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**TEARDROPS SUPPORTING THE HOMELESS
CHARITABLE INCORPORATED ORGANISATION**

ANNUAL REPORT

FOR THE YEAR ENDED 30 SEPTEMBER 2018

Charity No. 1169427

TEARDROPS SUPPORTING THE HOMELESS

ANNUAL REPORT FOR THE YEAR ENDED 30 SEPTEMBER 2018

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TEARDROPS SUPPORTING THE HOMELESS

CHARITY INFORMATION

TRUSTEES

Sara Jayne Stafford
Wendy Briody
Darren Jones
Steven Noonan

MAIN OFFICE

110 Crab Street
St Helens
Merseyside
WA10 2DJ

ACCOUNTANTS

Bramwell Morris Chartered Accountants
18 Mulberry Avenue
Turnstone Business Park
Widnes
Cheshire
WA8 0WN

TEARDROPS SUPPORTING THE HOMELESS

TRUSTEES REPORT FOR THE YEAR ENDED 30 SEPTEMBER 2018

The trustees of Teardrops Supporting The Homeless Charitable Incorporated Organisation present their annual report for the year ended 30 September 2018.

TRUSTEES

The trustees throughout the year were:

S Stafford
W Briody
D Jones
S Noonan

STATUS

The trust was registered as a charitable incorporated organisation on 30 September 2016 under ref: 1169427.

MANAGEMENT COMMITTEE/TRUSTEES

We have a Board of Trustees which is made up of four people of all ages with a wide variety of skills and experience.

Darren Jones is our Chairperson and is an employee at P&G, Darren was homeless himself many years ago so knows first-hand what it's like to be homeless, and the effects it has on you.

Wendy Briody is our Secretary, Wendy is a mental health nurse and works for (CAMHS) Wendy also was Temporary Manager for over 6 months running the service until they could find a replacement.

Sara Stafford is our Treasurer; Sara is a Paramedic and works for the North West ambulance service. Sara is good at prioritising and an excellent book keeper.

Steven Noonan runs his own recruitment business with his partner. Stevens' skills and background are in finance, payroll, bookkeeping and accounts and will support our treasurer as well as assisting with our accounts at the end of the year.

There are regular meetings/reviews between these and the CEO – Denise Kelly, to confirm status, progress, next initiatives etc.

OBJECTIVES

The relief of poverty and to relieve the needs of those without shelter, in particular but not exclusively those who are homeless, rough sleepers or sofa surfers in the borough of St Helens, Halton and surrounding areas in such ways as the Trustees shall think fit including by the provision of temporary accommodation, outreach and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The Charitable Purpose of Teardrops is best described by items 12 of the Charities Act 2011 - The relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage i.e. it is a charity concerned with the relief of the issues associated with homelessness. It will address those issues by providing relief, specific remedies and specialist advice

Teardrops will specifically address the causes of homelessness (MH, Drug Dependency, Alcohol & Poverty, and Unemployment) through support, and working alongside multi agencies, in house training and courses. This will help relieve unemployment and the strain on other services e.g. NHS, mental health services and the economy.

Carrying out purpose for the public benefit, further information: -

1) Teardrops is based in St Helens and aims to meet the needs of those without shelter in particular but not exclusively homeless, rough sleeper, sofa surfers in a way that we believe none of the other charities locally offer. We hope to not only address the short-term problem, by providing outreach, a night café and to provide shelter for 3 consecutive nights a week. The criteria for accessing the shelter are: -

- Anyone without a roof over their head, regardless of gender, disability, sexuality, religion, age however must be 18 years old or over, ethnic origin etc.
- No one who has been convicted of Arson.
- Is not a schedule one offender.

- Willing to undergo a police check.

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2) Teardrops provides an Outreach service 3 nights a week targeting the St Helens Town Centre and the outskirts which includes parks, car parks, and the canal. We know from our current outreach work that these are areas frequently used by those who are rough sleeping and most in need. The outreach is delivered by dedicated volunteers who have a keen awareness of the safety issues associated with being on the streets at night, all have hi-vis jackets, a torch and a mobile phone. There are never less than two volunteers working together at all times. Going forward the service will continue to be delivered by volunteers who have had DBS clearance, reference checked and provided with the appropriate training. All volunteers will be provided with a mobile phone where they can access an out of hours manager that can provide help and/or advice if and when needed, plus a Hi-vis jacket, torch and safety boots provided by Hi-vis, St Helens. The volunteers will be out from 8pm to 11pm offering hot drinks, food donated by Greggs the local baker and Marks & Spencer's and will be provided with the appropriate knowledge to signpost and support individuals. A record will be kept of work carried out in the evening, for monitoring and statistical purposes, issues that have arisen if any, also to ensure safeguarding to volunteers, homeless and the public.

3) The services are delivered by a mixture of both voluntary and paid workers who will go through a recruitment processes that confirms their suitability for the roles, this is initially based on key criteria at application stage, the criteria are: -

- No one who has been convicted of Arson.
- Is not a schedule one offender.
- Willing to undergo a police check.

This is followed by behavioural based interview process and checking processes in place e.g. DBS clearance, references, certificate checks. Full training will be provided to a Teardrops specification to ensure all workers can carry out their work with confidence and the skills needed to undertake that role.

4) The potential beneficiaries are made aware of Teardrops and how to access its services by utilising relationship and resource service provision in the St Helens & surrounding areas, examples of these are housing providers, statutory bodies, (probation/police) safer communities partnership, Multi agency safeguarding hub, substance misuse services, mental health, CAB, voluntary and community action. A service launch roll out of media, leaflets & posters provided by Masterprint who are our supporters and also through social media sites e.g. Twitter, Facebook and our own Website. In addition, our Outreach service has already provided a level of contact and support to the homeless community, which means we are already extensively known to many via word of mouth.

TEARDROPS SUPPORTING THE HOMELESS

TRUSTEES REPORT FOR THE YEAR ENDED 30 SEPTEMBER 2018

REVIEW OF DEVELOPMENTS, ACTIVITIES AND ACHIEVEMENTS

Through the last financial year, we have made a 'large step change' in how and what we deliver. We have moved from an outreach-based service, plus education to schools, to one where we are bringing together all the support services in one, permanent, location that will make it more beneficial for our service users and enable us to deliver a much more structured program of help, including classroom-based initiatives.

Opening our Hub (more detail below) has been key to the development of the service we provide.



Plus, support from the following



In the last year from October 2017 to September 2018 we -

- opened our Hub at end of July 2018, this is our Night Café service. Since end of July we have served 47 service users per night with meals. Our Café is open four nights per week so in the two months we have served 1692 meals.
 - Our Outreach ran until end of July when our Hub opened – before that we distributed at least 4515 snacks/drinks
 - Between Sept 2017 to End July we supplied 1800 emergency food packs for rough sleepers
- have made at least 312 deliveries of meals/snacks to hostels
- have supplied at least 2700 sets of toiletries to the homeless and hostels
- have distributed 936 survival packs/toiletries to our Service Users
- have arranged 18 workshop/sessions with schools/colleges and universities to raise awareness of homelessness
- have made at least 2340 pickups of food from our supporters e.g. Greggs, Tesco, M&S etc.
- started a furniture scheme partnership with Willowbrook Hospice – we have helped 33 users furnish their house
- In Christmas 2017 we distributed: -
 - 250 Hampers for hostels, families with disabilities and refugees (Syrian families)
 - 235 Gift sets for hostels, families with disabilities and refugees (Syrian families)
 - 15 Hampers for the NHS – Whiston hospital (Taylor & Iris Wards) & Harry Blackman Hse
 - 30 Gift sets for the NHS – Whiston hospital (Taylor & Iris Wards) & Harry Blackman Hse

TEARDROPS SUPPORTING THE HOMELESS

TRUSTEES REPORT FOR THE YEAR ENDED 30 SEPTEMBER 2018 (cont'd)

The Hub.

We opened our Hub in July 2018

It is a Hub for the homeless which currently provides a night café (19:00- 22:00) four nights per week (Sunday, Tuesday, Wednesday & Friday), approximately fifty - sixty service users attend each time where they receive a choice of meals, somewhere to socialise, watch films, play games etc. Environmental Health recently assessed the Hub café kitchen and it was awarded a five-star rating (the highest possible). The Hub also meets all the usual requirements, Fire Safety, Health and Safety, First Aid etc., and has been signed off by the requisite regulatory bodies that assess those criteria. The people who access our service are from local hostels, people who sleep rough, sofa surfing, vulnerable and at risk of losing their home, also those who have recently been re-housed and still in need of support. All the attendees come for many different reasons, e.g. somewhere they can get a hot cooked meal in a safe warm environment, for one to one support, to socialise with friends etc.

We have already expanded the services we provide from this site, a brief description, are: -

We have started three groups/schools per week where we provide education to them via of three workshops per week. In the workshops, they cook a healthy meal for the night café, learn about stigmas and barriers people face when homeless, also Arts, looking at positive wellbeing. We offer placements for students wanting to work with those that are affected by homelessness, plus the Princes Trust, National Citizenship etc.

We have started one day per week, every Monday (10am -2pm) where four/five Agencies attend to give advice, assistance and Level Two support to Service Users, those threatened with homelessness and the vulnerable in the community. These have proved a great success, we are seeing around twenty to thirty service users attend these. In the first week our hairdresser gave around sixteen treatments/cuts etc. to our Service Users.

The services attending so far are, Mind, DWP, Local Councillors, Sexual Health, Hairdressing
All service users receive an afternoon meal

We will be developing the range of services we can offer from the Hub, a summary of these is

- **Voice on the Street starts in December**, a new initiative. This is an advocacy group giving service users a safe place where they feel enabled to express the issues they face and the output from this will be fed back to our local Council (St Helens) and Councillors so that change can be made.
- **First week in December** - We will deliver, two afternoons per week, as well as a drop-in centre, life skills e.g. cooking, budgeting, positive wellbeing through Art etc.
- **January** - We will deliver CBT and PC based counselling, anger management and confidence and assertiveness courses, plus team building, communication and listening skills domestic violence.
- **January** - Every Saturday we will run a **Family Day**, this will be for service users who have children but are separated from them due to accommodation issues. We will provide a safe, warm place where they can have fun and we can help them to rebuild their relationships with their children, plus get a free, healthy, cooked meal. This will help build self-esteem, confidence and most importantly, enable a positive healthy relationship and be a family again.

The Hub will eventually open six days per week and be open for four evenings per week. It will also enable us to develop our role in working with St Helens Council, Merseyside Police, 5 Borough Partnership, Drug and Misuse service (CGL) and local Councillors

Other Activities delivered outside of the Hub

- **Activities with Schools** – We go into schools & colleges, to raise awareness around the effects and impact of being homelessness. Our aim is to help breakdown the stigmas and barriers that are associated with homelessness.
- **Support for local hospices/refuges** – We provide additional support to four hostels every week, Bluebell court (women only), Ravenhead foyer (18-25years old) Pennington lodge(families) SHAP (16-18years old plus mother & baby unit) every week with the support from our volunteers we pick up fifteen deliveries of food and toiletries that is donated from our supporters. In total, we support more than 350 people each week.
- **Activities with Community Centres** – Community Centres have also expressed an interest in participating in our support activities, because of our presentations to them.
- **Furniture Provision** – Teardrops in conjunction with Willowbrook hospice set up a new scheme in August 2017 to support people who are homeless and are trying to set up a new home. The scheme provides help and support to individuals/couples and families resettle into their new home without going into debt for much needed items.

PLANS FOR THE FUTURE

In 2018/19 we plan to: -

1. Recruit more volunteers that want to help and support people who are homeless, also utilise any skills they may have which will benefit anyone accessing the service and/or happy to help fundraise. – we have increased the number of volunteers significantly, we now have team leaders who manage activities by themselves, within our policies and procedures. We also have four Community Champions who are service users. Their responsibilities are helping in the café, help with fundraising and providing support for clothing distribution and food packs.
2. Continue running the night cafe, providing a hot drink and meal to anyone who is homeless, in particular but not exclusively sofa surfing, sleeping rough also giving them the opportunity to utilise support and advice services provided by Teardrops in the cafe. – The Night Café was established in December 2016 and currently operates two nights per week.
3. We also plan to engage companies, for example P&G, The Coop, Jaguar Land Rover, Tesco's, British Airways, John Lewis, and housing trusts to work in partnership with a local primary or secondary school, Girl Guides, Scouts in the St Helens & Halton area to help them complete a room in the shelter & accommodation. The plan is that the company would provide the materials needed for their chosen school so they can make pictures, collage etc. Then on the same day as the other companies, paint and decorate their chosen room and provide what they feel is necessary for the room to be complete. For example, the Company may decide to decorate one of the en-suite bedrooms, once decorated the room will be named after the company for example Coop room supported by the schools name on the door. This then builds good relationships with local schools, businesses and other voluntary charities, for example scouts. This was related to acquisition of a shelter – however we have significantly expanded our supported base of the last twelve months.

TEARDROPS SUPPORTING THE HOMELESS

TRUSTEES REPORT FOR THE YEAR ENDED 30 SEPTEMBER 2018 (cont'd)

REVIEW OF FINANCIAL TRANSACTIONS

The accounts as set out on pages 10 to 14 summarise the transactions of the charity during the year to 30 September 2018.

A handwritten signature in dark ink, appearing to be 'D Jones', with a stylized, cursive flourish.

D Jones
Chair of Trustees
5 March 2019

INDEPENDENT EXAMINERS REPORT

To the Trustees

of TEARDROPS SUPPORTING THE HOMELESS

I report on the accounts of the Charity for the year ended 30 September 2018 which are set out on pages 10 to 14.

Respective responsibilities of trustees and examiner

The Charity's trustees are responsible for the preparation of the accounts. The Charity's trustees consider that an audit is not required for this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of independent examiners report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on whether the accounts present a 'true and fair view'.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 130 of the Charities Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A D Morris FCA DChA
 Independent Examiner
 Bramwell Morris Chartered Accountants
 18 Mulberry Avenue
 Turnstone Business Park
 Widnes
 WA8 0WN

5 March 2019

TEARDROPS SUPPORTING THE HOMELESS

Receipts and Payments Account for the year ended 30 September 2018

	Unrestricted	Restricted	Total Funds	Total Funds
	Funds	Funds	2018	2017
Note	£	£	£	£
RECEIPTS				
Fundraising Events	3464	-	3464	6069
Donations	45234	-	45234	9366
Grant Income	-	32285	32285	11147
	_____	_____	_____	_____
TOTAL RECEIPTS	48698	32285	80983	26582
	_____	_____	_____	_____
PAYMENTS				
Direct Charitable Expenditure	3 50275	29985	80260	14653
Other Expenditure	-	-	-	-
	_____	_____	_____	_____
TOTAL PAYMENTS	50275	29985	80260	14653
	_____	_____	_____	_____
NET RECEIPTS FOR THE YEAR	(1577)	2300	723	11929
Transfers	-	-	-	-
Cash and Bank Balances at 1 October 2017	6729	5200	11929	-
	_____	_____	_____	_____
Cash and Bank Balances at 30 September 2018 4	5152	7500	12652	11929
	=====	=====	=====	=====

The notes on pages 12 to 14 form part of these accounts

TEARDROPS SUPPORTING THE HOMELESS

STATEMENT OF ASSETS AND LIABILITIES AT 30 SEPTEMBER 2018

	Note	2018	2017
MONETARY ASSETS		£	£
Cash at bank and in hand	4	12652	11929
		<u> </u>	<u> </u>
CURRENT LIABILITIES		0	0
		<u> </u>	<u> </u>
NET ASSETS		12652	11929
		<u> </u>	<u> </u>

Tangible fixed assets consist of donated and purchased furniture and equipment at a value of £23,292. The total amount being charged to revenue.

Sara J Stafford

S Stafford
Trustee
5 March 2019

The notes on pages 12 to 14 form part of these accounts.

TEARDROPS SUPPORTING THE HOMELESS

NOTES FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 SEPTEMBER 2018

1. ACCOUNTING POLICIES

The accounts have been prepared in accordance with Statement of Recommended Practice Charities SORP (FRS 102) and the supplementary guideline for smaller charities on the Receipts and Payment basis. The principal accounting policies adopted are:

ACCOUNTING FOR INCOME

Grants, cash donations, fundraising events and interest are treated as income in the year in which they are received.

EXPENDITURE

All revenue expenditure is accounted for when incurred. Purchases of equipment, vehicles and improvements to properties are charged to revenue in the year of purchase.

2. EMPLOYEES AND TRUSTEES

Expenses reimbursed to trustees totalled nil.

TEARDROPS SUPPORTING THE HOMELESS

NOTES FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 SEPTEMBER 2018

3. DIRECT CHARITABLE EXPENDITURE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018	Total Funds 2017 £
Purchases	8390	-	8390	-
Wages	-	22542	22542	-
Premises Expenses	14639	-	14639	5490
General Admin. Expenses	1143	-	1143	2781
Insurance	466	-	466	454
Equipment	15849	7443	23292	1128
Repairs & Renewals	1585	-	1585	-
Training	4603	-	4603	4800
Travel & Subsistence	801	-	801	-
Professional Fees	2499	-	2499	-
Accountancy	300	-	300	-
	<hr/>	<hr/>	<hr/>	<hr/>
	50275	29985	80260	14653
	<hr/>	<hr/>	<hr/>	<hr/>

TEARDROPS SUPPORTING THE HOMELESS

NOTES FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 SEPTEMBER 2018

4. CASH AND BANK BALANCES

Cash and bank balances are allocated as follows:

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Bank Account	4277	7500	11777	11322
Paypal account	498	-	498	211
Petty Cash	377	-	377	396
	<hr/>	<hr/>	<hr/>	<hr/>
Total Funds	5152	7500	12652	11929
	<hr/>	<hr/>	<hr/>	<hr/>