

New Avenues
CIO 1160597

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NEW AVENUES

Annual Report and Statement of Accounts for the Year Ended 31st December 2019

Charitable Incorporated Organisation

Charity Number 1160597



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Legal and Administrative Information

Start of Financial Year: 1st January 2019
End of Financial Year: 31st December 2019

Trustees at 31st December 2019, and who served during the year:

John Ford Atkins	(Appointed 21st August 2018)
Alistair John Gregory	(Appointed 21st August 2018)
Michael Dennis Smith	(Appointed 21st August 2018)

Governing Document:

CIO - Foundation Registered 23 February 2015

Objects:

The prevention or relief of homelessness and poverty in such parts of Dartford, Kent, south east England or the United Kingdom as the trustees from time to time may think fit, by the provision of accommodation, advice, information, support, activities, grants, food, and other items and services to individuals in need by reason of poverty, homelessness or deprivation.

Registered Address:

Dartford Churches Winter Shelter,
PO Box438,
Dartford,
DA1 9NJ

Bankers:

NatWest, Dartford Branch

Trustees Annual Report for the Year Ended 31st December 2019

The objects of the charity are set out on page 2 of this report. During 2019, these objectives were met by two projects – the Dartford Churches Winter Shelter and the Dartford Food Bank. Individual reports from each of these projects are given in the following pages.

Organisational Structure

The charity is run by the trustees with each project being overseen by a separate management group.

The ultimate controlling party of the CIO are the trustees acting together. No one party controls the entity.

Reserves

As a policy, the trustees have considered the level of reserves that they wish to retain once the CIO is operating again, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. At present, no minimum level is required to be kept as there are no fixed costs that would be required to be met should income cease. Practically however reserves would be kept at least £1,000 to allow for cash flow timings to be adequately covered.

Financial Review

During 2019, the bank account for the Food Bank was a dedicated account set up and managed by RCCG City of David (who host the Food Bank.) The finances of that account are not under the direct control of the Food Bank project and are therefore not included in this New Avenues submission.

The Trustees are planning on remedying this situation during 2020.

The accounts for the charity given at the end of this report relate entirely to the work of the Dartford Churches Winter Shelter project.

Risks and internal Controls

The trustees have currently identified no major risks within the charity. The trustees keep these under review and if any arose, suitable action would be taken, including the utilisation of professional advice if necessary.

The trustees actively review the major risks which the charity faces on a regular basis and believe that maintaining a small working balance, combined with an annual review of the controls and over key financial systems will provide sufficient resources in the case of adverse conditions. The trustees have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

The charity exercises what are considered by the trustees to be adequate internal controls over all financial transactions, in proportion to the volume and size of its transactions.

Public Benefit

The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or aims that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Approved by the Trustees on 15th September 2020

Signed on their behalf by



Print Name: Michael Smith

DARTFORD FOODBANK - REPORT to end of 2019

The Food Bank has now been operating for two years from City of David RCCOG. We continue to open on Tuesdays 10am -12 noon for those without dependent children and on Thursdays 3pm – 4:30pm for families.

Our Team

The Food Bank Manager, Sue Waterman, continues to be assisted by Mervyn Waterman, with Carole Philpot as the Deputy Manager. There are 16 other regular volunteers staffing the food bank during opening times.

Joan and Derek Forrester have continued to lead stock management, with a small team assisting them.

Paul Forrester collects sandwiches from Pret a Manger at Bluewater on a Monday night, delivering them straight to the Food Bank ready for distribution on a Tuesday morning.

Donations are picked up regularly from supermarkets by Sue, Mervyn and Carole and by a small number of other volunteers.

Where does the food come from?

The following supermarkets have trolleys or boxes placed permanently in store where items can be donated, and these are collected weekly/fortnightly by members of the team:

- Sainsbury's Dartford
- Asda Greenhithe
- Sainsbury's Crayford

We receive regular donations from local churches, community groups and individuals, as well as some businesses. During the growing season, we have been blessed by local allotment growers donating their surplus produce.

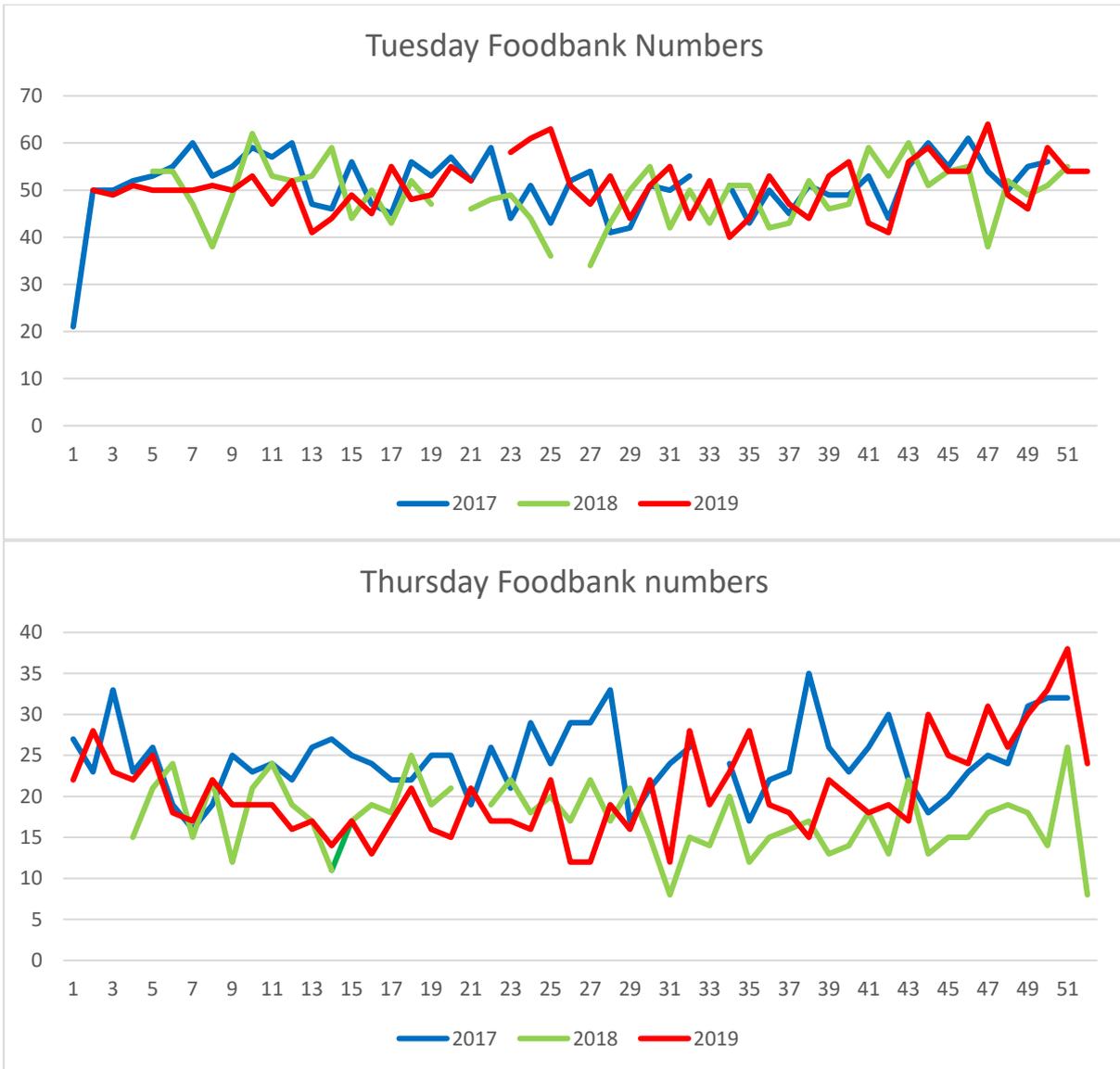
Around Harvest and Christmas, we receive significant additional donations from schools, churches and other groups, as well as increased in-store donations at the supermarkets. While we are dependent on these boosted donations to get us through quieter months, we have struggled this year with the high volume of donations arriving in a short time frame, both from a lack of suitable storage/sorting space and volunteer availability to pick up donations and process them.

How many people do we help?

	<i>2017</i>	<i>2018</i>	2019
Total number of clients seen in the year	<i>400</i>	<i>310</i>	351
Number of new clients seen in the year	<i>215</i>	<i>131</i>	160

The following charts show the weekly numbers using the food bank over the last three years.

New Avenues
CIO 1160597



Of the 160 new clients seen in 2019, about half only attended once, and have not used the food bank again this year. For those who first visited before 2019, the following data could be identified.

	Families (Thursdays)	Individuals (Tuesdays)
Number first seen in 2018	7	28
Number first seen between 2017 and 2015	22	56
Number first seen before 2015	17	35

This data doesn't necessarily indicate regular attendance since the first visit – there may have been months or years since their last pre-2019 visit, and their circumstances may have changed in that time.

Dartford Churches Winter Shelter Project 2019 Report

Introduction

Dartford Churches Winter Shelter is a project aimed at helping homeless adults from Dartford to stay warm and safe during the cold winter nights, and to assist them with finding somewhere more permanent to live. The Shelter completed its sixth year of operation on 31 March 2019.

The shelter offered up to 12 beds each night for the period 3rd January to 31st March 2019 and provided each guest with a hot meal, light entertainment, companionship and a warm and comfortable place to sleep. Guests were also provided with breakfast in the morning.

Places were offered on a first come first served basis to homeless male and female adults aged 18 or over.

Additionally, the Shelter aimed to act as a bridge leading to more permanent accommodation for guests, by providing them with some stability before they moved into longer term accommodation through the active support of Dartford Borough Council Housing Team, Porchlight and other agencies, to which guests were referred following arrival at the shelter. The shelter also served as a hub which guests used to access key statutory services, such as health care and welfare benefits.

This year the Shelter was provided at eight church venues over seven nights from 7pm to 8am.

Sunday	NET Church
Monday	the evening meal was provided by the Salvation Army and overnight accommodation and breakfast was provided by City of David RCCG
Tuesday	Christ Church
Wednesday	Spital Street Methodist Church
Thursday	St Edmund's Church Living Well
Friday	St Vincent's RC Church Hall
Saturday	Brent Methodist Church

The project was managed by the (voluntary) Project Administrator with activities at each venue supervised by the church venue managers. The Administrator reported to the Shelter Steering Committee.

Following on from the experience of previous years, the Steering Group appointed a Project Worker for the period 1st December 2018 to 30th April 2019, working 30 hours per week.

Because the project is an ad-hoc group of churches it is unable to act as an employer, so Christ Church Dartford took on this role and managed payroll, tax, national insurance and pension payments on behalf of the project. All costs, however, were provided from the shelter bank account and the employment had no financial impact on Christ Church and did not therefore feature in their financial returns.

The Project Worker again made a huge difference to the work with the guests, helping with setting up bank accounts, attending meetings and other activities. The Project Worker's summary report is attached at the end of this report.

This year also saw another new venue coming on board – St Vincent's Roman Catholic Church on Temple Hill. The Steering Group is grateful to the leadership of this church for agreeing to become involved in this way and allowing the project to use their church hall.

Once again, the project received a grant from Dartford Borough Council. This year we were given £12,000 which covered most the routine running costs.

As an experiment, the Steering Group bought camp beds to trial at two of the venues, instead of the airbeds which were prone to deflating and much less comfortable. Following the very positive feedback from the guests, we were very grateful when the Dartford Lions offered to fund the purchase of camp beds

for the remaining venues. By the end of the project, 5 out of the 7 venues were using camp beds. (The remaining 2 venues continued to use airbeds for practical operational reasons.)

A full financial summary is included later in this report and this shows that, once again, income for the year has slightly exceeded expenditure. The generosity of our supporters, whether they be churches, organisations or local individuals, continues to overwhelm us and the Steering Group thanks God for this.

Volunteers

Volunteers were drawn from the various churches in Dartford and the surrounding area and many individuals from the local community.

A total of over 150 people volunteered across the seven venues including the Church Venue Managers, with some volunteering at more than one venue.

65 individuals volunteered for the project for the first time this year and roughly half of all the volunteers registered a connection with a church (and a total of 28 churches were named).

The age-range of volunteers was between 18 and 80+ years old. Volunteers offered help from between once or twice during the three-month period to those who volunteered every week.

Volunteer activity was co-ordinated and supervised by the Venue Managers at their individual church sites. Induction training for volunteers was delivered in the weeks prior to opening and all volunteers were provided with a Volunteer Handbook. Volunteers received health and safety inductions specific to the venue on their first shift. New volunteers recruited after opening received on-site training at their venue.

Looking Forward

Having reviewed the project's financial position, the Steering Group felt able to extend the Project Worker's contract until the end of September, with the hope of continuing it beyond then. Although the shelter itself is closed, the need to support the homeless with moving on still exists.

The Steering Group is working to implement its vision of moving from a Winter Shelter running for three months in seven venues to a Homeless Shelter running all year round, on a single site. We acknowledge that this is a big step but we feel that this what is needed in Dartford.

We are also seeking to have a more visible presence in the town centre, through the use of a shop front in one of the shopping centres.

The Winter Shelter project is now part of the New Avenues charity (reg no: 1160597), established to work for the prevention or relief of homelessness and poverty in Dartford, and is therefore now in a better position to seek out support and grant funding to expand its work.

Steering Group

The Project is run by a steering group made up of members of interested churches, without whose enthusiasm and commitment, the project would not exist.

As at 1st June 2019, the Steering Group composed of:

Ian Anderson	Venue Manager - St Edmund's Temple Hill
John Atkins	Steering Group Chairman, Venue Manager - NET Church
Eileen Bingham	Highfield Road Baptist Church
John Davis-Ashdown	Dartford Lions
Ed Dean	The Salvation Army
Sue Dean	The Salvation Army
Alistair Gregory	Dartford Community Church
Steve Ives	Project Worker, member of Christ church
Emmanuel Komolafe	Venue Manager - City of David RCCG
Colin Machan	The Salvation Army
Mary Olowu	COSEC Sanctuary Of Hope
Jane Paine	Venue Manager - Spital St Methodist Church*
Anna Pearce	Project Treasurer
Wendy Pemberton	Highfield Road Baptist Church
Arthur Saldanha	Venue Manager - St Edmund's Temple Hill
Peter Sansom	Venue Manager - Christ Church
Liz Segun-Kingsley	City of David RCCG
Rachael Sheen	Venue Manager – St Vincent's, member of Christ Church
Michael Smith	Project Administrator, member of Christ church
John Wilson	Brent Methodist Church
Lorna Wilson	Brent Methodist Church
Steph Wood	Steering Group secretary, member of St Andrews URC
Bart Woodhouse	Venue Manager – Brent Methodist, Ebbsfleet Com.Ch.

We cannot say thank you enough to all those who support this project both financially and with their time and enthusiasm and expertise.

We believe that we are doing the work that God has called us to do and we are making a difference to the homeless in Dartford.

* Jane Paine is moving on from being Deacon at Spital Street Methodist Church at the end of July 2019 and the Steering Group wishes to express their thanks to her for all her hard work on behalf of the project and church and wish her well in her new appointment.

Guest Statistics

Guests

31 registered

Average occupancy = 9 guests

- 12 guests for 3 nights
- 11 guests for 10 nights
- 10 guests for 30 nights
- 9 guests for 16 nights
- 8 guests for 19 nights
- 7 guests for 8 nights
- 6 guests for 2 nights

Average residence = 33 nights (4.7 weeks)

Total project = 88 nights (12.6 weeks)

- 5 guests used shelter for duration
- 1 guest for 11 weeks
- 9 guests for between 3 & 7 weeks
- 4 guests for between 1 & 2 weeks
- 8 guests used for less than 1 week
- 4 guests didn't use shelter

Average age = 38

- 4 guests over 50
- 11 guests 40-48
- 10 guests 31-39
- 6 guests 18-28

Severe Multiple Disadvantage Index

- Homeless - 12
- Homeless + offending history or substance misuse - 12
- Homeless + offending history + substance misuse – 7

Outcomes

- 6 guests housed by DBC
- 6 guests housed by other agencies
- 5 guests returned to previous accommodation
- 2 guests were banned
- 4 guests didn't use shelter
- 8 guests returned to homelessness -
 - 2 returning home (Romania & Poland)
 - 4 currently working with DBC

Nationality of Guests

- British 22
- Polish 6
- Romanian 2
- Zimbabwean 1

Project Worker's Report

It has been a successful three months in terms of numbers of guests moved on from homelessness and I am happy to be able to continue working with the homeless in Dartford.

The shelter ran particularly smoothly this year and credit for that must go to the Venue Managers and all of the volunteers who gave up their time to look after our guests. Thank you so much, what a wonderful caring group of people you are.

The continued dialogue with DBC is very encouraging. They have been very supportive of the project and have housed many guests. I will be seeking to continue the good working relationship we have over the coming months.

I have briefly outlined below what I think we did well and what I think could be tweaked or improved for the future.

Guest interaction with volunteers

I can say that having been present at the venues pretty much every evening I've seen an incredible amount of positive interaction with our guests many of whom commented to me how welcome they felt and it was "just like being round a friends for dinner." The food was as always fantastic (I think I put on half a stone over the winter).

The sleeping arrangements were very much helped by the purchase of camp beds (thankyou Dartford Lions) which all the guests preferred and should have some longevity compared to the airbeds we had been using.

Many of our guests had jobs during the day with early starts and the night staff did an excellent job of logging wakeup times and in many cases making early breakfasts.

It seemed we had a more flexible attitude towards guests' arrival times as many had work that didn't finish until late evening. This was good to see and allowed some guests to continue to work while using the shelter and therefore save enough money to get back into their rented accommodation or make the first month's payment on a room/flat.

Venue security was very well observed and there were no incidents of unexpected people turning up.

Registration

The registration process is thorough and necessary in order to ascertain who exactly is coming through the doors into our venues. I do feel, however, that it would be beneficial to have two people at registration times as some clients can be tired, frightened or agitated and I have had occasion to say no to guests who were not suitable for the shelter. The process would be helped with two people to support each other and reassure guests who are worried about giving their personal data or are becoming agitated.

Looking forward

I will be continuing to help those rough sleeping or sofa surfing to move on from homelessness, including any of our guests who didn't get housed or moved into a hostel when the shelter ended.

I am currently expanding the time and resources we can offer people who need help. Together with the help of the YMCA, Dartford churches and DBC, among others, we aim to offer a range of services including signposting to relevant agencies, help with benefits advice and DBC's housing process, help with medical appointments and also a shower facility.

We have an obvious need for a permanent building where we can look after those in need. A building with a sleeping area, kitchen, lounge area and washing facilities which would also house the Dartford Food Bank. This is a big ask but I feel we are closer than ever to realising our vision of an all year-round shelter rather than a Winter shelter.



CHARITY COMMISSION
FOR ENGLAND AND WALES

New Avenues		1160597	
Receipts and payments accounts			
For the period from	01/01/19	To	31/12/19

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Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Personal Donations	1,050	-	-	1,050	-
Group / Church Donations	9,967	-	-	9,967	90
Grant / Corporate Donations	1,000	22,710	-	23,710	94
Receipt from Green Pastures	-	-	-	-	1,549
Sub total (Gross income for AR)	12,017	22,710	-	34,727	1,733
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	12,017	22,710	-	34,727	1,733
A3 Payments					
Salary/NI	20,941	-	-	20,941	-
Food / supplies for venues	7,769	-	-	7,769	-
Hotels / Travel	-	2,396	-	2,396	-
Other	516	-	-	516	-
Donation to Green Pastures	-	-	-	-	3,150
Light & Heat	-	-	-	-	946
Water & Sewerage	-	-	-	-	104
House maintenance	-	-	-	-	4,399
TV Licence	-	-	-	-	37
Sub total	29,225	2,396	-	31,621	8,636
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	29,225	2,396	-	31,621	8,636
Net of receipts/(payments)	-17,209	20,314	-	3,106	-6,903
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	28,618	-	-	28,618	-
Cash funds this year end	11,409	20,314	-	31,724	-6,903

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds	Restricted funds	Endowment funds
		to nearest £	to nearest £	to nearest £
B1 Cash funds	Bank balance @ 31/12/19	11,409	20,314	-
		-	-	-
	Total cash funds	11,409	20,314	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds	Restricted funds	Endowment funds
		to nearest £	to nearest £	to nearest £
B2 Other monetary assets	Details	-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
Signed by one trustee on behalf of all the trustees	Signature	Print Name	Date of approval	
		Mr M D Smith	07/09/2020	