

## Trustees' Annual Report for the period from 01/04/2015 to 31/03/2016

### 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	01/04/2015-31/03/2016	✓
Gabi Sanger-Stevens	-	01/04/2015-31/03/2016	✓
Kate Mellor	-	01/04/2015-31/03/2016	✓
Susan Gittins	-	01/04/2015-25/01/2016	✓
Marilyn Latcham	Hon Sec	30/09/2015-26/02/2016	✓

As required by the constitution, Gabi Sanger-Stevens offered to stand down as a Trustee at the forthcoming AGM. Kate Mellor was re-elected as a Trustee at the AGM on 9 July 2015. Marilyn Latcham was elected onto the Board during the year.

During the year Susan Gittins and Marilyn Latcham resigned as Trustees due to pressure of other commitments. Marilyn continued her role as Honorary Secretary and Susan continued to handle publicity and help with fund-raising. Dean Whale continued 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>
<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:</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**

<p>Main Achievements</p>	<p><u>Supported Accommodation</u></p> <p>In a major new initiative, in December 2015, Routes to Roots was able to move three rough sleepers into Amos House in Poole town, its first supported accommodation. Volunteers provide practical, emotional and spiritual support to the three as they take this first step back into society, with the aim of eventually helping them to find independent housing.</p> <p>Although bought by another charity, Green Pastures, Amos House is an on-going cost to Routes to Roots as we are responsible for lease payments, upkeep, maintenance and other management expenses. Raising money to meet these commitments is a major fundraising task.</p> <p>Peter Newman of the Salvation Army was appointed as part-time Property Manager in January 2016 to take care of maintenance and repair problems.</p> <p><u>Drop-Ins</u></p> <p>During the year we introduced several important new outreach services to clients at our afternoon drop-ins. The Poole Addictions Community Team now attends every week to provide a harm minimisation clinic where clients are able to talk privately about health concerns relating to addictions, receive advice on sexual relationship, access a needle exchange and receive vaccinations and blood test results. HealthWatch Dorset is also working with R2R and NHS England to provide easy access for clients to the local Tooth Bus, which offers dental checks and referrals to local practices for on-going treatment. The Tooth Bus attended in November 2015 and a flu clinic in December 2015. Health is not the only concern for clients. Many fall foul of the benefits systems and need assistance with making initial claims, re-instating claims and accessing crisis payments. They also need advice on other financial and legal matters. Poole Citizens’ Advice now attends the drop-ins regularly and is also available, at a phone call, in an emergency.</p> <p>These services are vital, especially to those sleeping rough. We really appreciate the support of these organisations in making them available at a place where our clients feel safe and can easily make use of them. It will positively affect their general wellbeing as well as contributing to their ability to move back into society. We aim to expand these services to include additional health checks, for example eye examinations, and to provide an alcohol addiction specialist as part of the harm minimisation services.</p> <p>Throughout the year we continued to offer other one to one support to clients for calls to agencies, doctors, landlords, etc.,</p>
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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.

Overall numbers attending remained very close to the previous year, however the number of attendances per person decreased. About 20% of those attending are known rough sleepers, the remainder are vulnerably housed and at risk of repeated homelessness.

Meals Served	2014	2015
Afternoons	1642	1488
Evenings	2380	2136
<b>Total number of meals</b>	<b>4022</b>	<b>3624</b>
Number of individuals attending	247	246

### 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 service ran from the December 2015 to March 2016 and we saw a rise in the numbers accessing the service (up by 11%) and the number of breakfasts claimed (up by 19%).

#### **December to March inclusive - 6 days a week (excluding Fridays - Salvation Army provision)**

Number of weeks service provided	18
Average number of clients per week	14
Number of individuals assisted	52
Number of breakfasts claimed	901
Total cost inclusive project management	£4972

### Holton Lee

Last year was a quiet one for our allotment outdoor project due to illness on the part of those clients most involved. We have continued our involvement with Holton Lee's Project Flourish, which supports disadvantaged people through land-based activities, with three clients participating during the course of the year.

### Our Voice

This project, enabling clients to have a voice on what concerns them, was made possible through the Safer Dorset Fund set up by the Police & Crime Commissioner. Twelve sessions were carried out and other agencies attended including HealthWatch Dorset, Dorset Police & Crime Commissioner, NHS England, Poole Addictions Community Team and a Curate from a local church. Topics included food banks, housing, employment, the media,

Police, dental care, access to GPs, street drinking, access to services, storage for belongings, attitude of people towards rough sleepers and addictions services. As a result of the sessions, we have worked with partners to improve services for rough sleepers, including the Tooth Bus, flu vaccinations, PACT attendance at drop-in and Citizens Advice attendance at drop-ins.

#### Volunteer Training

In August 2015 we were awarded a £15,000 grant from Lloyds Bank Foundation for England and Wales to fund the costs of volunteer training and a Client Assessment and Outcome Monitoring Database. The charity already keeps paper-based client records of all those attending our drop-ins and participating in the activities we offer, in order to monitor and evaluate our services. This grant will greatly strengthen our effectiveness in working with homeless and vulnerably housed people in Poole and in developing and enhancing the skills of our volunteer base. Two volunteer training days took place in March 2016 and the Volunteers' Handbook was updated and has been issued to volunteers.

#### Client Participation

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.

#### Patron

In October 2015 the Venerable Karen Gorham, now Bishop of Sherborne, became our Patron. Karen came to Poole specifically to meet us on 26 November 2015, the very day that her appointment as Bishop Designate was announced by Number 10. She met clients and volunteers at the drop-in and inspected our new supported accommodation, Amos House. Karen also became a member of the charity.

#### Projects Co-Ordinator

At the end of July 2015 Neil Robertson, part-time Projects Co-Ordinator left to take up training to be ordained. The Trustees took the opportunity to evaluate this role and its value to our clients. It was decided that, although existing projects such as our allotments and Project Flourish at Holton Lee and Our Voice were successful and would continue, our clients preferred that we devote our time to one to one work with them, addressing more immediate needs. Accordingly, it was decided not to continue this role but to focus on providing outreach services at our drop-ins through third parties.

	<p><u>Management Services and Fundraising</u></p> <p>Because we no longer have any core income from the local authority, fundraising is a major priority for us and the Trustees decided during the year that the time of our part-time management consultant, Germann Keeling, should be solely dedicated to this. At the same time we were forced to reduce the number of hours we could pay for to improve our financial situation.</p> <p><u>Membership Fee</u></p> <p>On 1 April 2015 we made a small increase in individual membership to £24.00 per annum or £2.00 per month, and church or organisation membership to £48.00 per annum or £4.00 per month. We had maintained our membership costs for several years, being mindful of the austerity we all face. However, as the costs of carrying out all our activities to help our clients have increased we decided to make this small increase.</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>Financial Review 2015/16</b></p> <p>These comments should be read in conjunction with the R2R Accounts for the year ended 31 March 2016.</p> <p>The funding position of the Charity improved over the course of the year, from £20,501 at the start of the year to £28,891 at 31 March 16, with the Charity posting a net surplus (excess of receipts over payments) of £8,390 in the year, versus a deficit of £37,105 in the previous year, an improvement of £45,495 year on year.</p> <p>The main reasons for this improvement were as follows:</p> <ul style="list-style-type: none"> <li>- Receipts increased by £41,256 in the year, with receipts totalling £76,734 in 2015-16, versus £35,478 in the previous year. This was primarily due to an increase in membership subscriptions and donations of £11,031, the Lloyds Bank Foundation Grant of £15,000, and the income generated by Amos House (£12,715 in total).</li> <li>- Overall payments were slightly lower than in the previous year, at £68,345 in 2015-16, versus £72,583 in 2014-15. Savings made on management and staffing were offset by the set up and running costs for Amos House (£14,782 in total).</li> <li>- The net cash cost to the Charity of setting up and running Amos House in the year was £2,067. However, this excludes local authority housing benefit income of £7,081 received after the year-end but relating to 2015-16.</li> </ul> <p><b>Outlook 2016/17</b></p> <p>Looking forward to 2016-17, it should be noted that R2R will have to maintain at least its current level of expenditure (circa £70,000) to maintain its core activities and meet its commitments, and should, therefore, be aiming to generate income in line with this figure.</p> <p>The Trustees have set a budget for 2016-17, the key numbers being:</p> <ul style="list-style-type: none"> <li>- Income from receipts is expected to be c£87,000 in the year, with payments of £77,000, giving an overall cash surplus in the year of £10,000. It should be noted however that the budget includes £10,000 already received in 2016-17 but relating to</li> </ul>



	<p>the previous year, so the true 'operating' position in the budget is to break-even in 2016-17.</p> <ul style="list-style-type: none"> <li>- Regarding Amos House, the budget assumes a small surplus of £1,000 (after allowing for the late receipts mentioned above), with receipts budgeted at £30,000 and payments at £29,000. The majority of receipts for Amos House are derived from rental income (£25,000).</li> <li>- Costs for core activities are expected to be broadly in line with the previous year at £51,000, with continued savings on management and staffing (circa £20,000) being offset by the expected utilisation of the Lloyds Bank Foundation Grant received during 2015-16 (£15,000).</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	12 <sup>th</sup> September 2016