



## ***ANNUAL REPORT 2020/21***

### **Introduction**

### **Sanctuary's Mission, Aims & Vision**

### **Chairman's report**

### **Chief Executive's report**

### **Sanctuary's services Reports**

#### Rochdale Area Managers

Halsall House

STEP

Homeless Prevention Services

Rochdale Storehouse

Reintegration

Crisis

#### Cymru Area Manager

Cornerstones

Belgrave Road

Beit Tikva

Pensarn Storehouse

Conwy Food Bank

### **Legal and administrative information**

### **Finance report Inc. Activities and Review**

### **Plans for 2021/22**

### **Acknowledgments**

### **Giving form**

## *Mission Statement*

**The Sanctuary Trust is a practical expression of God's love, providing support and encouragement for people who are homeless or seeking to take control of their lives through addressing drug, alcohol or other, homeless-related problems.**

## *Aims and Purpose Statement*

**To help people to take their full place in society and live independently.**

**To give vulnerable people opportunity to improve the quality of life by providing a stable environment which enables them to take greater responsibility for their lives.**

## *Vision Statement*

**The Sanctuary Trust will consistently achieve much more tomorrow than it did today for the benefit of staff, service users, stakeholders, the community and society.**

## ***Chair's Report***

Another year in the life of Sanctuary Trust has past, and probably one of the most unusual to date. Part of the previous year, and the whole of this year, have been dominated by reactions to various levels of lock down as the world seeks to navigate the Covid 19 pandemic. Hopefully, the end is in sight.

Regardless, it is my privilege to present this my second annual report as Chair of Sanctuary.

The work of the Trust:

At a grass roots level, the primary work of the Trust in both North Wales and Rochdale has continued to develop. New funding sources being procured, and the work continually adapting to the needs of the local community. Whether it is different housing projects, charity shops, food banks... or other projects, all staff and volunteers are to be commended for both their work and attitude, which combine to ensure ongoing fruitfulness across the Trust.

At a leadership level, continued thought and effort are being put into restructuring the leadership of Sanctuary. The recruitment of new Trustees remains a priority, as well as further developing the two area Steering Groups. Similarly, with ongoing development of the administrative staffing structure. The aim is to create a structure where each area has a healthy level of local autonomy, under the umbrella of the big picture, and with a Board of Trustees that adequately represent the different areas that Sanctuary operates within.

These changes are not insignificant, and all staff, volunteers and service users, are requested to keep constructively contributing to the conversation, whilst patiently working with us to overcome the challenges. The leadership wants to get this right, as the potential to create a foundation from which the next 30 years of the Trust can be as fruitful as the previous, is within grasp.

The Sanctuary Trust was founded, and is maintained, upon Christian values. Consequently, I prayerfully hope again, that the next coming year to bring ever increasing fruitfulness and effective service within the community. Whilst I plan to remain on the Board of Trustees, I will be passing the chair-person-ship on to other members of the Trustees, and I am confident that they will fulfil this duty with faithfulness and competency.

*Carl McCann* - Chair

## *Chief Executives Report*

The year of pandemic lock down and “you’re on mute” zoom meetings. However, we have successfully and carefully helped Greater Manchester achieve amazing outcomes making safe Rough Sleepers by getting them into temporary accommodation across the boroughs and especially in Oldham and Rochdale. The Broadfield hotel was run by Sanctuary Trust to accommodate up to 20 people who had been sleeping rough. This was superseded by the gargantuan effort leading up to Christmas by all opening Holland House Holland Street Rochdale. This 20-bed unit accommodating people who are difficult to house in a trauma informed way. The staff across the whole organisation went above and beyond in their efforts to keep services going. Conwy Food Bank moved into the ROC (former SPYCE) building on Rhiw Road, Colwyn Bay opposite where the ARC drop once operated.

The amazing stories of help in times of need you will read below are remarkable testimony to the hard work being done by all.

The building we are holding this AGM in came into operation towards the end of the financial year. This is the place our Rough Sleeper Initiative, Crisis work, Pass It On Scheme, our student placements and many more groups and projects work and meet.

Whilst meeting with others has been by zoom, our staff and service users have followed the well written Covid19 Risk Assessments and continued provided a safe living and working environment. So, thank you all for the amazing work that we have continued to offer throughout the pandemic.

The driving force of Sanctuary Trust has continued to be the love of God shared in a practical way. This is creating a community of people who have had the most precious commodity, TIME bestowed upon them. Time spent with every person; building and lifting, encouraging and helping people to find their feet, strength, esteem and their place in a world that has no time.

The Message version of The Bible puts love like this:

Love never gives up.

Love cares more for others than for self.

Love doesn’t want what it doesn’t have.

Love doesn’t strut,

Doesn’t have a swelled head,

Doesn’t force itself on others,

Isn’t always “me first,”

Doesn’t fly off the handle,

Doesn’t keep score of the sins of others,

Doesn’t revel when others grovel,

Takes pleasure in the flowering of truth,

Puts up with anything,

Trusts God always,

Always looks for the best,

Never looks back,

But keeps going to the end.

1 Corinthians 13v8 Love never dies.

Our workforce are an amazing group of people who lead by example and have time to spend with those who are suffering the plight of falling on hard times. Keep on with your amazing effort.

*David Lackner-Smith* – CEO

## *Greater Manchester Services*

Sanctuary Trust demonstrated a willingness to go above and beyond the call of duty – lead by our new Service Management team of Mr Rob Rowe and Mrs Jody Rowley. Jody writes about the 4 accommodation projects we managed in 2020/21 period –

### STEP Project

This year has brought about many changes and challenges for all our staff and residents at each project. The covid outbreak meant that the STEP project had to reduce from a 12 bedded unit (6 shared rooms) to a 6 bedded unit to comply with social distancing rules. To adapt further to assist our residents during the pandemic we increased our opening hours and staffing from 7pm to 9am to a 24/7 project. This meant that we were unable to accommodate for as many people as we have been accustomed to, but feel that the project has adapted well, and the staff have continued to support our residents throughout despite these challenges.

Throughout the year we have received 84 referrals of which 79 people were accommodated. The tenancy ready programme has enabled individuals to prepare for new tenancies and has been a good foundation to build upon for those wishing to live independently with minimum support needs. Of the 79 people we accommodated 45 people were successfully moved on to supported accommodation projects or their own tenancies and a few of the people came back to join the Pass It On scheme and volunteer with us.

An example of one gentleman's good news story:

JC is a 47-year-old gentleman that presented at STEP Project with various support needs. JC had previously been sleeping in a tent for 7 months and had only a few changes of clothes in a backpack. He was made homeless after his grandma whom he was caring for was placed in a care home as her needs became too complex for JC to assist her with. JC's mental health was suffering with each passing day that he was in the tent, and he was feeling more and more isolated. JC had withdrawn from his friend's and family as he felt too embarrassed to reach out to them. Eventually JC reached out for some support and was referred by homelessness to us. After moving into STEP, he soon started socialising with the other residents and regaining his confidence again. JC began visiting his old circle of friends again that he had temporarily lost touch and started to rebuild his connections. He told us that he would like to be rehomed somewhere local so staff assisted him in referring himself to longer term supported accommodation and was eventually offered a self-contained flat. A week after he moved out, we received a phone call from JC letting us know that he was enjoying his own space and said he appreciated us helping him get back on his feet.

Special thanks to all of the Step project staff for adapting and offering a flexible approach to meet the needs of the people who access our project.

### Halsall House

Halsall House reduced from a 13 bedded unit to a 12 bedded unit (eradicating the shared room) to comply with social distancing measures. Throughout the year Halsall

House accommodated 49 males of which 30 people had planned, successful move ons to their own tenancies or other supported accommodation projects. Halsall House staff have continued to provide support – offering group workshops, key work sessions and tenancy ready training to the residents.

Ann-Marie talks about a particular gentleman who gained a successful move on from Halsall and describes some of the challenges of the past year;

“ During the pandemic we have managed to keep 99.99% of Residents and the project COVID free. We followed strict hygiene and adapted well to the new routine that we had to put into place. We have had 1 resident that tested positive, but he stayed on the emergency bed downstairs as it is an area that we can shut off from other Residents and Staff. Staff did deliver food to this area 3 times daily. This was successful and the virus was not passed on.

We had many residents that moved on during this difficult time, but one stands out the most.

During this time, we had a referral for a Mr SW. He had been using drugs and alcohol for many years. He was estranged from his Family in London. He had moved around the country and had been living a chaotic lifestyle. Some years ago, he had lost his baby Son and SW was struggling to cope with his loss.

He arrived for his interview with his Partner and new-born baby girl. SW partner described his as unpredictable and potentially violent. She was concerned that she could have the baby taken away if SW did not get help.

He struggled when he first moved into Halsall. He received a 28-day notice for drug and alcohol use. From that day he did not use any substances. He started to manage his anger in a more positive way by open discussion or time out. He slowly learnt to manage his money and prioritise. He started to keep his room well and learnt with support to cook. SW really turned his life around. He was enthusiastic about the future and was willing to do whatever needed to move forward with his life.

SW began to organise sporting activities with other Residents and then became Peer support for those Residents who were struggling. He contacted his mother in London and now has a good relationship with her. He attended all key work and training sessions, and we began to talk about his bereavement. We then set up bereavement counselling with a worker from a local hospice. SW attended all sessions. SW also engaged with Rochdale Connections trust and attended a healthy Relationships course where he learned about what a healthy relationship should be like and the consequences of domestic violence. SW was supported to attend a full mental health assessment and was diagnosed with EUPD and was given medication. This worked well for SW and his mood began to improve and stabilise.

SW then started to have supervised contact at the Hostel with his daughter. This had its ups and downs. His daughter's mother did not trust him, and things were made difficult for him. However, SW worked very well with the social services and his situation began to change. We had multi agency monthly meetings where everyone had a opportunity to voice their views. SW then was granted unsupervised contact at

the hostel. SW worked so well with authorities that eventually it was no longer necessary for social services to be involved.

SW then was successful in getting a permanent place to live in supported accommodation with St Eds Charity in Rochdale. He was very nervous about managing a tenancy, but he has been very successful, and he has remained in this accommodation. He has contact with his daughter and is in education learning IT. His mental health is stable, though he still experiences low mood some days.”

Special thanks to all for the Halsall House staff for their hard work and dedication.

### BROADFIELD Project

The Broadfield Hotel project was established quickly in April 2020 to accommodate for homeless men and women in the borough to shelter them throughout the pandemic outbreak. Despite many challenges the project was set up in record timing and we were able to welcome people in quickly. Men and women were accommodated in the hotel from April to December 2020 until Holland House was launched and for those individuals who had not yet obtained accommodation elsewhere were transferred over from the Broadfield to Holland House.

In the 9 months Broadfield’s was open we accommodated 106 men and women and of these 84 people obtained a positive/ planned move on. The staff were able to provide 24-hour support to work flexibly around the needs of those accessing the service.

Throughout the year staff facilitated group work session and organised activities such as bingo night and quiz night to pass the time during the lockdown.

Link for Life kindly donated the use of exercise bikes for the residents to use during the lockdown to ensure that everyone was able to access fitness activities to promote health and well-being during challenging times.

On December 23<sup>rd</sup> of 2020 the council obtained Holland House in place of Broadfield.

### Holland House

The newest project established in December 2020 saw a quick set up with only a day or two’s notice to staff and equip to accommodate 20 males in the Rochdale borough. The project is a 20 bedded unit catering for homeless males in the Rochdale borough. Since it’s opening in December 2020, we have accommodated for 51 males. Both Holland House and STEP project work collaboratively with the council and other agencies to ensure that our beneficiaries are offered the right support from the right services in accordance with their personalised action plans.

The staff provide 24-hour support (should it be required) and the project works flexibly to cater for any unmet needs individuals may present with. This flexible approach has allowed for us to provide a person-centred service that strives to remove barriers for people who require support.

Special thanks to all of the staff at Holland House for adapting to new ways of working and working collaboratively with other agencies to ensure that our beneficiaries receive the best possible serve.

Rob Rowe has oversight of our non accommodation based services in Manchester. These include –

1. Rough Sleeper Initiative
2. Navigator
3. Crisis
4. Pass it on
5. Storehouse
6. Reaching out centre

This report fails within the 2<sup>nd</sup> and 3<sup>rd</sup> years of the RSI contract. We are commissioned by Rochdale and Oldham council to provide the governments Rough Sleeper initiative contract on behalf of both Greater Manchester boroughs. In year one we were contracted for 2 RSI workers to work across both boroughs, in year two this was enhanced to four RSI workers two in each Borough. The contract consists in implementation of having a visible presence 7 days a week, we do sweeps across both boroughs 5 days a week between the hours of 10pm-2pm and 5am-7am. This means that a rough sleeper is found at the earliest opportunity and the start of support and engagement can then start, the RSI team will arrange an appointment for the next day for the individual with the Sanctuary trust RSI or Crisis team. At this appointment we will put in quick interventions identify needs and start of the process of an accommodation pathway for them. We are a part of a multi-agency approach with the RSI team being the first line of defence in reliving homelessness. The RSI team works closely with Rochdale and Oldham strategic housing the contract providers, Substance misuse services, Mental Health and the NHS Rad Team, Probation, Forrest Bank Prison, 3<sup>rd</sup> sector Housing providers, faith, and voluntary organisations in both Boroughs. It is a pleasure to watch the RSI team daily go above and beyond for the people we support, their commitment and reliance in there roles is what Sanctuary Trust is all about showing and putting care, understanding and compassion into the support people so desperately need when they find themselves rough sleeping.

To help bring this work to life, here is an example case study -

DH came to us via Homelessness as he was in between Sofa surfing and rough sleeping after a fire at his previous flat, where he was being taken advantage of by various individuals, he was being financially and physically bullied. He came to the Broadfield hotel on 12/06/20 and although we had a few problems with his drink and drug addiction (on one occasion an ambulance was called for fear of overdose) he was generally a quiet, polite and pleasant resident. He was willing to work with us and we referred him to turning point and thought he would be suitable for a bond board referral and also set up a RBH application that we put weekly bids in for him. He was supported with bond assessment by RSI and was subsequently accepted.

DH stayed with us in the Broadfield until the 15/7/20 and then was moved into STEP as it was thought it was a smaller project and would suit him to be in a less chaotic

environment. He engaged well throughout his time there and made some real improvement on his life skills and seemed ready to take on a tenancy himself.

Around the beginning of September we got a call off the Bond Board saying they had a potential flat for DH and would we be able to support him with his viewing and potential move. On the 29/7/20 DH moved in with the sanctuary supporting him, we were able to give him a starter pack of essentials and apply to the Discretionary Crisis Fund for his white goods and a bed etc. We continued to support him in his tenancy alongside the bond board to claim the correct benefits and to make sure he wasn't struggling in his tenancy for a number of months.

DH still comes to see us from time to time and has now moved onto another bond board property, he states that he will always be grateful to the whole team for all the support we gave him and would always come to us if he was struggling. The Bond board report that he is a really good tenant and has caused no issues since he has lived in their properties, to sustain his own tenancy, pay his bills and not be as chaotic as he once was are all successes for DH, he has come on leaps and bounds since he was first picked up rough sleeping, he still has some drug and alcohol issues but he attends turning point regularly and hopefully one day he will achieve abstinence and improve his life some more.

### Navigator Project

The Navigator role was set up and commissioned by Oldham council to run parallel alongside the RSI commissioned service. The Navigator role consisted off a flexible more intense way of working with a small case load to cater for individuals who present with multiply unmet needs. The role was set up to challenge system barriers for these individuals and highlight fallings in the system for the cohort who fall into the category of complex needs, deeply entrenched and chaotic lifestyle also known as the revolving door cohort.

### Crisis Project

The crisis work is covered by Tony McManus and again falls within the 2<sup>nd</sup> and 3<sup>rd</sup> year of the contract which is funded by Lloyds and is in its final year. It has been a great resource to Sanctuary Trust and the people who have been supported during the three-year cycle so far. It covers a wide range of support, intervention, sign posting and advocacy work. Where there is a lack of support is peoples, tenancies becoming at risk and them then facing eviction the crisis work has helped people sustain tenancies by the crisis worker and RSI team visiting the people weekly and identifying the need and putting in support and intervention. Also the crisis work has been priceless with cuts to services and people not getting the support they are entailed to below is a Alans Journey and which is close to all our hearts and an example why we do what we do and why we will always fight for people's rights within a falling under funded system.

### Pass it on

Pass it on is in its 3<sup>rd</sup> and final year of its National Lottery funding. During Covid the pass it on volunteers really came into their element when most services shut there doors due to lock down the pass it on team was delivering food parcels to peoples doors and doing welfare checks on the most vulnerable who were gratefully effected by the pandemic mindful of social distancing and safety at all times. Many people who have come through PIO are now in full time employment with Sanctuary trust.

To bring this project to life, her is a case study that helps to demonstrate our work -

AM started volunteering for sanctuary trust as part of the PIOS team after his prison release, whilst living in Halsall house. He jumped at the chance to be part of the team which delivered food parcels to vulnerable people across the borough of Rochdale during the covid crisis. Not long after he also started volunteering at the sanctuary storehouse, where he became the van driver and delivery organiser, a job which he embraced and completed to an excellent standard which led to him being offered a 10-hour contract. His positive attitude and encouragement makes him a perfect mentor to new members of the Pass it on scheme, he's always on hand to help them reach their full potential with his words of encouragement and embraced the ethos of the Pass it on scheme of helping others.

AMs love of art led him to co facilitate an art group with Rochdale Borough council again helping those who are in homeless accommodation. AM achieved one of his dreams and recently had some of his artwork displayed in gallery in Manchester.

AM now plays a strategic part in helping new members of the Pass it on scheme in their recovery from issues around homelessness and able to raise any concerns to the crisis team at sanctuary trust about any of the vulnerable people he delivers food or furniture to and advise them on where to get the appropriate help for their situation.

### The Storehouse

The Storehouse is a charity shop which sells furniture, household items, gifts, soft furnishings, children's books, toys, and clothes. The shop offers many volunteering opportunities such as sign posting service users to the correct help, organisation skills, window dressing, general shop work, and our new project upcycling, all these positions encourage

- Learning good communication skills
- Working closely as a team
- Problem solving
- Confidence building
- Creativity

Since April we have taken on 10 volunteers mostly from our own hostels, 1 social worker who is looking at gaining experience to help with her career path, and a new potential volunteer who is currently attending the women's group but likes the pass it on ethos and would like to become involved. We currently have four paid staff who have all come through the PIOS scheme, two of which are currently attending courses for becoming a counsellor.

### Champions scheme and Angies Angels

The Champions scheme and Angies angels runs side by side to provide people who are struggling or returning to their own property from homelessness with furniture and household items. Angies Angels basement providing over 100 people with

- Clothing
- Shoes
- Toiletries
- Sleeping bags
- Sanitary products
- Starter packs
- Bedding

The champion's scheme has helped 50 people with

- Kitchen starter packs (cutlery, crockery, pans, cups, glasses)
- Sofas
- Towel and bedding packs
- Drawers
- Beds
- Pictures, plants, and ornaments

The storehouse receives referrals from RBH, Place team, Adultcare, community connectors, RSI team, turning point. The team often help people move from one of our hostels to their own accommodation.

We encourage all our volunteers to interact and talk to the service users to try and signpost them to the correct person such as The RSI Team or The Crisis team for the help they require. We teach all our volunteers to follow these guidelines.

- Complete online training
- Familiarize themselves with the different Sanctuary departments.
- Show Empathy
- Listen to what is being asked.
- Try to help to the best of their ability.
- Signpost the person to the correct member of staff.
- Never be afraid to ask for direction.

All our shop staff and volunteers have been through boundaries training, with some also completing training in modern day slavery, suicide Prevention, and crisis intervention, as well as all completing online training.

Moving forward we are currently running an upcycling project, where volunteers can come and turn an old piece of tired furniture into something new and exciting. The project is to provide people with

- To use their time in a productive manner
- Learn new skills
- Rebuild a good working ethos
- Become creative
- Enjoy accomplishing something

We currently have two volunteers who are working on this project but hopefully it will expand as time progresses.

The Storehouse is also supporting a local charity called reuse Littleborough, we send excess baby and children's items as well as women's clothing which is currently been sent to Albania to help families in need.

### Reaching out Centre

The reaching out centre is in its early days and we have high hopes for the support and what it can offer in the future I look extremely forward to next years AGM report, Up to this report we have just moved the in.

Complimenting all this incredible work, the Sanctuary Trust has welcomed 9 social work students on placement from the University of Salford. The Sanctuary Trust

continues to provide quality services while helping to cultivate the next generation of social work professionals.

Although 2020/21 has been a difficult year, the projects across North Wales and Greater Manchester has thrived as we uphold our Mission Statement. Special thanks to our Senior Manager, Ian, Rob, and Jody who, as ever, have worked tremendously hard. We are blessed to have such quality staff across the organisation.

Submitted by  
John Wigley

*Greater Manchester Authorities Area Manager  
Sanctuary Trust*

## *Sanctuary Trust Cymru*

The financial year of 2020/21, from operational perspective was, as you might expect, all about responding to Covid 19 pandemic.

Our North Wales department, headed up by Mr Ian McNeillie, continued to thrive during this difficult period.

Ian writes, the reporting period covers two periods where the whole world was almost consumed by the global pandemic and the resultant periods of lockdown. The most telling, indeed pleasing outcome is that not only are we all still here? each project has survived too?

### Holborn House

To read the balance sheet, observe the consistent lack of 'voids' the reliability of the grant funding etc. would be to overlook and fail to perceive the determination and stoic loyalty of staff and residents alike in their battle to keep each other safe and protect the most vulnerable while remaining focused on keeping positive, during long periods of lockdown and isolation.

It is imperative we acknowledge and recognise such commitment and sacrifice shown by all.

We started the year full and ended it full. With few changes in staffing. We have been able to provide a reliable and consistent environment for residents, many of whom have been progressing at a steady and consistent pace for in excess of twelve months.

At our last review, we were made aware by both the Reviewing Officer and Supporting People Co Ordinator that the project would be put out to tender in 2022 which of course presents some potential for future uncertainty? in the meantime all we can do is comply with the conditions

of the contract and continue to work to the high standard that we have always done.

During the reporting period three residents moved on positively, one sadly was asked to leave and four moved in to take their place

### Belgrave Road

The property continues to benefit a large adult family, who are reported as being very happy there and look after the property well.

Apart from ensuring annual checks and maintenance for emergency lighting, boiler service etc are carried out, we have little expense or time consumed at the property, indeed there is a surplus of a few thousand pounds a year.

#### Beit Tikva

Little has changed in the last year, once again everyone has battled with determination and resolve to get through two periods of lockdown.

As has been reported in the past the building by it's condition and geographical location remains unfit for purpose. Couple this with the constraints of an inadequate budget with no room to provide much needed support, the future of the project must be in some doubt?

At the end of this reporting period the project is currently at capacity.

#### Pensarn Shop and Community Hub

The first period of lockdown, which sadly meant the closure of the shop was eased slightly by the growth in funding and expansion of services at the food bank, where we managed to redeploy Lyn the Shop Manager until we could reopen last summer.

With the restrictions on trade in terms of customer numbers, mask wearing etc I suggested we could not hope to see the takings return to pre covid levels, once again I was wrong, with £1600 being achieved in the first week or reopening? Recovering well and our invaluable work as a community hub restored it was frustrating to have to enter in to a second period of lock down on the lead up to Christmas with Lyn once again redeployed in the food bank.

We are confident however that once hopefully restrictions are lifted in non- essential retail the shop will 'bounce back' and recover the losses incurred and equally importantly re establish itself as a much needed Community Hub.

#### Conwy Food bank

Back in April 2020 with a fast diminishing stock and too small a premises for the requisite

social distancing to take place, the future of the Food bank was one of uncertainty. I took the decision reluctantly to close the food bank and within forty eight hours was inundated with both outrage and offers of help both in the form of funding and premises.

In a matter of days we were established in a large warehouse owned by Conwy, rent free with no utilities to pay for three months. The donations of money and food were overwhelming.

Three large fridges, a large upright freezer, £1500 worth of racking all gifted by Conwy C.B.C.

At the end of three months, due to the tireless efforts of our team of volunteers headed up by Nancy our coordinator, we had provided a record number of home delivered food parcels and had donations of money and food flowing in.

About to be a 'homeless food bank' we set about trying to find a suitable premises and were lucky and indeed relieved to persuade the Vicar of St Paul's to allow us to rent the former Spycy Centre at Rhiw Road.

In the New year C.C.B.C. asked us to participate in a joint venture providing slow cookers and ingredients on referral to those in need and gave us funding to purchase 100 slow cookers and set ingredients. We were able to get advice from a local chef and were able to supply suggested menus too. This scheme has proved a great success with a steady and large amount of referrals.

With donations carried over from the previous year and the support of various funders, including the recycling unit at Mochdre Colwyn Bay, Conwy C.B.C., The Gubay Foundation and of course Mr Guto Lewis and the Dewi Sant, Conwy Food Bank has been able to meet the increasing demand through the pandemic so far and initiate contactless door step deliveries.

### Pipeline Projects

Ffordd las the original Food bank premises, a small shop unit at Llandudno is provided by Cartrefi Conwy [ the local housing association] at a peppercorn rent, it was felt if we returned it to Cartrefi it was unlikely we would have such an inexpensive facility available to us in the future and decided to ' dip our toes in the water' and open as a charity shop selling mostly small items, some of which could be rotated with Pensarn? The response has been disappointing and we must consider the future use of Ffordd las before the recovery of Pensarn is negated by the cost of Ffordd las? Some thought has been given to providing an advice drop –in service, however the local need seems well catered for at Hope Restored, less than 300 metres away.

Before Xmas last year we were awarded £20,000 by the North Wales Freemasons to enable us to utilise the upper floor of the SPYCE centre [ Conwy Food Bank] and open a much needed Drop- In centre in Colwyn Bay. Since the closure of the former ARC facility there has not been any where for the Homeless and vulnerable to seek safety warmth and food. Frustratingly, though fully supported by the local Vicar, obtaining agreement on a Lease for the whole property has been met with some inertia, which is currently hampering progress.

Overall a busy year for Sanctuary Cymru.

*Ian McNeillie*  
Cymru Area Manager

## ***Legal and administrative information***

### ***Status***

The company is limited by guarantee and is governed by its memorandum and articles of association. The liability of the members as set out in the articles is limited to £1.

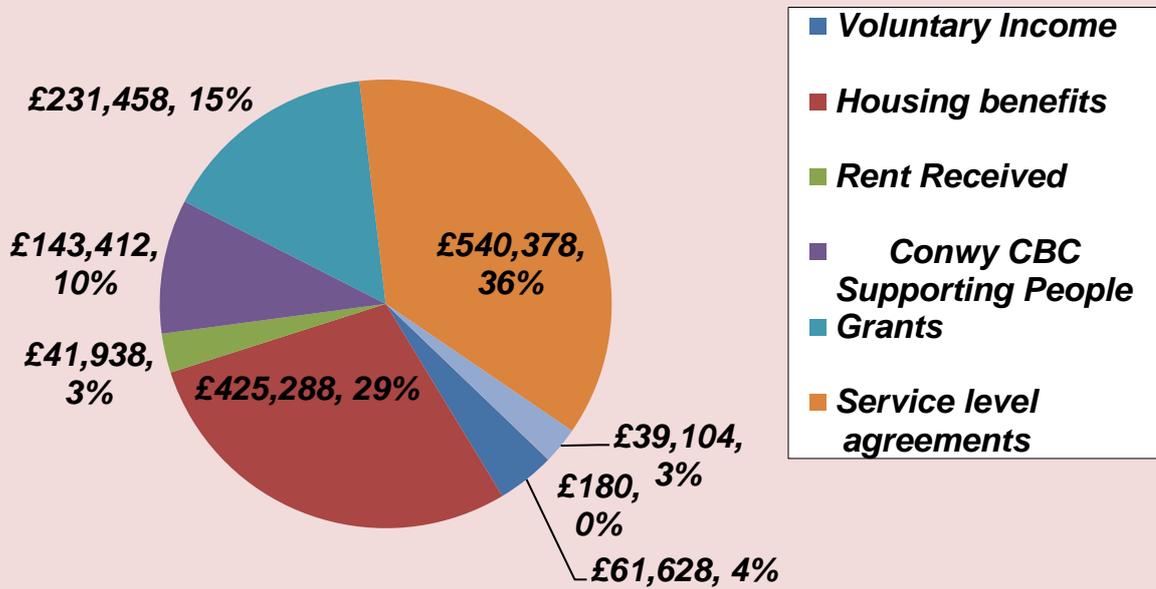
The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report the titles are interchangeable.

The trustees serving throughout the year were as follows:-

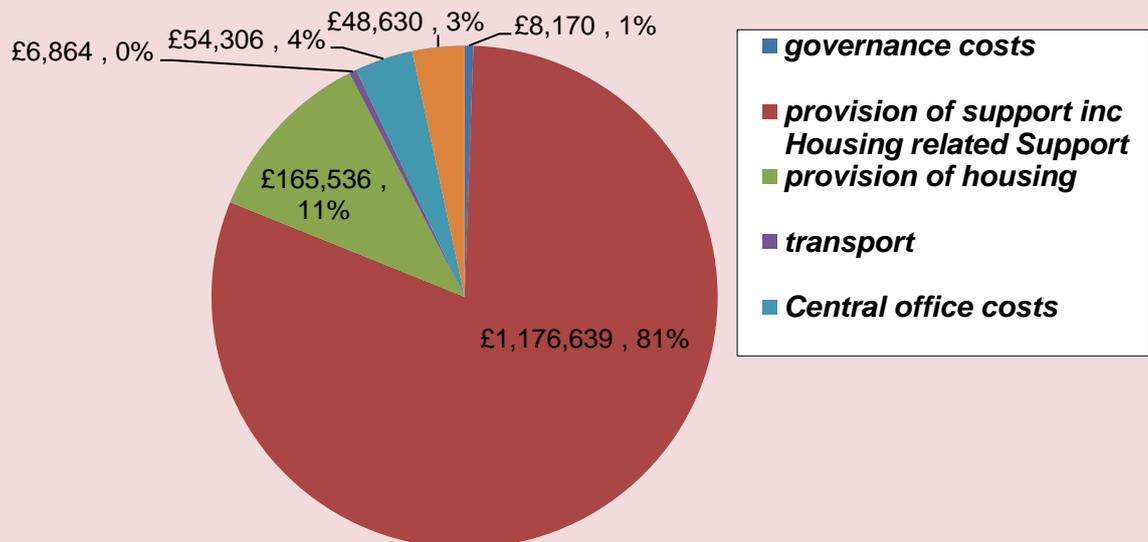
<b>Trustees</b>	<b>C. McCann</b>	<b>V. Slater</b>
	<b>I. Johnson</b>	<b>L. Mills</b>
	<b>E. Boswell</b>	<b>S. Halsall</b>
<b>Company Secretary</b>	<b>Kirsty O'Brien</b>	
<b>CEO</b>	<b>D. N. Lackner-Smith</b>	
<b>Finance Director</b>	<b>R. Shaw</b>	
<b>Company number</b>	<b>2721623</b>	
<b>Charity number</b>	<b>1020295</b>	
<b>Registered office</b>	<b>Office 9 Champness Hall Drake Street Rochdale OL16 1PB</b>	
<b>Auditors</b>	<b>Wrigley Partington Sterling House 501 Middleton Road Chadderton OL9 9LY</b>	
<b>Bankers</b>	<b>National Westminster Bank PLC Town Hall Square Rochdale OL16 1LL</b>	
<b>Legal representatives</b>	<b>Peter Taylor AST Hampsons 128 Yorkshire Street Rochdale OL16 1LA</b>	<b>Employment Law Consultant Ellis Whittam Limited Woodhouse, Church Lane, Aldford, Chester CH3 6JD</b>

## Financial Report

### **INCOME £1,483,386**



### **COST OF CHARITABLE ACTIVITIES £1,451,975**



A full financial statement is available on request

## *Review of activities and achievements*

This has been a turbulent year with the Covid 19 virus having a huge impact from the outset. We feel that as the year has gone on, strangely perhaps we feel we have been mightily blessed.

Firstly, we have got through the year with very few cases among the staff, and these were generally quite mild, and we only had a few to staff self-isolate. Mercifully there were no cases with the residents in the accommodation projects which could potentially have been a big problem.

Secondly, we are classed as essential services, and with care, we were nearly all able to keep working. Only 1 member of staff had to stay off and as it was a small post, we did not use the furlough scheme but continued to pay wages. Any other staff who were not able to do their usual job were re deployed to other services.

Thirdly, with all the government support around and other grant makers, we secured considerable additional finances to plough in additional support to our outreach services and Conwy Food Bank.

Our original project at Halsall House continues to run well.

Covid put an end to the twin room arrangement at STEP, but the council continued with their A Bed For Every Night (ABEN) support, accepting that we would have to go down to only 6 residents.

On the back of the above, we were asked to run a 20 bedded emergency accommodation out of the Broadfield Hotel. This was whipped up like lightning and started straight away in April. The original remit was only for 3 months but we were then asked to carry on month by month which we did until near end Dec.

At this time, we “jumped ship” and moved the whole project to Holland House

Such was the mutual support between us and the council that all of this was cobbled together in extremely short time and with very little paperwork, both teams pulling out all the stops under the Covid situation and invoices being paid in timely fashion. We nominally have the go ahead for 12 months taking us to next Dec and are once again invoicing on a monthly basis.

We got extension funding for 2 outreach workers (Rough Sleepers Initiative RSI) and 2 additional workers through a Joint Commissioning between Oldham and Rochdale councils and continued our Homeless Prevention Team (HTP) work in Rochdale with further expansion into Oldham. This has been a great success. A Navigator role was added to this for 9 months. We hope that this may be re-funded next year.

Tony continues the second of 3 years of our Crisis work for Lloyds Foundation and works closely with the RSI team and the Rochdale Food Distribution Service who received grants of £4,992 from Crisis UK and £1000 from Action Together.

The Pass it on Scheme through the Lottery’s Community Fund runs into its second year working with persons with lived experience and has allowed us to bring a few into employment as well. This has also been a considerable support to the RSI teams.

In order to assist and enhance the work of the outreach teams, we took out a lease on the old Thrive property on Drake Street which will house the teams and also has room for additional service user involvement.

Another difficult year for the Storehouse with the Covid -19 crisis as it was closed for most of the year. Fortunately, we were given a several small business grants, and were able to utilise most of the staff and volunteers elsewhere.

The Student Placement Programme continues a storm. A couple of students from last year continued to finish their programme, and we had a massive 11 new students in this year (not all at the same time), as 6 started later in the year and continue their placement into next year. Not only do we get to help the students with their education, but the quality

of the students helps us in the work, so much so that a number return to us in some form of paid work.

Holborn House, the residential project in Wales, continues to run successfully.

Belgrave Road remains on a running lease to the Conwy Council.

The Charity Food Bank at Llandudno had to move premises as the property at Ffordd Las was too small to operate safely. We were given free loan of a larger property by Conwy Council for an initial 3-month period and so moved into that. This was only a temporary fix and so we managed to negotiate an agreement with the Colwyn Bay parish council via Christine at the Church where ARC had had their office and run the Tier 2 service for a while until it was decommissioned.

The agreement is for the property across the road from the church: the SPYCE centre.

During the year we obtained the following for the work at the food bank

£3,050 + £1,000 CCBC

£5,000 +£5,000, parts 2&3 of the £15,000 from Steve Morgan Foundation.

£8,432 from Lloyds Foundation. They consider it an extension of the Crisis grant but restricted to CFB.

£5,000 Community Foundation Wales (Coop Fund) Due to the difficulties with the premises, this has been deferred to next year.

£6,100 Donation from Bryson Recycling

£1,050 CCBC donation for food.

£1,000 Catrefi Conwy donation.

£3,333 Conwy Town Council

£5,000 CCBC Slow Cooker Project

Also, many other personal donations, some large, some small and some regular which combined with the donations identified above amount to the enormous total of £50,991 for the year. Our thanks to all of these.

As well as all these, we received a grant of £20,000 from the Freemasons to expand the work in the new premises, Welsh Reach Out Centre (WROC). This also has been deferred to next year.

The house at Beit Tikva, Penmaenmawr, continues to run well and Lynn and David keep an eye on things. Although this is generally within the scope of Sanctuary Trust, it is not really our core work, and we are looking to see if we can get this taken over by a local church who would be much more appropriate for this type of project.

The Charity Shop in Pensarn recovered well after being closed in the early part of the year but with still having to pay the rent and needing additional work to cope with the Covid situation we ended with a £4k loss. We have no doubt that this will soon be recovered next year.

Administratively the 2 steering groups settled into their roles, the Northern Area Manager was recognised into an enhanced role as Operations & Development Director and the area management was devolved to a team set up on a trial basis and due to the increase in services we are providing at the moment we took on an additional member of staff into the management team and so welcome Kirsty O'Brien as HR administrator.

Service User testimonies can be found in the area managers' reports which are available separately.

Finally, we must say once again that we are greatly blessed with a fantastic group of staff and volunteers who are a large part of what makes us who we are, and without whom we would not be able to provide the services that we do. Thank you all.

Development

Sanctuary Trust will continue to provide services, to people suffering the effects of homelessness or threat of homelessness in line with the Sanctuary Trust Mission Statement, Aims and Objectives. We will continue to improve the delivery of our services by internal and external monitoring, consultation and policy review with stakeholders, management of staff and clients and implementation of the consequent action plans through good supervisory line management. We believe that there is no quick fix and that substantial motivation and effort to restore service user self-worth is required. We are also looking to form partnership working agreements with stakeholders to strengthen and improve bids for new service contracts. Many of the Trustees have been in place for some time now and we are continually on the lookout for new members to bolster the management committee.

### *Plans for future periods*

We think it is likely that RMBC will continue to fund the additional staff at STEP through the ABEN fund and we hope to bid for ABEN4 in Oldham as well as a further work as Navigator when this comes up for recommissioning.

We are constantly looking for ways to utilise our resources to offer pieces of work which will both take a share of the overheads and bring in a small surplus.

We will be looking to update the Website and rebrand the organisation.

John Wigley in his new role will continue his efforts on fund finding and bid writing that has already been so successful this year.





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The Sanctuary Trust Limited  
Registered Charity Number  
1020295

## GIVING BY REGULAR DONATION FROM YOUR BANK THROUGH STANDING ORDER

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**For the credit of:** The Sanctuary Trust Limited registered as a charity A/C **31125379**

**Payment Reference** **AR0809**

The sum of £\_\_\_\_\_ (in figures) \_\_\_\_\_ (in words).

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\*Delete as appropriate

**To The Manager** \_\_\_\_\_ **(Bank)**

**Address** \_\_\_\_\_

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**Account Number** \_\_\_\_\_ **Sort Code** \_\_\_\_\_

**Your signature (s)** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

### Gift Aid Declaration (Essential details for claiming gift aid)

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**I want The Sanctuary Trust Limited** to treat all donations that I make from the date of this declaration until I notify you otherwise as Gift Aid donations **including** all donations I have made for this year and the six tax years prior to the year of this declaration, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.\*\*

**\*\*You must pay an amount of Income Tax and/or Capital Gains Tax at least equal to the tax that the charity reclaims on your donations in the appropriate tax year. (Currently 28p for each £1 you give).**

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3. *If you are unsure whether your donations qualify for Gift Aid tax relief, ask The Sanctuary Trust Limited. Or, refer to 'donations by individuals' on the HMRC website, [www.hmrc.gov.uk](http://www.hmrc.gov.uk).*
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