



Islington  
Christian Action &  
Response in Society



Annual Report 2012

## Contents

Legal and Administrative Information	2
CARIS Islington	3
Acknowledgements	4
How You Can Help Us	4
Chair of Trustees Review of the Year	5
CARIS Islington Bereavement Service	6
Children's Bereavement Service: Rucksack and The Basement	9
CARIS Islington Churches Cold Weather Shelter	15
Trustees' Annual Report	24
Independent Examiner's Report	28
Statement of Financial Activities	29
Balance Sheet	30
Notes to the Accounts	31
Gift Aid Declaration	36

## Legal and administrative information

---

### Name

CARIS Islington Ltd

---

### Incorporated

14th August 1996

---

### Company Number

03237809

---

### Registered Charity Number

1057737

---

### Chair of Trustees

Jeanette Cragg

---

### Trustees\*

Neville Archer

Bridget Butt

Lucy Cooper (appointed 16 May 2011)

Jeanette Cragg

Robina Dyall

Revd Fiona Green

Jacqueline Mair

Denise O'Connor

Mary Savory

Jaswinder Stafford

Guido Waldman

Revd Brian Wightwick

---

### Company Secretary

Mary Savory

---

### Registered Office and Principal Office

The Annexe, St Mellitus Church

Tollington Park, London N4 3AG

---

### Bankers

The Co-operative Bank, PO Box 250,

Delf House, Southway, Skelmersdale WN8 6WT

---

### Independent Examiner

Moses O. E. Igunnubole

Moses-Bole & Co, Unit 1J Leroy House

436 Essex Road, Islington, London N1 3QP



### Our Vision

A community service open to all in Islington affected by bereavement or homelessness, offering counselling and cold weather shelters, in partnership with local churches.

### Our Values

We are committed to delivering a service that is free to all, rooted in Christian ideals and open to all without judgement.

### Our Strategic Objectives

1. To provide a free Cold Weather Shelter in Islington to support people affected by problems of homelessness.
2. To provide a free Bereavement Counselling service in Islington to support people affected by death.
3. To develop and sustain a positive working relationship with all churches and places of worship within Islington.
4. To raise awareness of the realities and impact of bereavement and homelessness.
5. To ensure that models of best practice are used in CARIS.

### Our History

Incorporated on 14 August 1996, CARIS Islington is a registered charity and a company limited by guarantee. It comprises three projects: the CARIS Islington Bereavement Service; a specialist Children's Bereavement Service – Rucksack and the Basement; and the CARIS Islington Churches Cold Weather Shelter.

It is governed by a memorandum and articles of association. Its objects are the promotion of charitable purposes for the benefit of the community within the London Borough of Islington (including the assisting of the bereaved and the homeless) and shall be an expression of Christian social concern.

CARIS Islington is headed by the Board of Trustees, who together are responsible for the management of all the various projects. For more details please contact the Chair of the Trustees, Jeanette Cragg, at the CARIS office.

All CARIS Islington projects are managed by project committees, which include members of the Board of Trustees as well as others.

The CARIS Islington Bereavement project committee is chaired by Valerie Lang and the CARIS Islington Churches Cold Weather Shelter project committee is chaired by Jacqueline Mair.

## How you can help

Pray for us.

Volunteer with us.

Apply to become a member of our project management committees or a trustee.

Make a donation towards the work of CARIS Islington.

For further information on how you can help, see page 4 or visit our website [www.carisislington.org](http://www.carisislington.org)



## Acknowledgements

CARIS Islington would like to thank the many individuals and organisations who provided the funding and other support that made our work possible.

The following is a list of grant-giving bodies and churches and schools that provided financial support in 2011–12.

### Grant-giving bodies

BBC Children in Need  
Church Urban Fund  
Clara E Burgess Charity  
Cloudesley Trust  
Cripplegate Foundation  
Douglas Scarf Trust  
Ericson Trust  
Help a London Child  
Hilden Charitable Trust  
Marsh Christian Trust  
Harriet Maunsell Trust  
Sloan Robinson Investment Services Ltd  
Souter Charitable Trust  
St James' Trust  
St John Southworth  
Street Smart

### Churches and Schools

Archway Methodist Church  
Canonbury Baptist Church  
The Church on the Corner  
St Andrew's Montessori School  
St Augustine's Church, Highbury  
St James and St Peter's Church, Islington  
St Mark's Church  
St Mary's Church, Islington  
St Thomas' Church

### Other donors

Sainsbury's, the Angel Islington

We would like to thank Anne Gardener for generously donating her photography work used in this report.

We would also like to thank Mick Brennan of Woolley Pau Gyro for his work on the design and layout.

## How you can help us

### HOW TO DONATE TO US

Your donations are very important to us. Last year direct donations by individuals, together with donations raised by churches or schools amounted to over a quarter of our income. And if you are a taxpayer we can reclaim gift aid which increases the value of your donation to us by 25%.

#### Ways you can donate to us:

You can send a **cheque** to us at our office: the address is on the back cover of this Report. Please make it payable to CARIS Islington. If you are a taxpayer, please fill in the gift aid form on the last page of this Report and send this with your cheque.

You can make a payment by **credit or debit card** via our page on the **Just Giving** website [www.justgiving.com](http://www.justgiving.com) You will be able to gift aid your donation(s) via the Just Giving website if you are a taxpayer.

You can set up a **standing order** with your bank for a regular payment to us. Our bank account details are on page two. If you are able to gift aid your donations please send a completed form to our office.

If you want your donation to be allocated specifically to the Bereavement Service or to the Cold Weather Shelter, please let us know.

### HOW TO VOLUNTEER WITH US

We can only do what we do for the bereaved and homeless because of the work that our volunteers do. Our bereavement volunteers have to undergo a programme of training and are often studying courses which lead to a qualification in counselling. Our shelter volunteers usually work through our participating churches. From time to time also we need help on our project committees and the Board of Trustees, or with other aspects of our administration such as fundraising. Please do contact the office (see back cover for address etc) if you are interested. See our website [www.carisislington.org](http://www.carisislington.org) for further information.

## Chair of Trustees Review of the Year

Our projects have all had another successful year, and some key features of our activities are summarised below.

### Trustee Membership

We were delighted to welcome Lucy Cooper to the Trustees in May 2011, and already she has made a valuable contribution to our work, particularly in relation to our use of IT. There have been no other changes in the Board. Trustees meet every two months, but there is much activity and correspondence between those meetings. We now have an electronic newsletter for the Bereavement Service, we are on YouTube and Facebook, and are using a 'Google cloud' for document access.

### Our Finances

It costs about £9000 a month on average to run the CARIS projects, and in 2011–12 our income was below this amount, to the extent of some £20,000, which is a cause for concern. We are largely dependent on fundraising by our staff and volunteers throughout the year, and thank them for their tireless efforts. We are grateful to a range of funders who have responded to our requests for financial support over the past year, and also to local churches and individuals who give so generously. Without the generosity from these various quarters, CARIS could not continue to exist.

We were delighted to have been able to keep Mark Brennan as Co-ordinator for the Cold Weather Shelter Project. He presided over another very successful season for the CWS, and after May 2011, we employed him again on a part-time basis over the summer months. This facilitated continuity, enabled planning for our next season and also networking with local and regional homelessness organisations. At the end of the year, we reluctantly accepted the resignation of Richard Sloan, Senior Counsellor for our Adult Bereavement project, who has done so much for the bereavement service over the past few years. He will be sadly missed.

Trustees took the decision in March to employ our Co-ordinator, Lydia, on a full-time basis from May 2012, and to recruit a new Senior Counsellor for one day a week. I would like to thank all our part-time staff for their commitment and hard work for CARIS, often way beyond the requirements of their posts.

### Policies and Procedures

Trustees keep these under regular review and have paid particular attention over the past year to updating and clarifying our financial policies and procedures, and also those relevant to Child Protection.

### Annual Meeting

We held a very successful and well-attended Annual Meeting in September with an inspiring guest speaker the Rev Stephen Bushell who spoke movingly on "*Finding Ourselves Lost: Spiritual Perspectives on Profound Loss*".

### Future Development

We are continuing to reflect on the ways in which (finances permitting) we can best develop our projects and enable liaison between the different services we offer. Our major concern at present is to raise sufficient funding to continue our projects, against the background of economic uncertainty and reduced availability of money for charities.

Reviews of the individual projects follow which provide more detail of our activities.

Jeanette Cragg  
Chair of Trustees

## Report from Chair of Bereavement Service Committee: Valerie Lang



The financial year 2011 to 2012 was top and tailed by two big events. Lydia Constantinou, our Co-ordinator's absence for more than two months at the beginning of the year highlighted our need to have her in post – although everyone helped out while she was missing. At the end of the year Richard Sloan, our Senior Counsellor surprised us with the decision to leave and go 'home' to Liverpool. We are missing him but hope to have news of his replacement soon. In the meantime Lydia's hours have been increased and for the first time we have a full time member of staff. We will review this decision at the end of the year but so far feel that we made the right decision.

It has been a very good year for the service in terms of development with Rucksack doubling its number of counsellors and continuing to receive increased numbers of referrals, so we are pleased the news is getting out that we now offer support to bereaved children as well as adults. Our adult service has been stable and well respected for many years but there is always something else to develop – this year we have been working hard at our processes for gathering statistics – a few more figures than usual will appear in this year's annual report and hopefully by next year's report we will have much more data available. This not only helps us with fundraising but crucially will help us monitor the service we deliver to make sure it is of the highest quality.

As always I want to thank everyone who makes the Bereavement Service possible: our Committee who guide the Service onward; our Volunteer Counsellors and our expanding staff; the Service could not exist or run so well without any one of these human parts. It is great to have Lydia back, and well enough to work full time for us, and to have our Administrator Linda Mead who has now been with us for more than a year alongside our Senior Counsellors for the children's service Laura Fulcher and Judy Debenham. I also feel very fortunate to have such a dedicated Committee.

**Thank you all!**



## Co-ordinator's report: Lydia Constantinou

We ended the year waving goodbye to Richard and worrying about money but nevertheless there are many positive things to report. Our 40 volunteers deliver a professional and compassionate counselling service and it's been a pleasure this year to see so many qualify in their professional trainings and decide to continue to volunteer with us post qualification. Counsellor training is more and more demanding each year and many of our volunteers combine practical experience at CARIS with academic study.



### **New Counsellors**

It's been a busy year with new volunteers being trained for both the adult and the children's services. The adult training course stretched over three months with the counsellors meeting every week. The children's service training course was a similar length but training was fortnightly for longer days. Both courses prepared the volunteers for work with our service – learning theory and practical skills alongside personal exploration. The counsellors have all now passed their courses and are seeing clients and attending supervision. Attending fortnightly supervision meetings is a professional requirement taken seriously by our counsellors. It's been a huge pleasure to welcome so many new volunteers into the service.

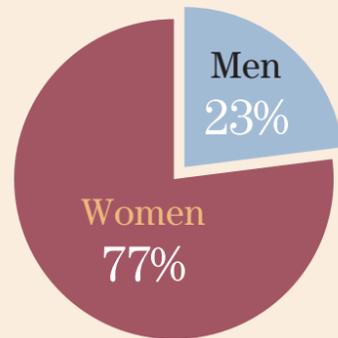
### **Training**

Our consultant psychiatrist, Dr Sylvia Tang, ran a training session for our volunteers this year on depression and psychiatric services. It was a fascinating evening. We were also fortunate to receive a grant that enabled us to organise two additional training sessions for our rucksack counsellors.

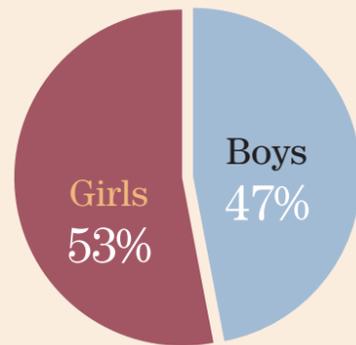
We are often invited to deliver training to other agencies – our most unusual example this year was a visit from social work students in the department of Social Work at the University of Applied Science, Bochum in Germany who squashed into the rucksack room to learn about CARIS and its services.



## Adult clients



## Child clients



### Statistics

We had 118 referrals of adult clients this year and 44 children. The adult referral rate has remained static but the children's service has seen a 10% rise.

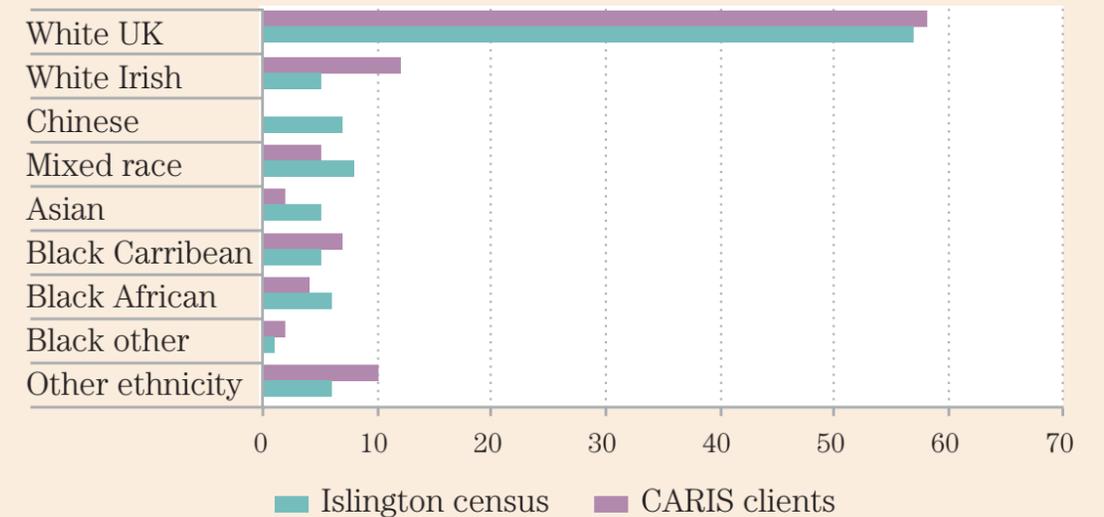
We have found it interesting to compare some of the statistics from the adult service with the children's service and in particular noticed that boys and girls are virtually equally represented in the children's service (boys = 47%) while only 23% of our adult clients are men. So once they are old enough to refer themselves half of them don't. It's hard to say why.

In our adult service exactly half of all referrals this year were bereaved of a parent – with equal numbers of losses of mothers and fathers. In the children's service 67% had lost a parent with almost three quarters of those losses being of a father. We think these are figures really worth contemplating as we saw similar last year. Considering that two thirds of all of our referrals to the children's service are because of the loss of a parent, why are referrals so weighted towards the loss of a father? There must be a lot of factors, and there are a lot of possible answers but it's definitely not because more fathers than mothers die. We wonder whether it has something to do with who does the referring

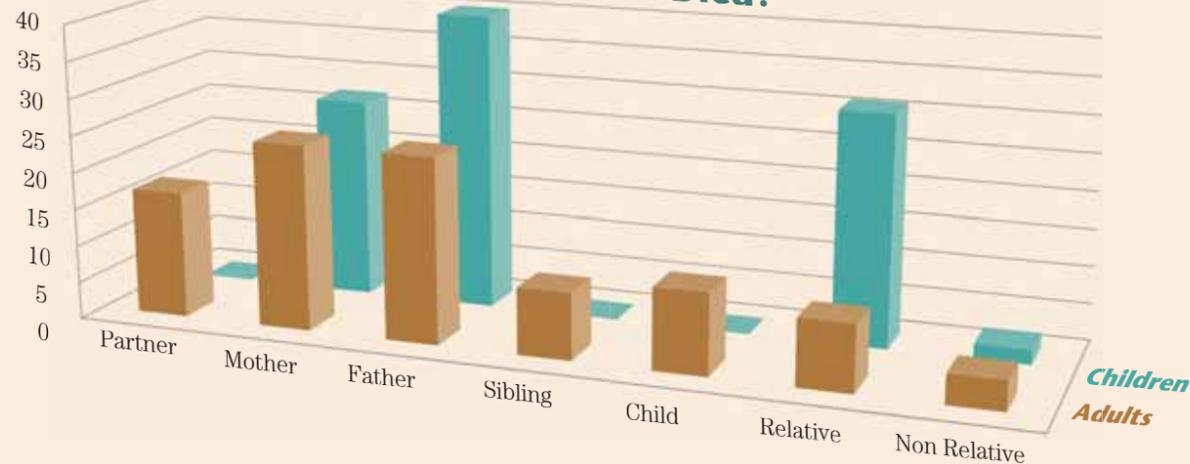
– perhaps dads who are left struggling to care for a family after a bereavement are less likely to ask for counselling for their children than mums might be. We plan to think about this some more as we may need to target our advertising more carefully so that we can reach as many bereaved children as possible.

As always our ethnicity data matches the data from the Islington census very well. However, data from the 2011 census is not yet available so it will be interesting to see whether things have changed dramatically. Our intention is to offer a service that is open to all and this kind of data helps us to make sure we are doing so.

## Client ethnicity



## Who had Died?



A statistic that we often try to stress in our funding applications is the spread of ages of our clients. For some years we struggled with the perception that we were a tea and sympathy

organisation supporting elderly widows. In fact the majority of our clients are in their 40s and 50s quite often struggling with unexpected or untimely deaths.

## How old are our clients?



The statistic that surprised us the most called for very little maths but we just hadn't done the calculation because we were so sure we knew the answer! Clients are given the option of having counselling in their own homes or in our building. We thought that about a third opted to be seen at St Mellitus but in fact it is double that with only a third wanting to be seen at home. It just shows what a wonderful difference it has made to be able to offer a choice of venue following our move to St Mellitus. Now that we know the figure it makes sense – we have been struggling to find rooms for counsellors to use, one of our supervision groups is having to meet

in the waiting room, and we have started using the 'middle room' for counselling despite it being stuffed full of Rucksack toys – another reason for us needing the bespoke cupboard we are fundraising to build in the hall. So statistics have alerted us to a growing problem which we need to address especially as the adult service can't spread out into the Rucksack Room so readily now that it is being used so much by our new Rucksack counsellors.

Statistics cannot tell the whole picture so we have included feedback from some of our clients in this report.



## Statement by Volunteer Counsellor: Alan Newcombe

I recently received my diploma in Practitioner Counselling from City Lit. I owe CARIS Islington a great deal for helping me achieve this. I work within the "person centred" counselling approach. It was so important for me as a trainee counsellor that I felt respected and supported. I was never asked to move outside my own approach but was allowed to develop my experience, and importantly see clients transforming their own lives as a result of our work together.

My college has asked me to copy the essays I submitted for my portfolio as examples for future students. The last time this happened was when the tutors asked Nesta, also as many of you will know one of the CARIS Islington Bereavement Service volunteers, to provide hers. I based my own portfolio submission on her example! So we must be doing something right. I feel the quality of the supervision is key. I have said I felt able to develop as an individual counsellor at CARIS: and as I wrote in my own essay:

*"I have been struck by the question running through our supervision at CARIS: is the client being "held"? This sounds so simple but the question cuts across the theoretical approach of the counsellor... is the client feeling safe to really be themselves? This question is something I will always carry with me and if I have gained one single gift of learning from CARIS it is that question."*

## Client comments 2011–2012

*Each of these comments is from a different client*



## CARIS Islington Bereavement Service Report

Year Ended 31 March 2012  
Islington Bereavement Service

Income	£
Grants	30,800
Donations	7,223
<b>Total income</b>	<b>38,023</b>

### Expenditure

#### Direct expenditure

Salaries (staff)	28,264
Training	1,140
Other direct expenditure	2,136
Fundraising (staff time)	1,953
<b>Total direct expenditure</b>	<b>33,493</b>

#### Support costs – allocated by staff time

Rent	3,575
Insurance	770
Payroll administration	196
Telephone and internet	357
Office expenses	1,707
Fundraising expenses	82
<b>Total support costs</b>	<b>6,687</b>

**Total expenditure 40,180**

<b>Funds brought forward</b>	<b>18,413</b>
<b>In year deficit</b>	<b>(2,157)</b>
<b>Transfer from General Fund</b>	<b>4,000</b>
<b>Funds carried forward</b>	<b>20,261</b>

### Fundraising

Fundraising for the Bereavement Service continues to be difficult but possible! For the adult service, our income more or less matched our expenditure. During the financial year the children's service spent more than we got in income but this was partly because we were spending a big donation that we got at the end of the previous year. So we made it through the year financially, but the end of the financial year brings concerns for the next year as we won't be starting with the same buffers. We are finding that fundraising is more and more difficult and must become a major focus for the year ahead. We are so grateful to all the many generous people, organisations and churches that support us.

## CARIS Islington Children's Bereavement Service Report

Year Ended 31 March 2012  
Children's Bereavement Service

Income	£
Grants	16,562
Donations	0
<b>Total income</b>	<b>16,562</b>

### Expenditure

#### Direct expenditure

Salaries (staff)	21,087
Training	1,080
Other direct expenditure	2,689
Fundraising (staff time)	977
<b>Total direct expenditure</b>	<b>25,833</b>

#### Support costs – allocated by staff time

Rent	2,581
Insurance	556
Payroll administration	257
Telephone and internet	142
Office expenses	1,233
Fundraising expenses	59
<b>Total support costs</b>	<b>4,828</b>

**Total expenditure 30,661**

<b>Funds brought forward</b>	<b>17,250</b>
<b>In year deficit</b>	<b>(14,099)</b>
<b>Transfer from General Fund</b>	<b>2,700</b>
<b>Funds carried forward</b>	<b>5,851</b>

## CARIS Islington Churches Cold Weather Shelter

There is a rapidly growing network of church shelter projects like ours developing up and down the country and in London in particular. When I started this work back in 2006 there was a church shelter project in 10 of London's 33 boroughs. In 2012 that number stands at 23 and counting. I have had the privilege, largely thanks to the wonderful work of an organisation called Housing Justice ([www.housingjustice.org.uk/](http://www.housingjustice.org.uk/)), to play a part in the setting up and development of projects in Rugby, Ipswich, Milton Keynes, Tunbridge Wells and High Wycombe to name only some of the ever-expanding number of towns and cities where churches are adopting this successful model.



The model is a circuit of churches and places of worship of different denominations (including synagogues and mosques), each taking a

designated night of the week to provide shelter on their premises to anything from 12 to 35 homeless guests. Each shelter provides an evening meal, a bed for the night, breakfast each morning and unconditional hospitality to people in crisis.

The CARIS Islington project now includes 11 church shelter venues operating in different capacities and grown from the original circuit of 7 back in 1997. We currently have 500+ volunteers across those 11 venues and shelter 100+ guests each year over the cold weather months of January, February and March. More than 2000 meals are served and 6000 volunteer hours invested in offering respite, friendship, hospitality and support to people in crisis and distress in that period alone. Many other church shelter projects open as early as November and established year-round homeless hostels in Islington, Waltham Forest and Newham can attribute their origins to a church shelter project like ours.



### Our project has four essential aims:

1. to provide shelters where the extent and nature of homelessness can be understood by everybody involved and not feared
2. to facilitate effective joined-up working between agencies across the board in addressing the multiple, complex needs that homeless people present
3. to facilitate a transfer of power from agencies to the street homeless people they serve
4. to offer and provide solutions that people are willing to accept  
– starting with initial engagement and through to long-term housing

Church shelter projects are proving to be a catalyst for effective cross-sector working. They provide an easy-access opportunity for everyone to take appropriate responsibility for homelessness and support homeless people in their communities where they stand a better chance of overcoming it and, therefore, all be stronger and more inter-dependent for it. They facilitate the necessary linking together of top-down and ground-up working that is needed to resolve homelessness. They support people in crisis downstream whilst also educating, informing and training pretty much anyone that wants to help in how to go about it more appropriately and productively upstream, thereby contributing to preventing costly crisis situations. It is unanimously agreed across the multi-million pound homelessness industry in this country that cross-sector, joined-up working yields the best results in addressing the complexity of homelessness. We need everyone to play a part or suffer the consequences.



### How we identify the evidence and need for this work

Popularly considered to be London's Greenwich Village and home to some of the wealthiest of this country's population; what is less well known about Islington is that it is ranked 14th most deprived of England's 326 Local Authorities and the 5th most deprived borough in London. This is according to the government's Index of Multiple Deprivation 2010.<sup>1</sup> 53% of Islington residents live in areas of the borough ranked amongst the most deprived 10% in the country. 52,467 people in Islington are income deprived (as measured by the number of people claiming means-tested benefits). It is also home to two of the most notorious penal institutions; HMP Holloway and HMP Pentonville.

We have a London-centric multi-million pound homelessness industry in this country with the inner London boroughs currently handling a disproportionate burden. A vision for the rapidly expanding UK-wide church shelter network is to bring an end to the high level migration of homeless people into central London. If expansion continues at its current pace and trajectory, facilitating opportunity for the wider population to confront our fears, acknowledge and engage the full scale and scope of the problem, this vision will be realised. Services need to be more strategically located to tackle homelessness and this is happening now – good examples being the opening of “No Second Night Out” hubs in Liverpool in January and in Oxford in July this year after the success of the initial pilot hub located right here in Islington - <http://homeless.org.uk/news/no-second-night-out-goes-nationwide>.

As a member organisation of Homeless Link (<http://homeless.org.uk/>) we are kept regularly abreast of sector trends, reports and key statistics broken down to Local Authority level. In London each Local Authority's street outreach agency (in Islington this is The Pilion Trust) are required to document their activities on the CHAIN database ([www.broadwaylondon.org/CHAIN.html](http://www.broadwaylondon.org/CHAIN.html)). We work closely with Pilion and the majority of our referrals come from them.

Our Project Co-ordinator currently chairs the Islington Outreach Forum and is an executive member of the Islington Homelessness Forum. The Homelessness Forum has an emphasis on housing providers and meets every quarter. The Outreach Forum meets every six weeks and is attended by outreach agencies (service managers and frontline workers), the Islington Drug and Alcohol Action Team (IDAAT), the Primary Care Trust, drug and alcohol treatment agencies and representatives from other statutory and voluntary agencies. The purpose of the Forum is to discuss and plan how best to meet the needs of Islington's vulnerable street population – rough sleepers, sex workers, beggars, street drinkers and the hidden homeless – through the provision of detached street-based outreach work.

### This from Chez Dhaliwal, Community Development Manager for Islington Council:

*CARIS has been an important partner targeting vulnerable and hard to reach homeless people into its centre and referring on to a range of voluntary and statutory services. This has been an important service targeting hard to reach people and street population groups to access short term support and ultimately referring into services that can provide longer term support.*

*CARIS has been a long-term participant and contributor to the Islington Outreach Forum and the Homelessness Forum that links local strategic initiatives to reduce street homelessness and associated anti-social behaviour to services delivering frontline work on the streets, hostels and community centres. CARIS currently chairs the outreach forum.*



1. Index of Multiple Deprivation 2010, Communities and Local Government

## How we determine that the project is successful

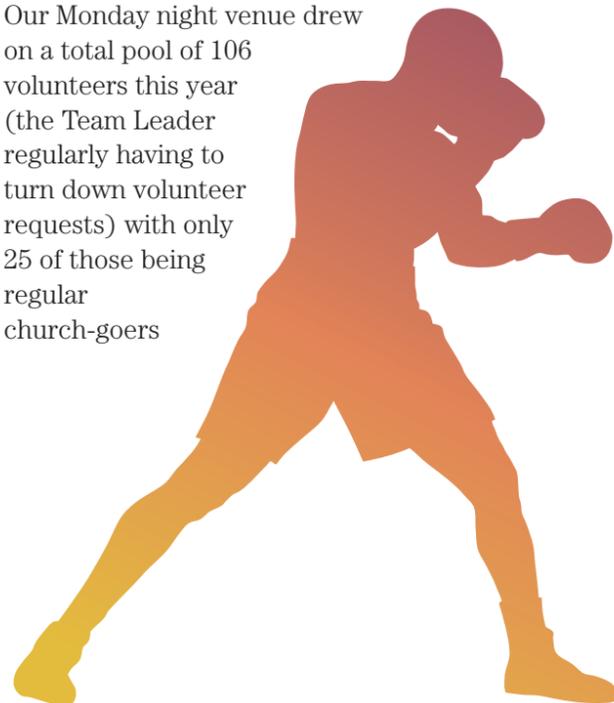
Our project monitoring system, which we have developed over the years with the help and support of our partner agencies, is essential to giving us a more holistic understanding of our guests' needs and determine how we can best support them. It informs us that for our primary beneficiaries i.e. our shelter guests:- 30% go into hostel, PRS or supported accommodation; 30% are moved into/linked in with appropriate specialist support services including drug & alcohol services, mental health services, veteran services and multiple services for complex needs; 25% are linked in with other support services including asylum and refugee services, other health and wellbeing services, ethnic support groups, mentoring and befriending support etc.; 10% are linked in with professional support to assist in re-negotiating their existing tenuous accommodation e.g. overcrowding, sofa-surfers, those evicted or threatened with eviction or at risk of abandonment. Last year three of our shelter guests voluntarily returned to their country of origin with the support of the International Organisation of Migration and the Thames Reach London Reconnection Project.

The commitment and enduring enthusiasm of our participating churches and their volunteers is a huge indicator of how successful this work is. Most of our churches have been with us from the outset when the project initially started in 1997. We have come to learn that there is nothing quite like a church shelter project for the homeless to bring out the best in people. Homelessness crosses all boundaries – ethnic, geographic, age, gender, religious, faith/no faith. It is a great leveller. It is something everyone can work together on with a foundation of common ground.

Home does not exist without homelessness and vice versa, so we need to embrace it and understand it – all of us. Homelessness is not something to be eradicated (though its painful consequences can be mitigated). Homelessness is a constant and so it demands that this work be a constant – giving anyone involved the opportunity to learn, grow as an individual and consequently better contribute to their community and society as a whole. Volunteer participation and engendering a stronger, more inclusive sense of community is a key element of our project.

We can give myriad examples over the years evidencing this, here are just a few recent ones:

- A volunteer with a long history of Boxing Club experience started his own charitable enterprise with its core project being a Sunday morning boxing club at a local Primary School gym specifically for shelter guests
- Students at a local academy school put together and donated personalised toiletries and personal hygiene bags for shelter guests
- A food tech teacher at a local girls college used her year 11 classes to cook shelter meals on 4 of 13 nights during this years shelter season
- Our Monday night venue drew on a total pool of 106 volunteers this year (the Team Leader regularly having to turn down volunteer requests) with only 25 of those being regular church-goers



## Examples of cross-sector working;

- St. Augustine's Church, Highbury New Park came on board this year and hosted the SWEP (Severe Weather Emergency Protocol) shelter during the two weeks of sub-zero temperatures in February – SWEP is a legal obligation for every Local Authority to prevent fatalities on our streets – <http://homeless.org.uk/effective-action/SWEP-CWP>
- Ours was one of four church shelter projects selected to participate in a pilot mentoring and befriending project funded by the DCLG (Department of Communities and Local Government) and rolled out by Housing Justice; 16 of our volunteers were trained in how to best mentor homeless people of which 9 were recruited as mentors. This facilitated a continuity of support for our client group beyond our usual three month operating term. It also helped alleviate anxieties expressed by our volunteers for guests for whom we were unable to facilitate ongoing accommodation when the shelter closed for the year. five mentees who were unemployed started employment during the period they were being mentored, three of them as a direct result of their relationship with their mentors. Other outcomes include being inspired to start creative writing again, improvement in spoken English, finding accommodation, someone with no recourse to public funds was supported to apply to remain in this country through the legacy programme, going into detox and starting counselling, finding voluntary work, an increase in self-confidence and social networking.

**Our volunteers include professionals, politicians and celebrities, the out of work, students, retirees – and represent a diverse cross-section of the multi-ethnic community of communities that comprise a typical inner-London borough. This is what they told us:**

*"I think it is a kind of win win. I do get something out of it. I always go away feeling slightly bigger and better than before I go. But at the same time you've actually done something for somebody else. There is a sense of it being a really good thing all round. Also the friendships. I've done a couple of late night shifts, with opportunities to meet people and talk with people late into the night and I found that absolutely fantastic, the conversations we had. I thoroughly enjoyed it"*

*"When I first came here there was this guy called X who was an alcoholic, he smelt, he was dirty, he had bad feet, he couldn't walk properly, he almost had his toes cut off and he was sitting here one Sunday and he was just telling me this story of how he was married but he'd split up, and he had a pub and that was taken away from him and I sat there looking at this guy who was in his 40s but looked liked he was in his 70s and I got up and hugged him and he said, "Do you know what, it's the first time I've been hugged in 8 years". (emotional) It was so touching. Just that physical contact. I don't even know why I'd done it. A couple of years ago I would never have done it, you know, go up to a total stranger who smelt and had no teeth in his mouth. That didn't mean anything to me. I just had to hug him. That just sums it all up for me. It's lovely"*

*"You never know what will happen when you come in here. There is no hierarchy or set rule. It's all about creating community. That's the ultimate thing. I didn't realise this before that homeless people have very little interaction with people during the week. By and large it is quite an isolating experience. I guess it's about belonging somewhere and being part of a community"*

"I think it's about recognising our servant hearts, to become servants ourselves and to draw alongside our neighbours wherever they're from and whatever their situation. What I've found to be so fantastic for me is that I walk up and down this street so often and you start to recognise the people who come in on a shelter night and you're not afraid to talk to them and you know people are probably walking past thinking oh they're just asking for a pound coin, but you know the reasons behind that, and the usual guy who's here, I saw him the other day and he was just so friendly, so chatty, and we just stopped and chatted and went on our way and that's the drawing up alongside of individuals, and this volunteering has given us the opportunity to do that"

"Almost everybody that I have come into contact with doing this work have had their attitudes to the homeless seriously changed. One of the problems that you come across time and time again with this sort of thing from the outside community, from the neighbours, is that they have real, real fears about the homeless – almost Conrad-ian part of darkness"

"You come once and I'd be very surprised if anybody just came once and never came again. You do want to come again. And it's just once a week as well... I've done quite a lot of the cooking this year and it's just really nice for people to be appreciative of your cooking! Because I have three children and I don't get that response from them! These guests come back for seconds. Just to be along side with them at the table and eat with them, and be on their level with them. We've tried to integrate and mix. I think that's really good. It's good for them and it's good for us"

"Tonight, for example, I wasn't quite sure who was a volunteer and who was a guest. And there's no particular dividing line. That's what is so lovely sitting around that table. People are just being there together. It's an unthreatening and warm environment. Particularly people coming for the evening shift, seeing their faces as they come in is something really quite special. It's such a warm environment. It really is"

"Without fail they are all amazing people in their own way. But there are some incredible characters and you learn a huge amount in here and it takes you out of your narrow social milieu of friends... what I do know is that me or any of my friends, particularly the men statistically, could be here next shelter night and that's a very strong connection. I had a very popular friend at school – good at everything and very clever – he ended up homeless and I last heard he had been a drug addict for the last 15 years. That sort of challenges ones preconceptions about people and it makes you less judgemental. As Christians, well the sort of Christianity that I was brought up with was all about judgement, it shouldn't have been but it was, but this volunteering work teaches you to be much less judgemental and much more open to people and to see the good in people, and there is so much good in people and there is so much love that they want to give and receive by coming here"

"We also have local businesses that support us through personal relationships developed by members of the church and the vicar. For example the laundrette gives us a discount as well as the butchers. Last year Pret a Manger gave us sandwiches for packed lunches. We went down at half past six at night to pick them up."

"Last time I was here a lady collapsed and Jackie was so professional and she told us exactly what to do until the paramedics came. We have confidence in her. People had the skills to know exactly what to do. Generally though there is absolutely no aggression whatsoever. People behave a lot better in a Church"

**Our guests are care-leavers, prison-leavers, victims of economic circumstance, victims of political circumstance, asylum-seekers and refugees, people struggling with emotional and psychological turmoil and trauma, victims and perpetrators of domestic violence; our neighbours.**  
**This is what they told us:**

"The company and the staff are absolutely brilliant. They provide lots of support. They care"

"Good company, blindingly good staff, warmth, somewhere to sleep. A roof over my head and somewhere that is safe"

"I was never a great believer in Church or never went to Church. Seeing how all the volunteers here and all the people here help you out, it has slightly changed it. I don't go to Church but it does give you a more positive attitude"

"It supports you to almost get back to normal life. It prevents me getting depressed and alone. It is very reassuring to know that you have a bed for the night"

"Space to get myself sorted e.g. GP, housing support, stability in my life, food (dinner/breakfast), showers, clothing, library card, etc"

"I have nowhere else to go - I feel unsafe sleeping in the parks and on buses. Staff are very good people, it's the home of God, food and warmth"

"It is a very good project, it has saved my life, but I worry about what to do when it closes"

"If it wasn't for the shelter I might have to enter into criminal activity for necessity, I mean who wouldn't in this situation, most people round here would"

"That's one of the benefits as well of this place, coz you're under God's house there's hardly anyone who would steal from you. They may rob outside but not in here. When I first came in here I was sticking my passport under my pillow. Worried. I was keeping my trainers by the side of my bed thinking someone was gonna steal them. That's my paranoia coz that's what the outside world's like. But when you come to these shelters they make you feel good, they give you a towel, they give you shampoo, they give you food, and more food, and more food. You end up putting weight on! If no ones actually put on half a stone within 4 weeks I'm not sure what they've been doing, like, you know!"

"This whole experience of being homeless has woken me up. Because when you're on the streets you are walking around and observing everyone else, not caring about yourself, you are observing everyone else and seeing how much they are taking a lot of stuff for granted and there are people out there who haven't got anything at all. You start appreciating things."

"I am finding it interesting that despite the difference of the churches here – being it a this or a that church – actually they're coming together as a Body, as it should be, in the Body of Christ and actually working together and establishing some sort of unity and strength in unity together to help the outside. I'm finding it really interesting that they are working together instead of going against each other."

"It is warm and safe, teaches you tolerance. Very supportive and set a good example of helping other people. They try to treat every body equally and with respect."

**Research...  
...and what we have learned**

We have had the opportunity to both conduct our own research and participate in a number of other homeless sector research projects in the last six years.

In 2009 we were one of eight church shelter projects involved in research by Homeless Link that resulted in the publication of their “Cold Weather Shelter Report 2009” which can be found on their website – <http://homeless.org.uk/>.



At the same time we worked with the ARCS (Action Research – Church & Society) team at Heythrop College and adopted their cycle of theological reflection akin to the increasingly popular discipline of “reflective practice” in the homeless sector. According to one definition this involves “paying critical attention to the practical values and theories which inform everyday actions, by examining practice reflectively and reflexively. This leads to developmental insight”.

Our work with Heythrop contributed to the publication of their book “Talking About God in Practice: A Theological Action Research and Practical Theology” in December 2010 and led to the publication of a subsequent book to which we contributed titled “Theological Reflection for Human Flourishing” published in May 2012. Through this process we have learned and reaffirmed our commitment to focus on hospitality as our critical role within the broader scope of provision for the homeless.

We are currently participating in a research project titled “A role for faith in supporting homeless and vulnerable people”. The St John Southworth Fund and other trusts and foundations are supporting Lemos & Crane to work with providers of support for homeless and vulnerable people to:

- Explore through interviews with service users the role of faith in their lives
- Identify the practical support needed by service users to help them engage fully with their faith – eg through links with places of worship and networks
- Develop the vocabulary, content and structure needed by support workers for confident and purposeful conversations with service users about faith

But it was the opportunity to conduct our own research that presented the biggest challenge and, arguably, our most significant learning. In early 2009 we were one of three local community groups invited by Voluntary Action Islington (VAI) to participate in a new community research project. We chose to explore the relationship between bereavement and homelessness and, in particular, bereavement as a cause of homelessness. Our final report “Influencing Change: Bereavement & Homelessness: Vulnerable People Coping and Struggling with Loss” was published and launched at VAI in May 2010 – the full report is available via the following link: <http://www.islington.gov.uk/Housing/policiesandstrategies/ihforum/news.asp>). Our research is prompting us to consider a possible collaboration of our bereavement and homelessness projects. It poses the potential for relatively simple interventions around bereavement that could result in exponentially greater social and economic benefit to the community by preventing not just homelessness but a range of anti-social behaviours that manifest as a result of traumatic life experience and bereavement in particular.

We strive to build a momentum for services to adopt an “inside-out” approach to accompany and work in conjunction with the pre-dominantly “outside-in” services that currently comprise the homelessness sector. “Outside-in” services address the downstream symptomatic results of adverse and traumatic life experiences. We seek to explore further back upstream, those adverse and traumatic events (bereavement specifically) and how addressing these “inside-out” issues upstream may help prevent or minimise those harmful symptomatic results that all too often occur downstream.

Should you have any questions, comments or feedback with respect to the work of our cold weather shelter project please do not hesitate to contact me via email at [iccws@hotmail.co.uk](mailto:iccws@hotmail.co.uk).

Mark Brennan  
Project Coordinator

**A huge thank you as always to our participating church shelter venues this year:**

**St.Andrew’s,**  
Whitehall Park  
Rev. Rob Powell,  
Team Leader: Gloria Chandra

**Union Chapel,**  
Highbury Corner  
Rev. Karen Stannard,  
Team Leader: Laura Michener

**St.Peter De Beauvoir,**  
Rev. Julia Porter,  
Team Leader: Judith Hale

**Christchurch,**  
Highbury Barn  
Rev. Jonathan Webster,  
Team Leader: Jacqueline Mair

**St.Luke’s,**  
Penn Rd  
Rev. Dave Tomlinson,  
Team Leader: Dan Northam-Jones

**All Saints,**  
Kings Cross  
Rev. Ted Fells,  
Team Leader: Anna Jones

**St.Gabriel’s,**  
Archway  
Fr. Kevin McDevitt,  
Team Leader: Tina Bailey

**City Temple,**  
Holborn Viaduct  
Rev. Dr Rodney D Woods  
Team Leader: Matthew Wilson

**St.Mary Magdalene’s,**  
Holloway Rd  
Rev. Paul Zaphiriou,  
Team Leaders: Susanne Blaser & Mary Roberts

**St.Augustine’s,**  
Highbury New Park  
Rev. Clive Main

**Caledonian Methodist Church,**  
Caledonian Rd  
Rev. Donghwan Kim

**CARIS Islington Churches Cold Weather Shelter Report**

**Year Ended 31 March 2012  
Cold Weather Shelter**

<b>Income</b>	<b>£</b>
Grants	11,000
Donations	1,109
<b>Total income</b>	<b>12,109</b>

<b>Expenditure</b>	
<i>Direct expenditure</i>	
Salaries (staff)	23,695
Training	0
Other direct expenditure	3,103
<b>Total direct expenditure</b>	<b>26,798</b>

<i>Support costs – allocated by staff time</i>	
Rent	2,482
Insurance	534
Payroll administration	136
Telephone and internet	247
Office expenses	1,186
Fundraising expenses	57
<b>Total support costs</b>	<b>4,642</b>

<b>Total expenditure</b>	<b>31,440</b>
--------------------------	---------------

<b>Funds brought forward</b>	<b>33,407</b>
<b>In year deficit</b>	<b>(19,331)</b>
<b>Transfer from General Fund</b>	<b>3,000</b>
<b>Funds carried forward</b>	<b>17,076</b>

# Trustees' Annual Report

## Board of trustees

The trustees who acted during the period are set out on page 2. Election and re-election of trustees will be carried out according to the procedures set out in our Memorandum and Articles of Association, which is our governing document. An individual induction programme is agreed and implemented for each new trustee, covering all aspects of the trustee's role and the organisation.

The Board of Trustees acts on information and advice from regular meetings with representatives of the various project committees and CARIS Islington employees. Trustees are able where appropriate to take independent professional advice at no personal expense.

The trustees delegate the day-to-day management of CARIS Islington to the project committees, who are responsible for ensuring that all control mechanisms are in place.

## Trustees' responsibilities

UK company and charity law requires the Board of Trustees to prepare financial statements that give a true and fair view of the state of affairs of CARIS Islington and the results for the relevant period. In preparing the financial statements, the trustees have selected suitable accounting policies and applied them consistently, made judgements that are reasonable and prudent, followed applicable accounting standards and prepared the financial statements on a going-concern basis.

The trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any given time, the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of CARIS Islington and therefore have in place financial controls for the prevention and detection of fraud and other irregularities.

In preparing these financial statements and Annual Report, CARIS Islington has complied with the provisions of the Statement of Recommended Practice (SORP), Accounting and Reporting by Charities, issued in March 2005.

## Public Benefit provided by CARIS Islington

A legal requirement on charities is that the trustees must have regard to Charities Commission guidance on public benefit in deciding on the activities a charity undertakes and must report on those public benefits. A charity's activities must produce identifiable benefits, related to the aims of the charity, and those benefits must be to the public or a section of the public. The trustees have reviewed the activities of CARIS Islington and we are satisfied that they provide an identifiable benefit to the public of Islington. The services we provide are aimed at providing relief of those in need as a result of bereavement or homelessness. The services are provided without charge and are open to anyone in need of them in the London Borough of Islington. Further detail on the activities we undertake and the nature of the public benefit provided is contained in each of the project reports in this document. We will continue to pay due regard to the need to provide public benefit in any decisions affecting the type of activities we undertake.

## Equal opportunities

CARIS Islington is committed to the principle and practice of equal opportunities and aims to be an equal opportunities employer. Our employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of sex, marital status, ethnicity, disability, age, religion, sexual orientation or any other grounds that are unjustifiable in terms of equal opportunities for all.

## Risk management and internal control

The trustees review the major risks the charity faces as part of the annual business planning process and have established systems to manage these risks. The trustees are satisfied that the arrangements for managing these risks combined

with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

## The control system includes several key elements:

1. The trustees meet at least six times during the year. A number of matters are specifically reserved for their approval.
2. There is a clear organisational structure, with appropriate levels of accountability and reporting lines.
3. Many trustees have expertise in a particular area (Human Resources, Finance etc).
4. The trustees receive a financial report at every trustees meeting.
5. CARIS Islington operates a range of detailed personnel policies to ensure compliance with employment legislation and good management practice.

## Volunteer involvement

CARIS Islington depends on volunteers. All counsellors for both the adult and child bereavement services are volunteers. We have around 35 volunteer counsellors working with the adult Bereavement Service at any one time, and 15 volunteer counsellors giving their time to our children's services, each usually working with two clients a week. Including their commitment to regular supervision meetings and ongoing professional development, this amounts to some 7500 hours of time given each year by our bereavement service counsellors.

The Cold Weather Shelter project involves more than 500 volunteers working out of the 11 participating churches. All of these are staffed by up to five volunteers for every shift and the evening meals and breakfasts are provided by the churches. This amounts to some 6000 volunteer hours given to running the shelters. All members of the project committees and of course the trustees are also volunteers.

## Performance against current objectives

At the start of the current year the following key objectives were set for the year ahead. Our performance against these was as follows:

1. To run a Cold Weather shelter for the period January–March 2012 inclusive.

### Achieved

2. To deliver a free year-round counselling service to bereaved adults and children in Islington and ensure that we can respond appropriately to our clients' needs.

### Achieved

3. To expand the number of volunteer counsellors we have in order to ensure as short as possible waiting lists for bereavement counselling

### Achieved

4. To secure adequate continuation funding for all projects

### Achieved

Expenditure exceeded income in all three projects but funding was adequate because of balances carried over from the previous financial year.

## Future developments

Our key objectives to be addressed during the coming financial year are:

1. To run a Cold Weather shelter for the period January–March 2013 inclusive.
2. To deliver a free year-round counselling service to bereaved adults and children in Islington and ensure that we can respond appropriately to our clients' needs.
3. To secure adequate continuation funding for all projects.

All these key objectives will be carried out by members of staff already in post supported by members of the Board of Trustees.

## Financial performance

We spent £102k in 2011–12 which is higher than the £94k we spent in 2010–11, and the £84k we spent in 2009–10. These yearly rises in expenditure reflect increased expenditure on charitable activities. Since February 2011 we have employed two part-time senior counsellors for our Children's Bereavement Service so last year saw the first full financial year of their employment. We continued to employ our Cold Weather Shelter co-ordinator part-time outside the period in which the shelters operate – which we first started to do in the financial year 2009–10. We expect expenditure in 2012–13 to be some £5000 higher than in 2011–12 as we are funding additional supervision (already funded for the 2012–13 financial year, as well as again employing the Cold Weather Shelter co-ordinator part-time in the summer months and continuing to employ the Children's Bereavement Service senior counsellors).

Income in 2011–12 was just under £79k. This meant that we had an in-year deficit of £23k. This did not present a problem because we ended the previous financial year with substantial funds in our projects and in particular had already received the funding for employing our new Rucksack senior counsellors during 2011–12. Now, however, our funds carried forward are down to more normal levels, and we will have to increase our funds raised in order to ensure that we are able to continue with all of our current charitable activities. As in previous financial years a majority of our funding came from grant-giving organisations. This was down by £14K on the previous financial year. Donations from private individuals, churches and schools, was also lower than in the previous year, but leaving aside the one-off donation in 2010–11 for Rucksack, income from donations by private individuals, churches and other organisations, was actually slightly up on the previous year.

Expenditure on our Bereavement Service for adults slightly exceeded income. We transferred £4000 to this service from the General Fund in the course of the year and as a result the project ended the financial year with a similar level of funds as at the start of the year.

Expenditure on our Children's Bereavement Service, exceeded income by £14k but this was because we had already received funds at the end of the previous financial year to pay the salaries of the new senior counsellors. We transferred £2,700 – the equivalent of a month's expenditure – to the Service from the General Fund as funds in the project were low at the end of the financial year.

Income for the Cold Weather Shelter was nearly £20k below expenditure. This did not present a problem in 2011–12 as we started that year with sufficient funds to run the shelter for a season. However, we need to raise substantial funds to enable us to run next winter's cold weather shelter. In the meantime, trustees approved the transfer of £3000 to the project in order to employ our Cold Weather shelter co-ordinator part-time in the summer months, so that he could continue with the work of developing the service to guests and more generally preparing for next winter's Cold Weather Shelter.

## Independent Examiner

Moses Igunnubole was appointed as independent examiner of CARIS Islington during the period. The trustees are grateful to him for taking over this role.

## Reserves policy

The Board of Trustees reviews CARIS Islington's reserves policy annually. There are two categories of reserves currently held by CARIS Islington: the General Fund and Restricted Funds.

### *Unrestricted Reserves – General fund*

In considering the level of the General Fund that CARIS Islington should aim to hold, a range of factors needs to be taken into account. The overall aim is to distribute funds quickly to our charitable activities, whilst maintaining a prudent level of reserves to ensure stability and flexibility. CARIS Islington does not have a regular income stream – we rely entirely on donations and on fundraising and therefore on occasions fluctuations will occur in income. There will also be occasions when we have requirements for funding which cannot be fully anticipated in the planning process. The General Fund ensures that we are in a position, not only to meet all our liabilities, but also to ensure the longer-term continuity of our projects. This is vital given the nature of the projects. Our bereavement counselling offer is open-ended; its duration is based only on the need of the client. Our Cold Weather Shelter is an important and established part of the services available to the homeless in the borough during the cold weather months. Were we to have to scale back the service we provide through any of our projects because of insufficient funds, this would result in direct hardship to our clients. Therefore the trustees of CARIS Islington consider it prudent to continue to maintain a General Fund equivalent to 4 to 6 months of total

expenditure. This equates to an acceptable range of reserves in the General Fund of £37k–£55k, (taking account of the fact that our expenditure is set to rise in the new financial year by some £5000 to pay for additional supervision for the Bereavement Service). At the year end, the balance of the General Fund, following transfers to the projects, was £45,833, which is within the acceptable range. The trustees have agreed to monitor the level of the General Fund and, should it increase to more than the agreed level, we will transfer funds to the charitable projects, and also review our planned fundraising. Should it fall below the desired level, the trustees will seek to raise funds to increase the level.

### *Restricted funds*

Restricted funds are funds subject to specific conditions imposed by donors and balances arise due to timing differences between receipt of the income and expenditure on the specified purpose. We aim to spend all such funds promptly, consistent with meeting the purposes of the funding and of CARIS Islington. We expect to spend all the restricted funds held at 31 March, in full, in the 2012–13 financial year.

Jeanette Cragg  
*Chair of Trustees*

## Independent Examiner's Report to the Trustees of CARIS Islington Ltd

I report on the accounts of the company for the year ended 31 March 2012 which are set out on pages 29 to 35

### Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. [The charity's gross income has not exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Association of Charities Independent Examiners (ACIE) and Association of International Accountants (AIA)]

Having satisfied myself that the charity is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the Act, as amended); and
- state whether particular matters have come to my attention.

### Basis of independent examiner's statement

My examination was carried out in accordance with 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

no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

### 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 requirements:
  - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities
 have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Moses O. E. Igunnubole

Date: 03-10-2012

Full Member of Association of Charity Independent Examiners

### MOSES – BOLE & CO

Professional Accountants/Tax Advisers & Business Management Consultants

Unit 1J, Leroy House,  
436 Essex Road, Islington  
London N1 3QP

## Statement of Financial Activities/Income and Expenditure

For the Year Ended 31st March 2012

				2012	2011
		Unrestricted	Restricted	Total	Total
	Note	£	£	£	£
<b>Incoming Resources</b>					
<b>From Generated Funds</b>					
Voluntary income	2	11,985	66,694	78,679	113,941
Investment income	3	248	0	248	34
<b>Total Incoming Resources</b>		<b>12,233</b>	<b>66,694</b>	<b>78,927</b>	<b>113,975</b>
<b>Resources Expended</b>					
<b>Costs of Generating Funds</b>					
Costs of Generating Voluntary income	4	0	3,128	<b>3,128</b>	3,305
Charitable Activities	5	0	99,153	<b>99,153</b>	90,725
Governance Costs		0	0	<b>0</b>	0
<b>Total Resources Expended</b>		<b>0</b>	<b>102,281</b>	<b>102,281</b>	<b>94,030</b>
<b>Net income/(expenditure)</b>		<b>12,233</b>	<b>(35,587)</b>	<b>(23,354)</b>	19,945
Transfers Between Funds	13	(9,700)	9,700	0	0
<b>Net Movement In Funds</b>		<b>2,533</b>	<b>(25,887)</b>	<b>(23,354)</b>	19,945
<b>Reconciliation of Funds</b>					
Funds Brought Forward	13	43,300	69,075	<b>112,375</b>	92,430
Net Movement in Funds	13	2,533	(25,887)	<b>(23,354)</b>	19,945
<b>Funds Carried Forward</b>		<b>45,833</b>	<b>43,188</b>	<b>89,021</b>	<b>112,375</b>

## Balance Sheet

As at 31st March 2012

		2012		2011	
	Note	£	£	£	£
<b>Fixed Assets</b>			0		0
<b>Total Fixed Assets</b>			<b>0</b>		<b>0</b>
<b>Current Assets</b>					
Debtors	9	409		429	
Bank & Cash in Hand		69,360		75,857	
Investments	10	25,101		40,034	
<b>Total Current Assets</b>		<b>94,870</b>		<b>116,320</b>	
<b>Current Liabilities</b>					
Creditors: Amounts due within 1 year	11	5,849		3,945	
<b>Total Current Liabilities</b>		<b>5,849</b>		<b>3,945</b>	
<b>Net Current Assets / (Liabilities)</b>			<b>89,021</b>		<b>112,375</b>
<b>Total Net Assets / (Liabilities)</b>			<b>89,021</b>		<b>112,375</b>
<b>Represented by:</b>					
<b>Unrestricted Funds</b>					
General Fund	13	45,833		43,300	
Designated Funds		0		0	
Innovations Fund	13	0		0	
<b>Total Unrestricted Funds</b>		<b>45,833</b>		<b>43,300</b>	
Restricted Funds	13	43,188		69,075	
<b>Total Funds</b>		<b>89,021</b>		<b>112,375</b>	

For the year ending 31 March 2012 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Board of Trustees.

Signed on behalf of the Board of Trustees:

Signed (Director)

*Bridget Butt*

Date:

*5th September 2012*

Bridget Butt

## Notes to the accounts for the Year Ended 31 March 2012

### 1. Accounting policies

#### (a) Basis of preparation

The accounts are prepared in accordance with the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' published in March 2005, the Companies Act 2006 and applicable Accounting Standards. The particular accounting policies adopted by the Board of Trustees are described below:

#### (b) Accounting convention

These accounts have been prepared under the historical cost convention.

#### (c) Fund accounting

**General Funds** – these are funds which can be used at the discretion of the Board of Trustees in furtherance of the general charitable objectives of CARIS Islington. Accumulated surpluses in the General Fund are included within unrestricted funds. Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects. No such funds were designated in 2011–12.

**Restricted funds** – these are funds subject to specific conditions imposed by donors. Where possible any fund deficits are eliminated by a transfer from the General Fund at the year end, except where the Trustees are of the opinion that such deficits will be eliminated by future committed giving.

#### (d) Incoming resources

All income is recognised in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy and receipt of the income is certain.

#### Gifts in kind

Gifts in kind are included in income at their estimated market value and recognised when they are utilised.

#### Grants receivable

All grants received which relate to the year are credited to income within the Statement of Financial Activities.

#### Donations

Donations and all other receipts from fundraising are reported gross and are accounted for on a receivable basis. The related fundraising costs are reported in costs of generating voluntary income.

#### (e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

#### Cost of generating funds

These are costs incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

#### Governance costs

These are costs associated with the governance arrangements of the charity that relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. Included within this category are costs associated with the strategic as opposed to day to day management of the charity's activities. The charity incurred no governance costs in 2011–12 as governance roles were carried out by the trustees, who chose not to claim expenses.

#### Direct charitable expenditure

These are costs directly related to the objects of the Charity, namely the Adult Bereavement service, Rucksack and the Cold Weather Shelter.

#### Support costs

These costs represent the staffing and associated costs of finance, human resources, office costs, information technology and general administration in supporting the operational projects of the charity. These are allocated across the costs of generating funds, governance costs and direct charitable expenditure. The basis of the cost allocation has been explained in the notes to the accounts.

#### (f) Tax

CARIS Islington is a registered charity and, as such, is exempt from taxation on its income and gains to the extent that they are applied to its charitable purposes.

## Year Ended 31 March 2012

### 2. Voluntary income

2012 total (£)

	Grants from trusts & other grant-giving bodies	Donations from individuals, churches & schools etc	
<b>Unrestricted</b>	0	11,985	<b>11,985</b>
<b>Restricted</b>			
Bereavement Service	30,800	7,223	
Children's Service	16,562	0	
CCICWS	11,000	1,109	
<b>Total restricted</b>	<b>58,362</b>	<b>8,332</b>	<b>66,694</b>
<b>Total</b>	<b>58,362</b>	<b>20,317</b>	<b>78,679</b>

2011 total (£)

	Grants from trusts & other grant-giving bodies	Donations from individuals, churches & schools etc	
<b>Unrestricted</b>	750	11,028	<b>11,778</b>
<b>Restricted</b>			
Bereavement Service	29,996	6,814	
Children's Service	14,055	20,000	
CCICWS	27,250	4,048	
<b>Total restricted</b>	<b>71,301</b>	<b>30,862</b>	<b>102,163</b>
<b>Total</b>	<b>72,051</b>	<b>41,890</b>	<b>113,941</b>

### 3. Investment income

2012 (£)

2011 (£)

Bank interest	248	34
<b>Total</b>	<b>248</b>	<b>34</b>

### 4. Costs of generating voluntary income

2012 (£)

2011 (£)

From trusts and other grant-giving bodies	2,930	3,163
From general public*	198	142
<b>Total</b>	<b>3,128</b>	<b>3,305</b>

\*In the 2010-11 accounts the cost of fundraising from the general public was not shown separately

### 5. Charitable activities

2012 (£)

	Direct exp	Support	Total
CARIS Islington Bereavement Service	31,540	6,605	36,192
Children's Bereavement Service	24,856	4,769	29,625
Cold Weather Shelter	26,798	4,585	31,383
	<b>83,194</b>	<b>15,959</b>	<b>99,153</b>

2011 (£)

	Direct exp	Support	Total
CARIS Islington Bereavement Service	31,342	8,292	39,634
Children's Bereavement Service	13,437	2,591	17,028
Cold Weather Shelter	28,306	5,757	34,063
	<b>74,085</b>	<b>16,640</b>	<b>90,725</b>

### 6. Basis of allocation for support costs

Support costs are allocated to individual projects based on total staff hours spent on that activity. The support costs thus allocated are shown below.

2012 (£)

2011 (£)

#### General Management

Insurance	1,860	
Payroll administration	474	
Telephone and Internet	861	
Office expenses*	4,126	
<b>Total general management</b>		<b>7,321</b>

#### Premises & Facilities

Rent		8,638
<b>Total</b>		<b>15,959</b>

\*includes stationery, postage, printing and cleaning

<b>7. Trustee/related parties remuneration and expenses</b>	<b>2012 (£)</b>	2011 (£)
Wages for S. Cragg <sup>o</sup> for covering employee's maternity leave*	0	460
<b>Total</b>	<b>0</b>	460

<sup>o</sup>Relationship to CARIS Islington: trustee family member      \*Legal authority: Memorandum & Articles of Association

No remuneration or expenses were paid to trustees

<b>8. Staff costs</b>	<b>2012 (£)</b>	2011 (£)
Costs of CARIS Islington employees*		
Gross Wages and salaries	71,083	60,061
Employers National insurance	4,893	5,060
<b>Total</b>	<b>75,976</b>	65,121

\*Staff time is spent predominantly on charitable activities with a small amount spent on fundraising. Staff costs are allocated based on time spent on each activity for each project.

	<b>2012</b>	2011
Average number of employees during the year		
Charitable activities	6	4
<b>Total</b>	<b>6</b>	4

Average full-time equivalent staff during 2011-12: 2 1/2      No employees received emoluments greater than £60,000.

<b>9. Debtors</b>	<b>2012 (£)</b>	2011 (£)
Prepayments	409	429
<b>Total</b>	<b>409</b>	429

<b>10. Investments</b>	<b>2012 (£)</b>	2011 (£)
Bank short-term guaranteed investment	25,101	40,034
<b>Total</b>	<b>25,101</b>	40,034

<b>11. Creditors: amounts falling due within 1 year</b>	<b>2012 (£)</b>	2011 (£)
Accruals	5,849	3,945
<b>Total</b>	<b>5,849</b>	3,945

<b>12. Analysis of net assets between funds</b>	<b>2012 (£)</b>		
	Restricted fund	General fund	<b>Total</b>
Fixed assets	0	0	<b>0</b>
Bank and short term investments	48,628	45,833	<b>94,461</b>
Other current assets	409	0	<b>409</b>
	49,037	45,833	<b>94,870</b>
Creditors due within one year	(5,849)	0	<b>(5,849)</b>
	<b>43,188</b>	<b>45,833</b>	<b>89,021</b>

<b>13. Statement of funds</b>	<b>2012 (£)</b>				
	As at 1 April 2011	Income	Expenditure	Transfers between funds	As at 31 March 2012
<b>Unrestricted Funds</b>					
General Fund	43,300	12,233	0	(9,700)	45,833
Total Unrestricted Funds	43,300	12,233	0	(9,700)	45,833
<b>Restricted Funds</b>					
CARIS Islington Bereavement Service	18,418	38,023	(40,180)	4,000	20,261
Children's Bereavement Service	17,250	16,562	(30,661)	2,700	5,851
CI Churches Cold Weather Shelter	33,407	12,109	(31,440)	3,000	17,076
Total Restricted Funds	69,075	66,694	(102,281)	9,700	43,188
<b>Total Funds</b>	<b>112,375</b>	<b>78,927</b>	<b>(102,281)</b>	<b>0</b>	<b>89,021</b>

### GIFT AID – MAKING YOUR DONATION GO FURTHER

Do you know that if you are a UK tax payer, charities can reclaim tax on any donation you make? All you need to do is complete the form below and every £1 you give will be worth £1.25 to us. We can also claim back tax on any past donations you have made within the last 4 years, as well as on any future donations without you having to make a new declaration.

#### GIFT AID DECLARATION *please tick as appropriate*

I want CARIS Islington to treat as Gift Aid:

All donations I have made in the past 4 years and all future donations that I make from the date of this declaration until I declare otherwise.

All donations that I make today and in the future, until I declare otherwise.

The enclosed gift of £ \_\_\_\_\_

**NAME:** \_\_\_\_\_

**ADDRESS** *including postcode:* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DATE:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_

#### Notes

To comply with the above declaration, you must be paying an amount of income/capital gains tax equal to the tax claimable by CARIS Islington. We will reclaim 25p of tax on every £1 you give or have given from 6 April 2008. We will reclaim 28p of tax on every £1 you gave before 6 April 2008 (The Government will also pay to CARIS an additional 3p on every £1 you gave between 6 April 2008 and 5 April 2011. This transitional relief for charities does not affect your personal tax position.)

You can cancel this declaration at any time by contacting the Treasurer c/o the CARIS Islington Office.

Please let us know if you at any time no longer pay enough tax or if you change your name or address. (We must keep accurate records of our donors in order for us to reclaim tax.)

**CARIS Islington • Bereavement Service • Cold Weather Shelter**

Tel: 020 7281 5200 • carisislington@yahoo.co.uk • www.carisislington.org

The Annexe, St Mellitus Church, Tollington Park, London N4 3AG

CARIS Islington is a company limited by guarantee

Registration No 3237809 • Registered Charity No 1057737

Bereavement Service Psychiatric Consultant: Dr Sylvia Tang MBBS, MRCPsych

An electronic version of this report is available to download from the CARIS Islington website at [www.carisislington.org](http://www.carisislington.org)



Charities Evaluation Services



**Islington**  
Christian Action &  
Response in Society

**CARIS Islington • Bereavement Service • Cold Weather Shelter**  
Tel: 020 7281 5200 • [carisislington@yahoo.co.uk](mailto:carisislington@yahoo.co.uk) • [www.carisislington.org](http://www.carisislington.org)  
The Annexe, St Mellitus Church, Tollington Park, London N4 3AG