

A place of safety  
A place of  
replenishment

A place from which to  
set forth with  
renewed vigour



Harbour Bideford

7 Queen Street  
EX39 2JG

# Annual Report

## 2009-10

Company No: 7123868  
Registered Charity Number: 1135311  
☎ 01237 423891  
[admin@harbourbideford.co.uk](mailto:admin@harbourbideford.co.uk)



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## From the Chair

Harbour's first year has been truly amazing!

For the Trustees it has been life on a high-speed roller-coaster. We started with enthusiasm, commitment and determination –all of which we have needed! We discovered that our committee had among its members exactly skills and experience to deal with each new challenge as it came along. We received support from so many people; Jenny Fish of TTVS who guided us through the process of becoming a Registered Charity; Christians Together in Bideford and District who backed the project from the start; and many people and organisations who gave encouragement and financial support. To all of these – our grateful thanks.

The Harbour Drop-in could not have opened in March or continued to operate so effectively without the massive contribution of the Volunteers- wonderful people who give up a morning (or two) each week to do whatever is needed-making a cup of tea, helping to fill in forms or use the internet or telephone, or most importantly taking the time to get to know and chat to members. The dedication, hard work and good humour of the Volunteers make Harbour the welcoming place it is.

As we plan to take Harbour to the next stage – working with existing Agencies to provide better services in Bideford for our members with drug, alcohol or housing problems and finding or providing opportunities for voluntary work or training – we continue to be encouraged by the realisation that Harbour is making a real difference for people who need it most.

Finally, some personal thanks . Firstly to the two retiring Trustees . Jacqui Poole was a wonderful secretary through the months when meetings took place fortnightly or even weekly, and minutes multiplied apace. Brian Hopkins led us through the Insurance phase and was an active member of the Premises group.

Andrew Tregoning's name does not appear anywhere else in this report although without him and his expertise it would not exist! He has produced all our Publicity – Updates, information leaflets , posters and our Visual Presentations as well as setting up the Harbour Website, - we could not manage with out him!

To all the Trustees, Supporters, Volunteers ( and Members) Thank you for your contributions to Harbour!

Jean Stewart.

Trustees:        Elaine Arrowsmith  
                     Sue Beer  
                     Brian Hopkins  
                     Christian Marshall  
                     Alan Rayner  
                     Jean Stewart  
                     Andrew Tregoning

## Winter Warmth

Our Winter Warmth programme aimed to provide somewhere for people who were homeless, living in cold and damp conditions or just lonely, to come for a couple of hours each day during the worst of the winter.

Thanks to the kindness of the churches of Bideford we were able to operate on Mondays in the Methodist Church Hall, on Tuesdays and Wednesdays in St Mary's House and on Thursdays in the Baptist Church Hall. Between 2.00 and 4.00pm we were able to provide warmth, soup and a sandwich, hot drinks and biscuits, newspapers and board games, and companionship.

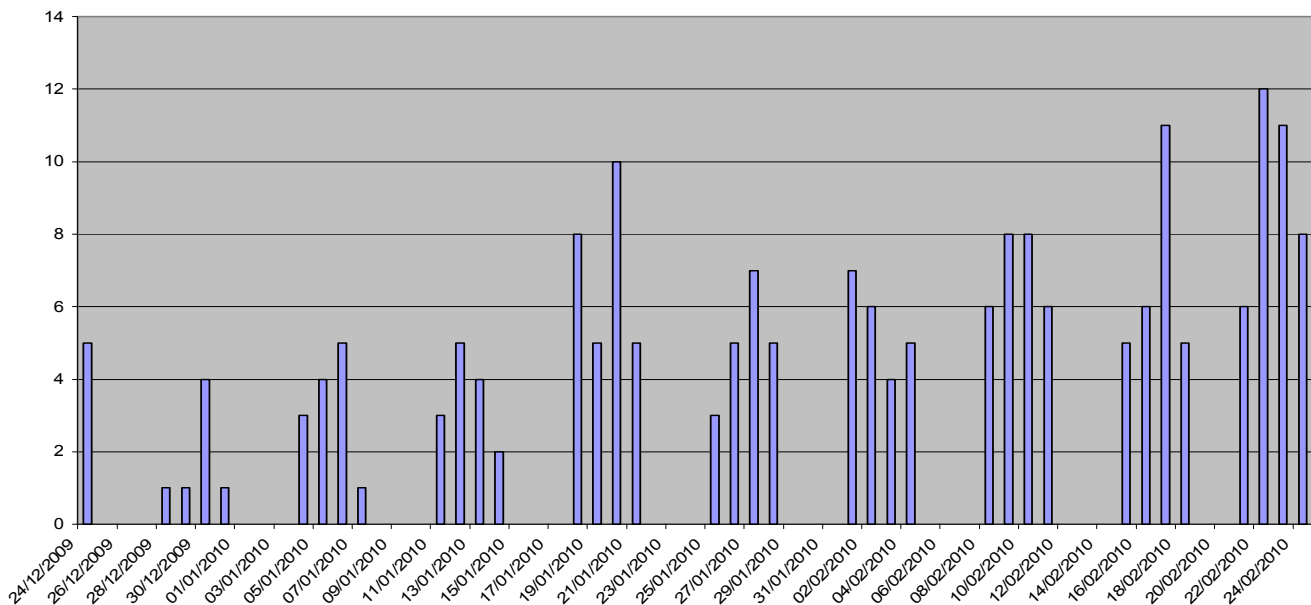
The number of people using Winter Warmth gradually increased from very few at the beginning of December through January to a handful every day as they became aware of the service and familiar with the various venues. By the end of February 38 people had come to Winter Warmth, 11 of them homeless (sofa-surfing, rough-sleeping or wandering the streets through an exceptionally cold winter).

The familiarity and trust built up over the weeks enabled us to help, advise and even find housing for a few. Many said that Winter Warmth had been a real life-saver- helping to solve the 'heat or eat dilemma'.

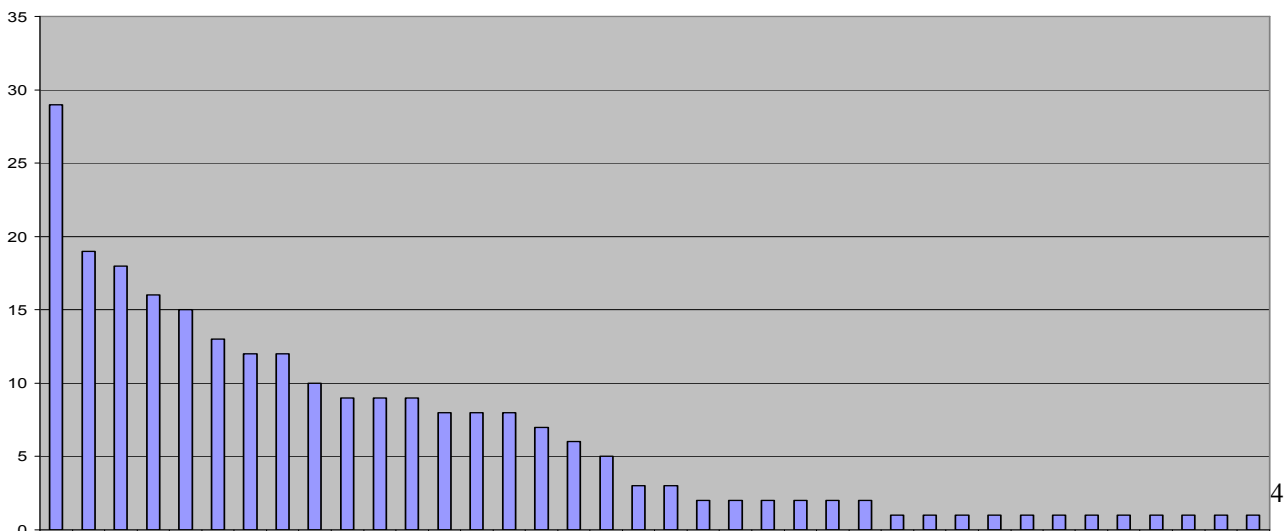
The Trustees, with the assistance of some wonderful volunteers provided a staff of 2 or 3 in different teams each afternoon. The logistics of transporting food and activities from one venue to another and managing the hand-over of keys and paperwork never quite defeated us - but it was difficult at times!

As we settled into 7 Queen Street, the numbers using Winter Warmth increased and by the end of March we were able to offer a more coherent service, grounded in what we had learnt in our peripatetic months and for which we are most grateful to the churches who took us in.


**Daily Attendance Figures**



**Total number of attendances by Client**



## Harbour in Queen Street.

MEMBERSHIP CARD	
INDIVIDUAL MEMBER	
MEMBERSHIP NUMBER	<input type="text"/>
NAME:	<input type="text"/>

Anyone coming to Harbour receives a membership card with their number and a copy of the rules.

- A) Beneficiaries must not be under the influence of alcohol or drugs whilst on the premises, to the extent that it affects anyone else.
- B) There must be no abusive or threatening behaviour.
- C) Dogs must be on a lead. Only one dog may be on the premises at any given time. We will only accept dogs owned by homeless people. In all cases acceptance of a dog will be at our discretion.
- D) There shall be no exchange of goods or money on the premises or directly outside the door.
- E) There will be a 'no smoking' rule at all times.



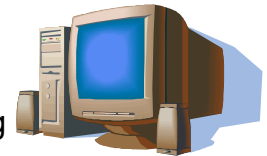
The use of 7 Queen Street as a "care of" address is a real asset to those who are homeless.

Our landline phone helps members access agencies which sometimes involves lengthy calls – not possible on a mobile with no credit.



Chandler's Corner keeps a good stock of clothing, bedding, toiletries, tents, tinned food and other necessities for those who are homeless or in crisis need (thank you very much for the donations which make this possible.)

The computer gives members a link to information – particularly housing – and a chance to use the internet.



Newspapers are popular, read from cover to cover and provide topics for comment and discussion.



Members enjoy a cup of tea, coffee or a soft drink and something to eat.



The chance to chat about problems or just have a good conversation with a volunteer is another valued link with normality.

Harbour provides a comfortable and homely place in which to relax and recover from the stresses of the world outside.



## Harbour Members

A year ago we all sat in St Mary's to agree that a drop in centre in Bideford was urgently needed. I think I can speak for all involved and suggest we were not aware of how important this drop in centre would become. We are now recognised by some, if not all, of the major organisations situated locally, to help homeless people and those who are less fortunate than ourselves.

Since opening the doors of No: 7 Queen Street we have registered 133 members. Of this number 33 (24%) said they were homeless at the time of registration. With fairly limited in-house resources we have managed to help 17 of these (approx 50%) into housing .

Volunteer work takes various forms. It could be accompanying people to the housing office. It could be ringing around the private sector to find out what accommodation is available. It could be driving them to view accommodation as they do not have the money for fares. It could be befriending people as they find every day life difficult to deal with on their own.

On the 4 days we are open we have between 30 and 36 members calling in to see us every day. Whilst at Harbour they can use the internet, get clean/dry clothes and be supplied with a food bag if they are in a tent and have no way of feeding themselves. Nobody really wants to live on the streets, sofa surf or pitch a tent. Sadly, some members have no option, and we at Harbour look to give them a safe place for at least a short time during the day. Some members visit us regularly both for company and something to eat. Other members have signed up but move on with their lives in their own way and perhaps we only see them occasionally.

We have set in our budget a start up figure which gives our members at least the basic equipment once they have secured accommodation. People in Bideford are very generous and between Harbour, The Store and other agencies we can provide the basic furniture and of course ongoing support to ensure they start to rebuild their lives.

We could tell specific stories which would show you in depth the needs of our members but I have only one page. The statistics above and the number of visitors to Harbour reinforces, on a daily basis, the positive need for us to open our doors. With the unconditional help from our volunteers and not least our financial supporters we will continue to do so.

Elaine Arrowsmith

## **Harbour Premises Report For the 12 months to 15th July 2010**

### **July - November 2009**

A premises team of three trustees was set up to explore possible premises. We needed somewhere central in Bideford and accessible. The team regularly reported progress back to the main trustee meetings. It soon became clear that shops and offices located in the main streets of Bideford were mostly unsuitable. There are also planning restrictions, for change of use, in most commercial areas of Bideford.

A possible site was located at Wyvern Church Organs (previously a School) in Torrington Street, East of The Water. After much research and consultation with the Local Authority and The Environment Agency this proposal was put on hold. There were difficult requirements relating to the change of use and Flood Risks as the site is in a high category flood plain (flood zone 3).

We also contacted TDC and DCC to explore whether there were any premises available for Community use. No immediate solutions could be found.

### **November 2010**

In November 2010 we were made aware of the Queen Street premises. This became available after TPAG gave up the premises. Negotiations including a new lease took several months. This also included delays in setting up Harbour as a Limited Company and a Registered Charity. We also had to secure sufficient funding for a three year lease.

### **February 2010**

On 22nd February we finally overcame many of the issues and obtained the keys. It was decided to put in a big effort to refurbish the essential ground floor areas of Queens Street within a week. Using trustees, their partners and some beneficiaries we managed to make the premises ready for the following Monday 1st March 2010.

The ground floor was cleaned, repaired and completely redecorated. Advice was sought from Devon and Somerset Fire and Rescue Service. We were advised to carry out a Fire Risk Assessment under the Regulatory Reform (Fire Safety) Order 2005. Fire Fighting Equipment and an Automatic Fire Alarm system and other provisions were provided to meet these requirements. Kitchen equipment and food stocks were obtained and made ready. A large number of tins had been stored in a garage and had to be moved to Harbour premises. A dedicated store called Chandlers Corner was set up on the first floor. Purpose made heavy duty shelving units were purchased and were put together by a beneficiary. The existing flooring was in a poor state of repair. A local Bideford supplier provided new linoleum floor covering at less than cost price. General upgrading and improvements are on-going to include extra work surfaces in the kitchen.

Much of our furniture was given by various people and organisations including "The Store", TTVS and Braddicks. Bideford College donated a refurbished PC system for use by beneficiaries in the dining area. An office PC and two laptops were funded by a Councillor grant.

Christian Marshall

## **Notes from the Treasurer**

We have been very fortunate to have had the financial backing in the way of grants from the following local Torrington District Councillors - Barton, Cox, A Inch, S. Inch, S Robinson and A Collin's and Devon District Councillors Sam Robinson and A Eastman as well as The Bideford Bridge Trust. Local churches, groups and many individuals have also generously donated.

Volunteering is crucial to running Harbour Bideford and we have a team of 30 regular volunteers. Volunteers contribute their time generally on a weekly basis to staff our kitchen, befriend clients and fundraise for our charity. Our dedicated team of volunteers have been involved with fundraising events such as the Bazaar we held at Instow earlier in the year and Bingo held at the Polyfield Centre East the Water. At the moment there is a 100 Club starting and there is a Charity Auction being organised for September.

### **Ways to help**

#### **Make a donation.**

Make a donation in person, by post (cheques made payable to 'Harbour Bideford') or direct into our bank account -

**H.S.B.C. The Quay, Bideford. Sort Code 40 -10 -17 Account Number 51424076.**

#### **Gift Aid**

If you are a UK taxpayer, Gift Aid is a great way to boost the value of your donation by almost a third, at no extra cost to you. It allows us to reclaim tax on all donations.

A Gift Aid Form can be downloaded from [www.harbourbideford.co.uk](http://www.harbourbideford.co.uk) or from the centre.

#### **Become a Friend of Harbour Bideford**

If you can commit yourself to a regular donation, it will help with our ongoing funding. You will be informed of progress at the centre by means of an annual report and regular newsletters.

#### **Businesses and organisations**

Businesses can help in many ways, by providing products at discounted prices, giving financial help with one of our regular bills or providing help with our printing costs.

#### **Churches**

Churches have helped by holding collections for Harbour Bideford. We can supply you with posters and leaflets to help awareness to our work. Donations from churches have already made a real difference.

#### **Schools and Colleges**

Schools and colleges have already supported us in many different ways, by donating equipment and harvest festival produce.

Sue Beer.

## **Financial Summary as at 31st March 2010**

Although Harbour-Bideford was not registered as a company until January 13th 2010 or as a charity until 30th March 2010, the Trustees have agreed to take responsibility for activities since 1st October 2009 and so the Accounts have been prepared for the full six month period. Those wishing to see the detail accounts can collect a copy at the AGM or request the further information from the Treasurer or any of the Trustees.

The highlight is that the Trustees (with a lot of support and good will from others) have created a viable organisation in the space of six months. The bank balance at the end of March was £14,568 but over £10,000 of this is earmarked for future liabilities. The net "worth" of the company in accounting terms was £4,162. This latter amount is after taking into account the legal obligation to pay the rental on the lease of Queen Street until 2013.

Thus Harbour-Bideford has adequate resources to continue as a "going concern" and fully expects ongoing income from fundraising, grants and donations to fund activities to fulfil the Objects for the forthcoming year.

Income totalled £21,768 including grants of £3,700 from the Bridge Trust, £3000 from Grass Roots, £3200 from local Councillor Grants and £1000 for the Winter Warmth Project. Fundraising generated £1461 and the rest came from donations - including £1070 in value by way of food tins etc, £855 from the Hope for the Homeless group and £6413 as individual donations.

Costs totalled £6,606 - including initial rent (£2,000), setting up the Queen Street premises (£2,630), overheads (insurance, governance etc) as well as direct costs on the Winter Warmth project and the value of the donated food tins used in that project.

It should be emphasised that Harbour-Bideford relies on voluntary effort and that the value of volunteer input has NOT been included in the Accounts.

The period to 31st March 2010 included only four weeks in which activities were based in Queen Street and so in no way are the 2009/10 Accounts typical of ongoing activities. It is estimated that overall costs are likely to be just under £2000 per month and the Trustees are of the considered opinion that incoming resources are likely to match or to exceed that amount when taken over the course of a year. Any extra income will be used to expand the services offered (e.g. providing training to improve future life prospects).

There is no legal obligation to file formal Accounts until after 31st March 2011 and so Accounts to that date will be submitted to the 2011 AGM – when a more typical view of the finances will be possible. Meanwhile, Trustees believe that the Accounts to 31st March 2010 indicate that a sound foundation has been created on which to base well-founded confidence for the future.

Alan Rayner

## Thanks

To all who have helped Harbour in the following ways: -

Grants: -	Bridge Trust Bideford Town Council for 2010/11 TDC Councillors Devon County Councillors Devon Community Fund Grassroots
Fund Raising Events: -	Barn Dance—Catholic Women's League The Bazaar Bingo Holy Karaoke Coffee Morning—St Margaret's Northam Soup + Roll Lunch- (ditto)
Donations from churches: -	The Quakers Bideford Baptists Lavington St Margaret's St Mary's The Bethel Landcross Weare Giffard Westleigh Instow Sacred Heart
Donations from schools (harvest): -	Kingsley Junior East the Water Appledore St Mary's Instow
Donations from other groups: -	Bideford Rotary The Breakaway Horns Cross Jongleurs
Donations from individuals: -	All of whom we thank

### **Enormous thanks: -**

To those who gave so readily when we were trying to reach the £5,000 necessary to be a registered charity.

To the garage owner who allowed us to store tinned food and other items for six months rent free.

To those who have given clothing, bedding, tinned food and much else over the year.

To those who have given us cash donations.

And to all who have shown their support in so many different ways.

# Pictures

