

## **Sanctus ( Charity 1150313)**

### **Income & Expenditure Account for the year ending 31st December 2020**

	<u>2020</u>	<u>2019</u>
<u>Income</u>		
	<u>£</u>	<u>£</u>
From Friends of Philanthropists	8,175	7,284
From Friends of Philanthropists Abroad	5,212	2,914
Donations From Other Individuals	48,837	27,663
Statutory Funding (Police)	12,000	25,000
Donations From Companies	27,549	24,285
Grants from Charitable Trusts	85,824	37,627
Grants From Statutory Bodies	80,080	1,754
Accommodation House Rent & HB Received	1,140	16,035
Rent Received Broomfield Rd	3,678	4,889
Gift Aid	1,809	5,770
Interest and Sundry Income	15	22
Sales & Street Collections	1,482	4,953
Other Income	37,554	0
<b>Total Income</b>	<b>313,356</b>	<b>158,196</b>
 <u>Expenditure</u>		
Rent & Rates Paid	27,876	19,048
Utilities	11,617	15,383
Food & Café Costs	30,247	24,112
Salaries ,Training & Client Help	126,898	58,746
Repairs To Property	2,864	2,564
Support Hub Refurbishment Costs	9,955	7,261
Admin costs: Office, Fees , Phone, Travel, IT	5,853	4,853
Insurance	2,493	2,554
Accountancy & Book-keeping	9,755	6,820
Marketing & Fundraising	6,611	2,158
Bank Fees	1,122	793
Volunteering & Travel	5,602	1,344
Next Door Set Up Costs	4,285	0
<b>Total Expenditure</b>	<b>245,178</b>	<b>145,635</b>
 Excess of Income over Expenditure	<b><u>68,178</u></b>	<b><u>12,561</u></b>

## **Sanctus (Charity 1150313)**

### **Balance Sheet as at 31st December 2020**

	<u>2020</u>		<u>2019</u>	
	£	£	£	£
<b>Fixed Assets</b>				
Tangible Assets		7,573		5,100
<b>Current Assets</b>				
Cash at Bank and in hand	89,071		22,243	
Prepayments & deferred Income	<u>1,000</u>		<u>0</u>	
	90,071		22,243	
<b>Creditors:</b> Amounts falling due within one year	<u>1,965</u>		<u>-158</u>	
<b>Net Current Assets</b>		88,106		22,401
<b>Net Assets</b>		<u><u>95,679</u></u>		<u><u>27,501</u></u>
Represented by:				
Unrestricted funds as at 1st January 2020		27,501		14,940
Net Income for the year		<u>68,178</u>		<u>12,561</u>
		<u><u>95,679</u></u>		<u><u>27,501</u></u>



CHARITY COMMISSION  
FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
Sanctus

On accounts for the year  
ended

31<sup>st</sup> December 2020

Charity no  
(if any)

1150313

Set out on pages

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2020.

Responsibilities and  
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:

*CA Bullen*

Date:

4/6/21

Name:

CLAIRE BULLEN

Relevant professional  
qualification(s) or body  
(if any):

FCCA

<b>Address:</b>	ALEXANDRA ANTHONY
	47 CHURCH STREET, GREAT BADDOW,
	CHELMSFORD, CM2 7JA

<b>Section B</b>	<b>Disclosure</b>
------------------	-------------------

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

--

## Sanctus 2020 Annual Report - Summary of Activities and Achievements



SANCTUS  
28 Broomfield Road,  
Chelmsford,  
Essex  
CM1 1SW  
Charity No. 1150313  
T: 01245 257985

## Sanctus 2020 Annual Report - Summary of Activities and Achievements

### Sanctus

Charity Name: Sanctus

Registered charity number: 1150313

Charities principal address: 28 Broomfield Road, Chelmsford, Essex, CM1 1SW

### History

Year Created: 2011

Years in successful operation to date: 9

### Trustees

Stephen Turoff – Founder and Trustee

Emma Goldie – Founder and Trustee

Emma Hughes - Trustee

Barry Ansley – Trustee

### Structure, Management and Control

The charity's strategy and overall management control is set and completed by the Trustees. The Trustees are made up of the original founders as well as experienced personnel within the sector. Barry was an addition in 2019 and brought with him 25 years of housing experience. Throughout 2020, Barry has brought about new ideas and drive strengthening the Trustee team. Trustees are recruited based on their experience and ability to add value to the charity. Based on the continuing expansion of the charity the aim is to add at least one more trustee in 2021.

A team of three report to the Trustees and complete the day-to-day operational management of the charity. Their responsibilities are split as:

**Operational Manager** – Responsible for the operational elements of the charity including HR and Finance as well as the café team and therefore the extensive provision of food and hot drinks that Sanctus offers. The café team is headed by a Café Supervisor reporting into Operational Manager.

## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

**Hub Manager** – Responsible for the Hub team and therefore the wide range of support and assistance sessions held as part of the Hub. The Hub Manager also acts as liaison to many other organisations and charities that utilise Sanctus.

**Fundraising Manager** – Responsible for fundraising, communicating with our supporters and also maintaining our social media channels.

This structure allows a good balance between strategic direction, monitoring and day-to-day operational management. It also gives the Sanctus team, including the volunteers, clear reporting and feedback lines.

## **Charity Overview – Objectives, Activities and Outcomes**

### **Summary**

Sanctus is a lifeline for the vulnerable and homeless in the city of Chelmsford and the surrounding areas. We provide a safe and warm space to eat and be around others, creating shelter from the cold with the aim of preventing loneliness and offering support and assistance.

We provide daily hot meals, hot and cold drinks, food and clothes and a wide range of training and support services. We offer the help and support to get people back on their feet and to make positive steps forward. We are rebuilding the community from the bottom up, person by person.

Going back to February 2020, the world now feels like a very different place. Before the pandemic, we would open our doors every day at Sanctus and be greeted by a group of individuals waiting to come into the warmth of our café. The building always filled up quickly with every seat taken. Lists of names would be signed up to our Hub support sessions and with the multiple different agencies who also used our meeting rooms to offer their services. Our new training room was growing in popularity and we were reporting some significant successes. As the need was significantly increasing, we knew it wouldn't be long before we had outgrown our building.

Then in March 2020, the pandemic hit and we found ourselves supporting many vulnerable people who simply had nowhere to turn, sources of food had ceased, access to support had ended, many were isolated and unaware of what was happening. Queues formed down the road for a hot meal. We realised for many, the meal we were giving out was the only food they were eating, so we increased our offer, we started providing breakfasts and packed lunches too.

The impact of empty streets and closed shops greatly affected the mental health of these vulnerable individuals. Witnessing the struggles that our services users were enduring meant that closing down was never an option for Sanctus and our team worked tirelessly, forever adapting to changes, to keep our services going. We were the consistent in the chaos and because of that we were able to help many people. We asked our staff and volunteers if they wanted to continue working during the lockdown and we are very proud that every single one said "yes." While the streets were empty and shops closed, we are very proud that we remained open every single day of 2020.

The 2020 numbers of over 16,900 free meals served (many in take away mode during the pandemic), over 1,100 free support and mentoring sessions and 15,000 (sandwiches, pies, etc.) that would have gone to waste were collected from local businesses and given away in the café. This shows the impact we are having. Just one of the Hub support sessions may enable a benefits issue to be resolved, a

## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

housing application to be submitted, signposting to wider services or may be part of the journey to prevent someone from taking drastic steps.

### **2020 Achievements**

#### **Those who have benefited**

We engage and rebuild the lives of many of the most vulnerable in our community. We provide the opportunity to create optimum conditions for change, alongside a community environment for cohesion, tolerance and overcoming barriers.

Recipients of our services include:

- homeless and those recovering from homelessness,
- individuals who are housed but vulnerable and may be at risk of eviction,
- ex-offenders and those subject to probation services,
- offenders with community service orders,
- mental health and PTSD sufferers (including those with feelings of suicide),
- those with addiction issues,
- those in recovery,
- elderly and pre-pension who cannot afford heating and food,
- multiple veterans from across the services,
- refugees,
- those with disabilities which prevent them from finding or sustaining work and living well,
- families who are struggling to afford food and access services
- people who find themselves on the edge of society and in despair.

Through offering people a welcoming space that assists them and reverses trends, it has been proven to have a knock-on effect of freeing up other services. So, in addition to the recipients receiving benefit there is also the positive impact on society. There is added benefits for over-stretched resources by minimising work-load and spill over to services. Services such as, the NHS, police, social services, housing. It has the ability to spread the load between specialist agencies. In addition to this, our services benefit the general public. It is recognised that impact that Sanctus has on lowering crime levels, including petty crime and aggressive begging. During the pandemic the local Council deemed Sanctus an essential service, demonstrating the key role that Sanctus plays within the community.

Our current service user base is 200-250 and we typically serve food and provide support to 40 to 90 people per day. Our service users are made up of male and female and across the age ranges. The trend changes but we typically find that many of the female service users are younger, often in their 20's and 30's. The male's range across the age spectrum and include people in their 20's but through the ages to their 60's, 70's and 80's. Everyone is made to feel welcome.

We have noted that across 2020 that more families are now attending rather than just individuals. The pandemic has had a profound impact on many parts of our community and the financial impact means many families are struggling to be able to afford food and clothes. In addition to this, we are already seeing a significant mental health impact caused by the events of 2020.

## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

People can engage with Sanctus at times for just a few hours with advice given and we may not see them again. Typically, people attend when they are in a cycle of homelessness or vulnerability which, of course, varies in length. We have people who may attend for months coming every day and then they drop down to occasional, or we may not see them again. Every person is treated as an individual and each one requires different care over different periods of time. We would estimate on average people interact with Sanctus for 6 to 8 months but that ranges from a day to 5 years.

### **Approach**

Sanctus is a standalone charity and we aim to provide a service different to other provisions available. We are highly accepting of all. We build a community based around the café. We find that people are drawn to Sanctus because of our free food and drink provisions which are delivered from a fixed premise with seating. By them attending and us having continuity of staff, we are able then to build relationships and trust which makes our service users more inclined to access the wider support services.

In 2020, our focus was on addressing the pandemic and playing a key role within our community. In 2020 we implemented a new IT system called In-Form, which tracks and monitors all the work we do with our clients. We can run reports on this system to assess data points such as, number of referrals made, number of individuals accessing our day-centre, numbers of individuals housed, numbers of meals served etc. This was a critical tool during the pandemic to be able to offer support to the homeless in our community who were disproportionately affected.

We appreciate that every charity and success is only achieved through an eco-system of integrated support services. Ours is a different approach to people attending a street kitchen or being asked to attend ad-hoc appointments in environments (which they may be late to, may not find the location or may not feel welcome) where they do not have established relationships. This innovation now means many external agencies use our space to provide their support services, as it is a successful environment for them to engage with our service users. Sanctus is trying to pioneer the way to engage with the vulnerable of our society so they build trust in the associated services offered.

Sanctus is an active member of the Homelessness Forum and chairs groups within it. We host multiple agencies and recognise how key it is to work with them, even those who may be competing for funding. Within this network we have worked with other service providers to develop fundraising bids and campaigns as we acknowledge that we are all working towards the same shared goal.

### **Our new building**

We have many stories from the pandemic that will live in the history of the charity forever and will remain in the memories of all involved. However, it's time to plan for the post-pandemic world. Before and during COVID, there has been a huge demand on our café and Hub services. These services will soon become overwhelmed based on the mental, social and financial impact of the pandemic.

For this reason, we are moving to a new building (30-32 Broomfield Road, Chelmsford, CM1 1SW) that just happens to be next door to the existing building. It is significantly larger with much more seating, bigger kitchens, extensive storage and the top two floors allows a lot more room for Hub support sessions, as well as facilities for other external agencies to deliver their services.

Our service users are familiar with our location, so the move will retain those clients that we already help, whilst the increased size and service range will encourage new people to attend. Our building



## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

will be at the heart of the support system currently being developed in Chelmsford and will be utilised by other external support services.

The new building can be the catalyst required to create the multi-organisational approach to tackling homelessness and other vulnerabilities. Our extended services will include more work with those suffering from social isolation, mental health, families and those impacted by domestic abuse all delivered through in-house and externally integrated services.

The new building also allows us to be more creative with the services we offer, and we have ambitious plans! We can begin exploring how we can feed and support other vulnerable groups and will form a huge part in the recovery programme to support individuals who have been disproportionately affected by the pandemic.

### **Range of Services**

Sanctus's range of free services now includes but are not exclusive to:

- Daily hot meal as a sit in service
- Cold snacks for take away
- Hot drinks including tea and coffee
- A clothes exchange based on donations
- 1:1 mentoring and assurance sessions
- Peer mentoring and assistance sessions
- Addiction support Groups
- Helping Hands Essex drop in sessions
- National Careers Service
- Peabody (guidance and support for independent living)
- Housing Dilemmas - eviction, benefits and housing support
- Counselling, Hypnotherapy and Reiki through consultation with our qualified in-house professional
- Financial advice and support with debt problems
- Courses, qualifications and training opportunities relevant to our client base
- Benefits applications, appeals support and advocacy at hearings
- Sourcing a GP and attending medical and mental health appointments when required
- Supported Housing provision with Notting Hill Genesis
- Our own tenancy sustainment support programme
- Assistance with moving including the provision of donated household items
- Open Road Drug Recovery drop in
- Rap and Creative writing group
- Relaxation and Meditation
- Liaison with the Probation Service, Job Centre and other outside agencies to create a good working partnership and a joined-up approach to working with clients successfully
- Chelmsford City Council Housing Navigator. Breaking down the barriers to getting long term street entrenched individuals housed through drop-in sessions and 1:1 support

**When not operating based on COVID restrictions, our usual opening hours are:**

- Monday to Friday – 10:30am-5pm
- Saturday - 10:30am-2:30pm

## Sanctus 2020 Annual Report - Summary of Activities and Achievements

- Sunday - 11am-2pm

Our Hub facility has operated across the working week with support often provided outside of those hours.

When the pandemic has forced us to restrict numbers in the building, we have operated a lunch time take away service providing quality hot food in take away containers. We have also delivered food to those who were temporarily housed during the pandemic and other sources of food had closed.

### **Our key outcomes, all provided for free:**

Success can mean very different things to each of our service users, it could be that we have supported someone from being street homeless into permanent housing, or someone has been able to find a job and become self-sufficient, or it can simply be that someone who was averse to receiving help, now engages with services. Some of our key outcomes have included:

- Ongoing provision of a warm and friendly environment for those who have nowhere else to go.
- Providing free food, drink and clothing exchange for the homeless, vulnerable and those unable to provide for themselves. In 2020, over 16,900 freshly cooked meals were served.
- Providing free support, advice and advocacy to aid life changes and improvement. In 2020, over 1,100 free sessions were completed.
- Assisting in the re-housing of scores of individuals in 2020.
- Distributing other items such as clothes, sanitary products, tents and sleeping bags. In 2020 such items were distributed to over 200 people.
- Distributing over 15,000 food items (sandwiches, pies, etc.) that would have gone to waste were collected from local businesses and given away in the café.

### **Case Studies**

XXXX was rough sleeping for some time after a long period of homelessness. Having lost his wife who lived abroad he returned home to Chelmsford with nothing more than a rucksack. He engaged with the support and advice at Sanctus and got himself sober from alcohol addiction. We were then able to secure him a tenancy with a housing association whom we work with closely. He now has his own studio apartment, we have supported him with furnishing it, he engages with the activities that take place at his new home, has made friends and still visits Sanctus for further support and meals on his donated push bike.

XXX and XXX were housed by another organisation in temporary housing individually. They both suffer from mental health problems and one of them had served a long stretch in prison. Their tenancies didn't work out and they were evicted. They then slept rough for a long period of time. XXX was checking in with the probation service daily and if they did not find places to stay, they would have been recalled to prison. We managed to secure them permanent tenancies, each having their own studio flat in the same housing scheme. They have both been model tenants. One of them undertaking voluntary handywork when needed at the scheme where most of the tenants are elderly. XXX undertook literacy lessons with us. Both are thriving and enjoy their new homes. They both visit Sanctus regularly to receive support, advice and regular mentoring from the Hub Support Manager.

## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

XXX was an older client who had lost their partner to cancer and had consequently found themselves rough sleeping. XXX ended up in a Winter Project and then into the night shelter but they were older, ready to get back into work and needed space to grieve their partner. We supported XXX to get a CV, update their driving license and secure a job interview. We also got XXX housed in their own studio apartment. We supported them with sourcing and delivering furniture and household essentials and setting up housing benefit and bills. XXX still visits Sanctus on occasion and is thriving.

### **Going Forward**

We will continue to build on the support that we have provided. We will do this by expanding the organisations, charities and community members who can help us strengthen our service provision. We will be continuing to train our team, support them and expand their skills. We will also add to our team with other like-minded, skilled professionals. We will continue to put maximum time and effort into supporting the homeless and vulnerable off the streets and away from volatile situations such as drinking and drug taking and other risky behaviours, into housing, work and a life worth living.

We are seeing our service user base change to include more families, individuals with more complex needs as the level of mental health issues grow. Our new premises is intended to be the catalyst to help us to continue to take on the impact of the pandemic head on.

We are looking forward to the journey ahead of us and we thank everyone from the bottom of hearts for their support. Without our supporters Sanctus would not be achieving what it is, and we will keep on feeding, listening to, supporting and fighting for the vulnerable and needy of our community.

### **Sources of Funds**

Sanctus are extremely grateful to all the supporters who enable us to assist so many vulnerable people within our community. 2020 was focused on continuing to widen our supporter base with a focus on the long-term sustainability of the charity. With a long-term lease for our new building, we have also been able to submit bids for larger and often, more established funds. We are now a 10-year proven charity with a clear 10-year horizon.

The pandemic meant the vast majority of local events and sponsored events were cancelled and this impacted fundraising. However, we received increased support from local businesses and individuals alongside newly established COVID responses funds. We are extremely grateful to all supporters and funders who helped us in 2020. We would particularly like to acknowledge Chelmsford City Council and the Police, Fire and Crime Commissioner for their long-term support of the charity.

Sources of funds for 2020 have been received from:

- Charitable Trusts and Foundations
- Statutory bodies
- Chelmsford City Council
- Police, Fire and Crime Commissioner
- Local and international individual supporters
- Local and national companies
- Individual giving via digital channels including Just Giving
- Support at local events

All of those supporters should be proud of their contribution to the extensive 2020 outcomes achieved and that they have allowed us to obtain our new premises for 2021.

## **Sanctus 2020 Annual Report - Summary of Activities and Achievements**

Whatever the size of the donation and whether that support was financial, or donations in-kind such as, volunteering, clothes, food or other items, we would like to thank everyone who has supported Sanctus in 2020.

### **Other Required Details:**

#### **Exemptions of disclosure**

Other than for the purposes of confidentiality and/or GDPR no information has been withheld.

#### **Reserves**

The charity seeks to maintain three months funds as reserves and is seeking to increase this as fundraising activities allow.

#### **Funds held as custodian on behalf of others**

We do not have custodian Trustees. All Trustees are managing Trustees and are an active part of the Board.