

Trustees' Annual Report
for the period from 01/04/2016 to 31/03/2017

SECTION A: Reference and administration details

Charity Name	Routes to Roots (Poole) CIO
Other names the charity is known by	Routes to Roots, R2R
Registered charity number	1155945
Principle address	R2R Office
	Skinner Street URC
	Poole
	Dorset BH15 1RQ

Trustees

Name	Office	Period	Those entitled to appoint Trustees
Rev Pat Southgate	Chairman	01/04/2016-31/03/2017	✓
Gabi Sanger-Stevens	-	01/04/2016-05/11/2016	✓
Kate Mellor	-	01/04/2016-31/03/2017	✓
Claire Tourle	Hon Treasurer	13/10/2016-31/03/2017	✓
Carole Heiriss	-	13/10/2016-31/03/2017	✓
Natalie Saunders	-	13/10/2016-31/03/2017	✓

Gabi Sanger-Stevens was re-elected as a Trustee at the AGM on 13 October 2016 and resigned on 5th November 2017. Claire Tourle, Carole Heiriss and Natalie Saunders were elected onto the Board at the AGM on 13 October 2016.

Dean Whale continued as Honorary Treasurer until 13 October 2016 when he was replaced by Claire Tourle.

SECTION B: Structure, governance and management

Governing Document	Constitution
How Constituted	Charitable Incorporated Organisation
Trustee Selection Methods	Appointment by Board of Trustees and by the decision of the members at the annual general meeting

SECTION C: Objectives and activities

Objects	<p>The objects of the CIO are to relieve the needs of rough sleepers and vulnerably housed in the Borough of Poole by furthering such charitable purposes for the public benefit as are exclusively charitable according to the laws of England and Wales as the Trustees may from time to time determine, in particular but not limited to:</p> <ul style="list-style-type: none"> • Relief of financial hardship • Advancement of education • Relief of unemployment <p>For the purposes of this clause the term 'rough sleepers and vulnerably housed' means:</p> <ul style="list-style-type: none"> • Anyone without a home • Those living on the streets • Those with no fixed abode • Those in makeshift accommodation • Those in emergency accommodation • Those who have experienced homelessness and those who are at risk of becoming homeless and who need support to maintain their housing and independent living
Main Activities	<p>The Trustees have had regard to the guidance issued by the Charity Commission in relation to the activities undertaken in relation to these objects.</p> <p>Core Work</p> <ol style="list-style-type: none"> 1. <u>Outreach</u>: R2R delivers outreach at its drop-ins. We help direct rough sleepers to the appropriate agencies that can provide them with assistance in resolving the problems that are keeping them on the streets, for example introducing those with alcohol or drug addictions to the Poole Addictions Team at afternoon drop-in. We also inform rough sleepers about services and help provided by R2R. 2. <u>Providing Basic Necessities of Life</u>: R2R provides a hot meal four times a week, breakfast for rough sleepers during the cold weather months, clothing, sleeping bags, and practical assistance for those moving into accommodation, as needed. We also signpost rough sleepers to other support such as the Salvation Army shower facility, their breakfast provision and local soup runs. 3. <u>Prevention and Social Inclusion</u>: R2R works with those who are currently housed to help minimise the risk of repeated homelessness. We give support to those who are in danger of losing their tenancies through whatever means, such as non-payment of top-up fees, etc. Additionally, we encourage and work with clients who are struggling with addictions. We also work with those who might choose to give up their housing because of their isolation and loneliness by encouraging social participation and developing their living skills.

	<p>4. <u>Life Skills and Wellbeing</u>: R2R has, in prior years, provided projects to develop self esteem, self-awareness, social skills, and employment skills through participation in team working, volunteering, and training and also provided creative activities including art workshops, drama workshops, cooking, etc. We plan to continue to provide these as possible. These are dependent on volunteer involvement and funding, but we plan to continue to take advantage of every opportunity.</p> <p>5. <u>Engaging the Local Community</u>: R2R offers opportunities to groups, businesses and individuals to volunteer, support and fundraise. To inform, inspire and raise awareness in local businesses, schools, community groups, and churches, R2R volunteers give presentations and talks about the charity’s vision and mission.</p> <p>6. <u>Advocacy</u>: R2R monitors the current situation for homeless and vulnerably housed people in Poole and acts as an advocate for them with police, local government and services.</p>
<p>Additional Information</p>	<p>Routes to Roots (Poole) CIO is a charity based on Christian principles which seeks to serve the needs of rough sleepers and vulnerable housed of all faiths and none.</p> <p>Its statement of faith and ethos is: “Routes to Roots is an organisation whose roots are firmly based in the Christian faith. Our inspiration comes from the teachings of Jesus of Nazareth, as recorded in the Bible. We champion the cause of the homeless and the vulnerably housed in Poole. We show them the love of God for all people, not through preaching but through our actions. We also open the eyes of all those who are blind to the needs of the homeless and vulnerably housed in our town. We see Christ in the face of all who seek our help and support. We believe all human beings are made in the image of God and as such should be treated with dignity and self worth by:</p> <ul style="list-style-type: none"> • Hearing, and helping to give a voice to the homeless and vulnerably housed people in Poole • Standing with them and not above them • Encouraging participation and engagement rather than dependency • Respecting difference and not expecting or demanding conformity” <p>This statement is published on the charity’s website and made available to all members, staff, volunteers and Trustees. The CIO welcomes members, staff, and volunteers without faith or of other faiths who respect its faith and observe its ethos. Trustees of the CIO must show their acceptance of the statement of faith and ethos by signing it on election.</p>

SECTION D: Achievements and performance

<p>Main Achievements</p>	<p><u>Supported Accommodation</u></p> <p>We entered the second year of this project. Amos House was given Exempt Accommodation status from Poole Council. Support Team roles were agreed with regular meetings for keyworker and befriender roles.</p> <p>Two of the original occupants are still there. After one, whom we housed in December 2015, was sent back to prison in February 2016, another rough sleeper, who is still there, took his place.</p> <p>Over the Summer of 2016 the R2R Board examined the process that it took to set up Amos House. We considered our mistakes and how we could improve. We also considered what went well and what we would like to repeat. Now that we have a solid report, we have shared this information with other charities considering a partnership with Green Pastures.</p> <p>We are now considering the next phase. This will be to help the guys move into their own accommodation, hopefully with the courage and experience to keep it going. Then, we can recruit more residents. In addition to Housing Benefit, the house was largely financed during the year by a donation from a player from AFC Bournemouth.</p> <p><u>Drop-Ins</u></p> <p>During the year we continued to host outreach services for clients at our afternoon drop-ins.</p> <p>The Poole Addictions Community Team attended weekly and was assisted by a Blood-Borne Virus nurse. They worked closely with other local service providers of community and residential services e.g. SMART, Essential Drugs and Alcohol Services (EDAS) and counselling services. They both engaged with all service users that wanted them and constantly offered health advice as well as harm reduction advice and support.</p> <p>Healthwatch Dorset arranged for the Toothbus to visit in March 2017. The dentist saw 10 patients and everyone received details of how to register with a local dentist for on-going treatment. Among R2R clients are a number of homeless people who have been refused urgent dental care in the past because they weren't registered with a dentist. The Toothbus provided a safe place for the people we work with to get a dental check.</p> <p>Poole Citizens Advice operated a monthly outreach on Thursday afternoons and sent an Adviser at other times on request. They assisted with such issues as benefit applications, sanctions and appeals, debt and housing problems. As appointments with Poole Citizens Advice have to be made 3-4 weeks in advance, this was a very important service to our clients who would otherwise have found themselves without any benefit income and at risk of losing their homes (again).</p>
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Throughout the year we continued to offer other one-to-one support to clients for calls to agencies, doctors, landlords, etc., professional counselling, referrals to other agencies as well as a postal care-of address and access to landline telephone at our office in Skinner St. Overall numbers attending increased over the previous year; however, the number of attendances per person decreased. About 20% of those attending were known rough sleepers, the remainder were vulnerably housed and at risk of repeated homelessness.

Meals Served	2015	2016
Afternoons	1488	1587
Evenings	2136	1968
Total number of meals	3624	3555
Number of individuals attending	246	263

Big Breakfast

Routes to Roots, in association with The Fisherman Café, was again able to provide a much-needed hot breakfast to verified rough sleepers over the winter months. This year the provision ran from December 2016 to March 2017 and we again saw a rise in the numbers accessing it, from 39 when we began in 2012-13 to 54 in 2016-17. This year we offered four breakfasts, as opposed to six in previous years, and provided a more substantial lunch at our drop-ins on the other two days - the Salvation Army provides breakfast on one morning. This was a deliberate decision to encourage rough sleepers to attend the afternoon drop-ins where they could engage with a wide variety of outreach services to help with other problems. We are reviewing whether we should continue this change or revert to providing six breakfasts.

Holton Lee

R2R clients Sid, Michael and David returned to Holton Lee, bringing our allotment back to life after a period of quiet because of illness. Sadly they were unable to continue and this project came to an end this year. We are now looking for other outdoor project opportunities.

Database Implementation

Thanks to a grant from the Lloyds Bank Foundation, we have been able to work on setting up a cloud-based database using a specialist non-profit database company called Lamplight. Once it goes live, our team leaders will be able to access crucial client and volunteer information before they start their shifts. This will aid communication between team leaders and help ensure that nothing important regarding client assistance is accidentally overlooked. Our administrator in the office will also be able to send emails and other communications to different supporter groups through Lamplight, which should improve our volunteer communication in general.

	<p><u>Client Participation</u> Our clients are continuing to ‘give back’ to the charity by using their experiences to help others, for example by working on our allotments, helping with the cooking at drop-ins and joining the Trustees when they give talks to potential supporters.</p> <p><u>Patron</u> The Venerable Karen Gorham, Bishop of Sherborne has continued to be active in supporting us and joined us at our Homeless Sunday Service in January. In March she invited our Chairman to speak on behalf of R2R at her first Bishop’s Breakfast for high level representatives of the local business and political communities in Poole.</p> <p><u>Contracted Services and Staffing</u> We continued to take action to improve our financial situation and from December 2016 ceased our contracts with an external management services organisation and Property Manager for Amos House. From that time we have employed just one part-time administrator.</p> <p><u>Business Strategic Plan</u> During the year the Trustees met to review and update the charity’s strategic business plan, issuing a new plan for September 2016 to August 2019.</p>
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SECTION E: Financial review

Policy on Reserves	Routes to Roots endeavours to maintain three months' operating requirements as reserves. In the event of a reduction below three months, steps will be taken to return reserves to this level as soon as possible.
Financial Review	<p><u>Financial Review 2016-17</u></p> <p>These comments should be read in conjunction with the R2R Accounts for the year ended 31 March 2017.</p> <p>The funding position of the Charity was considerably improved over the course of the year, from £30,889 at the start of the year to £78,509 at 31 March 2017, with the Charity posting a net surplus (excess of receipts over payments) of £49,618 in the year, versus a surplus of £10,388 in the previous year, an improvement of £39,230 year-on-year.</p> <p>The main reasons for this improvement were as follows:</p> <ul style="list-style-type: none"> - Receipts increased by £24,185 in the year, totalling £100,919 in 2016-17, versus £76,734 in the previous year. This was primarily due to an increase in membership subscriptions and donations (£44,062) and the Housing Benefit/rental income for Amos House (£34,938 in total). Funds received in December were particularly high thanks to Poole Bay Rotary Business Networking Group, St James Church in Poole and St Mary Longfleet Road. - Overall payments were lower than in the previous year, at £51,301 in 2016-17, versus £66,041 in 2015-16. Food costs for the drop-ins were in line with last year but costs of the Big Breakfast decreased in line with the decision to provide four a week instead of six. - Savings were made on management and staffing with the ending of the charity Management services and the Amos House Property Management contracts. <p><u>Outlook 2017-18</u></p> <p>Looking forward to 2017-18, it should be noted that R2R has been able to reduce its past level of expenditure from circa £70,000 to circa £55,000 to maintain its core activities and meet its commitments.</p> <p>The Trustees have set a budget for 2017-18, the key numbers being:</p> <ul style="list-style-type: none"> - Costs for core activities (except Amos House) are expected to be substantially less than the previous year, at £34,000 as compared with £51,000. This is thanks to continued staff

	<p>savings and better management of drop-in and Big Breakfast costs.</p> <ul style="list-style-type: none"> - Regarding Amos House, the budget assumes a surplus of £5,000, with receipts budgeted at £25,500 and payments at £20,844. The majority of receipts for Amos House are derived from Housing Benefit.
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SECTION G: Declaration

The Trustees declare that they have approved the Trustees' Report above
Signed on behalf of the Charity's Trustees

Signature	
Full Name	Revd. Pat Southgate
Position	Chairman
Date	2017