



TRUSTEES' ANNUAL REPORT

01/04/2017 to 31/03/2018

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	01/04/2017-31/03/2018	✓
Kate Mellor	Trustee	01/04/2017-31/03/2018	✓
Carole Heiriss	Trustee	01/04/2017-27/06/2017	✓
Claire Tourle	Honorary Treasurer	01/04/2017-31/04/2017	
Natalie Saunders	Trustee	01/04/2017-31/07/2017	✓
Martin Finch	Trustee	07/06/2017-31/03/2018	✓
Joshua Hale	Honorary Secretary	23/10/2017-31/03/2018	
Lucy Holt	Trustee	22/01/2018-31/03/2018	✓

Carole Heiriss and Natalie Saunders resigned as Trustees. Claire Tourle resigned as Honorary Treasurer. Martin Finch and Lucy Holt were appointed as new Trustees and Joshua Hale appointed as Honorary Secretary.

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>
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"> • 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

Main Achievements	<p><u>Supported Accommodation</u></p> <p>We entered the third year of this project. All three occupants are still there.</p>															
	<p>We are now able to move onto the next phase. In June 2018 R2R chairman Pat Southgate had a very constructive meeting with Ben Tomlin, Housing Services Manager from Poole Council and Andrew Teale, Service Manager from St Mungo's to discuss ways in which our three organisations can work together more effectively to help rough sleepers into housing. The discussions covered possible better use of our Amos House as part of a formal pathway to support tenants into settled long-term accommodation. Further meetings are planned to review and explore options of how best to share information and support actions to assist individuals off the street.</p> <p><u>Drop-Ins</u></p> <p>During the year we continued to host outreach services for clients at our afternoon drop-ins. PACT (Poole Addictions Community Team) and a BBV nurse attended on Mondays to engage with clients with drug and alcohol problems. PACT was replaced by EDAS (Essential Drugs and Alcohol Services) in October 2017 who now attend on Thursdays. A CMHT (Community Mental Health Team) mental health nurse, PIVOTAL supported accommodation outreach worker and St Mungo's rough sleeper outreach team also attended on Mondays - these outreach services were new to our drop-ins in 2017.</p> <p>Poole Citizens Advice continued to operate a monthly outreach on Thursdays and sent an Adviser at other times on request.</p> <p>A chiropodist continued to attend monthly and introduced a new initiative to provide verified rough sleepers with new shoes. We were fortunate to obtain financial support from the Haddon Trust for this.</p> <p>A hairdresser attended fortnightly - another new service.</p> <p>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 by 12.5% over the previous year. About 20% of those attending were known rough sleepers, the remainder were vulnerably housed and at risk of repeated homelessness.</p> <table border="1" data-bbox="609 1792 1251 2001"> <thead> <tr> <th data-bbox="609 1792 1092 1828">Meals Served</th><th data-bbox="1092 1792 1235 1828">2016</th><th data-bbox="1235 1792 1251 1828">2017</th></tr> </thead> <tbody> <tr> <td data-bbox="609 1828 1092 1864">Afternoons</td><td data-bbox="1092 1828 1235 1864">1587</td><td data-bbox="1235 1828 1251 1864">1975</td></tr> <tr> <td data-bbox="609 1864 1092 1900">Evenings</td><td data-bbox="1092 1864 1235 1900">1968</td><td data-bbox="1235 1864 1251 1900">2101</td></tr> <tr> <td data-bbox="609 1900 1092 1936">Total number of meals</td><td data-bbox="1092 1900 1235 1936">3555</td><td data-bbox="1235 1900 1251 1936">4076</td></tr> <tr> <td data-bbox="609 1936 1092 1971">Number of individuals attending</td><td data-bbox="1092 1936 1235 1971">263</td><td data-bbox="1235 1936 1251 1971">296</td></tr> </tbody> </table>	Meals Served	2016	2017	Afternoons	1587	1975	Evenings	1968	2101	Total number of meals	3555	4076	Number of individuals attending	263	296
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Big Breakfast

Routes to Roots was again able to provide a much-needed hot breakfast to verified rough sleepers over the winter months at The Fisherman Café. This year the provision ran from December 2017 to March 2018 and was accessed by 24 individuals.

Towards the end of 2016 we realised that some rough sleepers were not coming to the afternoon drop-ins because they had taken advantage of our winter breakfast provision and did not feel the need for more food at that time in the day. Accordingly in 2016-17, we dropped the breakfast provision for the two days on which we hold the afternoon drop-ins, which resulted in more rough sleepers coming in and engaging with those who can help them. We continued this into 2017-18 and it made a real difference to the number seen at the drop-ins. On 2 March 2018 snow prevented the Salvation Army from getting into Poole to provide their weekly Friday breakfast for rough sleepers, so R2R stepped in to provide a hot breakfast at Skinner Street.

Outdoor project

An outdoor activity was arranged on Brownsea Island. In September 2017 two of our clients, who are rough sleepers, joined a team of 15 volunteers to undertake ground-clearing work on Brownsea Island for Dorset Wildlife Trust. They did this work every Friday until Christmas.

Severe Weather Emergency Provision

R2R volunteers were the only help to people who would otherwise have died of exposure on the streets of Poole during the snowstorms of early March 2018. Because of the severe weather, Poole's SWEP (Severe Weather Emergency Provision) had again been triggered, as it was through much of February. However, the road from Poole to the Gateway Church on Alder Road, where just 10 bed spaces are available, was impassable. Therefore, R2R arranged for the homeless, who accepted the offer, to sleep in the Skinner Street URC hall that night and again the following evening. Big thank you to the URC for enabling this to happen! Without our opening of the hall there would have been nowhere for people to go.

R2R's current discussions with Poole Council and St Mungo's are also considering a more accessible location for the Severe Weather Emergency Provision.

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. This went live in April 2018.

Client Participation

Our clients are continuing to 'give back' to the charity by using their experiences to help others, for example by helping with the cooking at

	<p>drop-ins and joining the Trustees when they give talks to potential supporters.</p> <p><u>Patron</u></p> <p>The Venerable Karen Gorham, Bishop of Sherborne has continued to be active in supporting us and again joined us at our Homeless Sunday Service in January.</p> <p><u>Contracted Services and Staffing</u></p> <p>During the year we employed just one part-time administrator. However, going forward, we intend in 2018-19 to take on a second part-timer to concentrate on volunteer recruitment, training and management. This is to enable us to move ahead with plans to increase the number of our drop-ins and provide more support to clients. Following the departure of our last Hon Treasurer, we also intend to outsource our accounts and financial support to provide greater long-term stability.</p> <p><u>Poole Public Services Protection Order</u></p> <p>In September 2017 Poole Council announced a revised Public Spaces Protection Order, which in its original format would have prevented those banned from accessing R2R drop-ins as well as the soup runs and even the Job Centre. R2R along with many members of the community objected.</p>
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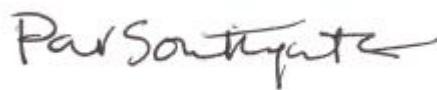
SECTION E: Financial review

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>Financial Review 2017-18</p> <p>The funding position of the Charity was considerably improved over the course of the year, from £76,242 as at 31 March 2017 to £138,562 at 31 March 2018, with the Charity posting a net surplus (excess of receipts over payments) of £62,175 in the year, versus a surplus of £49,618 in the previous year, an improvement of £12,557 year-on-year.</p> <p>The main reasons for this improvement were as follows:</p> <ul style="list-style-type: none"> - Grant income increased by £12,776, thanks particularly to the continued support of The Valentine Charitable Trust. - Funds received in December were particularly high, thanks again to successful fundraising activities by St James Church and Poole Bay Rotary Business Networking Group. - Receipts increased by £5,393 in the year, totalling £106,312 in 2017-18, versus £100,919 in the previous year. - Overall payments were lower than in the previous year, at £44,137 in 2017-18 versus £51,301 in 2016-17. - Food costs for the drop-ins were in line with last year but costs of the Big Breakfast again decreased in line with the decision to provide four a week instead of six, with improved lunch provision on the days without breakfasts. - Savings were made on administration expenditure. <p>Outlook 2018-19</p> <p>Looking forward to 2018-19, it should be noted that R2R has continued to reduce its level of expenditure from £51,301 in 2016-17 to £44,137 in 2017-18, without adversely affecting its core activities and ability to meet its commitments. This, combined with the considerably improved financial position, will enable the Charity to move forward with new projects to enhance its mission to care for the homeless in Poole. Specifically, with the agreement of Skinner Street URC, R2R will install a shower for use by clients during drop-in sessions, add an extra weekly afternoon drop-in and monthly Sunday drop-in. These extra activities will require additional management support and the Trustees propose to recruit a part-time volunteer co-ordinator during the year to work alongside the existing part-time administrator.</p>

	<p>Taking these proposals into account, the Trustees have set a budget for 2018-19 of circa £75,000, the key factors being:</p> <ul style="list-style-type: none"> - Doubling of staff costs - Increase in drop-in costs (food and hall rental) by 20-25% - Installation and operational costs of a shower - Additional on-site storage facilities for better management of donations in kind - Regarding Amos House, the budget assumes a similar surplus to 2017-18. 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	10/09/2018