



trinity
winchester
support change aspire

Making a real impact
Changing lives

Annual Review 2017–18

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OUR VISION AND VALUES

Our Vision is “Working together for better lives in our community”

We encourage everyone to work together to provide a safe place where people affected by homelessness and social deprivation can maximise their life chances.

We do this by:

- Creating environments and services where people feel valued and safe
- Being a place where people enjoy coming to work
- Attracting supporters who share our values

Our Values:

We support our clients by helping them to change their situations and aspire towards fulfilling futures.

- We are non-judgemental and compassionate
- We embrace diversity and inclusivity
- We empower people by helping them to build the confidence and skills to make positive changes in their lives
- We value our staff and volunteers
- We listen to and work with others



I am pleased to report another very good year for Trinity. In the year under review we made a surplus, which was on budget and enables us to move confidently forward with our future plans.

Last year I explained about our plans to build a housing project utilising, as part of its cost, the exceptional donation we received from the DEFLOG VQ Trust.

We have now made a planning application and will imminently receive consent for the development of 11 high quality flatlets as an extension to Bradbury House.

The scheme will be run on "Housing First" principles and include communal space and professional support from the Trinity team.

We are investigating ways to complement our existing services with a well-proven psychotherapeutic programme, specifically to help those service users with particularly complex issues, where long-term help from other providers is thin on the ground. This could make a real difference to lives of those we house in the new project.

The environment we work in continues to be tough, but we feel better equipped than we have ever been to meet the challenges ahead.

Being Chair of Trinity is both a joy and privilege. The atmosphere, culture and professionalism engendered by Sue and her team is a real credit to them, I can't speak highly enough of them all.



I am also supported by a committed and talented Board. We have welcomed a group of Advocates with a range of skills to help and support us where they can and, by word of mouth, continue to raise awareness in our community.

We are particularly grateful to Winchester City Council and Hampshire County Council for the support they give us and to all our other funders, the Nightshelter and other agencies who we work closely with and with whom we continue to forge meaningful partnerships.

I save the absolutely brilliant news till last. We have been awarded The Queen's Award for Voluntary Service. We couldn't do what we do without the huge number of volunteers who commit their time to helping us in all aspects of what they do. I want to take this opportunity as Chair, on behalf of the Board and our management team, to pay tribute to our volunteers and to the award which they so richly deserve.

Next year I hope that our fundraising campaign for the new project will be well under way or indeed completed and it could be that building work may have started.

Thank you again to all who work here and all those who support us.

All the best

Peter North, Chair



Homelessness is rising across the UK. There are several key drivers, exacerbated by high rents and shortages of suitable accommodation, insecure employment and changes to welfare support, reductions in funding for housing-related support and ever increasing numbers of people affected by undiagnosed/untreatable ill mental health.

These challenges drive us at Trinity to work harder, to be a centre of excellence, to represent the voices of the most vulnerable and to help find solutions for a longer-term sustainable service.

My staff team and volunteers are outstanding! They are committed, flexible, supportive, always willing to go that "extra mile". Last year they welcomed over 8500 visits from the most vulnerable members of our community. We worked intensively to explore the unique needs of our clients, and we feel we have made a difference to the lives of many, some of whom have suffered unimaginable trauma.



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups

Sadly we bade farewell to some of our long-serving Trinity team, Tracey Bell, Jerry Harris, Jo Major and our 'home grown talent' Lucy Tennant. We miss them all but wish them every happiness in all that they have gone on to do.

We welcomed Melissa Butler-Smith, Jeremy Carter, and Sharnna Carter, we know they are going to be real assets to the team.

So much happened last year, we won awards, we won hearts and minds and we are raring to go to do it all again.

Thank you to all our supporters, we could not do this without you.

Sue McKenna – C.E.O.

Some of this year's achievements in numbers

SUPPORT



567

people supported

138

accessed healthcare

76

people saw a dentist

122

young people 18–24 yrs

13,500

hot meals served

9,800

client visits

2202

advice sessions

CHANGE



137

rough sleepers

118

sofa surfers

56

supported by Freedom programme
for domestic abuse

181

people engaged
in therapy

516

counselling hours

ASPIRE



56

people found jobs/
volunteering opportunities

230 learners

42

achieved an accredited qualification

56

people safety housed

204

empowered women

18

new Team Trinity members /
6 joined Co-Production Board

70

active volunteers



THE FOUNDATIONS

Trinity is the first port of call for many vulnerable people. 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 specialist services for women facing a range of difficulties including domestic abuse.

This year we supported 567 individuals, of whom 283 (50%) were accessing our drop-in services for the first time. Over 20% were young people aged 16-24. As well as finding a warm, safe space, with hot nutritious meals, bathing and laundry facilities, they received advice and support relating to benefits, housing, alcohol and drug use, healthcare, learning, skills development and preparing for employment.

We have continued to work in close partnership with Winchester City Council, together making a significant impact on preventing homelessness.

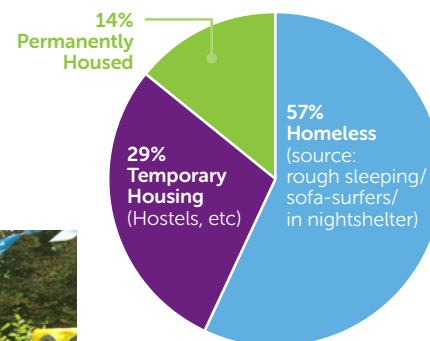
Trinity's qualified and experienced counsellors offer a diverse range of therapeutic interventions, including dual-diagnosis counselling for people with both mental ill-health and substance addiction, cognitive behaviour therapy group sessions, psychotherapy, and counselling for victims of domestic abuse.

We facilitate support groups for people with eating disorders, their families and friends, in partnership with B-eat, the UK's leading charity in the field.



St Clements GP surgery provides four drop-in healthcare sessions per week. Many of our clients benefit from podiatry sessions. Our ongoing partnership with Dentaaid provides monthly check-ups and emergency 'on the spot' dental treatment. And this year we have introduced an NHS opticians' service.

Housing Status



'Meeting people's basic support needs enables them to move on to change their lives for good.'



From hard times to good times, things can only get better. People do really care.

I arrived at Trinity's door after a period of rough sleeping in Winchester, triggered by the death of my father. It was then that I decided to seek help. I worked with Matt, he is the crisis intervention worker at Trinity, who has the empathy and patience of a saint. He speedily referred me to Winchester City Council housing options and got me a bed in the local night shelter.

When things settled down for me, I joined the employability classes on offer at Trinity as well as the art class. My picture shows me taking part in their AGM art exhibition last year, a bit of light relief in my very dark times. I am now a lead member of Trinity's Co-Production board, and have taken part in a training event via Expert Link; on how to help shape services to meet the needs of people using them. I sit on the inhouse Co-Production meetings at Trinity, which has now led to a fantastic opportunity to chair the regional Co-Production board for Expert Link.

I have now moved on from the Night Shelter into more settled accommodation and am seeking to make links with my family as well. Ultimately I want to further my education towards being able to work in the homeless sector. Wish me luck, I know I've got it in me.



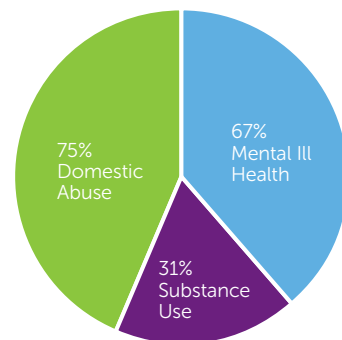
LISTENING TO WOMEN'S VOICES

Of the 567 individuals accessing services at Bradbury House this year, 204 engaged with our dedicated Women's Service.

We provide individually tailored programmes for vulnerable women who are experiencing a range of problems including domestic abuse, trauma, and isolation. Trinity's person-centred interventions include counselling, peer led support, complementary therapies and 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. Trinity's holistic services are designed for women experiencing complex and coexisting issues such as mental ill-health, substance use and domestic abuse. 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.

All our services are designed and delivered by women through our Co-Production Board – which brings together the needs of our clients and the expertise of our trained staff and peer-volunteers.



Presenting Issue

Many of our clients present with multiple issues



Initially, I engaged with the Freedom Programme, it helped me to understand my ex-husband's behaviour towards me and recognize unhealthy patterns of behaviour.

I struggled to begin with, feeling hurt and powerless. The facilitator was empathic and understanding. She signposted me towards the Women's counselling service at Trinity.

The counselling service at Trinity is a professional, ethical and autonomous service and I had 12 sessions of 1-2-1 counselling. I was in a dark and difficult place, but the service enabled me to have my sessions at a time and place which was convenient to me.

The counselling helped me to become more confident and helped to build my self-esteem. I now practice self-care, I have started working at a job I really enjoy, and I feel independent and free. I am very thankful to all the welcoming, friendly staff at Trinity and to the staff who facilitate and help run the Women's service.

'Trinity's Women's Counselling service has not only helped and had an impact on me, but my children and possibly their children too'



MOVING FORWARD

Trinity's Co-Production Board includes service-users, volunteers, staff and trustees. It steers Trinity's service provision and sets priorities for resourcing them.

Last year's priority from our clients' point of view was "Learning for Life" – Trinity's integrated programme of accredited training, supported volunteering and work experience – leading to real jobs and more fulfilling lives.

Our skilled and committed Job Club mentors assist individuals to complete quality CVs and job applications which enable 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.

Over 200 individuals participated in 888 groups, classes and 1:1 support offering both formal and informal learning opportunities. These 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.

"Nothing about you without you" Trinity's learning philosophy

This year we were able to support 42 learners in achieving nationally recognised qualifications to boost their skills and employability. 56 of our clients also entered paid or voluntary employment and further education. Many thanks to DA Training for helping to facilitate this.

Our clients have really enjoyed life-changing world-of-work experiences with many of our corporate partners including FirstBite Community Kitchen, The Premier Inn and Osborne Construction, describing it as 'scary but realistic'. We would like to thank them and all of our wonderful Job Club volunteers, we couldn't do this without you.





'I love bringing donated food to life. It makes me happy to see others enjoying the recipes I create. Never give up, I didn't...'

I came to Trinity Women's Services with my young child, having fled domestic abuse.

I found myself, after many years in an abusive relationship, now living in a women's refuge, forced to make a fresh start. I started to come along to The Freedom Programme which helps women make sense of and understand their situations, I soon found that I was not alone in my circumstances. I gained strength from learning along with the other women how to break free from the trauma of domestic abuse. I then attended the job club and set about gaining some new skills and building up my confidence. It soon

became clear that I actually had some great skills that I had forgotten or didn't believe I even had, and with the support of one the job club mentors I acquired some new qualifications. They helped me put together a fresh C.V to be proud of.

Trinity enabled me to gain some practical experience in catering, by learning to operate a commercial kitchen and cook for lots of people, something I really love! I am so proud to say that recently I got the job as head chef at Trinity. I have already got some big plans to develop the Trinity kitchen, watch this space!



Recovery is a journey, not a quick fix.

Trinity offers a person-centred holistic environment and services within which individuals can make positive change a reality.

These include:

Counselling

One to One and group support delivered by Trinity's trained and experienced counsellors – including *Positive Minds* – a bespoke course, developed by Trinity based on cognitive behavioural therapy. NHS ITalk, Winchester Youth Counselling and Winchester Pregnancy Crisis Centre also operate from Trinity's centrally-located Bradbury House hub.

Doctors in the House

Our partnership with St Clements Surgery offers GP



and Nurse sessions 4 mornings a week exclusively to homeless patients who are often not able to register with a practice. Some of our vulnerable clients have conditions you wouldn't expect to see, 'Trench foot' for example in the 21st Century. Over the year 138 individuals accessed in-house healthcare appointments, taking vital first steps towards looking after their physical and mental health and wellbeing.

2020 Vision

Trinity's clients now have access to an NHS optician making fortnightly visits offering free eye tests and prescription glasses.



dentaid

When You're Smiling

Dentaid is committed to improving oral health and are now providing monthly checkups, emergency treatment and giving people new smiles.

Andy Evans, Dentaid CEO, says "Dental pain is one of the worse pains you can experience. We are proud of our partnership with Trinity Winchester which enables us to reach homeless and vulnerable clients who cannot normally access dental treatment."

Helping people with Eating Disorders

Eating disorders often involve complex, co-existing issues such as depression, OCD (obsessive compulsive disorder,) Aspergers, addiction, and other illnesses, with associated feelings of secrecy, shame, fear and loneliness. As well as our evening support groups, we can signpost individuals to information about other organisations that can help support them.



Trinity Winchester – Working together for better lives in our community

Not having a home can make it harder for individuals to find a job, stay healthy and maintain relationships. The longer someone is homeless the more difficult it is to get back on their feet. There are significant social and financial costs to homelessness.

Costs to local communities

One study on the experiences of homeless people with complex problems shows that there is a:

- 77%** chance that someone could sleep rough
- 53%** chance that they will become involved in street drinking
- 32%** chance that they may beg
- 10%** chance that someone will turn to prostitution

Costs to the tax-payer

Dealing with these issues through the NHS, Police and criminal justice system can result in significant costs to the public purse ...

on average
£26,000
per homeless
person

Putting in place services which prevent homelessness in the first place, and which help people quickly if they find themselves needing support, can help stop these costs escalating.

Research indicates that:

the average cost
of an A&E visit is
£147



4 out of 10
experiencing
homelessness have
used A&E in last
six months

the average cost
per arrest is
£1,668



7 out of 10
homeless ex-offenders
are reconvicted within
one year

£1 billion



is the estimated annual
cost of homelessness

Source <https://www.homeless.org.uk/facts/understanding-homelessness/impact-of-homelessness>

Prevention is better than a cure

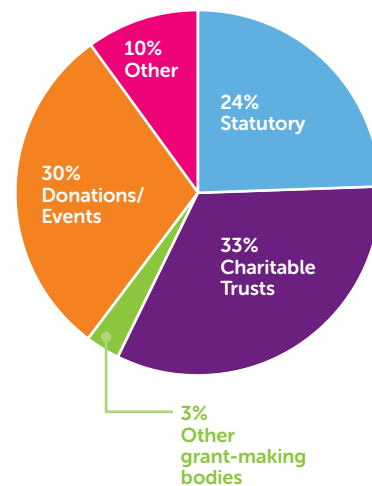
Trinity's wrap-around support services provide life-changing, cost-effective interventions which reduce the costs and usage of over-stretched services including A&E and the Police. Trinity is committing to helping people to get well and stay well. Prevention is better than a cure.

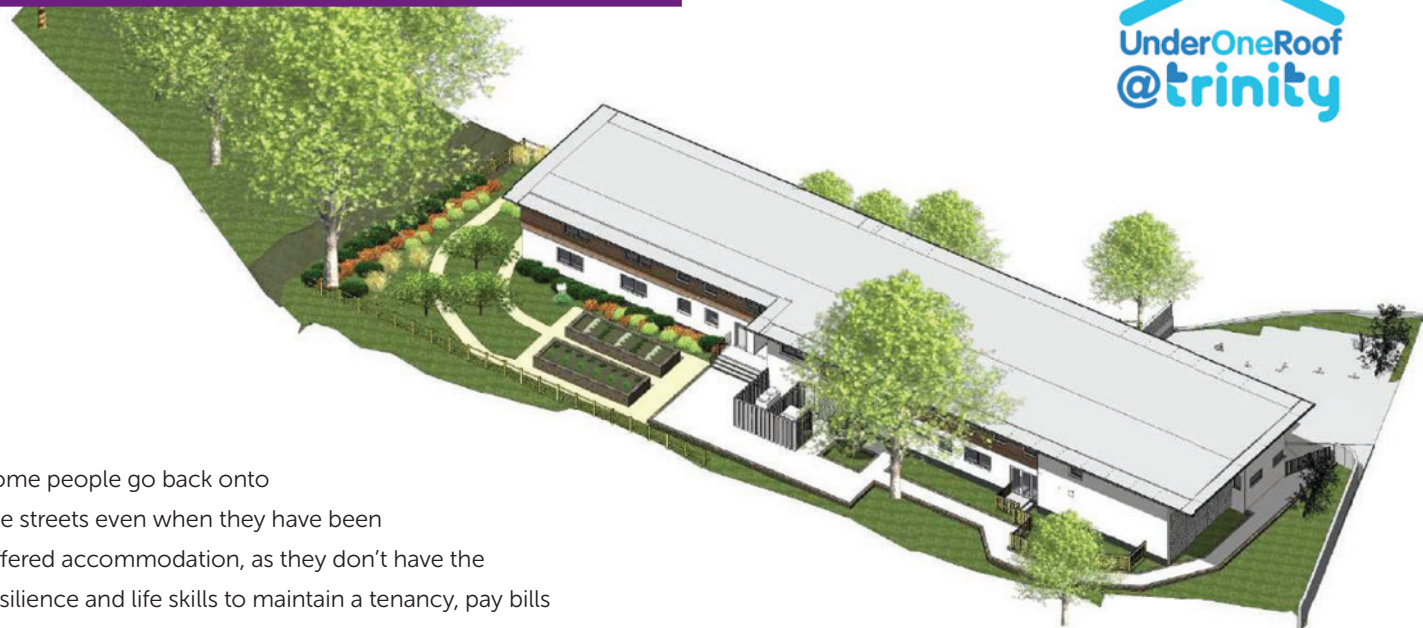


Statement of Financial Activities ending 31 March 2018

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Income and expenditure				
Income from:				
DeFlog VQ Trust	–	–	–	500,000
Other grants and donations	242,979	203,846	446,825	373,165
Charitable activities				
Miscellaneous income	43,655	–	43,655	40,443
Investments	4,735	–	4,735	1,512
Total income	291,369	203,846	495,215	915,120
Expenditure on:				
Raising funds	61,440	6,030	67,470	64,606
Charitable activities	207,519	190,232	397,751	359,044
Total expenditure	268,959	196,262	465,221	423,650
Net movement in funds for the year	22,410	7,584	29,994	491,470
Balances brought forward at 1 April 2017	76,263	1,664,198	1,740,461	1,248,991
Balances carried forward at 31 March 2018	98,673	1,671,782	1,770,455	1,740,461

Total Income





Some people go back onto the streets even when they have been offered accommodation, as they don't have the resilience and life skills to maintain a tenancy, pay bills and find the support they need. Such 'revolving-door' clients often cycle through support services repeatedly, without being able to turn their lives around. We want to provide homes and life-changing chances to help these individuals get back on their feet again.

Housing First, housing led

The Housing First model of providing accommodation has now been introduced across much of the western world. International evidence shows individuals can be supported to move away from a life of entrenched and chronic homelessness if there is non-judgmental housing available for them. People's physical health improves almost immediately and lifting the stress of not having a roof over their heads helps their mental health, giving them a platform to address other vital issues. Housing First provides people who might otherwise struggle to sustain accommodation the opportunity to rebuild their lives in a secure and safe place.

Our Vision

Trinity Winchester is working to build 11 studio flatlets based on Housing First principles, in an eco-friendly development in a new building behind our existing day-centre. We will use the £500,000 generously donated by the Deflog-VQ Trust as the lead gift for a campaign to raise £1.5m, which will be launched shortly.

Sited on the edge of the beautiful Winnall Moors Nature Reserve, the accommodation will provide a peaceful, stress-free environment that nurtures change. Person-centred, wrap-around support services – activities, therapies, education and treatment delivered from our Bradbury House day centre – will make positive change a reality for those seeking to escape chaotic lives.

We call it "Getting Well, Being Well, Staying Well". Everything a person needs to turn their lives around will be 'Under One Roof@Trinity'.



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 2018

For the first time our main fund raising event, the Big Sleep Out, was hosted on Friday 11th May in the grounds of Wolvesey Palace, thanks to the generosity of the Bishop of Winchester and the team at the Diocese. In this smaller venue nearly 250 people came together to sleep in cardboard shelters for the night and raise sponsorship for doing so.



Through corporate sponsorship from Rathbones, participants raising money, and wonderful cake sales and donations throughout the evening, the amount raised was £35,000 to put back into services to support homeless and other vulnerable people. We'd like to express our thanks to all who took part, and the volunteers who made the event possible.



World Homeless Day Reception

In October Trinity supporters and volunteers gathered together at the Lainston House Hotel to raise awareness of World Homeless Day, and celebrate the great work being done by homelessness charities in Winchester. Thanks to a raffle and auction, and match funding from Santander, £8,000 was raised in the evening.



Fulflood Charity Ball – April 2018

The Fulflood Ball raised over £17,000 for Trinity to continue to provide Saturday morning breakfast for one year for people who are sleeping rough.

Support from local businesses

Rathbones nominated Trinity as their Charity Partner of the Year and through fundraising challenges such as the Big Sleep Out and in-office activities such as BBQs and bake sales their support has been incredible. Colleagues have also spent time at the drop in centre cooking lunch, leading activities and giving their time to help.

Local companies and groups come together each month to cook for Trinity's clients and we would like to thank them all for dedicating their time and skills.



7000 volunteer hours

over £60,000 cost savings

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



Winchester Monopoly

Trinity Winchester was thrilled to feature on a new MONOPOLY game for Winchester, launched in October. We are the first charity on the board, sitting on the Old Kent Road square, right past 'Go'. And the reason? "Because it offers a safe space for homeless people during the day, along with advice and emotional support, we feel this is a perfect fit as being the first location on the board can send a message it's the first foot on the housing ladder."

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 attending 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 Sharnna on 01962 828636 or email sharnna@trinitywinchester.org.uk



We Won!

Well done to all our volunteers and staff.



Join the 120 Club

For just £10 a month you can help Chloe find a home and a job

Visit www.trinitywinchester.org.uk

Click donate

Thank you for your support!



Leave a Gift in your will to help people change their lives for good

Any amount, no matter how small, is a huge help to us to continue our valuable work. And did you know that any legacy you leave to Trinity passes completely free of Inheritance Tax?

If you would like further information please contact **Paul Williams**, at Trinity on **01962 828627**, paul@trinitywinchester.org.uk

Volunteer with Trinity Team

Trinity's Volunteers were recognised this year with the Queen's Award for Voluntary Service! We couldn't run Trinity without committed volunteers who help with everything from Job Clubs to supermarket food collections and Saturday breakfasts.

If you have a couple of hours a month please contact **Sharnna Carter**, 01962 828636, sharnna@trinitywinchester.org.uk to find out how volunteering at Trinity could work for you.



Take a Trinity Challenge!

Make it a birthday to remember with a skydive in aid of Trinity! Or abseil down the Spinnaker Tower, run a marathon?

Find out what events Trinity is running – or bring us your own ideas!

Visit our website for lots of information about our services:
www.trinitywinchester.org/donate-now

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

Aviva Community Fund
Balcome Trust
Beatrice Laing Foundation
Broyst Foundation
Garfield Weston Foundation
Henry Smith Charity
Kinsbourne Trust
Knight Charitable Trust
Ladies of the Grail
Lambs Hill Trust
Lloyds Bank Foundation for England and Wales
Noel Buxton Trust
Paul Lunn-Rockliffe Charitable Trust
Pilgrim Trust
Saddlers Company
Sobell Foundation
Swire Charitable Trust

The 29th May 1961 Charitable Trust
Thomas Roberts Trust
Winchester Welfare Charity
and others who wish to remain anonymous

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

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. Jules Perkins, Steve Taylor, Marilyn Fletcher, 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, Jennie Saul, Anne McIvor, Hilary Jenkins, Caroline Cochrane, Sue Hofman, Tania Smith, Liz Trevor, Jane Mahy, Jan Theodore, Ruth Theodore, Martin Ashford and to our dedicated shoppers who collect and drop off supermarket food every morning, in all weathers.

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



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, Ian Tait, George Medd, Christopher Turner

Management and staff

Sue McKenna (CEO), Hannah Scott (Operations Manager), Sharnna Carter (Events & Community Fundraiser), Paul Williams (Fundraising and Development Officer), Matthew Rudd (Early Crisis Interventions Project Worker), Maria Welsh (Women's Service Counsellor) Joanne Major (Women's Services & Project Worker), Davina Emery (Dual Diagnosis Counsellor Project Worker), Niamh Penman (Engagement Officer), Melissa Butler-Smith (chef), Diana Traill (Finance), Ali Eales (Freelance Tutor)

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 person 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

www.trinitywinchester.org.uk

@Trinity_Winch

WinchesterTrinity

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Registered charity number 1074604

**Social
Investment
Business**

