

## Trustees' Annual Report for the period from 26/02/2014 to 31/03/2015

### 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	26/02/2014-31/03/2015	✓
Gabi Sanger-Stevens	-	26/02/2014-31/03/2015	✓
Kate Mellor	-	26/02/2014-31/03/2015	✓
Susan Gittins	-	26/02/2014-31/03/2015	✓
Sarah Percy	Treasurer	26/02/2014-22/03/2015	

As required by the constitution, the Trustees held a ballot to decide who should retire this year. Kate Mellor was selected and will stand down at the first AGM. Kate has indicated her willingness to continue as a Trustee and will go forward for re-election at the same AGM.

Sarah Percy resigned as Trustee on 22/03/2015. The Board were sorry to lose Sarah and thank her for all her work over the years. The Board has appointed Dean Whale as Honorary Treasurer.

### 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"> <li>• Relief of financial hardship</li> <li>• Advancement of education</li> <li>• Relief of unemployment</li> </ul> <p>For the purposes of this clause the term ‘rough sleepers and vulnerably housed’ means:</p> <ul style="list-style-type: none"> <li>• Anyone without a home</li> <li>• Those living on the streets</li> <li>• Those with no fixed abode</li> <li>• Those in makeshift accommodation</li> <li>• Those in emergency accommodation</li> <li>• 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</li> </ul>
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><b>Core Work</b></p> <ol style="list-style-type: none"> <li>1. <u>Outreach</u>: R2R delivers outreach at its drop-ins and at Poole soup runs. It helps 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 drug addictions to the drug action team at a drop-in. It also informs rough sleepers about services and help provided by R2R and what help is provided under the contract from the Bournemouth and Poole Borough Councils and where and how to access it.</li> <li>2. <u>Providing Basic Necessities of Life</u>: R2R distributes food at drop-ins, breakfast to rough sleepers during the cold weather months, clothing, sleeping bags, and move-in packs for those moving into accommodation, as needed. It also signposts rough sleepers to the Salvation Army shower facility, their breakfast provision and local soup runs.</li> <li>3. <u>Prevention and Social Inclusion</u>: R2R works with those who are currently housed to help minimise the risk of repeated homelessness. It seeks out and gives support to those who are in danger of losing their tenancies through whatever means, such as non-payment of top-up fees, etc. Additionally, it</li> </ol>

	<p>encourages and works with clients who are struggling with addictions, so that they do not lose their housing. It also works with those who might choose to give up their housing because of their isolation and loneliness by encouraging their social participation and living skills.</p> <p>4. <u>Life Skills and Wellbeing</u>: R2R provides projects to develop self esteem, self-awareness, social skills, and employment skills through participation in team working, volunteering, and training. It also provides creative activities including art workshops, drama workshops, cooking, etc.</p> <p>5. <u>Engaging the Local Community</u>: R2R offers opportunities to volunteer, support and fundraise in order to involve groups, businesses and individuals in Poole in its vision and mission. It also gives presentations and talks to inform and inspire businesses, schools, local community groups, and churches.</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>
Additional Information	<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:</p> <p>“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"> <li>• Hearing, and helping to give a voice to the homeless and vulnerably housed people in Poole</li> <li>• Standing with them and not above them</li> <li>• Encouraging participation and engagement rather than dependency</li> <li>• Respecting difference and not expecting or demanding conformity”</li> </ul> <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**

Main Achievements	<p>Throughout the year we continued to offer one to one support to clients for benefit claims, 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 Street. We are currently training a team of volunteers so that we can open the office for a few hours each weekday to provide these services.</p> <p><u>Drop-Ins</u> The trend throughout the year was that overall numbers attending were down on the previous year but the number of attendances per person increased. We served the same number of meals in 2014 as we did in 2013. About 20% of those attending are known rough sleepers, the remainder are vulnerably house and at risk of repeated homelessness.</p> <table border="1"> <thead> <tr> <th>Meals Served</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>Afternoons</td> <td>1746</td> <td>1642</td> </tr> <tr> <td>Evenings</td> <td>2276</td> <td>2380</td> </tr> <tr> <td><b>Total number of meals</b></td> <td><b>4022</b></td> <td><b>4022</b></td> </tr> <tr> <td>Number of individuals attending</td> <td>280</td> <td>247</td> </tr> </tbody> </table> <p><u>Big Breakfast</u> Routes to Roots, in association with The Fisherman Café, was again able to provide a much needed hot breakfast to rough sleepers over the winter months. This year the service ran from the end of November 2014 to the beginning of April 2015.</p> <p style="text-align: center;"><b>December to March inclusive - 6 days a week (excluding Fridays - Salvation Army provision)</b></p> <table> <tbody> <tr> <td>Number of weeks service provided</td> <td style="text-align: right;">18</td> </tr> <tr> <td>Average number of clients per week</td> <td style="text-align: right;">13</td> </tr> <tr> <td>Number of individuals assisted</td> <td style="text-align: right;">47</td> </tr> <tr> <td>Number of breakfasts claimed</td> <td style="text-align: right;">755</td> </tr> <tr> <td>Total cost inclusive project management</td> <td style="text-align: right;">£3,398</td> </tr> </tbody> </table> <p><u>Projects Co-Ordinator</u> In June 2014 we appointed a part-time Projects Co-Ordinator to lead our efforts to plan and implement projects and activities aimed at helping our clients move back into 'normal' society by providing support, guidance and skills training. He was responsible for the on-going outdoor projects at Holton Lee, collaboration with others who can offer work placements for clients, working in partnership with other voluntary organisations for other outdoor</p>	Meals Served	2013	2014	Afternoons	1746	1642	Evenings	2276	2380	<b>Total number of meals</b>	<b>4022</b>	<b>4022</b>	Number of individuals attending	280	247	Number of weeks service provided	18	Average number of clients per week	13	Number of individuals assisted	47	Number of breakfasts claimed	755	Total cost inclusive project management	£3,398
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activities, exploring opportunities with other organisations for volunteering by our clients and providing opportunities for art and creative activities. This has resulted in a number of initiatives including: Our Voice (see below), partnerships with Café No 34 (a community café on Poole High Street), with Dorset Wildlife Trust to help clear areas of heath and woodland in Poole to improve biodiversity and restore natural habitats.

#### Holton Lee

Last year our allotment outdoor project was a first run for our guys at trying something, which none of them had ever done before – and they have definitely progressed from those early beginnings. This year both allotments were in full production, with everything from radishes to runner beans, broccoli to beetroot, potatoes to peas and much, much more. The guys worked hard from the end of March to prepare the ground after a very wet winter and to get seeds started in the little greenhouse they have on the plot. They brought their produce in to Skinner Street on a regular basis to add to the veg for the drop-in meals. It's great to know that not only are they enjoying themselves doing this work but that they are bringing the benefits of organic fresh veg to our other clients. During the year we took on a third allotment.

#### Our Voice

At Routes to Roots we realise that homeless people often don't have the voice they deserve. We recognise disenfranchisement can result in our service users feeling isolated and afraid. This can in turn lead to anxiety, substance misuse and crime. Our Voice is a new project that aims to give homeless people in Poole a voice that is heard. This new open discussion group for all our clients takes place fortnightly on Thursdays after our regular drop-in. Experienced group work practitioners lead the sessions and our service users are encouraged to have their say on whatever topics affect them. Our first session on 16 October 2014 covered issues ranging from the extent to which government influences the media, to stigmatisation of homeless people and the unfairness of the benefits systems. We were also joined by the Rev Chris Harwood, curate at St James Poole and Poole Missional Communities. We have also invited Dorset Healthwatch to a session which was very well received by the participants and they were able to highlight areas of NHS healthcare that are particularly difficult for them which was then reported back to the commissioning group. As the project progresses, we will invite other experts to listen to our service users and answer their questions or respond to their comments. The Office of the Police and Crime Commissioner, which created The Safer Dorset fund as a resource to support local voluntary groups to deliver projects

	<p>that make Dorset safer in line with the six priorities set out in the Police and Crime Plan, awarded us £1000 to support the delivery of the Our Voice project.</p> <p><u>Client Participation</u></p> <p>An increasing number of our clients are ‘giving 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. In May 2014, for example, two recently housed R2R clients were invited by Poole Council Housing Department to help with a training session for Housing Advisors. They assisted by role-playing as clients whilst the advisors worked through different scenarios to gain the information they would need for a full assessment. The advisors were delighted to have ‘real’ clients on board and were able to hear a much fuller story of how they came to be seeking help than would normally be possible in the office setting.</p> <p><u>Patron</u></p> <p>In July 2014 we were delighted to welcome as our Patron The Right Reverend Dr Graham Kings, Mission Theologian in the Anglican Communion. Bishop Graham has long been familiar with our work and was a guest at a service in March 2012 at St Peter’s Church to celebrate and give thanks to God for 10 years of being Routes to Roots.</p> <p><u>CIO registration</u></p> <p>Following the charity’s registration as a CIO in February 2014, the Trustees and support staff undertook a complete overhaul of the charity’s marketing materials to ensure that supporters, donors, members and volunteers were aware of the new charity name and registration number, so that their support continued uninterrupted as we migrated to the new organisation. We were fortunate during the year to be given new posters and display stands by generous local companies and even had made not one but two videos on our clients, volunteers and activities. These will all help us to raise awareness of the plight of the homeless in Poole and attract even greater support from the local community.</p>
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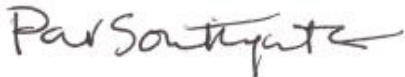
**SECTION E: Financial review**

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><b><i>Financial Review 2014/15</i></b></p> <p>The Charity has had to utilise a large proportion of its accumulated funds in order to maintain its core activities throughout the year.</p> <p>Cash funds have more than halved over the course of the year, from £57,606 at 1 April 2014 to £20,501 at 31 March 2015, with the Charity posting a 'net income' (receipts/payments) deficit of £37,105 in the year, versus a surplus of £22,793 in 2013/14. This is a reduction in 'net income' of approximately £60,000 year on year.</p> <p>The primary causes of the drop off in 'net income' were as follows:</p> <ul style="list-style-type: none"> <li>- The POST Contract between R2R and BCHA/Poole Borough Council finished at the end of March 2014. Income in 2013/14 was £34,775.</li> <li>- Income from Donations more than halved in the year, from £40,255 in 2013/14 to £17,093 this year. However, in 2013/14 we received a bequest of £21,725 so general donations are broadly equivalent for the two years</li> <li>- Grants and Fund Raising Proceeds were also down on last year (by circa £2,000 and £5,000 respectively).</li> <li>- Total payments were down circa £7,000 year on year, from £80,276 in 2013/14 to £72,583 this year.</li> </ul> <p>Management contract costs increased by £8,000 because of an increase from 20 to 25 hours per week. However staffing costs reduced by circa £15,000 as the contract with BCHA and Poole Borough Council terminated and we no longer employed an outreach worker. There were smaller over/under spends versus last year in other areas. Spend on core activities was broadly in line with last year.</p> <p>Specific costs to note in the year included £500 to set up a Pension Trust, which will benefit all R2R employed staff in the future. R2R also invested £600 on a database, to aid membership and volunteer management.</p>

	<p><b>Outlook 2015/16</b></p> <p>Looking forward into 2015/16, it should be noted that R2R will have to maintain its current level of expenditure (circa £70,000) in the new year to maintain its core activities, and should, therefore, be aiming to generate income in excess of this figure. The Trustees have set a budget for 2015/16, the key numbers being:</p> <ul style="list-style-type: none"> <li>- The Income (receipts) target for the year is £90,000, with expenditure (payments) of £84,647, generating a surplus of £5,353 for the year.</li> <li>- Income in 2014/15 was £35,478, with expenditure of £72,583.</li> <li>- The Trustees are aiming to generate Grant income of £45,000 this year (versus £11,000 in 2014/15). The Trustees will be making a concentrated effort on Grant bids this year, which should be helped with the additional Administrative Support that is planned.</li> <li>- The Trustees are also in the process of applying for a grant from the Lloyds Bank Foundation for £14,000, to fund expenditure on the Inform Database and Training Programme. The Enable funding from Lloyds is specifically for improvements to the infrastructure of our organisation and with this Database and Training Programme we shall be able to professionally equip our volunteer team in working one to one with our clients on their journey to rooted and stable lives in the community.</li> <li>- Donations and other fund raising are budgeted to rise this year to £27,500 (versus circa £22,000 in 2014/15). There was a significant increase in income in this area in 2014/15 and this upward trend is expected to continue.</li> <li>- Subscription and membership income are also expected to rise to £3,200 (versus £1,750 in 2014/15). Annual subscription rates have been increased, and the Trustees will be re-doubling efforts to attract new membership.</li> </ul>
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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	8 <sup>th</sup> June 2015