond are already bearing fruit.

Acknowledgements

Our sincere thanks and gratitude to the following for their long-term support and generous donations, you really do make a difference:

Numerous charitable Trusts and Foundations
Winchester City Council
Hampshire County Council
Hampshire Futures
Awards for All England
Winchester Cathedral and many
local churches
Winchester BID
Winchester Community Safety Partnership

Special thanks to Hotel du Vin Winchester, Wilding Butler, Sainsbury's Badger Farm, Greggs the Bakers, Tesco Stores, Marks & Spencer, Dr Caroline Rubin, Adrienne Marsden of The Business Collective, Denplan, Belgarum, Goadsby, 3Women, The Holiday Inn, Premier Inn, Househam Henderson, Shentons, Amey Construction, Vodafone, Enterprise Car Hire, Ridge & Partners (for choosing us as one of their Charities of the Year), Arqiva, Santander, Nationwide Building Society, Chococo, The Mighty Hump, Winchester BID, River Cottage, The Light of Bengal, Worthy Down, and Mark O'Connor from Hants Media for also choosing us as their Charity of the Year.

Thank you to our superstar volunteers, who help cook breakfast on Saturday mornings for rough sleepers, job club advisors, clothing donations organisers, fundraising/events, haircuts, womens services programmes, running groups, Julian Perkins, Steve Taylor, Marilyn Fletcher, Judith Stirrup, June Brooks, Tom Watson, Dawn Whapshott, Jill Maguire, Tuula Nieminen, Amy Reynolds, Rebecca Pullen, Kate Utting, Jenny Farthing, Annabel Peters, Gill young, Lynn Hitchman, Julia Dunthorne, Hilary Jenkins, Maria Walsh, Nicola Butcher, Andy Browning, Jennie Saul, Jan Wood and our vast army of shoppers who drop off food every morning to us from the supermarkets. We couldn't do it without you.

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



River Cottage

Sainsbury's



 **Santander**



WILDING BUTLER
Building with Care



Events – a jam-packed year

We have received incredible support from people making donations, taking part in fundraising events, and taking on challenges to raise money for our work.

Here are just a few of this year's highlights:



Big Sleep Out – 6 May 2016

Once again, Winchester Cathedral supported our largest fundraising event, seeing people gather in the Inner Close, raising sponsorship by sleeping outside all night. The event raised almost £15,000, which will support people who have to sleep outside every night.

A group of young people from the National Citizenship Service also hosted their own Sleep Out this year, and raised £300 in sponsorship!

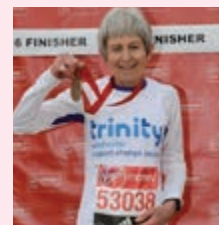
Challenge Accepted!

Runs, skydives, marathons and more. Staff, supporters and even clients of Trinity have taken on a number of challenges this year.

Volunteer Jenny ran the London Marathon and raised over £4,000. Women's Service client Lou and Nightshelter resident Katie took on a skydive from 10,000 feet, and raised over £1,500 between them.

A team from Estate Agents Belgarum took part in 'Run or Dye', and were covered in a range of bright colours whilst running 5km.

These days are not easy, but certainly are rewarding!



**the
big
sleep
out**
6 May
2016
winchester
cathedral



Spare Change for Real Change

Trinity's donation boxes have had a makeover. Working with Winchester Churches Nightshelter, Winchester BID, and Winchester City Council, the boxes which were previously in about 20 shops across the city, have received all new branding, publicity and are now in over 50 shops.

Keep your eyes peeled for these red boxes, as every penny that you donate is given directly back to Winchester's homelessness charities. We encourage people to donate to charity rather than to give directly to people begging, as staff can provide more rounded support.



We ♥ Our Volunteers

If you have been inspired by Trinity's work, or excited by the challenges people have taken on, there are many ways that you can get involved, and support people who are homeless and vulnerable.

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 828636** or email **lucy@trinitywinchester.org.uk**

Time to spare? Or do you have a fundraising idea?

If you would like to volunteer; become a general helper, shopping collector, donations co-ordinator, job club support, kitchen helper, gardener, there are lots of opportunities, please contact Lucy on **01962 828636** or email **lucy@trinitywinchester.org.uk**, we would love to hear from you. You will be invited along to a volunteers open session where you will find out all you need to know.

Please Donate by Text

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

£15 per month provides a hot meal every day for a vulnerable person for an entire month

Please Donate 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 Winchester People

Patron

Mrs Mary Fagan JP Lord Lieutenant of Hampshire
(retired)

Board of Trustees

Peter North (Chair), Nicki Smith (Vice Chair),
David Walton (Honorary Secretary), Gerry O'Keefe
(Treasurer), John Craig, Leanne Smith, Frances
Griffiths, Neil Wilson

Advisory Committee

Cllr Dominic Hiscock, Cllr Fiona Mather, Cllr Ian Tait

Management and staff

Sue McKenna (Operations Director), Hannah Scott
(Service Delivery Manager), Lucy Tennant (Community
Fundraiser), Paul Williams (Trust & Statutory
Fundraiser), Matt Rudd (Early Crisis Intervention Project
Worker), Tracey Bell (Project Worker), Davina Emery
(Project Worker), Jerry Harris (Cook), Sarah Harris
(Learning Co-ordinator), Diana Traill (Finance)

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

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



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 – 11.00am (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
Main Office	01962 842827
Email	dropin@trinitywinchester.org.uk

Social Investment Business



LOTTERY FUNDED



www.trinitywinchester.org.uk

@Trinity_Winch

WinchesterTrinity

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Winchester SO23 8DX

Registered charity number 1074604