

Nightwatch

Annual Report 2011

Caring for homeless people in Croydon since 1976

Contents

Nightwatch – Legal Information	2
Nightwatch Philosophy	3
Chair’s Annual Report	4
Housing benefit changes	4
Outside bodies	4
Donations	4
Eastern Europeans	5
Nightwatch Resettlement List 2010	6
Work and vocational help	9
Bringing families together	9
Committee members	9
Volunteer Co-ordinator’s report	10
Accounts	11
Statement of Assets and Liability	12
Accounting Statement	13
Information for Volunteers	14



Nightwatch - Legal Information

This Annual Report of the Trustees of Nightwatch is compiled according to Charity Commission guidelines issued as the Statement of Recommended Practice, Accounting and Reporting by Charities 2005.

The name of the charity is Nightwatch, it is sometimes known as Croydon Nightwatch after the site of its activities. The charity number is 274925 and the mailing address is PO Box 2576, London, SE23 3ZH. The trustees over the period for which this report was compiled, the calendar year of 2010, were Jad Adams, Roger Davies and Adam Powell. The secretary was Nana Acquah until the Annual General Meeting of 30 September 2010 when Bob Sleight took over.

Nightwatch is governed by a constitution which was adopted in 1976 when the charity was founded and updated in 2003 and (for minor changes requested by a funder) 2005. Its objectives are the care and treatment of persons in need who are homeless, rootless or suffering from psychological or physical infirmity or who by reason of adverse circumstances or being a discharged offender, are in need of help in acquiring a settled way of life. We are further dedicated to the education of those persons so as to develop their physical, mental and spiritual capacities that they may develop full maturity as responsible individuals and members of society, that their conditions of life may be improved.

The main activities taken in relation to these objectives are the maintenance of a meeting point in the Queen's Gardens in central Croydon every night of the year at which we meet homeless and other needy people. This reporting year we supplied food, clothing and other personal items and provided a constant, caring presence in what were often chaotic lifestyles. We gave advice and guidance. We also provided furniture and essential household items to resettle formerly homeless people into new accommodation; and assisted with household goods those who are accommodated but could not afford such items. We assisted with the provision of working clothes and other items to help people into work or education. A breakdown of these activities ('achievements') client by client is in this report, as is an account of the charity's deployment of its more than 130 volunteers.

Trustees are elected at an Annual General Meeting from volunteers from among the active membership. Nightwatch is run by a voluntary Executive Committee elected by the Annual General Meeting. The Committee meets four times a year to review the activities of the charity including fund raising, the approval of the annual report and accounts prior to their submission to the AGM. The Committee also oversees such issues as insurance, health and safety, assessment of risk, and compliance with legal requirements. It also reviews our contacts with Croydon Borough Council, with funding bodies and with outside agencies doing complementary work.

The Trustees are required to prepare financial statements for each year. The financial position of Nightwatch is set out in the accompanying annual accounts. The trustees agree that an audit is not required for the financial year, but according to the provisions of the Charities Act 1993 an independent examination is required. Our accountant is Carol Thomson Bsc ACA (ICAEW) of 55 Lincoln Road, SE25 4HG. The Nightwatch practice on reserves is to maintain in a COIF account a sum at least equivalent to three months' unrestricted expenditure.

The Nightwatch Philosophy

Nightwatch is a charity founded by members of the community in Croydon who were concerned about homelessness. We believe in local solutions for local problems.

Still entirely voluntary, we have been running for more than thirty years, adapting to new conditions and applying ourselves to the challenges of homelessness in today's Britain. Our core activity is a meeting point that is staffed every evening where we give basic help with food and clothing and address more profound needs.

We help people who are street homeless, in squats and other inadequate accommodation, in hostels, in bed and breakfast accommodation, and those who are housed but still need support to help prevent them from again becoming homeless.

Our philosophy is that we treat homelessness as a fluid rather than a steady state – people in need are constantly moving through the system: getting out at the top (becoming housed and needing no further help) or falling off the bottom (becoming street homeless). Our objective is to try to keep people's motion upwards, so our intervention is tailored to individual needs and aspirations. We assist some people out of street homelessness, others out of hostels and so on. We address people's own wishes, working with them to encourage independent living and refurnish new accommodation.

For former homeless people who wish to keep in touch with us, we can help with expensive items such as cookers and fridges, which are beyond their means but without which life is squalid and unpleasant. By maintaining such contact, we help to prevent future homelessness.

Where appropriate, we supply materials to help in re-entering education such as books or travel cards; and we supply appropriate clothing (such as working boots) for people looking for work.

The clients we see have a variety of backgrounds but often have institutional life in common – they have been in children's homes, psychiatric care or the armed forces, and a number are ex-offenders. Significant problems frequently seen are mental health, drugs, alcohol and marital break-up. It is an important part of our work that we treat all people as individuals and tailor our advice and assistance to their needs. People cannot receive advanced levels of help unless they are willing to address their problems, but everyone gets some help appropriate to their level, with the promise of more as they progress towards independent living.

This work is time consuming and labour intensive, we are the largest volunteer organisation in our borough and we are at work every day of the year.

Nightwatch

Helping ex-offenders to stay ex-offenders

Chair's Report

We are now seeing see around 30 people per week night, and a steady 50 on Sundays. We see some 600 different people per year. Some people who have a sudden crisis of homelessness we might see only once, others almost every night.

The financial crisis affecting the whole of society has of course had repercussions on our clients. We see it in part in increased total numbers using our services, but more clearly in people who we have known for some time making greater use of Nightwatch. That is: those who were already poor are becoming poorer, and more in need of our help.

Housing benefit changes

Housing benefit reductions for new tenants were planned to come into effect in April 2011 for new claimants, with an intention to cut benefit for existing claimants in January 2012. Less money in the system should mean rents come down, to fulfil the government's intention to reduce its housing benefit bill. This aim is very commendable - far too much of this money goes to absentee landlords so that our national housing benefit system is in fact an international benefit system for landlords living in Africa or Southern Europe. However, before 1989 we used to keep rents down by rent control which stopped landlords from charging unreasonable rents. Merely cutting the benefit is a crude way of reducing rents which in the short term will certainly mean the poorest are suffering reduced living standards as more of their available money will go in rent.

Our resettlement scheme is showing more people needing help because of eviction, which will doubtless be another consequence of reductions in housing benefit as people are thrown out for non-payment.

Under Social Fund reforms 'crisis loans' for items such as cookers and beds are soon to be withdrawn. We have often seen people asking to access our resettlement scheme because they have been refused a crisis loan so this change may also increase the pressure our resettlement fund which is already squeezed.

With all this pressure on the resettlement scheme, we are sorry to have had our application for another five years of funding (when this runs out in September 2011) rejected by the Big Lottery on the grounds that we had not sufficiently demonstrated need. We will try again and will of course approach other funders.

Of course, it does not have to be large funders who support us. Numerous churches, schools, businesses and individuals do so. They recognise that, as an entirely voluntary organisation with few overheads, we provide excellent 'value for money.' The things we supply are mainly second hand, having been donated to recycling centres and reconditioned.

£12 buys a duvet and sheet set	£30 buys a pair of boots and a hi-vis jacket	£60 buys a wardrobe
£100 buys a bed	£120 buys a sofa	£140 buys a fridge or a cooker

Outside bodies

We are pleased to be working with Community Support Officer Lorrain Thompson, who was going to be moved to other duties but after representation from the community including Nightwatch members, is now staying in post. We are regularly called upon to help police with matters affecting the homeless community and with missing persons.

We maintain good contacts with Croydon Council though we are not financially supported by them. The funds in our accounts printed in this report are for our calendar year 2010 and relate to the 2009-10 grant period - in common with many Croydon charities we now no longer receive funding from the council.

We have been very involved in the continuing story of Westminster Council's attempt to criminalise soup runs, and sleeping rough in their borough. We have been regular attenders at the Soup Run Forum which is a body funded by the Christian housing charity Housing Justice and have been active in opposing Westminster.

Westminster intended, under the threat of a £500 fine, to make it an offence to distribute free food or sleep out in Westminster. This proposal is cruel, absurd and will not work in accomplishing its objective to stop people from distributing food to the poor. It is cruel because it is wicked to deny hungry people food which is freely available. It is absurd because it is ridiculous to use the resources of the criminal justice system to punish people for handing out a sandwich. It will not work because people will mobilise to disobey an unjust law and shame Westminster by courting maximum publicity for doing so. Nightwatch has been active in communicating with people who would be prepared to go to Westminster to defy a ban if one were imposed.

Some of us protested in person at the street party in Victoria on 20 March, held to raise awareness of the work of Westminster soup runs. I have also had letters published in the Times and the Daily Telegraph about the ban and wrote an article in the West End Extra newspaper.

At present it looks as if sense is prevailing, as it did in 2007 when Westminster last made these proposals. They have withdrawn the intention to criminalise sleeping rough. It may be they come to a compromise and offer facilities to soup run providers in the borough.

Donations

Thank you to everyone who has made donations of money and of goods. We have had tremendous help from Streets Ahead the Croydon-based estate agent. They have donated money given by members of staff, have donated blankets, duvets and toiletries; and have produced headed stationery for us. They have also advertised our work widely in the community.

We have received invaluable help from the stationery firm LexisNexis who designed and printed this report to their usual high standards.

David Peschier of Peshawear again donated clothing for Christmas presents, and Greggs again donated £900 so we could make up 60 presents for our clients. We maintain contact with the wider business community through the good work Croydon Commitment.

We receive bread and cakes, sometimes daily, from the Simply Lunch; and sandwiches from Prêt à Manger. This is all added to the food generously donated by some 200 schools, churches and individuals at Harvest Festival time, which means have enough food in storage to last the year.

The Wates Foundation committee were so impressed with our work after reading our last report that they made a spontaneous donation. Croydon Relief in Need has made a generous donation to cover our overheads for three years. Individuals also contribute - a man living in the borough was so moved by accounts of our work that he donated £5000, the most we have ever received from an individual.

The floating shelter again operated this year, providing emergency accommodation for our clients over the coldest months, and when people have been discharged from the floating shelter we have been able to help resettle them in new accommodation. CAYSH continues to do good work and we refer young clients to them. We are in frequent contact with Thamesreach and work with them on some cases.

Eastern Europeans

The free movement of labour is an admirable thing, but when the borders were opened to new EU accession states the government did not conceive that people would come to the country utterly destitute and reliant on the work of charities such as ours. However, there was no means test or sponsorship scheme in place. So they arrived, many to seek work successfully and return home or settle here; but some simply finding it more attractive to be poor in Britain than in their home countries.

In the past we have encouraged the indigent Eastern Europeans to return home by using foreign-language leaflets, and working with such organisations as Crisis and London Reconnections to help anyone who wanted to go back. The response was minimal. We have to conclude that all our Eastern European clients know about government-sponsored packages to go back to their country of origin, and they do not do so because they do not wish to.

We also tried, with some misgivings as it affected all our clients, temporarily stopping the supply of groceries to reduce the numbers of people coming only for groceries. The situation has improved slightly over the year.

In 2010 we were approaching the time (April 2011) when Polish people would be able to claim benefits. There seems no point in treating them as a special case as they will soon be in the same position as all our other clients. We have therefore renewed efforts to engage with them and are beginning to obtain phrase books to help with English. We are also providing working boots and hi visibility jackets so men can seek work in the construction industry; it is notable that the Eastern Europeans are markedly more keen on looking for work than many of our regular clients seem to be.



Jad Adams

Nightwatch Resettlement List 2009

GENDER	DATE	AGE	RACE	REASON FOR NEEDING HELP
Single female	Jan	37	BI Br	Formerly with brother in one-bed flat, and YMCA
Single male	Jan	36	BI Br	Alcohol, Via Resource Centre
Single female	Jan	31	African	Somali, asylum granted
Single male	Jan	47	W Br	Marital break-up, alcohol
Single male	Jan	42	W Br	'always in the system'; in care, ex-offender
Single male	Jan	47	W Br	Mental health
Single male	Jan	30	African	Asylum - Somali
Single female	Jan	37	BI Br	M health; homeless 7 years
Single male	Jan	34	EU (Latvia)	M health; 'lost job'
Single male	Jan	25	W Br	Drugs; Via rehab programme
Male + son	Jan	53	W Br	Marital break-up + 14 y o son
Single female	Jan	60	BI Br	Formerly YMCA; overcrowding
Single female	Feb	33	W Br	'Abuse'; Formerly YMCA; Via Resource Centre
Male and female	Feb	50	W Br	Flood (roof came in), Long-time clients
Single male	Feb	37	'Mixed'	Alcohol; ex-offender
Single female	Feb	43	BI Br	Drugs
Female + children	Feb	28	BI Br	House condemned- rats, damp, bad wiring. Five children aged under 9
Single male	Mar	36	W Br	Ex-serviceman (Grenadier Guards), Marital break up, alcohol
Single male	Mar	60	BI Br	Former YMCA, Eviction, housing benefit problems, alcohol
Single female	Mar	42	BI Br	Formerly YMCA. Poverty
Single male	Mar	40	Mixed	Drugs, health (multiple sclerosis)
Single female	Mar	56	Indian	Domestic violence
Single male	Mar	50	BI Br	Disabled after street attack
Single female	Mar	45	BI Br	Domestic violence wheelchair user, rheumatoid arthritis
Single male	Mar	46	W Br	Alcohol, formerly YMCA
Single male	Mar	22	W Br	Family break-up, formerly YMCA
Single male	Apr	37	W Br	Ex-offender
Single female	Apr	39	W Br	Formerly WMCA, Drugs
Male and female	Apr	44, 40	BI Br (both)	Former serviceman

GENDER	DATE	AGE	RACE	REASON FOR NEEDING HELP
Single male	Apr	48	BI Br	Marital break-up, Via Thamesreach
Single male	Apr	49	W Br	Alcohol
Single female	Apr	33	BI Br	Fire
Single male	May	42	W Br	Redundancy, mortgage arrears, street homeless 2 weeks. Via Thamesreach
Single male	May	25	W Br	'Mum and dad kicked me out' via CAYSH
Single female	May	38	BI Br	Drugs
Single male	May	44	W Br	Alcohol, drugs, marriage break-up
Single male	Jun	42	African (Eritrea)	Mental health
Female + son	Jun	45	W Br	Poverty, disabled; 17 y o son
Single male	Jun	36	BI Br	Drugs - now off drugs 8 months. Via WDP
Single male	Jun	57	BI Br	Drugs - has been through rehab
Single male	Jun	45	W Br	Alcohol
Single male	Jun	30	W Br	Formerly YMCA, 2 years off drugs, ex-offender
Single male	Jun	49	W Br	Ex-offender - just out of prison.
Single male	Jun	44	BI Br	Drink, drugs, marital break up. Homeless 16 years
Female + son	Jun	27	W Br	Domestic violence + son, 7
Two males	Jun	28 47	W Br (both)	Formerly in care, abused Alcohol, drugs Both: off drugs & alcohol 2 years; via YMCA
Single female	Jul	19	W Br	Formerly in care. Flooding (leak from flat above)
Male + wife & son	Jul	43	BI Br	Drugs, rent arrears, eviction Wife & son, 9 months homeless, Via YMCA
Single male	Jul	53	W Br	Eviction, street homeless three years. Via YMCA
Single male	Aug	32	EU (Dutch)	Formerly asylum seeker (in Holland)
Female + 2 children	Aug	46	Mauritian	Domestic violence, Two daughters 11 & 15
Single male	Aug	34	Mixed	Bereavement, drugs
Single male	Aug	46	W Br	Drugs, epilepsy Via 'Diamond Scheme' (?)
Single male	Sep	30	BI Br	Ex-offender, Formerly YMCA
Single female	Sep	38	BI Br	Mental health
Single male	Sep	43	BI Br	Eviction - private landlord did not pay mortgage
Single male	Sep	56	W Br	Registered blind
Single male	Oct	54	W Br	Marital break up
Single male	Oct	38	BI Br	Formerly Alcohol Recovery Project, now at college

GENDER	DATE	AGE	RACE	REASON FOR NEEDING HELP
Single male	Oct	32	BI Br	Ex-offender
Male and dependent	Oct	30	W Br	Ex-offender (tagged) looks after disabled mother
Single female	Oct	41	Mixed	Ex-offender Mental health
Single male	Oct	40 (?)	BI Br	Poverty
Single female	Oct	41	W Br	Drugs & alcohol - now off both
Single male	Oct	46	W Br	Mental health; child abuse victim
Single male	Oct	27	W Br	Mental health
Single male	Nov	41	African (Nigeria)	Eviction
Single male	Nov	39	W Br	Eviction
Single male	Nov	43	BI Br	Poverty
Single male	Nov	48	W Br	Mental illness
Single male	Nov	51	BI Br	Flooding
Single male	Nov	43	W Br	Marital break-up
Single female	Nov	33	BI Br	Alcohol, drugs
Single male	Dec	46	BI Br	Marital break-up, Mental health?
Single male	Dec	30	BI Br	Mental health

To these should be added the two cases detailed below in 'Bringing Families Together' amounting to 78 resettlements in year 2010, as against 69 in 2009; 54 in 2008, 55 in 2007, and 49 in 2006.

The increase is probably due to an increased awareness of our service and increased referrals from other agencies. The increased numbers, and sometimes high expectations of people referred by other agencies, put strain on the finances of the scheme.

There were 83 adults involved in resettlements. Of these there 55 were men and 28 women, so about 33% women, in line with previous years where women account for about a third of the resettlement figures (though women account for 10% or less of our client group). At least 16 children were involved also but we have no direct contact with children.

The resettled clients are 48% black (of whom six identified themselves as African) or mixed race. This is higher than the ethnic profile of our client group, though the number of black British people as compared to white British people has been increasing over the years. This is probably due to demographic change in the north of the borough in particular (this could be confirmed by the results of the 2011 census). Four were 'other' of whom two were citizens of EU countries.

In addition, in individual or smaller distribution from this fund, 68 people were supplied with single items such as a heater, microwave, Hoover, chest of drawers, settee, wardrobe, television, cooker, stereo, coffee table, fridge or bed.

Work and vocational

We supplied 23 pairs of working boots, often with hi-visibility jackets, mainly to help people obtain work in the construction industry. Some were more specific: one man wanted to volunteer at an environmental garden; another for working on paving repair; another to work as a carpenter; another to do car washing; and another was looking for work 'on the buses' (presumably at the bus garage). One man we have known for many years found work as a warehouseman after four years of being unemployed.

We supplied four reconditioned computers; one for helping with a website a man was building to help to find work for hard-to-employ people; one for a man to work with music; and two to help with Cvs in a general search for work.

We supplied a Polish-English dictionary for one man who had asked for one; and started supplying Polish-English phrase books.

Bringing families together

- We helped a 41 year old woman who had been released from hospital where she had been treated for depression. She was putting her life back together with the aid of her 19 year old daughter and wanted her other children out of care. There were no other factors than mental health involved, but social workers wanted carpets, beds and other furniture before letting the children back. We provided these.
- A family was found on the streets by a Nightwatch team after eviction - mother, father and five children. They had been evicted because of a lack of help with their benefits. Diligent work by team leader Tony Sewell prevented the children from being put into care, working with social services who re-housed them. Nightwatch provided clothing, cooking implements and crockery, some furniture and a TV and DVD player so they can use improve their English and the father can get back to work.
- Czech English dictionary and phrase book so a man can communicate with mother-in-law who is looking after baby.

Committee Members

Chair	Jad Adams	020 8699 6718
Secretary	Bob Sleight	020 8668 6593
Treasurer	Adam Powell	020 8393 5550
Volunteer Co-ordinator	Amanda Shortland	020 8660 5902
Premises Liaison	Roger Davies	01883 342986
External Liaison	Tony Sewell	020 8654 0214
Committee member	Nana Acquah	020 8405 8712

Volunteer Co-ordinator's Report

As I write, Mr Cameron's coalition is attempting to re-launch its Big Society initiative for the fourth time. Apparently the general population has still not understood what the 'Big Society' means! Isn't this exactly what we do night after night by operating at a very local level and providing care to those in our community less able and fortunate? We can only hope that the promise of extra funding at local level to charities like ours will be forthcoming.

We have certainly seen an increase in people coming forward to volunteer this year and I am keen to place as many as we can in our nightly teams. You may have been operating steadily at the same team size for a while but if you'd like an extra volunteer or two to enable you to take that occasional break from duties or have an extra person who can spend time chatting to clients whilst the others deal with the practical aspects, do let me know. I have a number of potential volunteers waiting to be placed.

I am still keen to find volunteers who can drop by the depot of Simply Lunch on their way to the Nightwatch kitchen. It is difficult to find volunteers who can turn out mid-afternoon to collect provisions but we know that Simply Lunch will now be open until 9pm. Please contact me if you can do this on behalf of your team.

We have also seen an increase in calls from companies enquiring how they can assist Nightwatch through donation of their time and talents or collected items. These are so welcome and as a rule, the items most needed are:

- Non-perishable food items (soups, canned vegetables and fruit are best)
- New or 'as new' blankets and sleeping bags
- New underwear and socks, hats, scarves and gloves (men's and women's)
- New or 'as new' pillows, towels and bedding
- New or 'as new' plates and cutlery; unused pots and pans (not tea sets)

As always, my sincere thanks to all volunteers for giving their time and talents so generously. We have around 140 people currently volunteering with Nightwatch. If you are reading this and would like to find out more about volunteering opportunities with our charity, please don't hesitate to contact me by email at amandashortland@blueyonder.co.uk.

Finally, on behalf of the Nightwatch committee I would like to offer a huge thank you to our volunteer webmaster, Anita Panchmatia, who has used her considerable talents and time to completely re-design our website this year. Do take a look! www.croydonnightwatch.org.uk

Amanda Shortland

Nightwatch

Caring for homeless people in Croydon since 1976

Nightwatch Accounts
for the year ended
31st December 2010

Registered Charity No. 274925

Statement of Assets and Liabilities at year end

Accounts 1st Jan to 31st December 2010

Statement of Assets and Liabilities at year end

	31 st , December 2010		31 st , December 2009	
	Unrestricted Funds	Restricted Funds	Totals	Totals
Cash Funds				
Cash at Bank	13,871	444	14,315	8,293
Cash in Hand	-	-	-	-
Total Cash Funds	13,871	444	14,315	8,293
Other Monetary Assets				
Income Tax Recoverable	210	-	210	112
Assets for Charity's own use				
Computer Equipment at cost	2,227	345	2,572	2,572
Less: Accumulated Depreciation	(2,227)	(345)	(2,572)	(2,143)
	-	-	-	141
Office Equipment at cost	700	-	700	700
Less: Accumulated Depreciation	(700)	-	(700)	(700)
	-	-	-	-
Fixtures and Fittings	129	43,893	44,022	44,022
Less: Accumulated Depreciation	(129)	(43,893)	(44,022)	(43,593)
	-	-	-	429
Total Assets for Charity's use	-	-	210	570
Liabilities (PAYE)	-	-	194	78

Report to the Trustees of Nightwatch on accounts for the year ended 31st, December 2010

Respective responsibilities of the trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts, you consider that the audit requirement of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 43(7) of the Act, whether particular matters have come to my attention.

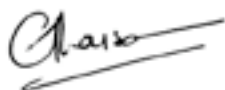
Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respects the requirements
 - to keep accounting records in accordance with section 41 of the Act: and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable proper understanding of the accounts to be reached.



Carol Thomson BSc (Hons) ACA
Chartered Accountant ICAEW
55 Lincoln Road, SE25 4HG

Accounting Statement (Receipts and Payments Basis)

Nightwatch
Registered Charity (No. 274925)

	Unrestricted Funds	Restricted Funds	Totals	Totals
Receipts				
Donations and Grants Received	15,383	-	15,383	16,406
Grant from Big Lottery	-	33,000	33,000	22,250
Grant from Wates Foundation	2,000		2,000	-
Grant from Greggs Trust	-	900	900	-
Grant from Croydon Borough	3,400		3,400	
Croydon Relief in Need	9,000	-	9,000	-
CLG Grant	2,400	-	2,400	2,000
Interest Received	59	-	59	85
Total Receipts	32,242	33,900	66,142	40,741
Expenditure				
Benefits and Welfare				
Food	1,049	-	1,049	1,147
Clothing	3,607	-	3,607	2,285
Client Training	2,285	-	2,285	138
Special Needs, i.e. Toiletries	336	-	336	427
Gifts	796	900	1,696	931
	8,073	900	8,973	4,928
Resettlement				
Relocation Costs	7,987	33,000	40,987	30,513
Resettlement Admin	532	-	532	62
	8,519	33,000	41,519	30,575
Management Costs				
General Administration	6,222	-	6,222	4,747
Use of Kitchen and Meeting Rooms	2,005	-	2,005	386
Insurance	1,401	-	1,401	1,393
	9,628	-	9,628	6,526
Total Expenditure	26,220	33,900	60,120	42,029
Net of Receipts	6,022	0	6,022	(1,288)
Cash funds last y/e	7,849	444	8,293	9,581
Cash funds this y/e	13,871	444	14,315	8,293

Treasurer - Adam Powell

Chair – Jad Adams

9 June 2011

Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have a list of all volunteers. If you don't have a list, contact volunteer co-ordinator Amanda Shortland. Volunteers decide themselves how they handle the work. Some go out and also make sandwiches to take; others collect sandwiches from volunteer sandwich makers; others collect from shops that give us unsold food. Some teams take out more elaborate food than soup and sandwiches. Whatever you wish to do, claim the cost from our treasurer unless we have supplies in the hall (e.g. sandwich fillings).

If anything prevents your usual routine (very bad weather, for example, stranding some volunteers in the south of the borough) buy ready made-up food from whatever shop is available: a garage, supermarket or fast-food outlet. Get a receipt and claim the cost. Maintenance of supply is more important than cost.

There should always be at least one man in a group. There should be a person designated as group leader (normally the most experienced person) to whom members should speak if they are unable to go out on a night. The group leader should try to find a replacement if necessary.

A volunteer should also talk to the group leader if they wish to stop volunteering for Nightwatch. The group leader will tell Amanda. It is important that the volunteer co-ordinator always has a picture of the way each night is working. We do not want to be in the situation where a couple of people leave from one night and the first the volunteer co-ordinator hears about it is when there is a crisis and the night is completely uncovered.

Our volunteers have to be over 18, confident and level-headed. The age limit is to prevent teenagers from being exposed to experiences for which they are not yet emotionally equipped.

It is advised that all who come into contact with people who fit our client group profile should have Hepatitis B inoculation. You can get this from your GP who should not charge as you are 'at risk' but if you are charged, claim from Nightwatch. The injection is not one of the most unpleasant ones but it does have to be boosted twice in the first year to give full protection.

We have public liability insurance.

In the Kitchen

Remember we are running a catering operation and the highest standards of food hygiene must be maintained. Please keep the kitchen clean and respect the needs of other users. Drain unused soup in a strainer and throw it in a bin (solids block the sink or toilet). When rubbish bags are full, throw them out in the big green rubbish bin outside. Recycle tins in the separate bin.

For any problems, call Roger Davies who looks after premises liaison. If we need things such as dishcloths or bags, just buy them, keep a receipt and claim the cost. In general, you can always buy things you need for our work such as torches. If you are in any doubt as to the appropriateness of anything you want to get, speak to our treasurer Adam Powell.

Anything placed in the fridges must be labelled with the date. Treat unlabelled food as out of date and throw it away. Remember that our clients sometimes take away food to eat for breakfast so the food you give them must have sufficient shelf-life to stay unrefrigerated until the next day.

When the hatch is up to access the stairs to the storage area below the kitchen, the yellow barrier (stored downstairs) must be up to stop people falling down the hole.

Reports

Note on the daily log which volunteers were out and which clients we have seen (where you know the names). Note anything unusual which will help following evening: tension, arguments between clients, unexpected behaviour. Note the total number of people and where possible gender and race.

You may take clothing requests but do not under any circumstances assure people that the things they ask for will be provided by the team on the following Sunday. Any requests you make will not be seen by Sally and the clothing team until Sunday, then won't be bought till the following week and won't be supplied until, at the soonest, the next Sunday.

Where people are sleeping out and obviously in dire need, by all means supply them with sleeping bags or blankets from the store but note that you have done so.

Parking Permits

We have three parking permits which allow us to park in Fell Road (and nowhere else). If you want to take one, please return it to the log book when you return to the hall. We have had difficulties with people taking permits away and not returning them, to the considerable inconvenience of other volunteers.

In the Gardens

Always stay within sight of other volunteers. You may need to speak confidentially to a client but do not go far from the main body of volunteers.

The council's security camera operators know we are there and observe activity at the top of the gardens. Tree cover means they do not see what is happening further down. If you have any doubts about safety, meet clients at the top of the path by Fell Road.

Ideally, one person at least should have a mobile phone with them and a Nightwatch panic alarm should always be carried by the team. Threats against volunteers are very rare, but if made should result in withdrawal to the top of the path and then evacuation of the site if you feel unsafe. Such incidents should be reported to the police immediately. The council security can contact the police for immediate response if they are phoned on 0208 686 4433. Volunteers should not carry any cash with them when in the Gardens and if clients ask, they should be made aware of this policy.

More common is argument between clients in which volunteers are not involved, but the same principle applies: neither we nor the clients should have to be in a violent situation. Other clients will often try to calm a situation down if there is an argument. Stand aside and let them do it, they are probably more experienced at this than you. Do not get involved and try to settle a dispute rationally – it probably isn't about anything accessible to reason.

If there is trouble down in the gardens, make it clear you cannot work in these conditions and you will have to withdraw. If trouble persists, go to the top of the path at Fell Road. If there is no improvement, leave.

In general: always leave the gardens together. Never leave one person talking with a client while the body of volunteers goes back to the hall. Do not be alone with clients unless in a controlled environment. This is partly because of the fear of unpredictable behaviour, but also because many of our clients could reasonably be described as 'vulnerable adults' and public authorities insist that we should take steps to ensure the clients cannot come into danger from volunteers.

Resettlement

Resettlement volunteers see clients in their own homes to help them settle in, to ensure a successful placement and prevent a return to homelessness. They organise furniture deliveries from the Appliance Re-use Centre, second hand and new shops; and organise more complex things such as carpet and curtain installation.

Home visits do take place but you must be careful: whenever you are visiting a client at home make sure you write down the address and leave it with someone you know. Visits should be brief. Women volunteers should not be alone with male clients in their flats, and everyone should act with caution.

Children

Volunteers must not deal with children directly. There are public policies of screening volunteers and protecting the safety of children with which we do not comply. As we almost never see children alone, it has not proved necessary for us to adopt the cumbersome procedures necessary for organisations which do. The needs of our clients' children should be addressed via their parents.

Obviously this rule must be interpreted in terms of common sense and charitable behaviour: occasionally we see child runaways in the gardens who should be spoken to with appropriate concern.

Equality Statement

Nightwatch is committed to serving the homeless community of Croydon. Our services are available to all regardless of gender, racial origin, sexual orientation, religion, age, disability or mental state. The sole qualification to be in receipt of help from Nightwatch is to be present at the Queen's Gardens at 9.30pm expressing need.

Our volunteers are drawn from the community of Croydon and are accepted on the basis of their willingness and ability to make a long term commitment to the needs of the homeless. No other consideration is taken into account.

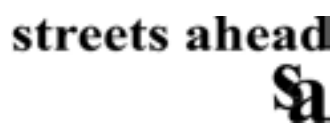
The Committee

The committee oversees resources and the interpretation of policy which is set by the Annual General Meeting that takes place in summer. It consists of a chair, secretary, treasurer, volunteer co-ordinator, and external liaison officer (who attends meetings with other bodies and reports back). Committee members are happy to help, so feel free to contact them but everyone is a volunteer so time is limited. If you have problems which you can sort out yourself, please do so. For example, if volunteers expect to be short on a particular night, try to sort the problem out before asking the volunteer co-ordinator's help.

Current voluntary organisation practice urges us to have a grievance procedure. Anyone with a complaint should take it up with their team leader. If resolution is not easily possible (or the team leader is the person complained of) we have designated the secretary as the committee members responsible for investigating and resolving grievances.

Nightwatch

The community caring for homeless people



Useful Numbers

Emmaus (for furniture donations) 9 Knight's Hill SE27 0HY	8761 4276
Thamesreach Hostel 4 The High Street	8680 3700
London Reconnection Project (East Europeans)	07590 440 302
Mainliners Helpline	0870 2422467
Croydon Housing Aid Society	8726 0840
Croydon Turnaround (14-21 year olds) 51/55 South End CRO 1BF	8760 5530
MIND	8668 2210
YMCA (Lansdowne Hotel)	8760 0451
Thornton Heath CAB	8684 2236
Addington CAB	01689 846890



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Registered Charity No 274925. Trustees: Jad Adams MA FRHistS; Roger Davies MSc; Adam Powell BSc MA MA.
Secretary: Bob Sleight Bsc PhD