



Islington
Christian Action &
Response in Society

ANNUAL REPORT 17/18

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LEGAL AND ADMINISTRATIVE INFORMATION

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2018. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

REGISTERED COMPANY NUMBER

03237809 (England and Wales)

REGISTERED CHARITY NUMBER

1057737

REGISTERED OFFICE

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

TRUSTEES

Ms C H Ahlquist (appointed 1.7.2018)

Mr A J Kuczynski, *Lawyer*

Mr J Allen-Fitt, *Solicitor*

Ms R Mair, *Administrator*

Ms R A Dyall, *Civil Servant*

Ms J L A Mair - Chair, *Civil Servant*

Ms C R Henderson, *Civil Servant*

Mr K J Tunnard - Treasurer, *Retired* (appointed 1.7.2018)

COMPANY SECRETARY

Mr A J Kuczynski

INDEPENDENT EXAMINER

Green Accountancy Limited , Signal Court, Old Station Way, Eynsham, Witney, Oxfordshire, OX29 4TL

CARIS ISLINGTON

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 (CIBS) and a specialist Children's Bereavement Service (Rucksack and The Basement), available to those who live or work in the Borough of Islington, and the CARIS Islington Churches Cold Weather Shelter (CICCWS) which runs out of seven Islington churches. For detailed information see our website www.CARISislington.org.

CARIS Islington is governed by a memorandum and articles of association. Its objectives are the promotion of charitable purposes for the benefit of the community within the London Borough of Islington (including assisting the bereaved and the homeless), reflecting 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, Jackie Mair, 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 Jackie Mair.



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 more about how you can help, see below and our website www.CARISislington.org

HOW YOU CAN HELP US

HOW TO DONATE TO US

Your donations are very important to us. We have lottery funding which supports the Adult Bereavement Service but we still rely on our donors, individuals and churches to fund our other activities and we are using this excellent opportunity to develop and improve our infrastructure. 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 our office payable to CARIS Islington. You can make a payment by credit or debit card via our page on the Just Giving website www.justgiving.com or the Local Giving website www.localgiving.com You will be able to gift aid your donation via either of these websites if you are a taxpayer.

You can set up a standing order with your bank for a regular payment to us. Please contact our office for a leaflet with all the information you need to do this.

If you are able to gift aid your donations please send a completed form to our office.

If you want your donations allocated specifically to the Rucksack Bereavement Service, Adult Service or 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 we also 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 if you are interested. See our website www.CARISislington.org for further information.

ACKNOWLEDGEMENTS

We wish to thank the many individuals, churches, business organisations and trusts who have given to us and make our work possible. With the exception of individuals who are not listed for reasons of privacy, the following supported us financially in 2017-18:

TRUSTS & OTHER GRANT-GIVING BODIES

Alexandra Trust
Big Lottery
The London Community Foundation – Simon and Lynn Dodds Grant
Foyle Foundation
Maunsell Trust
St James Trust
Waylan Trust

CHURCHES ETC

Archway Methodist Church
National Grid
Kentish Town Congregational Church

St Augustines
St Mary's, Upper Street
St Mary's, Hornsey Rise
St Mellitus Church, Tollington Park
St John's, Upper Holloway
St Peter de Beauvoir
St James & St Peter
St Silas
St James, Prebend Street
The Church on the Corner
Tollington Parish
Tufnell Park Junior School
Unicredit Bank
Union Chapel

report of the chair 17/18

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

The two service reports provide the detail on how we run the services to meet our objectives, the challenges we face and the solutions we are implementing. They also reflect on the learning from previous experiences and describe how this will be applied in the future.

I am pleased to report that there have been no serious incidents in either of the two services during this year.

Bereavement Services

CARIS Islington has been offering free Bereavement Counselling Services to Islington residents since 1996, when it was first registered as a charity. It costs roughly £80,000 annually to run the Bereavement Services. We have up to 50 volunteers providing free counselling to approximately 250 adults and children, year-round. Volunteers contribute some 20,000 hours of their time during that period, and our Bereavement Service Manager and Senior Counsellors are with them every step of the way throughout that time.

As will be seen elsewhere in this report, a new Bereavement Service Manager has been appointed, Augene Nanning, together with two new Senior Counsellors, Chrystelle Heldire and Robert Sookhan. Lydia Constantinou, having stepped down after more than 20 years as Bereavement Services Manager, has moved from London but has kindly accepted the new role taking responsibility for CoreNet, which can be undertaken remotely.

It is worth noting that the volunteer hours equate to approximately 570 working weeks (based on a typical 35 hour working week) over the year. Our volunteers are from all walks of life and offer their services enthusiastically. They represent a diverse cross-section of the multi-ethnic communities that comprise this inner-London borough of Islington. The professional supervision and ongoing support that CARIS provides to volunteers adheres to the requirements of the British Association for Counselling and Psychotherapy. Islington, in spite of its fashionable image, has areas of profound urban deprivation. It is the 14th poorest borough in the UK (according to the Index of Multiple Deprivation), with the lowest life expectancy for men in London, the highest level of suicide in London and the 5th highest in England, as well as the highest level of depression in London. The Bereavement Counselling Services at CARIS have seen the demand for their services rising. In 2014, 222

adults, children and their families were using the service; this figure increased to 237 in 2015 and there appear to be no indications that in 2017-18 it has reduced.

The funding from the Big Lottery for the Adult Bereavement Service has been a lifeline in continuing to deliver the service to the high standards the staff and volunteers achieve. Trustees are actively preparing and planning for the future when that funding ends in 2019, to ensure that this essential service can be maintained.

Cold Weather Shelter

It costs roughly £35,000 to run the project over the six months December to May. The Shelter is open for three of these six months and the other three months are taken up with preparation and follow-up. We have over 500 volunteers across seven church shelter venues at present. We provide hospitality and shelter to up to 100 homeless guests annually during the cold weather months of January, February and March. Volunteers contribute some 6,786 hours of their time during that period, and our Shelter manager and Assistant Manager are with us every step of the way throughout that time. It is worth noting that the volunteer hours equate to approximately 194 working weeks (based on a typical 35 hour working week) over the three-month period that the Shelter runs. The volunteer coordinators in each of our venues have links with the church which provides the venue, but increasingly our volunteers are not church members. Many of our guests have alcohol or drug problems, are ex-offenders, or have mental health issues.

Trustee Membership

This year also saw our long-serving Trustee and Treasurer, Bridget Butt, stepping down. Bridget has handed over responsibility as Treasurer to John Irwin, Trustee. Subsequently, John advised the Board that he would also be stepping down as both Treasurer and Trustee, because he has nearly completed his Ministry training to become a non-stipendiary clergy member of the Church of England. John will continue to have input as Treasurer until a new appointment is made.

Steven Lorber and Sam Hadfield also stepped down as Trustees and recruitment is being actively undertaken to add new Trustees to the Board. Steven has kindly offered to maintain links with the Board in an informal advisory capacity as needed.

Trustees meet every two months, but there is much activity and correspondence between meetings. The Board of Trustees also undertook a detailed organisational review using external consultants provided by the National Lottery. This has led to the development of a new Board and Sub-Committee structure which will be implemented throughout 2017-18, affording the opportunity for Trustees to work more closely with the dedicated and excellent staff teams that comprise the charity.

Our Finances

It now costs around £11,000 a month on average to run the CARIS projects, and in 2017–18 our income was adequate overall. We are largely dependent on fundraising by our staff, trustees and volunteers throughout the year, and thank them for their considerable efforts. We are extremely 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. Donations range from monthly standing orders of £5 to substantial donations of several thousand pounds from both individuals and organisations. Without the generosity from these various quarters, CARIS could not continue to exist.

Fundraising

As the organisation has grown, the burden on staff, particularly the managers, has increased significantly. We believe that this has resulted in us not being able to maximise the goodwill and funding opportunities available to us.

In 2016/17 we therefore took the decision, as part of an organisational review funded by the Big Lottery, to create a post of part-time fundraiser in the 2018/19 financial year. Initially it will be for two days a week.

We do not use the services of a professional fundraiser/commercial participator, nor do we appeal directly to the public through either street collections or requests in the street to provide donations or gifts in kind.

We intend at the moment that the bulk of our fundraising will continue to be through grant applications to charitable trusts, organisations such as the Big Lottery and church congregations through parish councils.

Staffing

The revised working arrangements for our Bereavement Service Manager and the Senior Counsellors continue to work well and both services are fully in demand. We were delighted to welcome back Belinda Feldman as Assistant Manager for the Cold Weather Shelter Project for 2018, together with

Dr Janet Gilbert who is CARIS's CWS Manager. On behalf of all Trustees, I would like to thank all of CARIS's staff for their commitment and hard work, often way beyond the requirements of their posts, and all volunteers across all the projects for their time and invaluable support.

Staff Remuneration

Our remuneration scheme applies to all staff and is based on Local Government (NJC) pay scales. Salaries for particular posts are set having regard to the duties and responsibilities of the particular post. We also reference the general pay and conditions in the sector.

The salaries of managers and all staff are reviewed annually. As we are a small organisation this is done by the Board. The review takes account of Local Government pay settlements, inflation, and the ability of the organisation to fund any pay proposals.

Policies and Procedures

Through Lottery funding, CARIS has undertaken an organisational review throughout 2017 through the services of an externally approved consultant. The review led to a new Board and Sub-Committee Structure and includes a Sub-Committee on Governance which will focus in particular on the revision and updating of all organisational and project procedure and policy.

Annual Meeting

The next Annual General Meeting will be held on 14 December 2018. The AGM held in December 2017 was well attended.

Future Development

We are continuing to reflect on the ways in which (finances permitting) we can best develop our projects, and show the coherence and links between our projects and services.

IT

We have an electronic newsletter for CARIS and are on YouTube, Facebook and Twitter. Reviews of the individual projects follow which provide more detail of our activities. As part of the ongoing organisational review, consideration is also being given to how best to improve IT facilities on a longer-term basis. Thanks once more to National Lottery funding, we were able to update IT facilities within the office and also purchase essential specialist software – Core Net – for use by the Bereavement Services.

Jackie Mair, Chair of Trustees

bereavement service annual report

FROM THE BEREAVEMENT SERVICE CHAIR

Val Lang stepped down as the Bereavement Committee's chair this year after 20 years of service. We thank her for the role she has played over so many years and her steadfast support for the bereavement service. We are fortunate that she remains as a member of the Committee so that we can still benefit from her experience and advice.

We are so grateful that our lottery funding for this year has meant that we have had to worry less about money and been able to focus on the vital support which the service offers to bereaved people in the borough of Islington. Lottery funding has also provided a useful discipline in the way that we plan, organise and administer the service.

We were very sad this year to say goodbye to our manager of over 21 years, Lydia Constantinou. Lydia guided the service through both good and difficult times, developing its work among children and young people and increasing its professionalism. She has shown quite exceptional commitment and dedication to the service and we owe her a great debt of gratitude for all she has done. We wish her well in her new life in Scotland and her involvement in CORE.

In such a time of change we were fortunate to retain the services of our staff team members, Laura, Linda, Philomena and Augene (who stepped up into the manager role), and to welcome two new senior counsellors, Robert and Chrystelle. Our thanks go to them for piloting us through the change, and also to our Supervisors Cathy Ingram and Sharon Roughan and the other members of the Bereavement Committee, Helen, Val and Neary.

Finally, a special thank you goes to all our faithful volunteers who give up so much of their time to support bereaved people going through one of the most difficult times of their lives.

Robina Dyall, *Trustee and Chair of the CARIS Bereavement Service Committee*

This year has been very different for the Bereavement Service. There has been a great change in the staff team. We have gained two extra Adult Senior Counsellors in Robert and Chrystelle. Our long time Service Manager moved on after 21 years of service and leadership. Augene Nanning, who has been an Adult Senior Counsellor and a Rucksack Senior counsellor, was promoted to the position of manager. Chrystelle has also been employed to be a Rucksack Senior Counsellor in order to work as part of our Rucksack/Basement Service.

Staff

Lydia Constantinou led the service until October 2017. In November Augene Nanning was promoted to service manager and was supported by three senior counsellors – Philomena Ovenden, Chrystelle Heldire and Robert Sookhan for the Adult Service, Laura Fulcher and Chrystelle Heldire for the children and young people's service. Three external consultants, Cathy Ingram and Sharon Roughan, provide supervision alongside the clinical staff. Linda Mead supports the work of the service as CARIS Administrator.

Shortly after the period covered by this report Augene Nanning resigned and Chrystelle Heldire succeeded her as service manager from August 2018.

Volunteers

Twelve volunteers successfully completed their training this year for the Adult Service and became volunteer counsellors. We trained three volunteers for the Rucksack and Basement Service and two of them were successful and became volunteer counsellors.

After successful completion of the training course, each counsellor joined a fortnightly supervision group in line with the requirements of the British Association for Counselling and Psychotherapy and most of them are now seeing at least two clients a week. Volunteer numbers fluctuated during the year. We have 36 volunteer counsellors for the Adult Service and eight volunteer counsellors for the children and young people's service. Many of the counsellors volunteer to work with more than two clients per week and this dedication is much valued.

The commitment and professionalism of our volunteers is what keeps the service delivering to such a high standard and CARIS is very grateful to them all. This year Christine Lasota and Andrew Carr have supported us as volunteer administrators, each giving several hours a week to keep us afloat. More specifically, Christine has been a great asset in updating and uploading data on Core.net to make sure all our volunteers have the forms they need available to them. Her dedication is much appreciated by CARIS. Andrew has been instrumental in the implementation of GDPR. He has also developed a great program which helps us keep in track of administrative tasks and is interested in getting involved in small projects which will help CARIS be even more successful.

Adult service

Counsellors for the Adult Service see clients either in the client's own home or in the CARIS building. We were able to recruit 12 new counsellors and we are pleased to report that they all graduated to volunteer with us. The Big Lottery funding has allowed the service to continue investing in case management software, produced by the company (CORE). Lottery funding also meant that we were able to employ an additional two Adult Service Senior Counsellors.

Children and young people's service

Counsellors work with Rucksack clients (age 3 to 11) in our play therapy room, Basement clients (age 12 onwards) in our new Basement room, or go into schools for weekly

appointments if preferable. We have been able to train three counsellors and two of them went on to volunteer for CARIS Rucksack and Basement Service.

The Children and Young People Service continues to experience some difficulties with a long waiting list. We need to train more counsellors in order to reduce the waiting list. To meet this need we have decided that we will train Volunteers for the Children and Young People Service on a yearly basis. One of our challenges is that most candidates apply for the Adult Service because their training requirement accepts only adult clinical hours.

We have also looked at additional solutions to this problem alongside the Early Intervention Service which was launched in January 2017. The Early Intervention Service is led by volunteers who are not necessarily counsellors but can support children in a directive way going through the book called 'Muddle, Puddles and Sunshine', written by Diana Crossley. Sometimes referrers believe the child will automatically need support in the form of counselling hence an immediate referral. People however go through a natural process of grief provided they have the emotional support they need. The volunteers support children who have recently being bereaved, going through the process of grief. The Early Intervention Service was developed as a means to support the child and the referrer in a time of uncertainty. We have also developed an Activity box which the client can complete with the aid of an adult either at school or at home.

THE ACTIVITY BOX

The Activity box is a teaching tool for the adult as well as process tool with a number of suggested activities and material for the child to work through. This is led by the senior counsellors who go to support the school and/or referrer by offering one to three consultation sessions. After this extensive assessment the school and/or referrer is able support the bereaved child. We suggest the Activity box when the waiting list is closed, that is when there are no Early Intervention Volunteers or Rucksack/Basement counsellors available to see clients.

Another solution would be to limit the service provided to either a specific number of sessions or a year (which if needed could be renewed). This solution would work both administratively and therapeutically since having an end in sight can have the additional advantage of making the work more focused.



CHILDREN BEREAVEMENT NETWORK CARDS

MEMORY BOX

MATERIAL AND SUGGESTIONS FOR CREATIVE ACTIVITIES

OTHER RESOURCES: THEORIES FOR GRIEF, GOOD LISTENING FLYER

PHOTO FRAME

BOOK "MUDDLE, PUDDLES AND SUNSHINES"

Statistics

Rucksack and the Basement referrals increased to 42 this year which is five more than the previous year. The number of adult clients increased considerably from 185 to 205 referrals this year.

Adult clients are offered an initial appointment within two weeks of referral whereas Rucksack and the Basement clients are offered an assessment within four weeks. All clients are then placed on their respective waiting list to see an Adult Service counsellor or a Rucksack/Basement counsellor.

71% of the adult clients were women. The gender balance in the Children and Young People's Service was 40/60 (Female/Male).

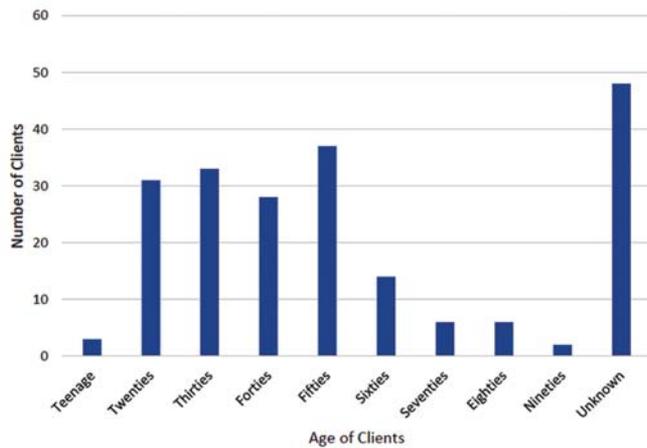
Age of clients

This year the referral rates for the age range has shifted. Although the people-in-their-50s group continues to be the highest in terms of referrals, people in their 20s to 40s seem only slightly lower. The 20s and 30s age groups have increased in the last year whereas the group for people in their 40s seems to have decreased. On the other hand, as the overall number of referrals increased, the actual number of referrals of each age group increased by on average a third apart from people in their 40s which decreased from 40 to 37. It is difficult to speculate why the numbers have changed in this way. Quite a high number of people did not disclose their age, which might have skewed the figures. Three teenagers have had access to this service as the age range starts at 18.

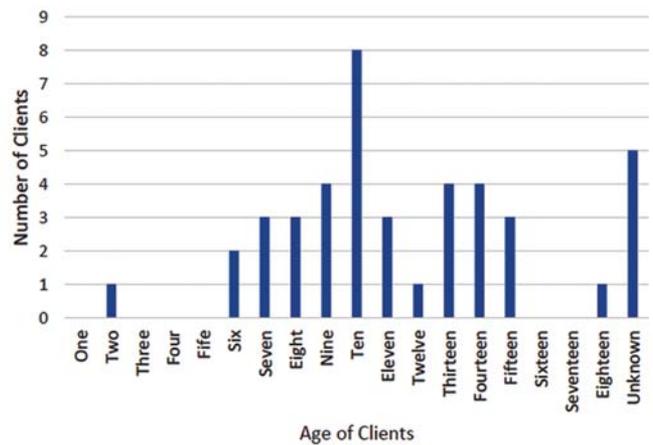
We hope that the greater homogeneity among the different age groups reflects a change of attitude about grief and a broader understanding about the need to receive support while going through such a difficult time in one's life. CARIS aims to be instrumental in this positive culture change.



AGES OF ADULT CLIENTS



AGES OF CHILDREN AND YOUNG CLIENTS



Referrals

The referrals in the Children and Young People’s Service have continued to increase this year by approximately a quarter. We have not received any referral for children aged three to five as we have in the past. The bulk of our referrals has been for children from six to 15 years old, with a peak at the age of around ten-year-old. There was one two-year-old which is also unusual. The lack of referrals at the top of the age group is not unusual. This can be due to the fact that young people find it hard to engage in counselling but also because they tend not to identify as children any more, but as young adults resulting in them wanting to access the Adult Service.

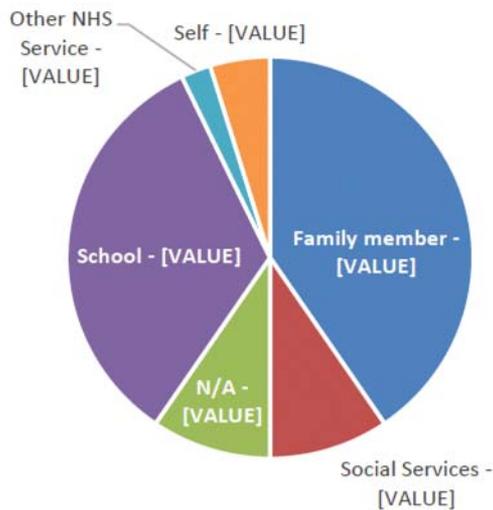
More referrals to the Children and Young People Service were made by the family which is a complete turnaround from previous years. We hope that this increase (from 9% to 40%) is a result of the service being more known and the community recognising the need for such a service. Schools continue to be high referrers, with a slight decrease of 10% which can be accounted for by the increase of family referrals. The number of referrals by social services however

has decreased considerably to a quarter of last year referrals. This is potentially good news as it may be due to the fact that we are able to reach the child before social services get involved.

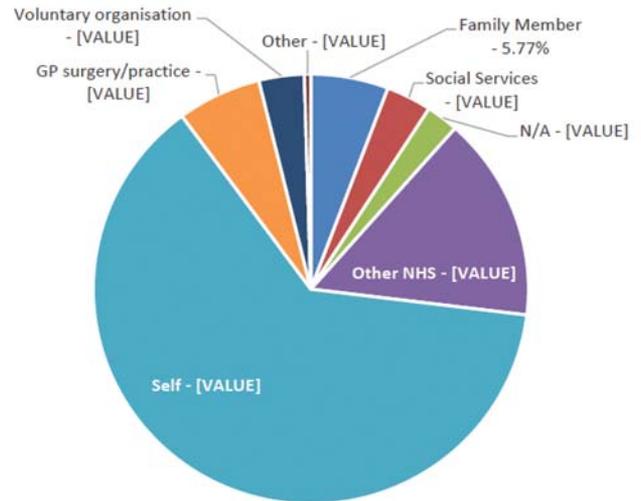
During the year we received 205 referrals to the Adult Service. Of these, 63% were self-referrals, 15% were referred by NHS services, 3% by social services and 6% by a family member. The rest of the referrals (13%) were made by various routes – friends and other local services.

A small percentage of the referrals do not receive counselling. Typically, the referrals who do not become counselling clients are people who change their minds for various reasons or feeling they no longer need counselling. This reflects the benefit of the wait between assessment and first counselling session allowing the newly bereaved individual to go through the natural process of grief. The downside is that a small number of referrals do not become clients because the wait is too long and they seek help elsewhere. This is the disadvantage of a waiting list that can sometimes be too long.

CHILDREN AND YOUNG PERSON REFERRER



ADULT REFERRER

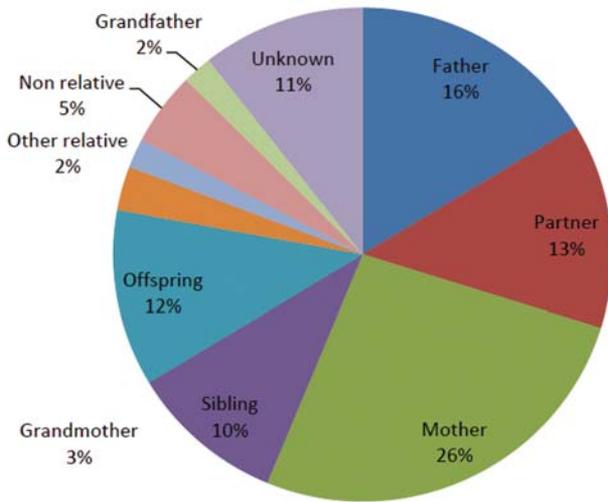


Who had died?

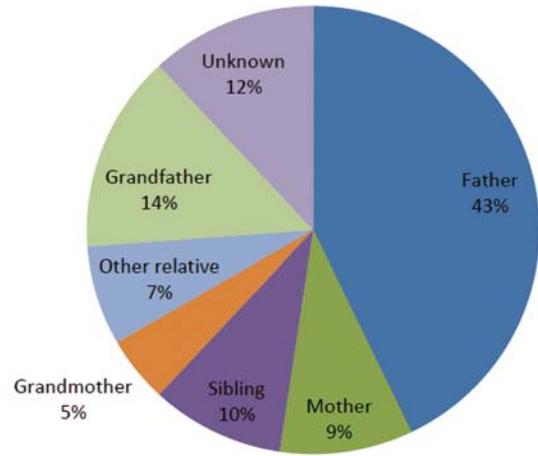
Between males & females, we saw a lot of similarity, with men slightly more likely to use our services for a parent (50%) compared to women (40%). The greatest difference was for offspring deaths, where females were 13.61% compared to males at 5%.

In the Adult Service, the number of deaths of the mothers is double compared to fathers whereas for Rucksack and the Basement the statistics are reversed, with more than four times as many fathers as mothers having died.

WHO DIED – ADULTS



WHO DIED – CHILDREN

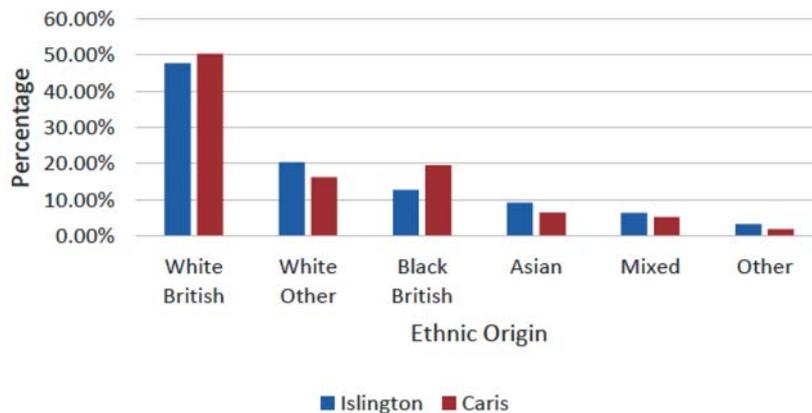


Client ethnicity

As a charity CARIS Islington makes efforts to be accessible to all members of Islington society. The ethnicity of the bereavement service clients matches

very well the ethnic makeup of the borough as described in the 2011 census. This year we have been able to provide greater accessibility to Asian clients which better matches the Asian population in Islington.

CLIENT ETHNICITY COMPARED TO ISLINGTON



Volunteers

We have developed two initial training courses of the highest quality which we update each year so that our counsellors benefit from our learning. The Rucksack/ Basement Training includes many creative therapy activities as well as information about the grief process for children and young people. The adult training includes more theoretical content including the therapeutic alliance, therapeutic operation and talking therapy in general. As usual this year counsellors gave very positive reviews saying how valuable the training was.



Feedback about the course from trainees included:

“The training provided a window into the world of bereavement counselling, which was both comprehensive and thought provoking”. **Mandy Wanless,**
Trainee Counsellor, Adult Service

“The use of art to explore our own grief and loss was highly informative, fun, emotional, a shared group bonding experience which along with my training manuals helped me to feel prepared to see my first client”. **Fatima Cadinouche,**
Trainee Counsellor, Adult Service

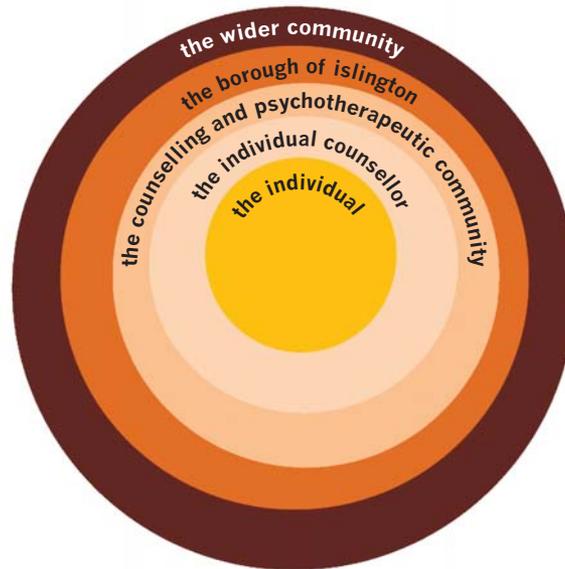


Outcome Measures and Monitoring

We have continued to use CORE as our monitoring tool. CORE is also an outcome measurement tool (created by CORE Information Management Systems) which is used by many counsellors in the UK. It provides a simple questionnaire which measures how clients are feeling and functioning. The questionnaires cover four areas: wellbeing, functioning, problems and risk, and professional network. It also allows us to keep confidential information secure and in line with data protection.

We have found CORE useful in letting us see at a glance where we have the most impact psychologically but also in the community as we are able to monitor the diversity of our referrals. Should we be unable to provide a service to a specific client group, we would be able to identify that from our statistics and develop a plan of action to reduce any discrepancy. In addition, we are able to monitor our desired outcomes set by our mission statement, values and funders so that we keep on track and deliver on our promises. We have found CORE to be an invaluable asset for the service.

The bigger picture



CARIS provides a service to the community at different levels. We offer support to the community itself by supporting members of the borough of Islington. Grief is a part of life that can affect people in ways that sometimes interferes with their everyday contribution to their community.

We also contribute to the counselling and psychotherapeutic community by offering professional setting with very good practice. We follow the ethical guidelines set by BACP. We provide excellent training and CPD which is preparing our counsellors to be effective members of the psychotherapeutic community. In that sense we impact positively on the lives and professionalism of our individual counsellors by being part of their professional journeys.

Our ultimate aim is to impact positively on the individual client to help them rebuild a new sense of identity and purpose after the death of a loved one.

“The counselling I received was excellent”

Client, Adult Service

“Pleasant atmosphere, no time limitation in number of sessions, professional therapist.” **Client, Adult Service.**

“Thank you so much for your help. I couldn’t see the end of the tunnel but now I have found my smile back”.

Client, Adult Service

“For my personal experience nothing needs to be improved. The service you offered was extremely good”.

Client, Adult Service

“Keeping a regular time slot with my therapist was the most useful aspect of the service.” **Client, Adult Service**

“Thank you so much, services like this make such a difference. I have gained a lot from M’s (Therapist) help and patience.” **Client, Adult Service**

THANKYOU

The counsellors who donate their time to the bereavement service are often exposed to difficult and distressing stories but they approach their work with resilience and compassion, giving many hours to the service. CARIS Islington and the Bereavement service are very grateful for all the invaluable work that they do.

We recognise the importance of providing support for our counsellors by offering fortnightly supervision. We continue to want to provide excellent service not only to our clients but also to our counsellors.

We would like to say a special thank you to all donors - both individuals and groups. We are very grateful to the Big Lottery and Dodds Funds whose contributions have and will be used to implement many of the ideas mentioned above.

churches cold weather shelter annual report

Homelessness in 2018

Homelessness takes many forms. We have become sadly familiar with the visibility of rough sleepers on the streets. Yet other homeless people can be described as “hidden homeless”. They do not show up in official figures: they may be sleeping in hidden locations, such as squats, cars, tents, sheds or on public transport, or they may be sofa surfing with friends or relatives, or living in severely overcrowded conditions because they have no other option. Many people sleeping rough will also experience hidden homelessness at different times, and vice versa. Both groups may sometimes also stay in temporary accommodation such as shelters, hostels, refuges or B&Bs.

Amidst such constantly changing situations it is extremely difficult to build up an accurate picture of the scale of those who are experiencing homelessness in such ways, but a recent study by campaigning charity Crisis estimates that the total numbers have increased by about 33% since 2011 and that the general upward trend shows no sign of abating (*source: Homelessness projections: Core homelessness in Britain, Crisis, July 2017*).

Rough sleeping: the figures

Early in 2018 the Ministry of Housing, Communities and Local Government released the government’s 2017 figures on levels of rough sleeping throughout England. The figures are based on counts and estimates presented each autumn by local authorities to the MHCLG. The first year in which rough sleeper counts were conducted using current methodology, and thus the earliest year with which valid comparisons can be made, was 2010.

The MHCLG’s national figures reveal the following:

- On any one night in autumn 2017, the total number of people sleeping rough in England was estimated by local authorities to be 4,751.
- The 2016 figure was 4,134.
- The 2010 figure was 1,768.
- Between 2016 and 2017 the number of rough sleepers nationally rose by 15%.
- Between 2010 and 2017 the number of rough sleepers nationally rose by 169%.

The situation in London is shows a similar pattern:

- On any one night in autumn 2017 the total number of people sleeping rough in the capital was estimated to be 1,137.
- The 2016 figure was 964.
- The 2010 figure was 415.
- Between 2016 and 2017 the number of rough sleepers in London rose by 18%.
- Between 2010 and 2017 the number of rough sleepers in London rose by 273%.

Furthermore:

- In 2017 London accounted for 24% of the national total of rough sleepers, compared to 23% in 2016 and 36% in 2010.

(Source: Rough Sleeping Statistics, Autumn 2017, England (Revised), Ministry of Housing, Communities & Local Government, Housing Statistical Release, 16 February 2018)

The government’s figures are startling enough, but it is important to remember that they represent only a snapshot: they are largely collected through estimates or counts on one autumn night, especially as it is to be expected that some rough sleepers may not be located on the night of the count. Thus the government’s oft-quoted statistics may not reveal the true scale of the problem, although they are extremely useful for describing the trends in street homelessness, particularly with regard to rates of increase.

The Combined Homelessness And Information Network, CHAIN, offers a more robust data set because it collates statistical and other information collected throughout the whole year in London, not just on one night. The CHAIN Annual Bulletin, Greater London 2017-18 carries data from April 2017 to March 2018, and it records a total of 7,484 people who were seen sleeping rough by outreach workers during that period in London alone. This is more than double the CHAIN figure of 3,472 rough sleepers ten years ago in 2008-09, although there was a decrease of 8% compared with the 8,108 rough sleepers recorded in 2016-17.

Whatever statistics we read, it is clear that homelessness leaves people vulnerable and insecure. The figures cannot even begin to explore the devastating impact of homelessness, the physical, mental and emotional stress experienced daily by homeless people, who can find themselves slipping so quickly into ill health. Crisis has estimated that on average homeless men die at an age of just 47 and homeless women at 43, while St Mungo's suggests that the number of rough sleepers with mental health problems in London alone has risen from 700 in 2010 to roughly 2500 today. It is clear that both adequate funding and continued collaborative work between local and national government and third sector agencies are desperately needed to combat these problems.

Every organisation working with homeless people faces the supremely difficult challenge of trying to help people in crisis in the most effective manner, usually with limited resources of staff, time, money and housing. Access to housing in London is becoming more and more difficult. Private rents continue to rise inexorably, the numbers of homeless people grow, and housing stock remains severely depleted. In its policy blog Shelter cites Crisis's 2017 *Homelessness Monitor*: "Half (49%) of English councils, and virtually all (94%) London boroughs, report that helping homeless people to find a self-contained private rental is 'very difficult' because of the combined effects of rising rents and welfare benefit restrictions, particularly frozen Local Housing Allowance rates. And almost two-thirds (64%) report difficulties in helping homeless people access social housing, with three-quarters of London boroughs describing this as 'very difficult' because there is such a chronic shortage." Islington counts among those London boroughs with a lack of available social housing, with the result that finding temporary or permanent affordable accommodation is extremely difficult.

In response to the continuing rise in homelessness, including rough sleeping, the Government passed the Homelessness Reduction Act (April 2017), which came into effect in April 2018, after the end of this year's winter shelter. It places new responsibilities on local authorities to take steps to prevent homelessness if people are at risk of losing suitable accommodation within 56 days. The legislation moreover requires councils to take reasonable steps to help secure accommodation for any eligible person who is homeless. It remains to be seen how effective the legislation with its limited associated funding will be, especially as local housing stocks – and therefore housing options for homeless people – remain so seriously depleted.

The pressure on council resources was made painfully clear on the day the CARIS shelter opened, January 1, 2018. An elderly man was discharged from a hospital clinic into the shelter, with clear assurances from the discharge nurse that he was physically fit and able to cope with moving to a different venue each night. It rapidly became obvious that this was far from the truth. This guest had come to Britain as a child from a Commonwealth country, but after almost sixty years of living, working and paying taxes here, he had been told he had no right to remain in the UK and consequently no right to a pension or housing assistance either. Subsequently he had been made homeless. Despite his age and fragile health neither Islington nor Haringey council would offer him emergency accommodation. For a few days the project manager liaised with solicitors from Praxis Community Projects, a charity which offers immigration and other legal services to migrants at risk, while the assistant manager was able to ensure that he could visit a local day centre to rest during the day. Praxis secured a room in a local B&B for two nights before their intervention persuaded Haringey Council to offer the guest temporary housing while Praxis continued to pursue legal action to secure his right to remain and to accommodation.

CARIS Islington Churches Cold Weather Shelter has four essential aims which inform its approach:

1. To provide shelters where the extent and nature of homelessness can be understood and not feared by everybody involved;
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 through to long-term housing.

How the shelter works

Since 1997 CARIS Islington has run a cold weather shelter for single homeless people. The shelter runs on a circuit model: that is, a group of churches or places of worship in a particular area or borough collaborate to provide a continuity of overnight shelter for people in crisis during the winter months, with each one opening its doors on one designated night a week.

The CARIS Islington shelter runs every night from the beginning of January to the end of March in seven different church venues. Up to fifteen homeless guests – referred by local or national agencies including Pillion Trust, Crisis Skylight, the British Red Cross and Islington Council – are welcomed with warm hospitality each evening. They are given a hot meal, a bed for the night, and a cooked breakfast, as well as the use of shower or washing facilities, and, in some venues, washing machines. Guests arrive at 7.30pm, and they leave by 8.30am.

Each venue is staffed by teams of volunteers divided into three shifts, viz. evening from 6pm to 10pm, overnight from 10pm to 6.30am and breakfast from 6.30am to 9am: Volunteers eat the evening meal together with guests and often play board games, watch football matches or simply chat with them. The volunteer co-ordinator for each venue is key to the hospitality of the shelter: he or she has the responsibility for making sure that the volunteer rota is filled, that all the preparations have been completed on time and that everything runs smoothly. In doing so, the volunteer co-ordinator ensures that both guests and volunteers feel welcome, comfortable and confident in sharing time together.

Either the project manager or the assistant project manager is present every evening to brief volunteers on the expected guests, to register first-time guests and welcome returning ones, to check that all guests are either present or have been contacted, and to discuss any urgent matters with individual guests.

The CARIS Islington project with its simple circuit model was one of the first in the country and is part of the growing Churches and Community Night Shelter (CCNS) network. Similar shelter projects now operate in approximately 70 local authorities up and down the country, including in 30 of the 32 London boroughs. The number of guests varies between 6 and 35, with an average bed capacity of 12 to 15; the times of opening vary, with some shelters operating from November or up to the end of May. But all share two common factors. Firstly, the shelters are testament to the recognition by faith groups of the desperate need to respond to the growing crisis in homelessness in a practical and effective manner; and secondly, they all aim to provide more than simple tea and sympathy – they seek to extend support and hope to people in crisis to help them rebuild their lives, thus making a lasting difference and offering them through personal transformation the opportunity and strength to move on to the next step of finding suitable accommodation.

CARIS Islington Churches Cold Weather Shelter is a member of various housing sector organisations, including notably Homeless Link and Housing Justice. In 2015 the shelter achieved the “excellent practice” standard in the rigorous Housing Justice Quality Mark accreditation process designed specifically for CCNS projects. The HJQM ensures that staff and volunteers provide the highest quality service by following robust practices and policies in dealing with the challenges of working with homelessness.

Loving God,
In your house there is room for everyone.
Help us as we strive for a world
Where everyone has a home that truly meets their needs.
Give us the grace to welcome strangers and refugees.
Give us the insight to see where inequality hurts.
Fill us with courage to do our part.
Save us from being overwhelmed by the scale of the housing crisis,
And show us, O Lord, where to begin.

The CARIS Islington Cold Weather Shelter in 2018

For the second successive year Janet Gilbert was the project manager of the Cold Weather Shelter, while Belinda Feldman was the assistant manager. In general Janet worked from Monday to Friday, while Belinda was responsible for Saturday and Sunday, although each filled in for or supported the other when required. The effective working partnership which Janet and Belinda had established in 2017 was consolidated throughout the busy 2018 season, enabling CARIS to offer more targeted support to the guests, as well as to all the volunteers and participating churches.

Preparations for the new year began well before the shelter opened its doors on January 1. A bespoke training session designed and led by Janet was offered to each venue, exploring homelessness and the role of the shelter. Although one session had to be cancelled due to a particularly bad December snowfall, the training was very well received by volunteers at other venues. In addition, an excellent free first aid session offered by the Red Cross was attended by volunteers from four of the shelters.

Paperwork and systems were revamped and updated, and Janet introduced the new procedures to our referring agencies and other shelters to ensure the shelter could deal with referrals as efficiently as possible from the start. Both managers worked hard to deepen connections with the council housing and outreach services and local homeless services, particularly the drop-ins at Margins and the Manna. Through our membership of Homeless Link, Housing Justice, the Islington council Homeless Forum, Voluntary Action Islington and the Islington Faith Forum etc., we benefited from networking opportunities and sharing information about best practice in the sector, as well as advance notice of useful training, particularly with regard to changes in legislation, including Universal Credit, which directly affect our efforts to support our guests. The staff team took part in training offered by Shelter, Praxis, London Plus Project and others, as well as dedicated training and reflective sessions with Margins.

There is no single “one solution fits all” for homelessness: it is vital to address each individual’s own set of needs and strengths with a combination of both clinical (practical) and relational support. CARIS has a unique role to play here. The people who use our services are guests, not clients or service users. The focus is not simply to provide a bed for a night, but to welcome people for up to 28 nights, to give them space, to support them as they consider their options and then to encourage them as they take their

next steps. Guests may be reluctant or even fearful of engaging with professional services; they may have lost trust or be convinced they cannot be helped. From the second they arrive at the shelter guests are treated with unconditional respect by both volunteers and staff: this can stand in marked contrast to the impersonal approach guests may feel they have received from statutory agencies, in addition to the disregard they may have also experienced on the street, ranging from being ignored to being abused. The shelter’s warm hospitality towards, interest in and calm acceptance of each guest positively encourages them to regain their confidence and self-respect, which will sustain them as they seek to move on.

The church on the rota for January 1 could not begin their participation on that day, but Union Chapel kindly offered their space for the night under the proviso that Janet and Belinda ran the shelter themselves. CARIS is extremely grateful to Margins at Union Chapel for their immensely practical support. A hardworking scratch band of volunteers got together to set up beds, cook and provide a secure and happy start to the season.

For the first five days guest numbers were unusually low, partly due to the small number of initial referrals from the Christmas crisis shelters run by Quakers and Pilion Trust at Union Chapel. However comparable shelter projects in our neighbouring boroughs of Camden and Hackney shared the same slow start to the year. Once capacity was reached in mid-January, numbers remained steady.

The extreme cold spells in February and March were an important factor. More rough sleepers sought shelter from the elements, and so there was a sharp rise in the number of referrals. Although extra emergency beds were provided in Islington and throughout the capital under the Severe Weather Emergency Protocol, every shelter was soon at capacity. We accommodated every person we could, often at very short notice, and thanks are due to the co-ordinators and volunteers who responded cheerfully to the extra demands. Through intense collaboration with other shelters, including the pan-London emergency provision, we generally managed to find emergency spaces for those in need, until the pressure eased. We were always honest with referring agencies about when new spaces would become available.

The usual stay of 28 nights can be extended depending upon individual circumstances. This year the average stay was 20 nights. 41 guests (68%) stayed between 1 and 28 nights. The other 19 guests (32%) stayed for 29 nights or more, with the longest stay 54 nights. Sometimes we needed more time to identify or access the right services, but for many guests the severe weather meant that more people were competing for moving on options, and so we had to wait to find the right place for them to go. This pattern was replicated in other London shelters.

Every night the project manager or assistant manager greeted each guest individually with a quick handshake as they arrived at the shelter. Guests rapidly came to expect the brief and calming contact, and often came in the door with hand already outstretched.

The shelter was blessed to receive some touching and generous gifts and donations throughout the year, as the wider community responded to the visible needs of homeless people. Most venues report the kindness of local people and businesses, such as:

- the Highbury laundrette owner who washes towels and bedlinen at cost and waives the delivery fee
- the Archway restaurants or the De Beauvoir pubs which prepare free dinners, or the Archway school whose principal personally delivers the meals voluntarily prepared by his staff
- the shop owners who refuse to charge for milk or bread when they know it's for the shelter
- the local bakeries or supermarkets which allow volunteers to collect fresh bread or cakes at the end of the day for shelter guests
- the primary schoolchildren who want to help homeless people and so come to their local venue to make up the beds, and
- the anonymous donor who knocks on the door of his local church every week without fail and hands over a bag full of new socks and underwear for the guests.

The Positive Collective at the Cubitt Gallery at the Angel met with the shelter manager in January, wanting to offer practical support. After careful consideration the group very kindly donated some beautiful bags, which they had made themselves by hand from free newspapers discarded on the tube and then filled with thoughtful gifts, including toiletries, socks, origami papers and a colouring book and pencils.

The Jewish Volunteering Network held a cooking event for over 70 young people in February and delivered 90 curry meals, which were shared between The Manna and the CARIS shelter – what a treat!

Local pizza restaurant Franco Manca fed the shelter guests one night and then kindly agreed to provide pizzas for the end of shelter service and dinner in April.

A local church group which is not involved with the shelter contacted us with bags of clothing and bedlinen which they had collected: we were able to pass these on where they were needed.

Throughout the duration of the shelter such generous gestures, along with the dedication of volunteers, were a blessing for guests as people strove to respond in the best way they could to the destitution and desperate need of their fellow human beings.

The shelter manager also spoke about the shelter to different groups to raise awareness of the circumstances driving people to homelessness. After one such session a visiting class of students from Houghton College in the United States subsequently made a donation to their local shelter venue. In December 2017 Union Chapel invited the manager to speak at the annual carol service, which is attended by about 1,000 people, and the Chapel donated half of the generous collection to the CARIS CWS.

Just after the shelter closed in 2018, one of our long-standing volunteers, David Poyser, was installed as Mayor of Islington. Dave kindly chose to nominate the cold weather shelter as one of his two mayoral charities. We are very grateful to Dave for highlighting the problem of homelessness in the borough, and for ensuring that the shelter will benefit from half of any funds raised during his time in office.

OUR PARTICIPATING CHURCHES IN 2018

St Peter De Beauvoir (Monday)

Revd Julia Porter

Volunteer Co-ordinators: Karen Greig, Ruth Donaldson

St Gabriel's, Archway (Tuesday)

Fr. Ugo Ikwuka

Volunteer Co-ordinator: KC Makace

Union Chapel (Wednesday)

Revd Karen Stallard, Revd Vaughan Jones

Volunteer Co-ordinators: Daniela Sbrisny, Angela Ballantyne

St Andrew's, Whitehall Park (Thursday)

Revd Steve Clarke

Volunteer Co-ordinator: Gloria Chandra

Christ Church Highbury (Friday)

Revd Tania Witter (acting vicar)

Volunteer Co-ordinator: Jackie Mair

St Luke's, Holloway (Saturday)

Revd Dave Tomlinson

Volunteer Co-ordinators: Dan Northam-Jones, Rosa Gindele, Emma Leigh, John Farrington, Sarah Rowe, Stef Cagnoni

St Augustine's, Highbury (Sunday)

Revd Gabriel Anstis

Volunteer Co-ordinator: Joy Himsworth, Helen English, Liz Hartston



A reflection our assistant manager

Another year, another shelter season! I was so happy to carry on as Assistant Project Manager. It was a different vibe for me personally, I was more experienced, better prepared and more able to help both guests and volunteers. I found the pre-season training sessions to be a good way of reminding the volunteers of the type of issues to expect and how to deal with them, food hygiene and best practice, health and safety, and of course, the most important to talk about homelessness. I also got to know a lot more of the people at the referring agencies and homelessness projects, not just locally, but further afield within London.

Both of the weekend teams of volunteers at St. Luke's (Saturday) and St. Augustine's (Sunday) were as amazing and supportive of me and all of the guests. Each church was very well run and welcoming to everyone. Saturday night seemed to be "party night," with some of the guests having fun before arriving at St Luke's in need of strong black

coffee, a wholesome meal and a safe, warm space to crash out in! The briefings to the volunteers were generally a lot more detailed which was well received. I was able to go to other shelter nights and be confident with my role, thanks to the unerring support of Janet Gilbert, Project Manager.

It was important and enlightening to get to know all the guests so that we could provide the most suitable support, and when they found out I had been in a similar situation and had managed to get my life sorted out, it seemed to encourage them and give them hope.

It was always exciting and rewarding when one of the guests was offered accommodation, or when we could signpost people who were without support to the right agencies and projects which could help them. It is a privilege to be able to see our guests (not clients) gain selfconfidence and find the courage to move on as they seek a safe, secure home.

Belinda Feldman

Our guests

Our guests came from a wide variety of backgrounds, and each one had a unique story to tell about how they had come to be referred to the shelter. Some had been homeless for a considerable time, others were completely new to the streets. The causes of homelessness are legion. Often a guest indicated a raft of reasons why he or she was homeless: sometimes one single action or issue can act as a catalyst to a complex string of events through which someone can end up on the streets.

The reasons cited by our guests most commonly include (not in any particular order of priority):

- Breakdown of a relationship, either with a partner, family member or a flatmate, where the guest was thrown out of home or had to leave.
- Fleeing domestic violence.
- Loss of job, leading to rent arrears and eventual eviction
- Wages or salary not enough to pay increasing rent – over 10% of our guests were in this position for all or part of their stay with us. They worked in construction, in restaurants, in part-time office jobs. One guest was also a full-time student.
- Ending of tenancy, either through legal notice or illegal eviction, and inability to afford increased rent or find another rental property
- Addiction issues (e.g. substances or gambling)

- Mental health issues
- Serious physical health problems resulting in loss of job and home
- Coming to London to find a job, but not earning enough money to rent
- Bereavement, finding it difficult to cope, leaving home
- Asylum seekers with no recourse to public funds and no permission to work
- Refugees entitled to work and benefits, but with no job or home yet

Numbers of guests

A total of 60 guests stayed in the shelter this year, and beds were offered to a further 7 individuals who did not turn up to claim them. The significant increase in numbers from 46 guests last year is partly due to the freezing weather in February and March, which meant that more rough sleepers across the capital accepted the offer of a bed out of the extreme cold.

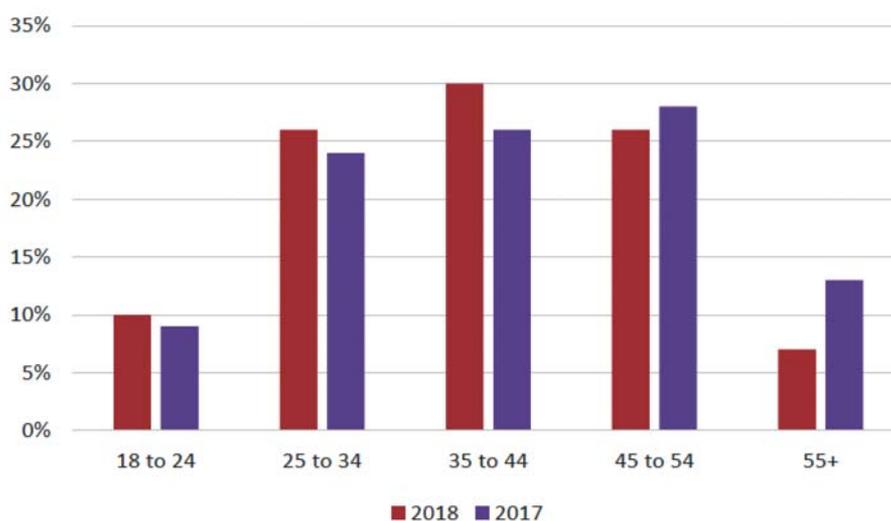
Age of guests:

Our guests ranged in age from 19 to over 65.

Gender:

Fifteen of the guests (25%) were women (cf. 17% in 2017). Up to 4 of the 15 guests in the shelter at any one time were woman.

GUEST AGES

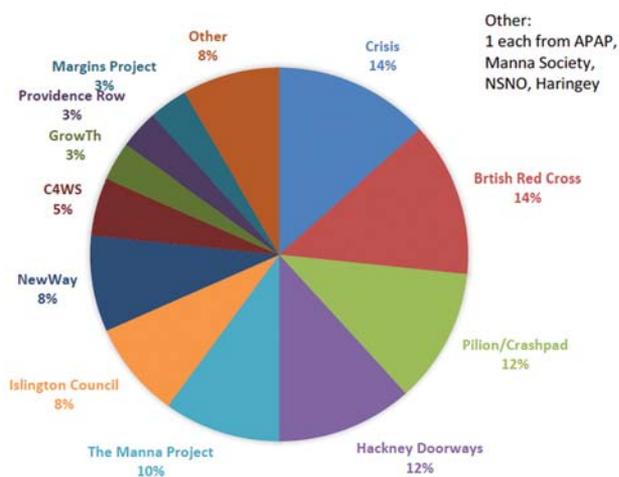


Referring agencies:

We accepted referrals from agencies, including:

- Crisis (8 guests/14%, cf. 24% in 2017),
- The British Red Cross (8 guests/14%, cf. 20% in 2017), Pillion Trust (7 guests, or 12%, cf. 15% in 2017).
- A further 10 guests (17%, cf. 17% in 2017) came directly from other London church shelters.

REFERRING AGENCIES



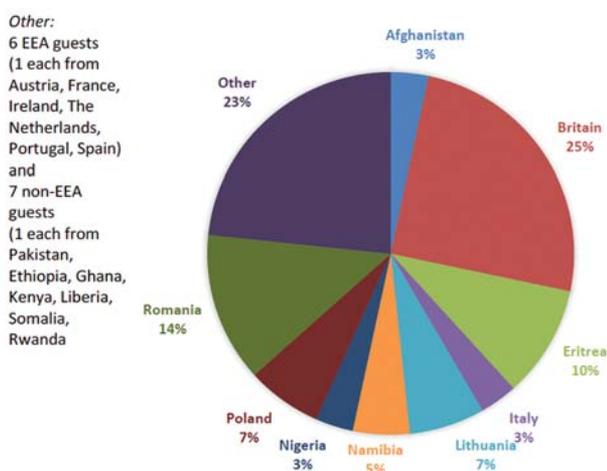
Guest nationalities:

We welcomed guests from 23 countries, ranging from Austria to Rwanda, compared with 17 nationalities in 2017.

One quarter were British (15 guests, or 25%, cf. 26% in 2017), and the next largest groupings were Romanian (8 guests, or 13%, cf. 0 in 2017) and Eritrean (6 guests, or 10%, cf. 11% in 2017).

Other nationalities and ethnic groupings were represented in sprinklings of one to four.

GUEST NATIONALITIES



Refugees and asylum seekers:

Seven of our guests (12%) were asylum seekers, either preparing to claim asylum, or preparing to appeal against a refusal. Six others (10%) were refugees, i.e. they had already been granted asylum, but in almost all instances they had fallen foul of the legislation which requires them to leave their Home Office accommodation within 28 days after asylum is granted, which usually does not afford them enough time to begin to receive benefits or find housing, so that in the absence of any other option many are forced on to the streets while they register for benefits and try to find housing and a job or education.

Employment:

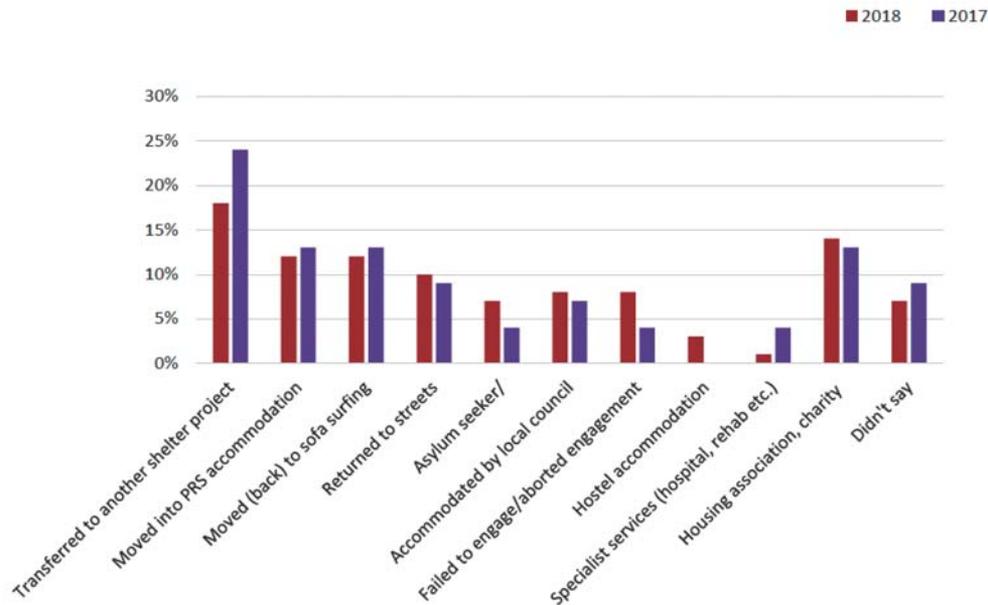
While the majority of our guests were not employed and were either receiving benefits or without any income at all, a small number were in full employment, but either unable to afford to rent at all or saving towards a deposit. Some had

regular part-time jobs or irregular agency work, but did not regularly earn enough to cover rent. Others from within and without the EEA had poor English and/or few qualifications, which made it very difficult for them to find regular reasonably paid employment. Our guests included retail staff, waiters and bar staff, construction workers, a full-time student and a medical doctor studying for his English proficiency exams to enable him to practise.

Outcomes:

At the end of their time in the shelter, 45 guests (75%) were able to move on to some other kind of accommodation. This includes supported housing (e.g. for health issues), another shelter, a hostel, accommodation provided by a charity, the private rental sector, or staying with friends. A total of 15 guests (17%, cf. 18% in 2017) either returned to the streets, did not complete their stay at the shelter, or did not inform us of their next move.

GUEST OUTCOMES



OUR GUESTS SAY...

- I was only at the shelter for one night, but both Janet and Belinda were very helpful with signposting me to services that led to me getting into a long term hostel the following day. The volunteers were very friendly and helpful and readily organised a vegan meal for me.
- I am extremely grateful to all the volunteers and staff at the night shelter. I know that if I hadn't been given a bed and time at the shelter I would have been drinking and taking drugs and stealing to pay for them. I have since got a full-time job, somewhere to call home and am back in touch with my children. Thank you for giving me the time and space to get my life sorted out.
- I was at my lowest point, and the shelter gave me the time and space to sort myself out. I got a job that I am still in (having been promoted twice!) and am in long term accommodation. I am so thankful to all the volunteers and the CARIS team.
- Thank you for helping me with sorting out my situation. I was very scared and confused but the staff and volunteers were all very supportive and I have been able to move on and relax and get on with my life. I also learned a lot more English!
- I was in a very difficult situation with family and personal problems. CARIS gave me the opportunity to get things sorted out, knowing I had a safe place to stay. The atmosphere was excellent, we had fun and good food. I got a job through Margins at Union Chapel (Wednesday night hosts) and was helped and signposted to the right services by Janet and Belinda. I felt at home quite quickly thanks to the volunteers, and I found out that Belinda and I knew each other from a Pensioners Day Centre where I was a volunteer and she came with her band to entertain every couple of months.
- I was very happy to be at the shelter as I had a job and had somewhere to sleep every night. The volunteers were very friendly and knew I would be hungry after a long day bricklaying. I am also grateful for their understanding when I was going to be late due to work. I want to thank all the volunteers for doing what they do with love and humour.
- Being in the shelter made me realise I had to face up to my problems. I'm really grateful that Janet was so honest with me, even though it was difficult to accept. I found the strength to tell my family about my situation and they are all helping me. It will take time, but the future looks much better.

OUR GUESTS SAY...

- I was very happy to be at the shelter and found everyone very friendly and helpful. I learned a lot about British food especially desserts. My English improved a lot whilst I was there and some of the volunteers offered to meet me for a coffee and conversation, which was very kind of them. Thank you for all your help.
- Thank you to everyone for being so understanding of me and my poor (but now improved) English. Most of the shelters were very clean and I could relax. I knew Belinda from the Manna, and that was calming to me too. I am in long term hostel accommodation now and hope to be put into temporary council accommodation very soon.
- It was a godsend to be somewhere safe, clean and warm every night. The food was also very good! The welcome at the shelter and the

friendliness helped boost my confidence, and I got a job. The volunteers and CARIS staff were very understanding that I could be allowed to arrive late as I had been working. Thanks to everybody.

- Thank you to everybody, volunteers and staff, for helping me get my life back on track. I was able to carry on with my job and save money for a deposit. I had a lot of fun at some of the shelters: the volunteers joined in the fun too! My dietary requirements were well catered for too. Wonderful!
- I was very scared and shy when I arrived at the shelter, my English and health were poor, but I managed to get lots of things sorted, knowing I had somewhere warm, safe and friendly to sleep every night. I relaxed and made friends as well. My English got better more at the shelters than at my English classes! I am much happier now and am in temporary council accommodation.

Our volunteers

The CARIS Islington Churches Cold Weather Shelter is deeply grateful to the clergy, the volunteer co-ordinators and every single volunteer at each of its seven participating churches. Without their generosity and cheerful hard work, the Cold Weather Shelter simply could not operate. Thank you, one and all.

The Cold Weather Shelter is particularly fortunate that every church can find so many volunteers who are keen to help. In 2018 there were a total of 1,649 individual volunteer shifts over the 89 nights of the shelter – an average of around 18 people every night across all three shifts – with well over 600 unique individuals giving their time. Some people volunteered every single week, others maybe once or twice a month, still others just once or twice during the duration of the shelter. Many also attended the volunteer training offered by the shelter managers.

One evening before the start of the usual briefing at one of the venues, the conversation somehow turned to unusual English collective nouns, such as a parliament of owls or a gaggle of geese. “I wonder what the collective noun would be for this group of volunteers,” mused the shelter manager with a smile. “A flock? A platoon?” There was a brief silence while everybody considered the idea, then one man offered

quietly, “Perhaps we could say a blessing of volunteers.” CARIS is in complete agreement! We are deeply grateful for this generous blessing and for the time and energy given by every single volunteer.

Who are they?

Our volunteers are extremely diverse – like the guests, in fact! They range in age from early teens and Duke of Edinburgh award volunteers (with appropriate supervision and safeguarding policies and practices in place) to people well into their eighties, and they come from all walks of life.

Although we don’t ask volunteers to divulge the motivation for their participation, it is evident that a large proportion of the volunteers are church members, for whom volunteering at the night shelter is a part of church life and a practical and essential expression of their faith. But many, maybe even most of the volunteers come from the wider community, inspired by a sense of justice and compassion to try to alleviate the suffering which they see around them. This charitable response, this desire to provide care drives many people to offer practical help. They spring into action: they seek volunteering opportunities online, call their local churches to ask where they can help, email CARIS for contact details, or join friends or colleagues who are volunteers.

The volunteer co-ordinator is vital to the success of each shelter venue. Traditionally the role has been occupied by a single person, but in four churches this year the role and responsibilities were shared between a number of experienced volunteers. This model, predicated upon frequent and open communication between the joint co-ordinators, worked very successfully.

It is the responsibility of the co-ordinator to compile the volunteer rota. In one or two of the churches the core volunteer group each week remains essentially the same from beginning to end of the shelter. This has the advantage of creating a particular camaraderie, a strong bond of trust and friendship between a group of individuals who meet to offer hospitality and support for one night or morning per week for the three months that the shelter runs. They get to know each other – and the guests – very well indeed. Generally however the make-up of the volunteer team in a single church will change every week to some degree.

Yet irrespective of the make-up of the group on each shift, two things emerge. Firstly, however disparate the group might be, the shared motivation and experience transcend differences, and so the teamwork is seamless, natural and very effective.

Secondly, volunteers may begin to participate with the simple intention of helping or providing care for those less fortunate than themselves, but as the shelter continues, the

experience can be transformative for volunteers, as well as for guests. Many volunteers comment, often with some surprise, that working in the shelter is far more rewarding than they would ever have expected, and not just because of some vague sense of satisfaction that they have “done the right thing”.

It becomes apparent that giving and receiving is not a linear transaction, with volunteers as superior, sole donors and guests as sole beneficiaries, but rather a circular, fluid interaction between people who have much to offer each other, sometimes in unexpected ways, underlined by mutual respect. People often want to commit to extra shifts as the shelter goes on. One Duke of Edinburgh award teenager admitted honestly that he had been a bit frightened of homeless people before he reluctantly started at the shelter, but he kept volunteering even after he had fulfilled the DofE requirements. He said he loved coming every week, because he really enjoyed talking to the guests and getting to know them as individuals rather than as faceless, nameless people on the street. He realised that the guests were fellow human beings who needed support just as he did, albeit in a different way. One night when the usual box of board games could not be found, he raced home on his bike to pick up his own games and brought them back to the shelter for the guests and others to use. So from the simple act of serving and sharing a cup of tea, a meal, a chat, a game and even a laugh, a deeper understanding is born.

OUR REFERRING AGENCIES: THE BRITISH RED CROSS

One of CARIS's major referring agencies is the British Red Cross, whose London refugee support services are based in a busy office in the Angel. Before the start of the 2018 season, shelter manager Janet Gilbert interviewed one of the caseworkers, Maria Makri, who shed some light upon their work and explained the background to the solid partnership which has developed with CARIS.

Maria, what is the role of the British Red Cross Islington office?

I've been working at the Red Cross in Islington for two years now. This office provides refugee support services for the whole of London, on an appointment system, so every year we see about 2,500 new people; we try to intervene in a crisis and we do case work. That's not possible in all cases: sometimes people

are stuck in the system and we try to alleviate their suffering. At other times we can make a difference: we cannot and do not give immigration advice, but we can help people to navigate the system. We deal only with adults – there are different teams who work with young asylum seekers either up to 18 or from 18 to 21, who have very different needs. We have a team of five casework co-ordinators, with a service manager and a service administrator. The people we see have all made an asylum claim at some stage.

Who are the people you are working with?

So, we work firstly with asylum seekers, people who have claimed asylum: that means they have a pending application with the Home Office. We also work with people who are refused asylum seekers: they may have appealed once or twice, they may actually be “appeals rights exhausted”, but if they get new evidence from their country of origin, they have the right to make a fresh claim if they can find

a new solicitor. This can take a very long time. Asylum seekers can be waiting years for a decision.

And finally we also work with people whose asylum claim has been successful, that is, they have been granted refugee status within the last twelve months. You can imagine that while someone is waiting for their asylum decision they are stuck: you have your most basic needs met in Home Office accommodation, but you can't work or go to university, you are waiting, waiting. When you finally become a refugee, you receive what's known as Leave To Remain, or LTR. But you then have just 28 days before Home Office support is withdrawn – 28 days to get a national insurance number, to get benefits, to find a job, to find accommodation, to become a functioning member of society and move on. It's so sad, because this is where we see a lot of people hit by destitution, because they cannot move on. Think about it: if you want to find accommodation you need to pay a deposit, agency fees. Not all landlords will accept housing benefits, and anyway there is a long wait of four to six weeks to access job seekers' allowance, or at least two months for child credit. So for the first two months refugees usually have absolutely no financial support.

I'm sure many people don't actually realise that there are differences between asylum seekers, refused asylum seekers and refugees, or that refugees face such problems just when they have had their asylum claim accepted. Let's turn to the first group: how do asylum seekers find you?

Well, we've been here a few years now, so people are referred to us by other agencies and other asylum seekers and national communities. Basically, people who want to make a claim have a screening interview either on arrival in the country, or at Lunar House in Croydon. The Home Office will take their details, register them as an asylum seeker, give them an ARC (an Application Registration Card). Then they generally wait to be called for another interview to explain the grounds on which they want to claim asylum. We don't usually work on the initial claim: the Home Office has contracted Migrant Help to do the paperwork where necessary.

And then?

When you have claimed asylum, when you have a pending application with the Home Office for LTR,

then you cannot be removed from the country, you have to wait for the decision, and it would be against the Human Rights Act for a person to be left on the street, as they are not permitted to work or earn money to support themselves. And so during the time of application or if an appeal is pending, you become eligible for Home Office accommodation and subsistence. However, it's an entitlement, it's not an automatic right, and it's not always easy to access. You have to prove why you need that support. So it gets complicated, for instance, if people have maybe been here for a month before claiming asylum and they have supported themselves: they need to have kept receipts and so on to prove how they have done it, but that's often difficult.

Where do asylum seekers live?

The Home Office has contracted a private company to provide accommodation for asylum seekers, and it's on a no-choice basis; they might be sent to Liverpool, Coventry, Birmingham, Glasgow – the dispersal areas are all around the country.

What happens if the asylum claim is refused?

Refused asylum seekers are no longer allowed to stay in their Home Office accommodation. So when clients come in to our office, they may be in great distress. They've been refused, they have no money, they are on the streets. Many of them have already been through traumatic experiences; they may have mental health issues. We know that lots of decisions have been overturned on appeal. So we can signpost people to legal advice, to see if they can be helped with providing new evidence; but getting an appointment with a solicitor can often take weeks, and of course there is a lack of legal aid solicitors. To get a legal aid solicitor, there must be a 50% probability of winning the case, and that test takes time, which means many people face weeks on the streets. So at this stage we are so happy we can refer people to shelters like CARIS for short-term accommodation, and they can often end up moving from shelter to shelter for three to four months.

Our British Red Cross guests often spend part of their day at the Destitution Centre. Can you tell me about this?

These people are what we call NRPF, or No Recourse to Public Funds. The reality is that these refused

asylum seekers are absolutely destitute, often scared for their lives. We have opened a Destitution Centre in Dalston to help them: it is not a drop-in but referral only, open every weekday. People can go there to get a cooked breakfast and lunch, food parcels, showers, to use the computers, get English lessons; there's even a music group and a women's group. It's fantastic. But it's generally so difficult: there are simply not enough spaces for homeless people in London, and the shelters aren't open all year round. The British Red Cross has no accommodation of its own. When we do find a shelter space, we still keep supporting the person.

What then?

Well, if there is not a strong case, if we can't find a solicitor to take on the case, then the British Red Cross will present the option for people to return voluntarily to their own country. We will give them any information which may be useful. BUT we are completely neutral! We are just here to provide any kind of support we can and present all the options that are in front of them. We can support them to make an informed decision, but we cannot advise them. But it's true that people do choose to remain, and I think that says a lot about their situation and their circumstances. For someone to choose to become destitute, no support, knowing they will be on the streets – well, that speaks for itself.

You have a busy, difficult job, with so many clients. How do you cope emotionally?

The British Red Cross is so fortunate – we depend a lot on our volunteers. They are brilliant, both in terms of their skills and their commitment. We ask for a lot, a minimum of one day a week during office hours. The casework volunteers don't bear the responsibility, which sits with the co-ordinators like me. We don't really see the clients unless there are serious problems. So it shows great dedication on behalf of the volunteers: they spend time with the clients, write letters and emails on their behalf. We do our best to support them – there's a psychological support helpline, and we have regular debriefing. Volunteers must understand that it's not their responsibility if a client continues to be on the streets. We are not statutory services, we're just trying to do our best to fill the gaps. We have to try to manage expectations: we just can't do everything.

What is the most rewarding part about your job?

I think for all caseworkers the ideal thing is to have the time and be able to follow a case through to the end of the job. But we have to see a lot of people and respond to crises, we have to refer people on to other services, psychological support, community groups etc. – we are not able to be with them for the whole journey, we just don't have the time. After the crisis is resolved we don't close the cases, but people can get in touch again if they need us. The best part is when you can see you make a difference, say when someone is eligible for accommodation but because of so many bureaucratic obstacles they can't access it, and you can help people to access their rights. Human beings are complex and our lives are chaos; people do not fit in boxes, so it's rewarding when you're able to reach a conclusion with someone to access accommodation or find a solicitor and you help them in making their rights accessible.

Prime Minister for a day, what would you do?

Apart from giving free ice-cream to everyone?! I think I would try to take the bureaucracy out of the system, to make it a bit more flexible to be able to fit with the different circumstances in people's lives. We are politically neutral, we don't get involved in political decisions, so I wouldn't think about changing legislation: we are there to meet a need and to support people no matter what government is in power.

CARIS and the British Red Cross are similar in that not only do they both have amazing volunteers, but they are also both really working hard to give people access to the things they need.

At the heart of the work we do here is not to see people and tell them, "You have to do one, two, three things"; at the heart of what we do here is to help people take control of their lives, becoming independent, understanding the system, understanding their entitlements, and then supporting them to make decisions, and again take control of their lives, feel responsible, and they can have some power in their future. And the way we have been working together has been brilliant. CARIS is so understanding, and knowing that our people can stay there for 28 days – well, we never expected CARIS to take all of our guests, but we are so glad you are honest about possibilities, and you respond so quickly.

Thank you, Maria!

The CARIS Cold Weather Shelter end of season service

CARIS is grateful to Christ Church Highbury which again hosted the annual end of season evening service on Wednesday 18 April 18, led by Janet Gilbert. Volunteers and co-ordinators from all of the shelter venues joined with a large number of this season's guests and CARIS trustees to celebrate the shelter, to pray for the guests and the volunteers, and to hear the project manager's brief review of the season.

Gloria Chandra, long-serving volunteer co-ordinator from St Andrew's, read from Isaiah 58:6-12, while Jackie Mair, chair of CARIS trustees and volunteer co-ordinator at Christ Church, read from Matthew 25:34-40. Everyone was invited to light a candle symbolising the light of Christ in the darkness and reminding us of the gift of hope, even when circumstances seem to be bleak.

Volunteers and guests then had the chance to renew their friendships and catch up with each other as we all shared a happy informal meal, with pizzas generously donated by Franco Manca. It was a positive conclusion to a very busy three months, giving us the inspiration to work towards the reopening of the shelter on Tuesday 1 January 2019.

2019 and beyond: future plans

The Cold Weather Shelter truly embodies the stated values of CARIS, as a service that is free to all, rooted in Christian ideals and open to all without judgement. Holding this at the heart of our activities, the management team will continue to support our guests, to respect and encourage their strengths, to reflect continually upon our practices and experiences, and to respond flexibly to events, in order to work most effectively within our capacity and resources.

Our churches and their volunteers keep CARIS going, and our relationships with them are pivotal to the success of the night shelter. We will continue to offer training and support and our most grateful thanks.

We will continue to strengthen our relationships with our referral agencies. In particular our warm working partnerships with local services Margins at Union Chapel and the Manna Project at St Stephen's have been highly effective. We frequently refer our guests to Margins or the Manna for key work or advocacy, and both in turn will refer their own clients to us for emergency accommodation. This informal joint approach, similar to our links with the British Red Cross or Crisis Skylight, means that many CARIS guests benefit from the expertise and advocacy provided so generously.

CARIS is a small charity, but the local need is great. Working within staff and funding constraints, we will therefore continue to explore the possibilities of expanding the length of time the shelter is open. (Some shelters in neighbouring boroughs open before Christmas or stay open until May/June, but the organisations running them are considerably larger.) The appointment of a fundraiser for CARIS will help the CWS to work towards this goal.

Finally, the staffing and some procedures at CARIS will change in 2019, as the project manager, Janet Gilbert, is leaving after two busy and fulfilling years in the role, with grateful thanks for the support and hard work of CARIS and of the shelter venues – and the magnificent, unforgettable blessing of volunteers!

I will speak out for those who have no voices;
I will stand up for the rights of all the oppressed;
I will speak truth and justice;
I'll defend the poor and the needy;
I will speak out for those who have no choices;
I will cry out for those who live without love;
I will show God's compassion to the crushed and broken in spirit;
I will lift up the weak in Jesus' name.

report of the trustees/directors 2017/18

Board of Trustees

The Trustees who acted during the period are set out at the beginning of this document. Election and re-election of Trustees is carried out according to the procedures set out in our Memorandum and Articles of Association, which is our governing document. Trustees are recruited through a variety of means: advertising via Voluntary Action Islington, Church newsletters, and the CARIS Islington monthly newsletter. From time to time, individual applications are received that are not prompted by these means. Applicants are requested to provide a brief CV with character references and supporting statement of why they would like to be a Trustee, and what they feel they could contribute. Applicants are then interviewed by two current Trustees, and then invited to observe a Trustee meeting. The applicant's CV and supporting statement is seen by all Trustees prior to the meeting, and post-meeting, Trustees are asked to confirm whether they agree to inviting the applicant to become a Trustee. 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 (Bereavement and Cold Weather Shelters), who are responsible for ensuring that all control mechanisms are in place.

CARIS Islington is a charitable company and the Trustees are all directors of CARIS Islington Ltd.

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 the keeping of 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.

These financial statements and Annual Report, have been prepared in compliance with the Charities Statement of Recommended Practice (SORP), (FRS 102).

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 in the light of the Charities Commission guidance 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. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website. 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 6 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 e.g. Finance, Law 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 eight 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 7,500 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 seven 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 5,800 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 2018 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 counseling.
Achieved
4. To secure adequate continuation funding for all projects.
Achieved. In particular, we are very pleased that our adult bereavement service is being funded by the Big Lottery for 3 years from June 2016.

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 2019 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 continued funding for all projects, probably through the employment of a part-time fundraiser.
4. To review our accountancy systems and processes, with the aim of improving accuracy, speed and efficiency and thus reduce workloads.

Financial performance

Our overall income in the year was:	£125,375
Against an overall expenditure of:	£127,520
Leaving a small deficit (1.7% of income) of:	£2,145
Income overall is down on last year, by approx:	£50,500
Unrestricted donations saw a drop in the year of approx:	£39,000
And restricted donations a drop of:	£11,500
Expenditure compared to last year is down by approx:	£10,000

The drop in restricted donations reflects a one-off grant from the Big Lottery of £15,000 last year, to enable the organisation to build its skills, knowledge and confidence.

The overall drop in donations is, we believe, a combination of two factors:

- a 'harsher' giving climate, and
- the departure of a long-standing manager and a hiatus created by the difficulties of recruiting and embedding a new manager.

The drop in expenditure is a combination of factors but is largely because this year there is no 'one-off' Big Lottery expenditure.

See the Funds Analysis sheet below for a detailed Income and Expenditure analysis of the General Fund and the three Services.

Despite the reduction in income our overall total reserves are:

£137,855

The split between Restricted and Unrestricted Funds (General Fund) is:

Restricted Funds: £38,677

Unrestricted (General) Funds £99,181

This year we have had no trading or investment income.

The former reflects staff priorities and the latter the almost non-existent interest rates available to small organisations.

FUNDS ANALYSIS					
	adult bereavement	child bereavement	cold weather shelter	unrestricted funds	total funds
Balance b/fwd	28,290	12,012	16,535	83,485	140,322
INCOME					
Grant income	69,345		681		70,026
Donations	3,337	1,665	21,818	28,529	55,349
Total Income	72,682	1,665	22,499	28,529	125,375
EXPENDITURE					
Salaries	42,984	9,949	24,548	9,427	86,908
PAYE	1,345	311	768		2,424
Pension	209	48	119		376
Training	306				306
Supervision	5,743				5,743
Recruitment	1,381	345	363	500	2,589
DBS checks	550				550
Staff/voluntary travel	4,003				4,003
Miscellaneous	128	32	30	50	240
Rent	4,607	1,152	2,879		8,638
Insurance	1,334	333	334	500	2,501
Payroll admin	498	124	311		933
Internet	582	145	364		1,091
Telephone	1,341	335	838		2,514
IT support	742	186	464		1,392
Office expenses	952	238	596		1,786
Heat and Electricity	534	133	333		1,000
Premises costs	199	50	125		374
Cleaning	258	64	162		484
Accountancy				1,440	1,440
Trade subscriptions				470	470
Stationery	869	218	544		1,631
Professional associations				127	127
Depreciation				319	319
Total Expenditure	68,565	13,663	32,778	12,833	127,839
Fund Balance c/fwd	32,407	14	6,256	99,181	137,858
Proposed allocation from general fund		15,000	15,000	-30,000	
Revised Fund Balance c/fwd	32,407	15,014	21,256	69,181	137,858

Maintaining Service Delivery

As CARIS Islington has no guaranteed income, but relies entirely on donations, we aim to keep a balance in our General Fund which at a minimum would keep the charity going for 4 months. This “cushion” is essential to ensure that we can weather unforeseen events, or periods where income may fall off, thus ensuring our charitable work can keep going. It also gives us the ability to wind up the charity in a responsible manner.

We have previously set an upper limit too, which is enough to keep us going for 6 months, so ensuring that we have no more than is necessary in this fund. We transfer amounts from this fund to the 3 services to cover shortfalls in funding, unusual expenditure (eg replacing computers) and unforeseen events.

We are aware of potential difficulties that may arise when Big Lottery funding concludes in 2019 and we are making provision to ensure that the adult bereavement service can continue whilst new income streams are developed. We have reviewed our donations, which include individuals, churches and charitable trusts, and have concluded that there are some significant areas of untapped goodwill and funding opportunities. We believe that these have not been developed to their full potential because of insufficient staff time and have therefore decided to employ a part-time fundraiser (2 days/week). The post will be for a year in the first instance. We will use the restructuring reserve, referred to in our 16/17 Annual Report, to fund this post if necessary.

Given the above, we are confident that we will be able to maintain our services at the current levels for 2018/19. We are also confident that we will be able to sustain our reserves policy and maintain reserves to cover up to four months of activity, see below.

Reserves policy

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

In considering the level of the General Fund that CARIS Islington requires, a range of factors are 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 their nature. 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, direct hardship to our clients would result. Therefore the Trustees of CARIS Islington consider it prudent to continue to maintain a General Fund equivalent to at least 4 to 6 months of total expenditure. This equates currently to an acceptable range of reserves in the General Fund of £42k–£65k. At the year end, the balance of the General Fund, following transfers to the projects, was £69,181 which is at the top end of the acceptable range.

The Trustees have agreed to monitor the level of the General Fund and, for the reasons stated above are content to allow it to exceed the normal level for the time being. Should it fall below the desired level, the Trustees will seek to raise funds to increase the level.

Going concern

The Trustees have reasonable expectation that the charitable company has adequate resources to continue for the foreseeable future, with the continued support of its funders and donors. The trustees continue to adopt the going concern basis in preparing the financial statements.

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.

Allocations for the General Fund at 31/03/2018

General Fund balance before allocations, at 31/3/18	£99,181
Allocation to Children's Bereavement Services, for 20/8/19	£15,000
Allocation to Cold Weather Shelters, for 20/8/18	£15,000
General Fund balance after allocations	£69,181

Approved by order of the board of trustees on¹⁴⁻¹²⁻²⁰¹⁸..... and signed on its behalf by:

.....*K. Tunnard*.....

Kevin Tunnard, Trustee

independent examiner's report to the trustees of CARIS Islington ('the company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

greenaccountancy

David Wilsdon FCCA

Green Accountancy Limited Signal Court, Old Station Way, Eynsham, Witney, Oxfordshire, OX29 4TL

Date:¹⁹⁻¹²⁻²⁰¹⁸.....

statement of financial activities

	notes	unrestricted funds £	restricted funds £	total funds 31.03.18 £	total funds 31.03.17 £
Income and endowments from charitable activities					
SERVICES		28,529	96,846	125,375	175,637
OTHER TRADING ACTIVITIES	2				64
INVESTMENT INCOME	3				79
Total		28,529	96,846	125,375	175,780
Expenditure on					
RAISING FUNDS					4,876
Charitable activities					
SERVICES		12,834	115,007	127,841	133,033
Total		12,834	115,007	127,841	137,909
Net income/(expenditure)		15,695	(18,161)	(2,466)	37,871
Reconciliation of funds					
Total funds brought forward		83,484	56,837	140,321	102,450
Total funds carried forward		99,179	38,676	137,855	140,321

balance sheet

	notes	unrestricted funds £	restricted funds £	total funds 31.03.18 £	total funds 31.03.17 £
Fixed assets					
TANGIBLE ASSETS	8	955		955	
Current assets					
DEBTORS	9	201		201	
CASH AT BANK		100,310	38,676	138,986	148,754
		100,511	38,676	139,187	148,754
Creditors					
AMOUNTS FAILING DUE WITHIN ONE YEAR	10	(2,287)		(2,287)	(8,433)
Net current assets		98,224	38,676	136,900	140,321
Total assets less current liabilities		99,179	38,676	137,855	140,321
Net assets		99,179	38,676	137,855	140,321
Funds					
UNRESTRICTED FUNDS	11			99,179	83,484
RESTRICTED FUNDS				38,676	56,837
Total				137,855	140,321

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2018.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2018 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance

with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on14-12-2018..... and were signed on its behalf by:

..........

Kevin Tunnard, Trustee

notes

1. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS

102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified

under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. Other trading activities

	31.03.18	31.03.17
	£	£
FUNDRAISING EVENTS		64

3. Investment income

	31.03.18	31.03.17
	£	£
INVESTMENT INCOME		79

4. Net income / (expenditure) *net income (expenditure) is stated after charging/(crediting)*

	31.03.18	31.03.17
	£	£
DEPRECIATION – OWNED ASSETS	319	

5. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2018 nor for the year ended 31 March 2017.

6. Staff costs

The average monthly number of employees during the year was as follows:

	31.03.18	31.03.17
CHARITABLE ACTIVITIES	9	7

No employees received emoluments in excess of £60,000.

7. Comparatives for the statement of financial activities for the year ended 31 March 2017

	unrestricted funds £	restricted funds £	total funds £
INCOME AND ENDOWMENTS FROM CHARITABLE SERVICES	67,303	108,334	175,637
OTHER TRADING ACTIVITIES	64		64
INVESTMENT INCOME	79		79
TOTAL	67,446	108,334	175,780
EXPENDITURE ON RAISING FUNDS		4,876	4,876
CHARITABLE ACTIVITIES SERVICES	5,324	127,709	133,033
TOTAL	5,324	132,585	137,909
NET INCOME (EXPENDITURE)	62,122	(24,251)	37,871
TRANSFER BETWEEN FUNDS	(28,000)	28,000	
NET MOVEMENT IN FUNDS	34,122	3,749	37,871
RECONCILIATION OF FUNDS			
TOTAL FUNDS BROUGHT FORWARD	49,362	53,088	102,450
TOTAL FUNDS CARRIED FORWARD	83,484	56,837	140,321

8. Tangible fixed assets

	computer equipment £
<u>COST</u> – ADDITIONS	1,274
<u>DEPRECIATION</u> – CHARGE FOR THE YEAR	319
<u>NET BOOK VALUE</u> – AT 31 MARCH 2018	955
<u>NET BOOK VALUE</u> – AT 31 MARCH 2017	

9. Debtors: amounts falling due within one year

	31.03.18 £	31.03.17 £
WAGES ADVANCED	201	

10. Creditors: amounts falling due within one year

	31.03.18 £	31.03.17 £
WAGES ADVANCED	2,287	8,433

11. Movement in funds

	at 01.04.17 £	net movement in funds £	at 31.03.18 £
<i>UNRESTRICTED FUNDS</i>			
GENERAL FUND	75,484	15,695	91,179
DESIGNATED FUND	8,000		8,000
TOTAL	83,484	15,695	99,179
<i>RESTRICTED FUNDS</i>			
COLD WEATHER SHELTER	16,535	(10,279)	6,256
ADULT BEREAVEMENT	28,290	4,116	32,406
CHILD BEREAVEMENT	12,012	(11,998)	14
TOTAL	56,837	18,161	38,676
TOTAL FUNDS	140,321	(2,466)	137,855

NET MOVEMENT IN FUNDS, INCLUDED IN THE ABOVE ARE AS FOLLOWS:

	incoming resources £	resources expended £	movement in funds £
<i>UNRESTRICTED FUNDS</i>			
GENERAL FUND	28,529	(12,834)	15,695
<i>UNRESTRICTED FUNDS</i>			
COLD WEATHER SHELTER	22,499	(32,778)	(10,279)
ADULT BEREAVEMENT	72,682	68,566	4,116
CHILD BEREAVEMENT	1,665	(13,663)	(11,998)
TOTAL	96,846	(115,007)	(18,161)
TOTAL FUNDS	125,375	(127,841)	(2,466)

11. Movement in funds - continued

COMPARATIVES FOR MOVEMENT IN FUNDS

	at 01.04.16 £	net movement in funds £	transfers between funds £	at 31.03.17
<i>UNRESTRICTED FUNDS</i>				
GENERAL FUND	49,362	62,122	(28,000)	83,484
<i>RESTRICTED FUNDS</i>				
COLD WEATHER SHELTER	37,848	(21,313)		16,535
ADULT BEREAVEMENT	9,540	4,750	14,000	28,290
CHILD BEREAVEMENT	5,700	(7,688)	14,000	12,012
TOTAL	53,088	(24,251)	28,000	56,837
TOTAL FUNDS	102,450	37,871		140,321

COMPARATIVE NET MOVEMENT IN FUNDS, INCLUDED IN THE ABOVE ARE AS FOLLOWS:

	incoming resources £	resources expended £	movement in funds £
<i>UNRESTRICTED FUNDS</i>			
GENERAL FUND	67,446	(5,324)	62,122
<i>UNRESTRICTED FUNDS</i>			
COLD WEATHER SHELTER	15,285	(36,598)	(21,313)
ADULT BEREAVEMENT	71,529	(66,779)	4,750
CHILD BEREAVEMENT	21,520	(29,208)	(7,688)
TOTAL	108,334	(132,585)	(24,251)
TOTAL FUNDS	175,780	(137,909)	(37,871)

12. Related party disclosures

There were no related party transactions for the year ended 31 March 2018.

detailed statement of financial activities

Income and endowments

	31.03.18 £	31.03.17 £
<i>OTHER TRADING ACTIVITIES</i>		
FUNDRAISING EVENTS		64
<i>INVESTMENT INCOME</i>		
INVESTMENT INCOME		79
<i>CHARITABLE ACTIVITIES</i>		
DONATIONS RECEIVABLE	55,349	96,593
GRANTS	70,026	79,004
TOTAL	125,375	175,637
TOTAL INCOMING RESOURCES	125,375	175,780

Expenditure

	31.03.18 £	31.03.18 £
<i>RAISING DONATIONS AND LEGACIES</i>		
WAGES		4,158
OTHER FUNDRAISING EXPENSES		718
TOTAL		4,876
<i>CHARITABLE ACTIVITIES</i>		
WAGES	86,908	83,138
SOCIAL SECURITY	2,424	
PENSIONS	376	
COMPUTER CONSUMABLES		5,441
SUBCONTRACTORS	5,743	5,560
OTHER DIRECT EXPENDITURE		9,384
GOVERNANCE COSTS		3,060
TRAINING		770
TOTAL	95,451	107,353

Support costs

	31.03.18	31.03.17
	£	£
<i>MANAGEMENT</i>		
INSURANCE	2,501	2,488
LIGHT AND HEAT	1,000	1,000
TELEPHONE	3,606	1,451
POSTAGE AND STATIONERY	1,631	
SUNDRIES	240	
LEGAL AND PROFESSIONAL FEES	127	664
OFFICE FACILITIES	1,786	4,931
CARRIED FORWARD	10,891	10,534
<hr/>		
<i>MANAGEMENT</i>		
BROUGHT FORWARD	10,891	10,534
TRADE SUBSCRIPTIONS	470	
TRAVEL AND SUBSISTENCE	4,004	
RECRUITMENT COSTS	2,589	
RENT	8,638	8,639
TRAINING	306	
REPAIRS TO PREMISES	374	
COMPUTER CONSUMABLES	1,392	5,324
GOVERNANCE COSTS		1,183
COMPUTER EQUIPMENT DEPRECIATION	319	
CLEANING	484	
TOTAL	29,467	25,680
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<i>GOVERNANCE COSTS</i>		
ACCOUNTANCY AND LEGAL FEES	1,440	
LEGAL FEES	933	
DBS CHECKS	550	
TOTAL	2,923	
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TOTAL RESOURCES EXPENDED	127,841	137,909
<hr/>		
NET (EXPENDITURE)/INCOME	(2,466)	37,871
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YOUR NOTES



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Caris cares about loss

Caris cares about homelessness

Caris cares in Islington

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Caris cares



CARIS islington | bereavement service | cold weather shelter

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Caris Islington is a company limited by a guarantee

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