



Windsor Christian Action

Supporting Vulnerable People in the Windsor Community

Annual Report from the Trustees for the year 1st July 2022–30th June 2023

1. Purpose and Objects

Windsor Christian Action (registered charity no: 1154308) is a charitable incorporated organisation with voting Members and managed by Charity Trustees. The principal office and registered address of Windsor Christian Action (WCA) is at Windsor Baptist Church, Victoria Street, Windsor SL4 1EH. This is the Charity's tenth year of operation, its constitution having been first registered with the Charity Commission on 23rd October 2013. Website address: www.windsorchristianaction.org

The purposes of the charity are as follows:

- A.) To provide opportunities for a practical expression of the Christian faith
- B.) To promote the wellbeing of vulnerable people in Windsor by:
 1. The relief of ill-health, sickness and disability by the provision of food and medical support and by the provision of a safe place to go for help in Windsor;
 2. The relief of mental ill-health and loneliness by the provision of a safe base where there is help to access counselling, mental health services and support with addictions;
 3. The relief of poverty by provision of food, financial advice, and help to access benefits;
 4. The relief of social exclusion by the provision of support with finding temporary and permanent accommodation;
 5. The advancement of social inclusion by assisting the homeless and vulnerable to integrate into society.

2. Structure, governance and management

The WCA constitution makes provision for the appointment of 3 categories of Charity

Trustees:

Foundation Charity Trustees, up to a maximum of 4, appointed for three years by Churches Together in Windsor. There are currently 2 such Trustees in post, namely: Revd Kathryn Bracewell, appointed 2017 and Revd. Richard Terrado-Reardon, appointed 2022. It will be proposed at the 2023 AGM that Maria Grazia Hindmarsh be appointed as a Foundation Charity Trustee.

Membership Trustees, up to a maximum of 3, elected by the Members of WCA for a period of three years. Currently there are 2 such Trustees in post, namely, Jeremy Crame, appointed 2020 and Lesley

Bushnell, appointed 2022. It will be proposed at the 2023 AGM that Danielle Crompton be appointed as a Membership Trustee.

Co-opted Trustees, up to a maximum of 4, elected by the members of WCA for a period of three years. There are currently 4 serving Co-opted Trustees, namely; Mr Geoff Hudson (appointed 2017), Mrs Jane Deakin (appointed 2018); Mrs Marion Greenwood (appointed 2019) and Mr Tim Allison, (appointed 2022).

Any person who retires as a Charity Trustee by rotation or by giving notice to WCA is eligible for re-appointment. A Charity Trustee who has served for three consecutive terms may not be re-appointed for a fourth consecutive term, but may be re-appointed after an interval of 1 year. Jeremy Crame, Kathryn Bracewell and Geoff Hudson, all due to retire by rotation this year, have offered themselves for re-appointment at the 2023 AGM.

The Trustees' main tasks have been to continue to help, support and develop its three Projects, the Windsor Homeless Project (**WHP**), Windsor Street Angels (**WSA**), and Windsor Foodshare (**WFS**), and to ensure that these are well funded and managed. More than a Shelter (**MTAS**), the fourth Project which was providing food and a bed for the night in the coldest three months of the year, will now be merged into the Homeless Project. The cost of living crisis in particular has caused a huge rise in demand for our services, and meeting this demand has been our main challenge.

Trustees are recruited by identification of skills needed, and then the post is advertised with a job description. There is a recruitment and induction procedure in place for trustees.

The Trustees' specific areas of responsibility are as follows:

WCA Trustee Roles

1. Chair

Responsible for providing leadership to the Board of Trustees, representing the Charity in public events and discussions, overseeing the strategic development of the Charity and chairing Charity general meeting and Trustee meetings.

Geoff Hudson

2. Vice-Chair

Working alongside and assisting the Chair in discharging his responsibilities; deputising for him when appropriate.

Marion Greenwood

3. Trustees with particular responsibility for overseeing projects

They attend their assigned project with sufficient regularity to understand, plan and manage the project's activities and budget, and generally provide leadership to the project. They are the main link between the project and the Board of Trustees.

WHP – Marion Greenwood

WSA – Geoff Hudson

WFS – Maria Hindmarsh

4. Fundraising

Plans and co-ordinates fundraising activities; develops and maintains links with WCA's main financial supporters including liaising with the project managers over volunteering and similar initiatives.

Lesley Bushnell

5. Business Planning and Strategy

Develops and works towards implementing a co-ordinated strategy to achieve WCA's purposes.

Jeremy Crame

6. Legal/regulatory

Takes steps to ensure that WCA complies with the law and relevant regulations in all its dealings.

Geoff Hudson

7. Human Resources

Recruitment, development and training of staff; communication to staff and volunteers.

Marion Greenwood, (with Catherine Allerton as consultant)

7. Safeguarding

Takes steps to ensure the safety of staff, volunteers and project beneficiaries; to include the provision of appropriate training.

Kat Bracewell

8. Pastoral support

Ensures that support is available when needed by guests, employees, volunteers and fellow Trustees.

Richard Terrado-Reardon

9. Finances

Oversees all matters relating to finance, including completing accounts, preparing forecasts, advising on WCA's financial position and overseeing the Charity's book-keeping functions.

Tim Allison

10. Marketing (external) and Communications (internal)

Promoting WCA (including developing and maintaining website and social media); communicating with stakeholders, compiling and send out WCA newsletter.

Jane Deakin

Marion Greenwood

11. Secretary

Arranges meetings, create agendas and minutes, renews insurance annually, checks and updates policies annually, sends Annual Report to Charity Commission, organises AGM.

Jane Deakin

12. Line Management

Responsibility for line management of Project employees is carried out by trustees and Project Managers as appropriate, with overall trustee oversight.

3. WCA Staff and Volunteers

- WCA employs five members of staff – Nick Roberts as Manager of WHP; Carron Edgell, who provides drug and alcohol support at WHP (funded by Public Health England and WCA); Stephanie Minici runs WHP on a Saturday; Sarah Kember as Manager of WFS; and Chris Speakman as book-keeper for WCA. The project managers for WSA and MTAS are volunteers; all employees and non-employed project managers are ably supported by over 150 volunteers across the projects.

- All three main Projects, as well as the renovation of the new premises in Alma Road, are dependent upon charitable giving from individuals and organisations. Churches, businesses and individuals have been very generous this year in their support, both in money and in kind, as have a number of charitable trusts and foundations – including the Louis Bayliss Trust, the Edward Gosling Foundation (formerly the ACT Foundation), the Berkshire Community Fund, the Grace Trust, the Albert Hunt Trust, the Benefact Trust, Waitrose Community Matters, RBWM Kidwells Trust, The National Lottery, Mobbs Trust, CTW, Centrica, East Berkshire EBPC, RWHA, the Shanly Foundation and Windsor Lions.
- We enjoy a range of good partnerships which help us in our work in various ways e.g. Thames Valley Police, RBWM Housing Options, RBWM Resilience (drug and alcohol service), RBWM Rough Sleeper Initiative team, the Probation Service, DWP, Podiatry by Sheenagh and Forgotten Feet, the Windsor Lions, and many local businesses and schools. We are developing working relationships with an increasing number of local companies, including Centrica, IHG, Groupe SEB, Eton Bridge Partnership, LEGO, De Vere, Ascot Races, IHQ, Eaton, Travelport, Eton Electrical and Knight Frank Rutley. We are very grateful for their support.

4. The 3 Projects – Activities and Achievements in 2023

Windsor Homeless Project

- WHP operates from Holy Trinity Church in the week, and St Stephen's and St Agnes' Church on Saturdays. WHP is open for drop-in Monday, Wednesday and Friday lunchtimes, offering coffee/tea and a hot meal together with support such as advocacy, digital support, counselling and help with moving in to a new home. On Saturdays, lunch is provided. We are also open on a Tuesday, for appointments only, and use this time for individuals who need more dedicated time, eg. to get back to work/volunteering.
- Statistics:
 - 88 individual guests were supported between April and July 2023.
 - 1007 visits were made to WHP.
 - Average number of guests per session 19.
 - Current number of volunteers 73.
 - On Saturdays we are feeding over 25 every week.
- Additional support
 - Paramedic services are now being supplied by Medic Paul.
 - An alcohol nurse from Resilience attends.
 - Podiatry is provided by Sheenagh, and Forgotten Feet.
 - There are also visits from DWP, RBWM RSI Team, a Resilience Support Worker and RBWM Housing Officer.
 - Ukulele lessons and blank canvas art classes are provided - both very popular.
 - Carron Edgell, and Ben Shrimpton from Resilience make visits to our guests in the community who have recently been housed by the Project. (This is important because quite often they need support with the responsibility of running a home.)
- WHP now has corporate volunteers who are joining its normal volunteer base. Companies are often looking for volunteering opportunities for their employees, and WCA through its Projects in turn uses this opportunity to cultivate a relationship with these companies, which can in turn lead to donations and support in other ways.

Windsor Foodshare

- WFS is open at Dedworth Green Baptist Church on a Wednesday and a Thursday afternoons for food collections, and on those days we also carry out food deliveries in the local area. More people are coming to collect their food now, and deliveries are slowing down.
- Statistics
 - June 2023 WFS fed 766 individuals, compared to June 2022 when we fed 633 individuals.
 - June 2023 WFS took in 356 vouchers, compared to 378 in June 2022.
 - Year to date WFS have fed 4815 people, compared with 3109 in 2022.
 - Current number of volunteers 48.
- WFS receives good donations from schools, which are among our best donors.
- We have supermarket donation boxes in Tesco Dedworth and Waitrose Central Windsor and 40 additional permanent boxes in locations around Windsor.
- Company donations have followed company teams volunteering sessions eg. IHG and Eton Electrical.
- Fundraising events have included Eton Action Fair. All funds raised will go towards the fund for the purchase of a van for use by WFS. (Following receipt of a £9000 grant from the Cloth Worker fund, the fund stands at approximately £16,000).
- Anticipated use of the Alma Road premises by WFS – it is likely that bags will be prepacked for town centre clients to pick up; in due course a decision will be made regarding Alma Road holding its own stock.
- WFS' main challenges are to keep up with demand, and to reduce further its spending on food.

Street Angels

- WSA works out of Windsor Baptist Church, and offers support on a Friday and Saturday night in Windsor town centre to the homeless and vulnerable. Support to the homeless includes providing essential items and signposting them to support agencies including the Homeless Project. Street Angels also look out for criminal and predatory behaviour while on patrol, in order to safeguard the vulnerable.
- Statistics:
 - Between April and June 2023, 1221 people were supported.
 - Number of operational patrol shifts: 20
 - Number of operational hub shifts: 13
 - Visitors to hub: 108
 - First aid incidents: 8
 - Volunteers: 33
- The Safety Hub has been well used, with regular attendance from a number of the homeless who are provided with clothing, food and hot drink. They often sit and chat with the volunteers, which in itself can provide great support, as well as being offered the opportunity for them to sleep in the safety of the hub, if they wish.
- The Hub is fully endorsed and supported by Thames Valley Police – officers are stationed in the Hub to maintain the safety of the team and building.
- Royal Ascot 2023 was another huge success, with Windsor and Maidenhead Angels joining up with Reading pastors to provide support at the event.
- Training has been given to the volunteers in first aid, homelessness, prevention of county drug lines and youth violence.

More than a Shelter

MTAS were unable to run the shelter in 2022/23 due to covid rules, which do not allow dormitory-style accommodation. Most of the guests who would normally have accessed the shelter were accommodated in bed and breakfast accommodation by the council. However, a warm hub, evening meal and company was provided on Tuesdays, Thursday and Sundays (the days that WHP is closed) in a local church, during the coldest months.

All the activities carried out by our projects are with regard to the Charity Commission guidance on public benefit (PB1, PB2 and PB3).

As mentioned earlier, the amazing work of MTAS will be merged into WHP at the end of 2023, to coincide with WCA's move to the new premises in Alma Road.

5. Social Impact

Our projects improve the lives of vulnerable people in our community, and the community itself, in many different ways. They help provide, amongst other aspects:

- A SAFER local environment
- Improved mental and physical WELLBEING
- A contribution to CRIME REDUCTION
- REDUCTION in use of EMERGENCY SERVICES
- REDUCED PRESSURE on other front line CARE SERVICES
- LESS INEQUALITY
- Reduction of POVERTY – financial, food, opportunity

While we know that all of this is true, one of our objectives is to improve our monitoring, measuring and evaluation of impact. This is something we are working on across the projects, so that we can get better at capturing data and providing evidence of the benefits we offer to individuals and our community.

As part of the bid to the National Lottery, we have requested funds to employ a measurement and evaluation consultant.

6. Future plans – obtaining a building to house all 3 projects

It has long been one of our objectives to draw all of our projects together under one roof, in order to share resources, to provide an all-round joined-up service for the vulnerable of Windsor and to become a more visible presence in Windsor. The first steps towards this dream becoming a reality was when, in March 2022, we took a 25 year lease on a suitable building owned by the Diocese of Oxford in Alma Road.

The building has needed extensive renovation, which was projected to cost around £275,000. The building was stripped out and has now been insulated and painted inside. New double glazed windows and doors have been installed. A boiler and radiators have been put in. Edgington, Spink and Hyne Architects are providing a design for the community café. Volker Highways have tarmacked the side pathway leading to the WFS storage area, and carried out some other repairs. The RBWM property surveyor has been looking after change of use planning and all planning consents. Warriors of Warmth donated the plumbing equipment – boiler, showers, radiators and sanitary ware.

The renovation works will, when completed (date of completion estimated to be late November 2023), make the building fit for purpose, with a kitchen, showers, café area, laundry, office space and a large hall which may be used for the night shelter in the winter months. WHP will be based there, WFS will have an extensive storage facility there and will offer an additional drop-off and collection capability. WSA will have

storage capacity in the building. Training sessions, steering group meetings and volunteer events will be held in the building for all three projects and the Trustee Board.

As far as fundraising for the renovation is concerned, major contributors have included: Churches together in Windsor; Mobbs Trust; Baldwins; Shanley; Benefact Trust; and Albert Hunt Trust. There has also been a crowdfunding appeal on social media.

Application has been made to The National Lottery for funding to cover the remainder of the cost of refurbishment and a contribution towards running costs (£80,000 for capital funding, £35,000 for operational funding p.a. for 3 years, and £11,000 for the cost of an M&E (monitoring and evaluation) consultant to measuring our impact on the local community.

This is a huge step forward for WCA, and will involve the challenge of raising the rest of the funds to renovate the property, but we are confident that the funds can be raised. We have rebooted our fundraising group with one of our trustees, Lesley Bushnell, in charge, in order to ramp up our fundraising efforts.

7. Financial resources

At 30th June 2023 we have cash resources of £197k. Of these funds, £82k have been earmarked to complete the first phase of the renovation of the Alma Road building. The remainder has been raised by our Projects and is earmarked to cover future operating expenses, including paying rent and other expenses related to the use of the Alma Road building. The charity currently holds £40k as a contingency reserve. Given the increasing activities and costs of the charity the reserves policy is currently under review by the trustees.

8. Conclusion

This year has been an exciting one – watching the refurbishment of the Alma Road premises take shape, and moving ever closer to our vision of having all three projects using the same building. This will enable us to expand what we do, and work more effectively together to provide a full package to enable vulnerable people in Windsor to get back on their feet. We are looking forward to the opening of the building in the next couple of months.

Jane Deakin, on behalf of WCA Trustees, October 2023

Windsor Christian Action
Windsor Baptist Church Windsor, Berkshire SL4 1EH
www.windsorchristianaction.org
Charitable Incorporated Organisation No: 1154308

Windsor Christian Action is the umbrella charity for the following: Windsor Homeless Project, Windsor Street Angels, Windsor Foodshare and More than a Shelter.