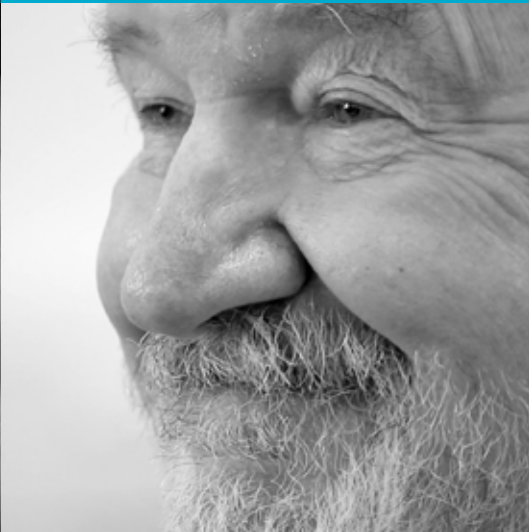




trinity
winchester
support change aspire

**Making a real impact
Changing lives**

Annual Review 2016–17



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OUR VISION AND VALUES

Our vision is to improve the lives of those affected by homelessness and social deprivation, by

- Being a place people want to come to
- Being a place where people want to work
- Being an organisation that people want to support

We are a non judgemental service and aim to empower all our beneficiaries with the confidence, skills and willpower to change their lives for the good and on a long-term basis. Through careful monitoring of individuals' progress throughout the year, we know that our Drop-in, Women's and Outreach Services can, and do, have dramatic positive effects on both individuals and the local community.

Our direct access services provide life-changing benefits for people suffering the effects of homelessness or at risk of losing their homes.

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

Chairman's report

We have had an exceptional year. Following the structural review to reduce costs which I told you about in my last report, we have made considerable progress with our successful fundraising plans, which has resulted in a small operating deficit, following the significant loss we endured last year.

Firstly I would like to thank the team, led by Sue McKenna for all their efforts, good spirit and enthusiasm. A particular thank you to our front line staff and army of volunteers whose work makes such a difference, and lead to many positive outcomes. Trinity is a great environment to work in giving excellent service to clients and there is a real buzz about the place.

We continue to work in a challenging climate. Homelessness is projected to rise across the country and all related and crucial services are under considerable pressure.

During the year we received an exceptional donation of £500,000 from the Deflog VQ Trust. This money has been ring-fenced for a quality supported housing project following the 'Housing First' philosophy, to enable those clients with the most acute difficulties to gain access to secure housing where they are fully supported with a range of longer term services to address what are often very complex issues. We are hugely grateful to Tom Blyth and the Deflog VQ Trust.

From a standing start our fundraising team performed brilliantly, meeting targets and securing multi-year pledges on a longer term basis to take some pressure off future years. This is reflected in the year's much improved result.



Sadly our Patron Dame Mary Fagon stepped down after serving us for many years, we send her our very best wishes and gratitude for her wonderful support and advocacy during her time with Trinity. We are proud to announce our new Patron, The Lord-Lieutenant of Hampshire, Nigel Atkinson Esq. He is an equally great supporter of Trinity and we are delighted to have him on board. During the year we welcomed Leanne Smith and Frances Griffiths as new trustees, both who bring considerable expertise across housing, health and fundraising. We have subsequently further strengthened the Board during the current year by welcoming Paul Murray, Sue Broadbent and Dr Alex Fitzgerald-Barron. We have a highly professional and actively engaged board who I can't thank enough for their support, skills and good humour.

There is no room for complacency – whilst we work in difficult times we continue to strive for excellence and professionalism in all services we provide and to be imaginative in looking for new ways to help our vulnerable clients.

Again, my thanks to the team and to our key stakeholders and friends, Winchester City Council, Hampshire County Council, the Winchester Churches Nightshelter, A2 and others.

I continue to be optimistic about our future.

Peter North, Chairman

Operations Director's report

So much has happened in our 30th year, I hope you will enjoy reading about this year's achievements, and our aspirations for the future.

We have received over 11,000 visits this year. The vast majority of our clients were satisfied with the services they received and a significant number have made a positive move forward in their lives, reporting increased self-esteem, more improved confidence, higher employability and better personal outcomes. We noticed an increase in more complex cases this year, which led to the development of our new three-tier approach to recognise individual needs in the early stages, establish engagement and deliver person-centred programmes. This is really working well, our clients are more motivated and we are able to achieve quicker, smarter outcomes for all.

A huge thank you to our exceptional staff team for your dedication and hard work. Everyone has pulled together to make Trinity the best place it can possibly be, providing a safe and friendly environment for people who are often facing the toughest times. We have also been supported by Winchester's finest volunteers, who are always willing to share their wealth of knowledge to enhance our learning programmes, together with the vast army



of food collectors who pick up donations from the supermarkets on a daily basis. Thank you to you all, we couldn't do it without you.

Moving forward we are very excited about our plans for the future. We are exploring 'Housing First' initiatives, which we believe will fulfil our quest to be able to provide a home and a settled future for those who are most in need.

Please continue to support us and join us in our new ventures.

Sue McKenna – Operations Director

Some of this year's achievements in numbers

SUPPORT



602 people

120

accessed healthcare

30

people saw a dentist

106

young people 18–24 yrs

14,300

hot meals served

11,761

client visits

3000

advice sessions

CHANGE



110

rough sleepers

104 people
engaged in
therapy

65

supported by Freedom programme
for domestic abuse

54

sofa surfers

516

counselling hours

ASPIRE



54

people found jobs/
volunteering opportunities

200 learners

22

got an accredited qualification

73

people safety housed

80

empowered women

18

new Trinity crew members

60

active volunteers



GETTING BACK ON YOUR FEET

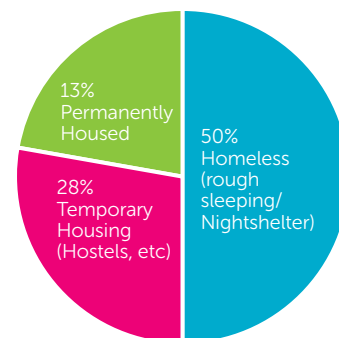
Our direct access services provide life-changing benefits for people suffering the effects of homelessness or at risk of losing their homes. We also provide a specialist therapeutic programme for women, facing a range of difficulties including domestic abuse. This year we supported 602 individuals, 448 people accessed our drop-in services at the day centre, where they received advice and support relating to benefits, housing, alcohol and drug use, healthcare, learning, skills development, preparing for employment, and of course, hot nutritious meals, bathing and laundry facilities. We have worked in close partnership with Winchester City Council, together making a significant impact on preventing homelessness.

Our team of qualified and experienced counsellors offer a diverse range of therapeutic interventions, including dual-diagnosis counselling for people with both mental ill-health and substance addiction, cognitive behaviour therapy group sessions, psychotherapy, and counselling for victims of domestic abuse. We provide support groups for sufferers of eating disorders, and also for families and friends, in partnership with B-eat, the UK's leading charity for eating disorders,

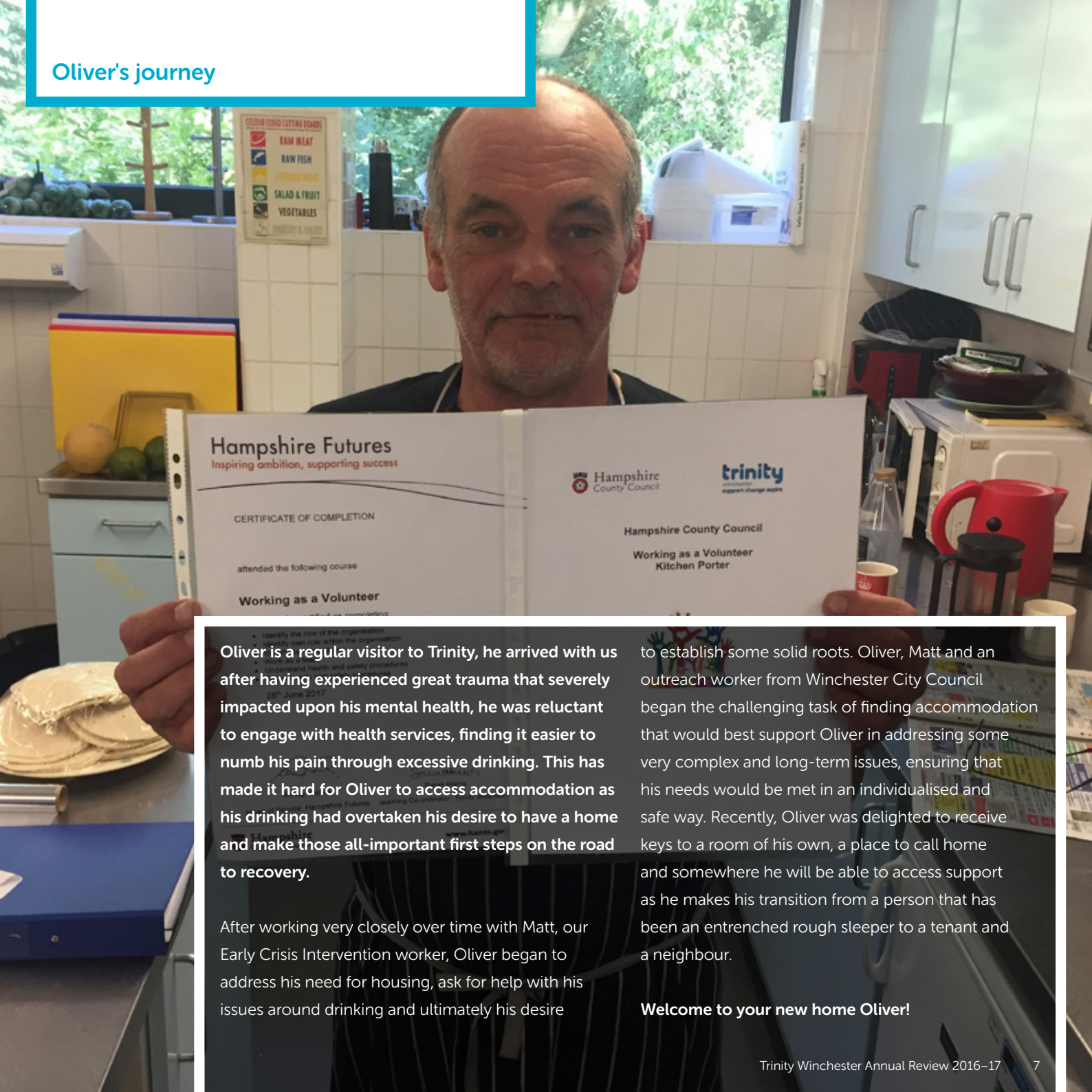
Crucially, St Clements GP surgery provide four healthcare sessions per week, in conjunction with podiatry sessions and our newly appointed Dentaaid monthly clinic, providing emergency 'on the spot' dentistry.



'Homeless people are not the problem, they are the result of the problem'



Housing Status



Oliver is a regular visitor to Trinity, he arrived with us after having experienced great trauma that severely impacted upon his mental health, he was reluctant to engage with health services, finding it easier to numb his pain through excessive drinking. This has made it hard for Oliver to access accommodation as his drinking had overtaken his desire to have a home and make those all-important first steps on the road to recovery.

After working very closely over time with Matt, our Early Crisis Intervention worker, Oliver began to address his need for housing, ask for help with his issues around drinking and ultimately his desire

to establish some solid roots. Oliver, Matt and an outreach worker from Winchester City Council began the challenging task of finding accommodation that would best support Oliver in addressing some very complex and long-term issues, ensuring that his needs would be met in an individualised and safe way. Recently, Oliver was delighted to receive keys to a room of his own, a place to call home and somewhere he will be able to access support as he makes his transition from a person that has been an entrenched rough sleeper to a tenant and a neighbour.

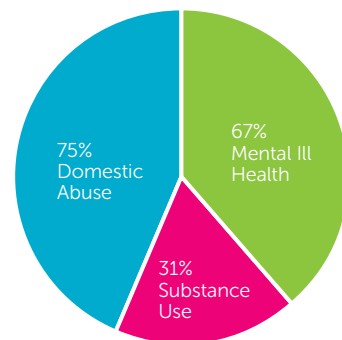
Welcome to your new home Oliver!



EMPOWERMENT IN THE WOMEN'S SERVICE

Of the 235 women accessing services at Bradbury House this year, 154 engaged with our dedicated Women's Service, which provides specialised interventions for vulnerable women who are experiencing a range of difficulties including domestic abuse, trauma, and isolation. We provide individually tailored programmes which include counselling, peer led support, complementary therapies, an empowerment programme, in addition to a range of women-only learning classes. We offer the nationally recognised Freedom Programme for women who have or are experiencing domestic abuse, offering support to change their circumstances.

Many women accessing the women's service will be experiencing complex and coexisting issues such as mental ill-health, substance use and domestic abuse, and therefore benefit from an holistic approach to address their needs. The range of services reflects the needs of our clients and our trained staff provide the time and skill to facilitate their progress. Our client-centred interventions and signposting help individuals both emotionally and practically to come to terms with, manage and move on from abusive and at times life threatening situations.



Presenting Issue

Many of our clients present with multiple issues



Penny's story

'Someone at last understood what had happened to me and believed in me'

To be on the receiving end of physical, emotional and verbal abuse was a place I never thought I would be in.

The Women's Services at Trinity helped me understand what had happened, make some sense of my ex-husbands behaviour and what he had done to me. The weekly sessions went from being very painful and at times tearful, to gradually realising how unacceptable the abuse towards me had been, helping me to identify what had happened to me. I regained my self-esteem, I knew I was a good human being and I deserved more. The leaders of

the Programme were amazing – so understanding, personable and 'just got' what I was going through. With the help of the leaders and the very supportive people who were also attending the programme I grew in confidence and realised that there was a brighter way ahead.

I owe The Freedom Programme and the fabulous staff at the Trinity Women's Service my very humble appreciation in every respect. They are fabulous. I have never been in such a dark place in my life and they turned the dark place into a life with a future. I cannot thank you all enough.



THE WAY FORWARD, THROUGH LEARNING AND DEVELOPMENT

We have listened to our clients, they say they want to get 'skilled up', and they want to live more fulfilling lives. So, we have provided easy access to IT equipment and job club mentors who can assist individuals to complete quality CVs and job applications. All too often these processes require online expertise and patience, we are here to help overcome these obstacles.

A crucial part of our work is the provision of an extensive learning development programme which enables people to develop lifelong skills that can make real changes in their lives. Over 80% of people engaging in our programmes reported a feeling of increased confidence and self-esteem, they said it made them feel 'more employable' and ready to cope with work again.

We offer both formal and informal learning opportunities and this year over 200 learners participated in 888 groups, classes and 1:1 support. This included I.T. for beginners, Art & Crafts, Literacy and Numeracy, Empowerment, Volunteering skills level 1 & 2, Cooking with Confidence, Gardening Grow your Own, Budgeting & Debt Management.

This year we were able to support 22 learners in achieving nationally recognised qualifications to boost their skills and employability. 54 of our clients also entered paid or voluntary employment and further education.

Our clients have really enjoyed practice interview sessions with Osborne Construction, describing it as 'scary but realistic'. We would like to thank the Osborne team as well as The Premier Inn and FirstBite Community Food for offering life changing work placements.



Where there's a Will, there's a way!

Will first came to Trinity in January 2017 after a relationship breakdown left him homeless, with no choice but to sleep on the street. Will came along to Trinity with his cousin, who was also in a vulnerable situation, to attend the Job Club. On their first day here, both cousins took an online course in Food Hygiene, and passed first attempt!

Will and his cousin continued to attend Trinity for support with meals and washing facilities, alongside using the computers for job searches. Will's cousin was offered employment which included accommodation, whilst Will was left homeless and unemployed. After enquiring about construction work, Trinity supported him to access the site safety card needed to work on a building site. Through practice DVDs at the

centre, and funding the test costs and train fare to the Southampton centre, Will passed the test and became eligible for more work. Thankfully through funding from Winchester grant scheme and Winchester District Employment, Education and Training Scheme, Will was provided with free Health and Safety Training, as well as a work placement. Thanks, in part, to a recommendation letter from Will's support worker at Trinity, he was accepted into a work placement, and subsequently offered paid employment. He is now living independently and managing his finances.

'My journey has been difficult, sometimes I felt like giving up, especially when I was sleeping on the streets. I now feel totally independent, and able to stand on my own two feet again.'



Eating Disorder Groups

Eating disorders are often not content to cause problems on their own but team up with other mental health issues such as depression, OCD (obsessive compulsive disorder,) Aspergers, addiction, and other illnesses. We understand these issues and the feelings associated with eating disorders including secrecy, shame, fear and loneliness. As well as attending our evening support groups, we can signpost members to information about other organisations that can help support them.



'Our daughter had been poorly for some time and we just happened to see a leaflet in a doctor's surgery. Hearing other people's experiences, knowing we were not alone, and finding out new ways to manage was invaluable to us as a family.'

Smiling with confidence

Dentaid is committed to improving oral health and are now providing monthly check-ups and treatment at Trintiy.

Andy Evans, Dentaid CEO, states

'we are delighted to work with Trinity and provide their clients with dental treatment and advice.'

dentaid

Just what the doctor ordered

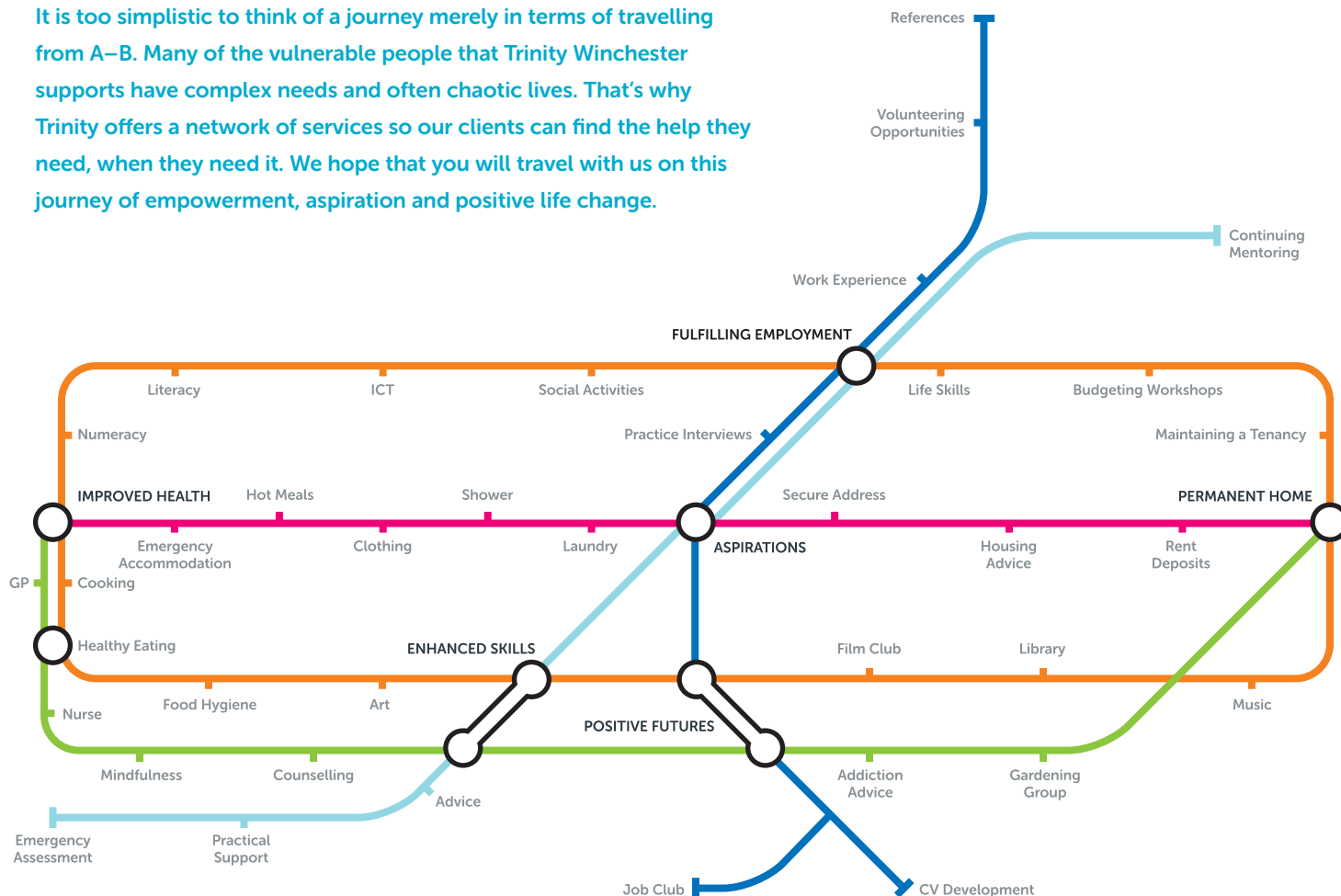
We are proud to maintain our partnership with St Clements Surgery. They provide GP and Nurse sessions 4 mornings a week exclusively to homeless patients. This year 120 individuals accessed in-house healthcare appointments, recognising the importance of taking vital first steps towards looking after their health and future wellbeing.



- 73% of homeless people reported physical health problems.
- 80% reported some form of mental health issue, 45% had been diagnosed with a mental health issue.
- 39% said they take drugs or are recovering from a drug problem, while 27% have or are recovering from an alcohol problem.
- 35% had been to A&E and 26% had been admitted to hospital over the past six months.

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

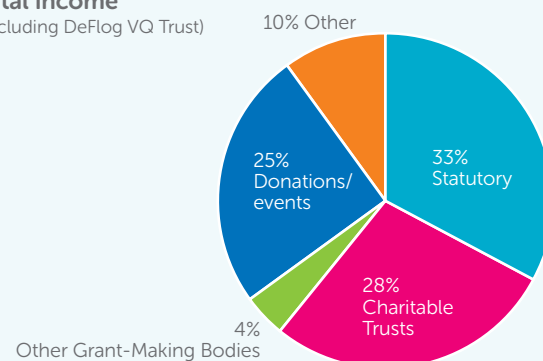
Employability Line – Volunteering / Fulfilling Job / Positive Futures

Healthcare Line – Improved Health / Enhanced Wellbeing

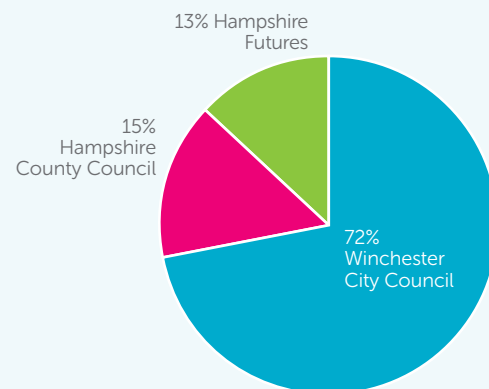
Statement of Financial Activities ending 31 March 2017

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Income and expenditure				
Income from:				
DeFlog VQ Trust	–	500,000	500,000	–
Other grants and donations	233,647	139,518	373,165	303,623
Charitable activities				
Contracts	–	–	–	33,292
Miscellaneous income	40,443	–	40,443	27,877
Investments	1,512	–	1,512	2,591
Total income	275,602	639,518	915,120	367,383
Expenditure on:				
Raising funds	50,642	13,964	64,606	64,000
Charitable activities	223,151	135,893	359,044	432,907
Total expenditure	273,793	149,857	423,650	496,907
Net movement in funds for the year	1,809	489,661	491,470	(129,524)
Balances brought forward at 1 April 2016	74,454	1,174,537	1,248,991	1,378,515
Balances carried forward at 31 March 2017	76,263	1,664,198	1,740,461	1,248,991

Total Income (excluding DeFlog VQ Trust)



Statutory Income



Get involved

Volunteer

If you could spare your time, either regularly or as and when we need that extra bit of help, volunteering at Trinity might suit you.

Please get in touch to arrange a visit to the centre and a chat about how volunteering could work for you.

Fundraise

Got a great event idea?

Fancy taking on a big challenge?

Talk to Lucy about all that is coming up this year and how you can do something different whilst helping your local community!

Fundraise as you shop at no expense to yourself!

www.easyfundraising.org.uk/causes/trinitywinchester

Donate Today

£250 could pay for ten sessions of early morning Outreach supporting people who are rough sleeping. £75 could pay for two counselling sessions for a woman fleeing domestic abuse. Every penny is put back into supporting some of the most vulnerable people in Winchester.

Text LIVE00£2/£5/£10 to 70070 to donate now, e.g. LIVE00£10

Visit **www.trinitywinchester.org.uk/donate-now** to make a one off donation, or donate monthly if you are able.

GET IN TOUCH: 01962 828636 lucy@trinitywinchester.org.uk

Events and community

We have had another busy year spending time with the community sharing information about Trinity's work, and hosting a number of fun events.



Big Sleep Out 2017

Over 200 people took part in Trinity's flagship event, the Big Sleep Out, on Friday 5th May. Guests enjoyed a celebration evening in the Inner Close of the Winchester Cathedral with food, live music, presentations from The Breeze Radio, circus skills and entertainment, before the challenge of sleeping outside for the night in a handmade cardboard shelter. Through donations and sponsorship, an incredible £35,000 was raised. We'd like to express our thanks to the Cathedral, and all who made the event possible.



World Homeless Day Reception

Trinity supporters and volunteers gathered together at Hotel Du Vin to raise awareness of World Homeless Day, and celebrate the great work being done by homelessness charities in Winchester. Thanks to Lou, a women's service client, for sharing her story with the guests. Thanks to a raffle and auction, and match funding from Santander, £4,000 was raised in the evening.

Dine with Sir Ian Botham

In a unique fundraising event, Ian Botham joined us for a live Q & A, revealing information about his sporting history, favourite memories, and charity work.



Support from local businesses

Ridge and Partners LLP nominated Trinity as their Charity Partner of the Year, and their support has been incredible! Through fundraising challenges such as the Three Peaks, the Big Sleep Out, and in office activities such as BBQs and bake sales, the team raised over £10,000 for our work. Colleagues have also spent time at the drop in centre cooking lunch, leading activities and giving their time to help.

When Trinity's chef went on holiday, local companies and groups came together and made sure that lunch was dished up every day without disruption to the services. We would like to thank Osborne, Holiday Inn, Winchester City Council, Enterprise Car Hire, University of Winchester, First Bite, Elanco, Vodafone and Fat Face for all of their support.



7000 volunteer hours

over £60,000

cost savings

cooks, job club mentors,
eating disorder group facilitators,
food collectors, kitchen helpers,
outreach team

Young People and Homelessness

Our team have been out and about visiting a number of Cub, Scout and Brownie groups this year, as well as giving assemblies in local schools. The aim is to raise awareness of homelessness with young people. If you would like to arrange a visit to your youth group, please contact Lucy on 01962 828636 or email lucy@trinitywinchester.org.uk.

An Evening with Alan Titchmarsh

Dame Mary Fagan and the University of Winchester hosted a special evening in aid of Trinity last September. Alan Titchmarsh spoke to the packed room at the University, and guests enjoyed a champagne reception, 3 course meal, and auction. Over £10,000 was raised throughout the evening.



BRINGING PERMANENT SOLUTIONS TO HOMELESS PEOPLE WITH COMPLEX NEEDS

Together with Winchester City Council and other stakeholders, we have been exploring new and innovative ways to end longer-term and complex homelessness. The Housing First philosophy is a good fit with our values and vision, this could lead to a future housing project, providing self-contained homes for some of our clients.



The Housing First model was developed in the United States and has demonstrated high degrees of success in both housing and supporting those who are chronically street homeless with multiple and complex needs. It is founded on the principle of housing being a basic human right and provides permanent accommodation for people straight from the street. The model has no preconditions of addressing wider social care and support needs. Many

long-term and repeatedly homeless individuals have multiple and complex problems relating to drug and/or alcohol dependency, poor physical and mental health, contact with the criminal justice system, and histories of institutional care and traumatic life events. Despite notable progress in the housing and support of these groups in the UK, there remains an ongoing problem of finding long-term and sustainable housing solutions for them.

Acknowledgements

Our thanks and appreciation for the long-term support and generous donations go to the following:

Winchester City Council
Hampshire County Council
Hampshire Futures
The Henry Smith Charity
Garfield Weston Foundation
The Pilgrim Trust
Beatrice Laing Charitable Trust
Big Lottery Awards For All
F.J. Wallis Charitable Trust
Purple Futures
Noel Buxton Trust
29th May 1961 Charitable Trust
Rathbones

and to the numerous other grant giving bodies, we are grateful for your support.

Special thanks also to our local supporters, The Holiday Inn Winchester, Premier Inn Winchester, Sainsbury's, Tesco, Marks & Spencers, Pret a Manger, Abel & Cole, Aldi, Winchester Farmers Market, Fareshare, UK Harvest, Valerie Dove, Winchester Soroptomists, Dr Caroline Rubin, Simply Health (formerly Denplan), Househam Henderson, Ridge & Partners, Shentons, Vodafone, Osborne Construction, Amey Construction, Enterprise Car Hire, Santander, Capsticks, Nationwide Building Society, Chococo, Fat Face, The Mighty Hump, River Cottage, University of Winchester, Worthy Down, Hants Media, Winchester Rotary, Winchester Round Table, The Breeze Radio, Wilkins Kennedy, Elanco, Timpsons, and to all the shops who display Spare Change for Real Change collection boxes in partnership with the Winchester BID.

And finally thank you to our army of loyal volunteers who help with cooked breakfast for rough sleepers on Saturday mornings, job club advisors, women's services, counselling, kitchen helpers, fundraising events, gardening, art, advocacy, and much more. Jules Perkins, Steve Taylor, Marilyn Fletcher, Kate Utting, June Brooks, Judith Stirrup, Sarah Brand, Tom Watson, Jan Wood, Gill Young, Jenny Farthing, Nicola Butcher, Annabel Peters, Tony and Sarah Boas, Lynn Hitchman, Susanna Jarrett, Jonathan Greatrix, Annabel Dixon, Andy Browning, Jacqui Squire, Molly Scarr, Jennie Saul, Anne McIvor, Hilary Jenkins, Chloe Day, Caroline Cochrane, Sally Clarke, Sue Hofman, Catherine Lock, Tuula Nieminen and to our dedicated shoppers who collect and drop off supermarket food every morning, in all weathers.

Thank you also to the boys at Winchester College, for the many community hours spent sweeping and tidying our garden areas around the building.



Trinity Winchester People

Patron

Nigel Atkinson Esq, The Lord-Lieutenant of Hampshire

Board of Trustees

Peter North (Chair), Leanne Smith (Vice Chair), David Walton (Honorary Secretary), Gerry O'Keefe (Treasurer), Frances Griffiths, Paul Murray, Sue Broadbent, Dr. Alex Fitzgerald-Barron

Advisory Committee

Cllr Caroline Horrill, Cllr Fiona Mather, Cllr Ian Tait, George Medd, Christopher Turner, Catherine Turness

Management and staff

Sue McKenna (Operations Director), Hannah Scott (Service Delivery Manager), Lucy Tennant (Events & Community Fundraiser), Paul Williams (Trust & Statutory Fundraiser), Matthew Rudd (Early Crisis Interventions Project Worker), Tracey Bell (Women's Services & Project Worker), Davina Emery (Dual Diagnosis Counsellor project worker), Niamh Penham (Engagement Officer), Jo Major (Women's services & Project worker), Jerry Harris (chef), 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.

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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

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