

Patron: The Right Reverend Karen Gorham, Bishop of Sherborne

TRUSTEES' ANNUAL REPORT

01/04/2019 to 31/03/2020

SECTION A: Reference and administration details

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| 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 | 01/04/2019-31/03/2020 | ✓ |
| Kate Mellor | - | 01/04/2019-31/03/2020 | ✓ |
| Andrew Teale | - | 03/07/2019-31/03/2020 | ✓ |
| Martin Finch | - | 07/06/2019-31/03/2020 | ✓ |
| Rev Lucy Holt | - | 22/01/2019-31/03/2020 | ✓ |

SECTION B: Structure, governance and management

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| 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

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| 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 followed guidance issued by the Charity Commission in relation to activities undertaken in relation to the 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 evening 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 five to six 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 St Mungo's outreach team 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. 4. <u>Life Skills and Wellbeing</u>: R2R has, in prior years, provided projects to develop self esteem, self-awareness, social skills, and |

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| | <p>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:</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

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| <p>Main Achievements</p> | <p><u>New Building</u></p> <p>Our long-term aim has been to establish a centre, which will be the focus of all support for both the homeless and vulnerably/newly housed through partnership with all relevant local agencies. In September 2019 we identified a suitable property in the former Hill Street Baptist Church, where we held our first drop-ins; and in February 2020 we bought the building outright from our own funds, an interest-free loan from Talbot Village Trust (repayable only in the event of selling) and a grant from Help the Homeless.</p> <p>This building is located in the centre of Poole town and close to the Job Centre. It has two large halls, suitable not only for our drop-ins but also to accommodate a cold weather shelter. Additionally, there is enough room for us to install showers and a laundry and create areas for clients to access the various health and housing outreach services in privacy, as well as our own meetings to help signpost to other available services.</p> <p>This building is in need of substantial refurbishment and we are fortunate to have secured the pro bono services of a local architect. We are in the process of finalising our plans and securing quotations for the work.</p> <p>In the meantime, a local couple has given us the tremendous sum of £25,000 towards this project; we have secured a grant of £5,000 from the Haddon Trust for kitchen equipment; and R2R Trustee Rev Lucy Holt raised £800 for laundry equipment before the coronavirus epidemic ended her fundraising breakfasts.</p> <p><u>Supported Accommodation</u></p> <p>We entered the fifth year of this project. During this year, we have had seven tenants. Currently we have just two as we had to suspend moving in a third person due to coronavirus restrictions. Sadly one person was evicted as he persistently broke the terms of his licence and did not engage with SMART. A grant was secured from the Daisy Fund, which enabled those moving out to buy essential furniture and appliances for their new homes.</p> <p><u>Drop-Ins</u></p> <p>Until 20 March 2020 we maintained our two evening and three afternoon drop-in services together with the fortnightly Sunday lunch, managed by local churches.</p> <p>From January 2020 a BCP Housing Officer attended every Thursday drop-in to organise Housing Benefit for Amos House tenants and help other clients make homelessness claims. Our established outreach provision continued with attendance by a CMHT (Community Mental Health Team) Nurse, Homeless Health Nurse and St Mungo's rough sleeper outreach team on Wednesdays; and EDAS (Essential Drugs and</p> |
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Alcohol Services) and referrals to SMART (Substance Misuse Assessment and Referral Team) on Tuesdays. A chiropodist continued to attend monthly and provide verified rough sleepers with new shoes. *Two hairdressers attended monthly.*

The Clean Machine mobile laundry service, based in Bournemouth, also continued to attend the Wednesday drop-ins so that the guys could wash their belongings.

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 30% over the previous year. It should be noted that the number attending the afternoon sessions has increased dramatically compared to 2018-19 as a result of the new Wednesday sessions and fortnightly Sunday lunches. About 30% of those attending were known rough sleepers, the remainder were *vulnerably house and at risk of repeated homelessness and ex-rough sleepers.*

| Meals Served | 2018-19 | 2019-20 |
|---------------------------------|-------------|-------------|
| Afternoons | 2379 | 3652 |
| Evenings | 2027 | 2150 |
| Total number of meals | 4406 | 5747 |
| Number of individuals attending | 297 | 297 |

When the coronavirus restriction first came into force, we maintained our drop-in service for a week just for rough sleepers with food and showers provided. On 25 March, however, we closed our service after learning that St Mungo’s had sourced temporary accommodation for all Poole’s rough sleepers along with food and daily medical support. St Mungo’s is also keeping an-eye on those not accepting this help.

Big Breakfast

Following the retirement of the owners of The Fisherman Café, Routes to Roots was delighted to be able to offer this much-needed hot breakfast to verified rough sleepers over the winter months at The Spire Community Café in the High Street. This year the provision ran from November 2019 to 25 March 2020 (when the café had to close its doors) and was accessed by just 8 individuals, a lot lower than in previous years possibly due to the milder winter.

Following on from the last three years, we again confined the breakfast provision to the days when we did not have afternoon drop-ins, to encourage more rough sleepers to engage with those who can help them at the drop-ins. This continued to be effective.

Client Participation

Our clients are continuing to ‘give back’ to the charity by using their

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| | <p>experiences to help others, for example by 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.</p> <p><u>Contracted Services and Staffing</u> We continue to employ two part-time staff and outsource our accounts and financial support.</p> |
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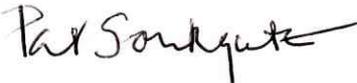
SECTION E: Financial review

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| Policy on Reserves | <p>We have maintained reserves to cover six months' operations, or a minimum of £25,000, at current rate of expenditure. This prudent policy will help us to weather the expected downturn in donations during the current coronavirus crisis.</p> |
| Financial Review | <p><u>Financial Review 2019-20</u> The funding position of the Charity increased over the course of the year, from £184,777 as at 31 March 2019 to £244,620 at 31 March 2020, with the Charity posting a net surplus (excess of receipts over payments) of £59,843 in the year, versus a surplus of £46,216 in the previous year, an increase of £13,627 year-on-year.</p> <p>The main highlights are as follows:</p> <ul style="list-style-type: none"> - £151,465 of R2R funds was used in the purchase of the Hill Street Baptist Church on 27 January 2020. - Receipts totalled £129,196 in 2019-20, nearly 25% more than £104,695 in the previous year. This included a single donation of £25,000 from a local couple. - Overall payments were higher than in the previous year, at £69,353 in 2019-20 versus £58,479 in 2018-19. This is largely attributed to insurance and professional costs associated with the purchase of the Hill Street premises. - Receipts saw an increase in church, school and corporate donations. - Gift aid income was £8,151 compared with £737 in the previous year. <p>Income for Amos House, consisting of Housing Benefit, rent and specific donations, for 2019-20 was £25,220 versus £25,900 in 2018-19. This decrease is accounted for by short periods of unoccupancy between tenants. Expenditure was £20,283 versus £18,684 in the</p> |

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| | <p>previous year due to expenditure on maintenance and repairs.</p> <p>Outlook 2020-21 Looking forward to 2020-21, R2R is very excited at the prospect of being able to move into our own building. The coronavirus crisis will undoubtedly delay our refurbishment plans and so we may be unable to meet our projected timescale of Autumn 2020. However, the Elders of Skinner Street URC have kindly agreed that we may continue to use their hall until we are able to move. At this time we have raised roughly a third of the sum needed for the complete refurbishment and believe we will be successful in further grant applications to meet the remainder given the level of support for our project. This is important as we must expect a downturn in local donations and fundraising activities from individuals, churches and schools while social restrictions remain in place and afterwards as they seek to recover from their own financial setbacks. Once occupied, the new building will incur higher running costs and our intention is to maintain our current level of services and only expand as both finances and volunteer support permit. R2R will also continue to work closely with all interested agencies to establish a one-stop centre of support for the homeless and vulnerably housed.</p> |
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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

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| Signature |  |
| Full Name | Revd. Pat Southgate |
| Position | Chairman |
| Date | 29/07/2020 |