

30<sup>th</sup>  
anniversary edition



# Winchester Churches Nightshelter

Annual Review  
2018

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## Annual Review 2018

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**Our Vision is to enable people to escape homelessness.**

**Our Mission is to help as many people as possible into successful independent living.**

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Winchester Churches Nightshelter is open 365 days a year offering accommodation, food and vital support services to those experiencing homelessness in Hampshire.

We have 17 beds onsite at the Nightshelter and an additional eight 'move-on' beds at our two rental houses for independent living. We help, on average, between 120–150 people each year, providing one-to-one support and working together with residents to address the problems caused by, and contributing to, homelessness. We help our residents find the most appropriate move-on accommodation to suit their needs and equip them with vital life skills, enabling them to move on from homelessness for good.

#### **Our Values**

##### **Honest and open**

*We treat everyone with kindness and respect, without prejudice or discrimination.*

##### **Safe and supportive**

*We provide a home where residents can be comfortable and safe and can find the help and restoration of self-esteem they need.*

##### **Flexible and caring**

*We foster collaboration to work as a team with residents, staff, volunteers, the local community and other partner agencies.*

# Our impact this year

## Our supporters have helped to achieve this by:



Volunteering **10,899** hours of their time to work on-site at the Nightshelter



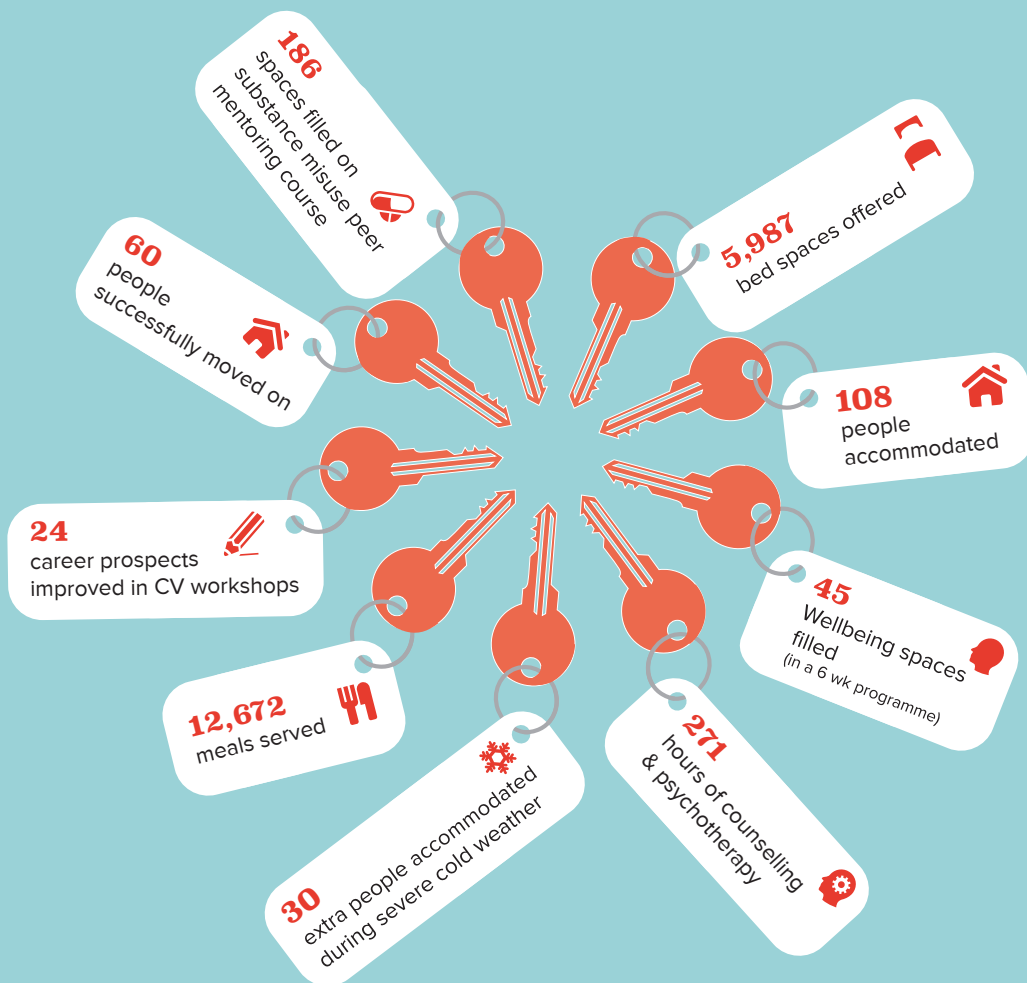
Saving us **£108,990** in salaries!



Donating over **£33,000** of food and domestic items



Fundraising and donating **£115,680!**



## *"It takes more than a house to make a home"*

Year Review by Michèle Price, Nightshelter Manager

In 2017 we looked back at 20 years of operating out of our Jewry Street premises, and believe it or not **this year it's 30 years since the Nightshelter was founded in 1988**. Much has happened in the intervening period – we have transformed from a winter shelter operating from empty buildings and church halls around Winchester, to the almost 24/7 service we offer today, providing so much more than our name suggests.

During the past three decades **we have provided over 165,000 bed spaces, and seen over 5,000 people come through our doors in Jewry Street alone** – an incredible achievement for a local charity. Although we have seen huge, positive changes in service delivery, not just at the Nightshelter but across the homelessness sector as a whole, we still sadly encounter discrimination against those experiencing homelessness – attitudes that in 2018 you would hope no longer exist. In the past year alone, our residents have faced instances of stigmatisation and negative stereotyping, including unfounded accusations that all those who are homeless must be either a drug addict or a paedophile. Such casually made, yet incredibly damaging, allegations can have a real and lasting impact on people's life prospects, and as a charity we will always challenge these discriminatory views – both directly and indirectly - through our work.



**Michèle Price - Nightshelter Manager**

*Photo courtesy of Mike Hall Photography*



**Nightshelter volunteers receiving their Mayor's award for Community Service.**





*We were delighted to launch Ben's House this year.*

**Over the past year we've housed 108 people from a wide variety of backgrounds**, all of whom share vulnerabilities arising from their homelessness. We have had to turn away many others however, owing to a lack of suitable move-on options.

**We were pleased to see 60 of our residents move into independent living after the Nightshelter**, especially given the reduced availability of supported accommodation in the area, which continues to make it much more difficult for our residents to find a home locally. This is why in 2018 we launched our second supported housing project – **Ben's House** – owned outright by the Nightshelter, thanks to an incredible donation we received in 2016 from the DEFLOG VQ Trust. Our new four-bedroom rental property for independent living brings the total number of affordable move-on bed spaces offered by the

Nightshelter to eight. This ensures that we can provide a stable, secure and welcoming home to Nightshelter residents who are ready to move on to the next step of their independence journey. You can read more about the story of Ben's House on page 16.

**This year we also experienced our coldest and longest winter for many years, accommodating an extra 30 new people on site for 47 nights of extreme cold weather as part of our Severe Weather Emergency Procedure (SWEP), getting people off the streets in order to save lives.** We offered up an additional 246 bed spaces during this period of prolonged bad weather, operating with extra staff on site, and working in tandem with our partner agency Winchester City Council.

As you will read in this review, our services continue to evolve to reinforce the idea of “wrap-around” one-to-one support, covering aspects of housing, employment, health and wellbeing, personal finance, substance misuse, and other essential areas, all of which enable our residents to rebuild their lives and social structures and escape homelessness for good. Across the sector we are seeing systems change and innovation, so we are trying to understand the massive effect of trauma and the meaning of residents' behaviour, as well as working towards a strength-based approach, looking at people's skills and aspirations, and not just focusing on what is wrong. One area that we are still working very hard to fill is the gap in support for those experiencing mental ill health, such as depression and anxiety, and our weekly Wellbeing and Coping Skills training sessions *(run by a mental health*

*support worker*) address important aspects of mental and emotional wellbeing. You can read more about our full range of services on page 17.

Our dedicated staff, directors and volunteers work as a team to ensure the ongoing care, quality, sustainability, and development of our services to those who are experiencing homelessness, and we really are indebted to each and every one of them for their commitment. Following hot on the heels of our Queen's Award for Voluntary Services (QAVS), we were delighted to hear that several of our volunteers were recognised at the Mayor of Winchester's Community Awards, which highlights the important contribution local volunteers make to their community.

Two big changes to the sector that we've seen this year include the **Homelessness Reduction Act**, which came into force in April 2018 and puts much greater emphasis on preventing people from becoming homeless by placing a legal duty on local authorities to intervene earlier. The new **General Data Protection Regulation (GDPR)** law has also had quite an impact on the way we – and many other charitable organisations – work, impacting how we communicate with our supporters. The Nightshelter has introduced 14 (!) new policies and procedures as a result of GDPR, and we would like to thank you all for your patience and understanding as we get to grips with it. **Please do sign up to our regular e-newsletter at [www.wcns.org.uk](http://www.wcns.org.uk) if you want to be kept up-to-date with the work we do, and follow us on Facebook and Twitter if you can.**

Finally, we hope you enjoy reading our latest Annual Review, where we share the journey of the last 30 years with you, along with the hopes and dreams of our residents - the dream of having a home, and the right to have one. The Nightshelter will continue to strive, with the help of you, our supporters, to enable all our residents to achieve this.



# Claire's story

**When Claire\* moved into the Nightshelter in May 2018, she felt very nervous about the prospect of staying at a homeless shelter.**

*"I was really apprehensive, as I didn't know what to expect - my first thought was a huge room with beds on the floor, that were given out on a first come first served basis. You give your £2 on the door and the bed is yours for a night. I didn't even think you got a meal when you came in. I couldn't believe how different it was in reality."*

After a series of traumatic life events - the death of a close friend and the deterioration of several family relationships - Claire got behind on her rent and was evicted from her flat. *"On the day I was evicted, I ended up sat outside my flat on my mattress, with all my belongings, and it was only then that it really began to sink in that I was homeless. I really didn't know where I would end up next."* Claire went to the local council who assessed her situation and referred her into the Nightshelter.

Fast forward four months and Claire's confidence levels and self-esteem have dramatically improved, she says, thanks to the support services provided by the Nightshelter. *"When I was offered counselling, I wasn't sure, as I've tried it in the past and it didn't really work for me. But the Nightshelter's counsellor, Lorraine, was so amazing. She has helped me understand why I am the way I am, and why I do certain*

*[continued...]*

*\*names have been changed*





*things. Before I came to the Nightshelter I didn't realise that I had any problems that needed addressing - I'd been coping on my own for so long. That's why becoming homeless has been such a big shock, because your independence fails you. Counselling has helped me to work out the issues that I need to deal with."*

*She added, "I didn't realise the full extent of what the Nightshelter could do for me. I've also taken part in Wellbeing and Coping Skills sessions, which were so relevant to my experience, and helped me identify my issues and become more aware of my surroundings and the way I feel about myself. Plus I've tried cookery workshops, and a new music session the Nightshelter is running. Now that I'm here, I can see that it's up to me to improve my life and take advantage of the opportunities on offer."*

*Claire is about to move into one of the Nightshelter's two move-on properties. When she is settled, she hopes to enrol in college and do something completely different with her life.*

***"I feel like this is a fresh start for me. A chance for something completely new", she says. "I'm looking forward to the future now, I want to better myself. I feel calmer, happier and very, very positive for my next step. It's been an emotional time for me, but I've never felt this supported before in my life."***

## Tom's story

**Tom\* was a resident at the Nightshelter around four years ago. After struggling with his addiction issues and seeking the Nightshelter's help to get his life back on track, Tom has now happily settled in a new home away from Winchester and become involved in setting up a homelessness project, to help others experiencing the same problems. He shares his story:**

*"I'm often asked what the pivotal moment in changing my life was - I believe there are a few so far - but my experience with the Nightshelter was a huge one. I learnt many things while staying with you - many of which I didn't realise I was learning at the time. The biggest thing was that you made sure you didn't make any changes FOR me, rather left me to realise it was ONLY me that could do that.*

*It helped me learn how to be responsible. While you offered exactly what was needed, you also gave me self-empowerment and that is what I took away with me. Homelessness can all so often involve running from your pain instead of facing it. I needed structure and boundaries in what was an otherwise chaotic and irresponsible life. I also learnt to take opportunities!*

*[continued...]*

*\*names have been changed*

*I volunteered at the Cathedral. I volunteered at the Great Hall. And that, by the way was one of the pivotal moments... After you offered me a bed, I applied to volunteer with the local council. I got some smart clothes from the basics bank and attended an interview. On the form, for the address, I didn't put "Nightshelter" - I put the building's address. And I began. All day I could do a real job which helped me to have purpose and identify myself. And gave me confidence. Nobody there realised that at 6pm, I'd be returning to the Nightshelter for dinner and a comfy bed.*



*After a few months, it felt right to explain my situation to the manager who interviewed me. I wanted to express how thankful I was. What she said has stuck with me ever since - she said she recognised the building address on the interview form all along - but never mentioned it. To me, what that meant was she had given me a chance and believed in me. Maybe she saw that I believed in myself, but was scared of it? I don't know. But she knew where I was, and she didn't judge. And that is exactly the same attitude I learned from the Nightshelter. I had a listening ear and compassion, and a subtly increasing sense of responsibility which began to bloom. And still is.*

*I've been able to beat my addiction issues for now, and for the last six months, I have been supporting the homeless where I now live. I thought EVERY town had a Nightshelter like yours, but actually, here they have never had one, and the lessons you taught me have proved invaluable for setting up the local shelter project. This former resident of yours has actually stood in front of councillors here at a town hall meeting and expressed all of the above, which helped the decision to fund the project. Never thought I'd do that! So thank you - I will remain forever grateful."*



# The Nightshelter in numbers

April 2017 to April 2018

	<b>86</b>	people	→	Men
	<b>5</b>	people	→	Women
	<b>108</b>	people	→	Total <i>(Includes 17 people already resident at the Nightshelter in April 2017)</i>
	<b>39</b>	people	→	suffering from drug addiction
	<b>6</b>	people	→	who admitted they had debt problems
	<b>26</b>	people	→	who had a family relationship breakdown
	<b>34</b>	people	→	with alcohol problems
	<b>36</b>	people	→	with a mental health problem
	<b>47.7</b>	days	→	average length of stay
	<b>91</b>	bed spaces offered and accepted		
	<b>312</b>	referrals received		
	<b>96%</b>	bed occupancy rate		

# Celebrating 30 years of our work

On any given day last year, according to the latest statistics\*, 300,000 in Britain woke up homeless. This shocking figure hammers home the fact that homelessness is still as much of an issue today as it was in 1988, the year the Nightshelter was founded, when a coalition of Winchester-based Churches took action to address the growing number of local people who found themselves without a home.

Whilst advances in welfare, housing and technology have significantly transformed the way that homelessness services are delivered, the reality is that thousands of people still lack the basic foundation stones that enable them to create a home – access to safe, secure accommodation, food, and consistent, reliable support.

**Over the last 30 years, Winchester**

**Churches Nightshelter has provided 165,000 bed spaces to those who find themselves in crisis and without somewhere to call home in Hampshire, and supported over 5,000 people in its permanent Jewry Street premises alone.**

Run initially as a winter shelter that utilised vacant council buildings and church halls around the city, the aim was simple – to get people off the street, into the warmth, and to provide them with food and a bed for the night.

*“These aspirations are still very much at the heart of what the Nightshelter does today, but we have learnt, as the years go by, that it takes much more than a house to build a home”* Michèle Price, the Nightshelter Manager, says. Michèle began first as a volunteer at the Nightshelter in 2002, and

recalls hearing tales of fireworks being let off inside the building and frequent chaos, before safety and security became more of a priority when the Nightshelter opened its permanent shelter on Jewry Street in 1998.

Michèle continues, *“It’s in the area of service delivery that the Nightshelter has changed the most in the last three decades. We are still a small charity providing a local service, but we have evolved beyond all recognition in terms of the quality and breadth of the services we provide to those who are experiencing homelessness in our community. While their basic needs are still the same – a need for food, shelter and compassion – we now have a much greater understanding of the complex and often interlinked causes and effects of homelessness, which have helped us*

## How we used to be...





*transform our services and respond to residents' needs in a more effective way."*

In recent years, the Nightshelter has added counselling, psychotherapy and well being courses to its roster of services, with a drive to improve the emotional and mental well being of residents. Practical support with finances and housing are also still critical, particularly with the latest changes to the welfare system – Universal Credit – hitting Hampshire this year. Generally improving residents' life skills – through workshops ranging from cookery to tenancy training – has seen the Nightshelter's services broaden even further.

***"We also try to listen more to people with lived experience of homelessness"***

Michèle says, "working with peer mentors whose invaluable advice and

*experience can help prevent people returning to the street."*

She continues, *"Housing – and the shortage of affordable housing in the Winchester area – has been a consistent theme over three decades of the Nightshelter's work. There is simply not enough affordable accommodation available locally to those on benefits – and the outlook is the same throughout the country. We can do everything possible to help improve someone's mental and physical well-being, sort out their finances, equip them for independent living, but at the end of the day, if there isn't somewhere for them to call home, we will always have a homelessness crisis."*

With this in mind, ***in 2015 the Nightshelter launched its first "move-on" housing project,***

a four-bedroom supported rental house for independent living, with a second house following in 2018. The aim of the houses is to provide secure, affordable move-on accommodation for those ready to move on from the Nightshelter. The houses also smooth the transition between living at the Nightshelter and living independently, by providing on-site support, making it less likely that tenants will struggle with the responsibilities of renting and lapse back into homelessness.

Michèle concludes, *"Sadly, supported accommodation like ours is still very much needed today, but as we feel we've shown over three decades, we can help shape the way that homelessness services are delivered simply by listening to our residents, and responding to what they most need – and we'll always continue to do that."*

*\*Shelter's 'Far from Alone: Homelessness in Britain in 2017' report.*



# Financial report

The financial information for 2017/2018 shows a simplified breakdown of income and expenditure. More details and the full report from our Independent Examiner can be obtained from the Treasurer or the Nightshelter office.

We have had a good year financially, with donations and Gift Aid increasing by approximately **£15,500**. However, we are still receiving substantial donations which have not been **Gift Aided**, and as always we appeal to donors to complete a Gift Aid declaration if possible (available at [www.wcns.org.uk](http://www.wcns.org.uk) or by contacting [admin@wcns.org.uk](mailto:admin@wcns.org.uk)).

We received £16,300 from local **Churches**, £5,000 from the **Oliver Borthwick Trust**, £1,750 from the **Spare Change for Real Change** scheme collection boxes and large donations from **Arqiva**, **Lyndex Contractors**, the **Selwood Trust**, the **Thomas Roberts Trust**, and **Warner & Richardson**. We are so grateful for all the donations received.

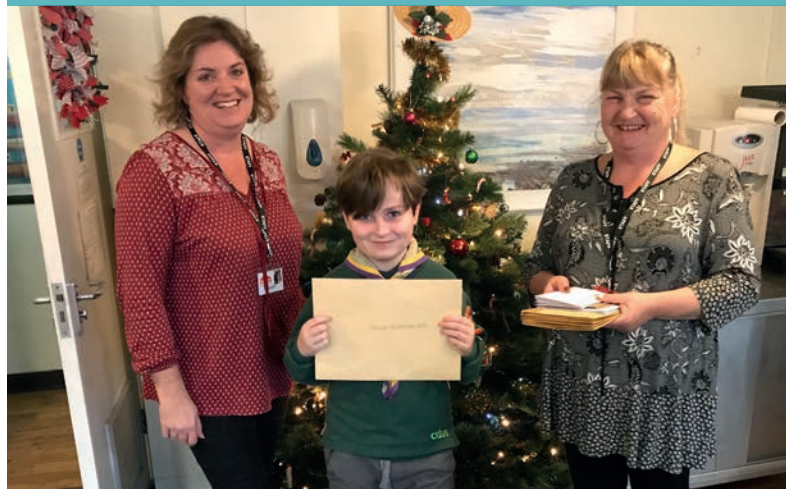
Our big expenditure was of course the purchase of **Ben's House**, to help our residents move on from the Nightshelter. So far this has cost **£277,210**, with further costs in 2018/2019 for the necessary alterations. As this is not part of our routine income and expenditure it has been excluded from the following charts.



**TOTAL  
INCOME**

**£317,250**

Donations & Gift Aid	→	<b>£115,680</b>
HCC Grant	→	<b>£61,510</b>
Housing Benefit & Resident Payments	→	<b>£85,410</b>
WCC Grants	→	<b>£29,330</b>
Restricted Grants & Donations	→	<b>£21,350</b>
Other	→	<b>£3,970</b>



*We thank everyone who has donated this year, whether small or large, for their kindness and generosity.*

## TOTAL EXPENDITURE

£302,990



Salaries and staff training	→	£243,520
General running costs	→	£34,800
Administration	→	£7,230
Publicity/Fundraising	→	£1,670
Resident support and wellbeing	→	£8,950
Outreach support	→	£5,000
Other	→	£1,820

Our overall expenditure was similar to last year, the main item being staff costs. Our dedicated staff offer great support for our residents, and we continue to provide a nearly 24/7 service, except on Saturdays, and stay open all day on Sundays and Bank holidays. We also fund Counselling and our Wellbeing and Coping Skills programme.

As always, we can only continue our work because of all the practical support we receive, including donations of food and other items, and the many hours given by our wonderful volunteers.

***Thank you for everything that you do.***

*If you have accountancy or bookkeeping skills or experience, please do get in touch with us on [admin@wcns.org.uk](mailto:admin@wcns.org.uk) as we are always looking for more volunteers in this area.*



*The purchase of Ben's House has been our biggest expenditure this year.*





# Spotlight on new services

## Ben's House – our new supported housing project

In 2018, we were thrilled to purchase our own supported house for independent living, Ben's House. This new property is owned by the Nightshelter, making us a social landlord for the first time, and taking our total number of move-on bed spaces to eight.

The new project will enable us to provide affordable, stable and secure rental accommodation to residents who are ready to move on from the Nightshelter, but with the added safety net and continuity of support from our staff, who will provide assistance on site. It will also give our tenants some valuable experience of renting privately, meaning they are less likely to slip back into homelessness when they move into fully independent living.

The project has been dedicated to the memory of former Nightshelter resident Ben Blyth, who sadly passed away in 2010 at the age of just 33. Ben's House has been funded by a donation from the military charity the DEFLOG VQ Trust. The Trust, founded by Ben's father, Brigadier Tom Blyth, was wound down after twenty years of providing qualifications to military personnel across the world and, as a result, a £1 million bequest was given to Winchester's two homelessness charities, the Nightshelter and Trinity day centre, to aid their work supporting those who are at risk of becoming socially excluded in the way that Ben was.

Ben's parents, Tom and Sylvie, and brother Alex, joined Nightshelter representatives to unveil a plaque dedicated to Ben, and to mark the formal opening of the house in August 2018.



## Citizens Advice

Citizens Advice Winchester District has teamed up with the Nightshelter this year to provide a new, ongoing support service to Nightshelter residents to help them get back on their feet. Citizens Advice advisers have a huge amount of experience and expertise in helping vulnerable people within the local community, particularly in negotiating the complexities of the benefits system and resolving debt issues.

## Music workshop

Another new activity we started this year is a series of summer music workshop, that encompass everything from singing to drumming. Nightshelter resident Trish was encouraged to take part when she arrived at the Nightshelter: *"These sessions are put on for a reason, so I thought I'd give it a go. It's fun, with lots of vocal games, and the staff got involved too, which helped encourage me to do it and helped boost my confidence. It also helped make me feel a bit more at ease with the staff, and not take things too seriously."*

## Could you run a Nightshelter activity?

Do you have a professional skill that our residents or staff might benefit from? If so, do get in touch with us on [admin@wcns.org.uk](mailto:admin@wcns.org.uk) or call our office on **01962 862050**.



# Our services

## Basic Needs

Food 

Accommodation 

Clothing 

1:1 Support 

## Lifestyle

Cookery Workshops 

Nutrition 

Budgeting Support 

Advocacy 

Leisure Activities 

Allotment Digging 

Music Workshops 

Free Haircuts 

## Health

Substance Misuse Support 

First Aid Skills 

Counselling & Psychotherapy 

Peer Mentoring 

Wellbeing & Coping Skills 

## Home & Work

Skills Development 

Move-On House 

CV Building 

Tenancy Support 

IT Support 

Work Placements 



# Volunteering at the Nightshelter

**Volunteers donate an average of 10,899 hours to the Nightshelter, saving us around £108,990 - EACH AND EVERY YEAR!**

The Nightshelter's small army of volunteers help us with everything from sorting our store cupboards to ensuring our IT systems are running correctly – plus a million things in-between.

Our volunteers not only save us money and resources, which can be redirected back into other vital services for the homeless, but it's only with their help that we can open our doors each evening, serve nutritious food to our 17 residents, and offer services like counselling and activities such as music workshops – all with a view to enabling our residents to escape homelessness.

This vital contribution to the community over three decades was recognised in 2017 with the prestigious Queen's Award for Voluntary Service, the equivalent of an MBE for charities, which was awarded to the Nightshelter and our volunteers. You can read more about this great honour on our website [www.wcns.org.uk](http://www.wcns.org.uk).

Angela, who coordinates our volunteer rota, says: *"We know the time you give is precious to you. And so it's also precious to us. We offer flexible volunteer opportunities that can fit around your life, and have something to suit everyone – from home cooking and admin support to evening cook and overnighter. Do get in touch – we might just have the opportunity you've been looking for!"*



## We asked our volunteers why they do it - here's what they said:

*"Because it brings me closer to people and builds a different kind of community. It's about being with people and sharing love and time."*

*"I want to help people and make a positive difference to their lives."*

*"I have the time to use past skills and learn new ones."*

*"I feel that showing compassion and understanding is part of the fabric of our city - I've got a lot of empathy for those who end up at the Nightshelter. I like volunteering there, it's made me try something I've not tried before. It definitely makes a difference knowing it's a local charity helping local people."*

Full training is always given for all our roles, and you will never be onsite without a fully qualified member of staff present.

For more information on volunteer roles at the Nightshelter visit [www.wcns.org.uk/volunteer](http://www.wcns.org.uk/volunteer), call **01962 862050** or email [admin@wcns.org.uk](mailto:admin@wcns.org.uk).

*Are you a local company or do you run a business? Perhaps you run a corporate volunteering scheme or could help us with a professional skill or service? We're always on the lookout for new ways that local businesses can support our work and enhance the Nightshelter's services. Visit page 17 for an overview of the types of activities we offer.*



# Your donations

**Thanks to your donations, we save an average of £2,652 per year on toiletries, £884 per year on cleaning products, and an incredible £29,000 on food, over £33,000 in total!**

Every year the Nightshelter is indebted to so many local organisations, schools, churches and individuals, who support our work by donating their time, funds, expertise and goods.

These incredible donations not only save us vital funds, that we can redirect back into our services, but, beyond this, they show our residents that people in their community really do care about them. From the smallest to the largest – every single donation counts!

## Here are some of our favourite donations from the year:

**Tesco Bags of Help** We were incredibly grateful to receive the full £4,000 up for grabs in the Tesco Bags of Help community fund, voted for by the public, which will go

towards refurbishing all ten of the Nightshelter's bedrooms. The charity **Wavelength**, which provides media technology to those experiencing loneliness, donated a state-of-the-art television to our new supported housing project.

**Spare Change for Real Change**, an ongoing local collaborative diverted giving scheme, raised £3,000 for the Nightshelter and Trinity day centre via collection boxes located across Winchester, from donations given by the public.

**CRASH**, a national charity that assists homelessness and hospice charities with construction related projects, supported the Nightshelter's new rental house for independent living by providing a wide range of construction materials, helping us to create a safe and comfortable space for our tenants.

Avington-based bakers **Coco & Whey Cakes** baked us a magnificent celebratory birthday cake for our anniversary garden party.



*If you're interested in donating to the Nightshelter, please visit [www.wcns.org.uk/donate](http://www.wcns.org.uk/donate) for more information on the types of things we need! We update our lists regularly.*



# Our highlights of the year

## Royal Wedding guest

In May 2018, we were delighted when one of our long-standing volunteers received a very special invitation – to be a guest at the wedding of Prince Harry and Meghan Markle! The Nightshelter was honoured to be asked by the Lord-Lieutenant of Hampshire - the Queen's representative in the county - to put forward a nominee for this incredible privilege. The volunteer in question (who wished to remain anonymous), plus a guest, were two out of 1,200 handpicked members of the public who attended the wedding, in recognition of their charity work.

Our volunteer, who has previously experienced homelessness and is also a former Nightshelter resident, commented: **“The experience was amazing. There was so much to see – people from all backgrounds dressed up and ready to celebrate. We got a great view of the happy couple riding past in their carriage, plus all the famous guests arriving. It was a real honour to be there, and something I’ll always remember.”**

## Nightshelter 30th birthday garden party

Three decades is quite a milestone for any charity, so to celebrate this achievement we hosted a garden party with afternoon tea for

all our supporters and residents past and present, complete with birthday cake and communal sing-along.

## Drumming workshop with Mugen Taiko

Nightshelter residents took part in a drumming workshop with the world-class Mugen Taiko Japanese drummers, who hosted a private session for us at Winchester's Theatre Royal ahead of their performance there. This ancient form of eastern drumming involves huge drums and requires real focus as well as team work, plus it's a great stress-buster. Residents enjoyed the chance to learn something new, release some tension and drum alongside some expert performers.

## Nightshelter Open Day 2018

This year's annual Open Day, to mark the national Homeless Sunday event, attracted a record number of visitors. Over 100 people visited the Nightshelter to learn more about our work and see for themselves what life at the Nightshelter is like. Residents were on hand to show visitors around and share their experiences.

**SAVE THE DATE! Our 2019 Open Day will be on Saturday 26<sup>th</sup> January!**



# Catering report

**Food donations to the Nightshelter save us around £29,000 each and every year, and our volunteer cooks donate an incredible 2,496 hours of their time to us each year, saving us a whopping £24,960!**

Catering for our seventeen residents every morning and evening is not an easy job – over the course of one year, the Nightshelter kitchen will serve around 12,000 meals! Sharron Bruty, our catering co-ordinator, explains how managing our food donations and planning nutritious meals is one of the cornerstones of the service we provide for our residents, as well as making us a truly community-facing organisation.



*"For the last 30 years, the majority of the Nightshelter's meals and puddings have been cooked and delivered primarily by individuals, churches and W.I. groups from across the area. This forms the backbone of our menus, and we get some truly wonderful and nutritious meals. Increasingly, with food waste much more of a mainstream issue, and food retailers, producers and restaurants wanting to do more to combat this, we are also now getting amazing support from redistribution charities and local businesses. Pret a Manger donate their leftover stock five days a week, with our residents taking turns to collect at the end of the day. Food charities FareShare and UKHarvest also deliver to us on a weekly basis, bringing over surplus food from the food industry. The redistribution of surplus food has risen by 80% across the nation in the last two years, reducing waste and helping to drastically reduce charities' food bills."*

She continues, "Donations of cooked food to the Nightshelter save us around £18,600 in cooked meals, with FareShare and UKHarvest saving us an estimated £10,400 a year – around £29,000 in total! On top of this we have pasta, tinned tomatoes, deodorants, teabags, sugar, toilet rolls and so many other staples donated by churches, schools and individuals, particularly at Harvest time, which also provides a great opportunity for us to get out into the community and let people know why food donations to the Nightshelter are so important, via the community talks we frequently do."

She adds, "Many of our residents tell us they put weight on during their stay. Now you know why!"

## Thanks and acknowledgements

The Nightshelter can only provide the services – and consequently help the many hundreds of people that we do each year - with the help of our supporters: you! We would like to say a special thank you to the following:

- **Computer Solutions** for their assistance with all things IT.
- **Hampshire Constabulary Police Officers and PCSOs** who assist us in many ways.
- **Kee Creative** for marketing support and producing this Annual Review.
- **Lisa Boyd and Citrus Training** for their support.
- **Mike Hall Photography** for capturing our year.
- **Oliver Borthwick Memorial Trust** for kindly supporting our Advocacy service.
- **Pret a Manger** for all their delicious surplus food.
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- **St Peter's Church** for their constant help and support.
- **The University of Winchester** for their ongoing support in engaging student volunteers and other initiatives.
- **Winchester Cathedral** for providing work placements, donations and support.
- **Winchester City Council Housing Officers and Hampshire County Council** for help, advice and funding.
- **Winchester College** students for their help in our kitchen.
- **Winchester Discovery Centre** team for their understanding, support and provision of facilities.
- **Winchester Round Table** for their fundraising.

### Patrons:

- The Rt Revd Tim Dakin, The Bishop of Winchester
- Baroness Celia Thomas of Winchester
- Canon Debbie Thrower

### Board of Volunteer Directors:

- John Harrison (*Chair*)
- David Johnson (*Company Secretary*)
- Marion Fletcher (*Treasurer*)
- Nigel Bartlett
- Andrew Baynes
- James Cretney
- Patrick Fowler
- Linda Gregory (*to March 2018*)
- Jo James (*to September 2018*)
- Tracy Jones
- Alison Langrish
- Emma-Christine O'Keefe

# Support our work



- **Volunteer**

See our latest volunteering opportunities at [www.wcns.org.uk/volunteer](http://www.wcns.org.uk/volunteer)

- **Donate food and goods**

Donations of food, clothes and other domestic goods save us over **£33,000 every year** – an incredible amount of money that we can allocate to other vital services. Our website is updated monthly with our Most Wanted items so please check whether we currently need what you want to donate at [www.wcns.org.uk/donate](http://www.wcns.org.uk/donate).

## Financial Donations

Over a third of our annual income comes from private donations. Giving is simple:

- Text **WCNS19** followed by £5 or £10 to **70070**
- Make a one-off or regular gift via [JustGiving.com](http://JustGiving.com) or our website. You can also set up a standing order or make a cheque donation. Don't forget to **Gift Aid!**
- Make us a beneficiary of your Will
- Contact us to talk about Corporate or Payroll Giving

## Get in touch

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 **[www.wcns.org.uk](http://www.wcns.org.uk)**

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Registered charity number: 1080443 | Company number: 03928334

Under the Charities Act 2006, charities are required to demonstrate that their aims are for the public benefit. The vision and mission of the charity are stated in this Annual Review. The purpose of the charity is beneficial in a way that is identifiable and evidenced in this Annual Review. The Annual Review also identifies that the charity benefits a sufficient section of the public. The Board of Directors regularly monitors and reviews the success of the organisation in meeting its goals and can confirm that all the activities of the charity are undertaken in pursuit of its aims.