

Cornerstone Warminster.
Central Car Park,
Warminster,
Wiltshire.
BA12 9BT



Cornerstone Warminster

01985 220657

TRUSTEES ANNUAL REPORT

For the Year Ending 31st March 2022

Summary by Chair of Trustees – November 2022

On the 14 April 2021 Cornerstone fully reopened for client visits, whilst maintaining good anti-Covid practises such as hand and equipment sanitising and adequate ventilation. Having started with a slower uptake than pre-Covid times, demand increased steadily to record a total of 486 episodes of assistance from our static location and 25 provided by Mobile Cornerstone. This brings the total number since opening (2014) to 4,355. In addition, the Counselling Service recorded a total of 200 one-hour counselling sessions.

One characteristic that has stood out this year has been an increase in the ‘degree of need’ of those seeking help. That is, in pre-Covid times around 50% of clients would be classed as level 3 to 5 (see client data below). However, over this period the proportion has risen to 90%, indicating severe need and more serious consequences for client wellbeing should assistance not be provided. The vast majority of the neediest (Level 5) were males, perhaps reflecting the fact that the majority of homeless rough sleepers tend to be male.

There has been a marked increase in demand for Mobile Cornerstone. Although the first home visit did not take place until November 2021, up to 3 home visit requests per week has become the norm. This has led to the appointment of a Trustee to act as the dedicated home visit coordinator and seeking suitable non-Cornerstone volunteers to act as chaperones.

A particular challenge facing Cornerstone will be finding a replacement for our qualified Lead Counsellor who is moving from Warminster. The future of our valuable counselling service depends upon finding a like-minded practitioner willing to provide their time free of charge, or at least at a minimal cost.

One of the more unfortunate consequences of the Covid pandemic has been a reduction in the number of volunteers. This has been exacerbated by the inability to carry out normal recruiting drives and an ageing volunteer group, a number of which now feel just too vulnerable to continue. This may have an impact on our ability to sustain full manning or current opening days.

A further negative impact has been in the area of volunteer training. For example, our normal, regular in-house group events, such as the ‘volunteer forum’ have not been possible. Nevertheless, some very useful online training has been provided by Wiltshire Money. Similarly, volunteers were also able to access online Safeguarding training in order to address the training needs identified in our safeguarding audit.

In terms of Cornerstone’s financial management, running costs and other planned expenditures came within their annual budget allocation - albeit leaving an overall deficit for the year. A future drain on resources may arise should a regular payment be necessary to attract a suitable new Lead Counsellor. This may require additional fundraising efforts.

Cornerstone Client Data 1 April 2021 – 31 March 2022

1. Summary

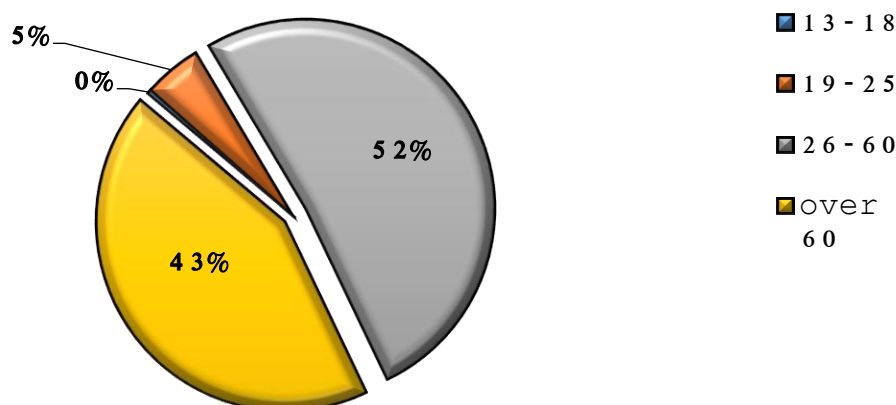
During the reporting period Cornerstone provided **486** episodes of assistance from its static town centre location, with Mobile Cornerstone providing **25** episodes of assistance over the same period. The Counselling Project has provided **200** counselling sessions. See analysis below.

2. Analysis – Static Cornerstone

- **Age Breakdown.**

Around half the clients fell within the broad age range of between 26 and 60 years of age, which has become a regular trend. The proportion of clients over 60 years requiring help was the next largest group. Clients in the 13-18 and 19-25 age groups remained similar to previous non-Covid years.

Fig 1. Age Breakdown



- **Degree of Need.**

In order to try and assess the nature of the assistance given by Cornerstone, a general 1 to 5 'degree of need' scale has been used. This scale is based upon an individual's personal circumstances. Unlike previous years (53%), over the vast majority of all episodes (61%) relate to clients facing hardship and distress (level 3), through to the most severe instances when serious consequences are likely to occur if the situation is left unchecked (level 5). This highlights the fact that people seeking help are facing generally much more serious situations than in previous years. The proportion requiring the most basic help has dropped to 8%. To clarify how the scale works in practice, two examples are set out below:

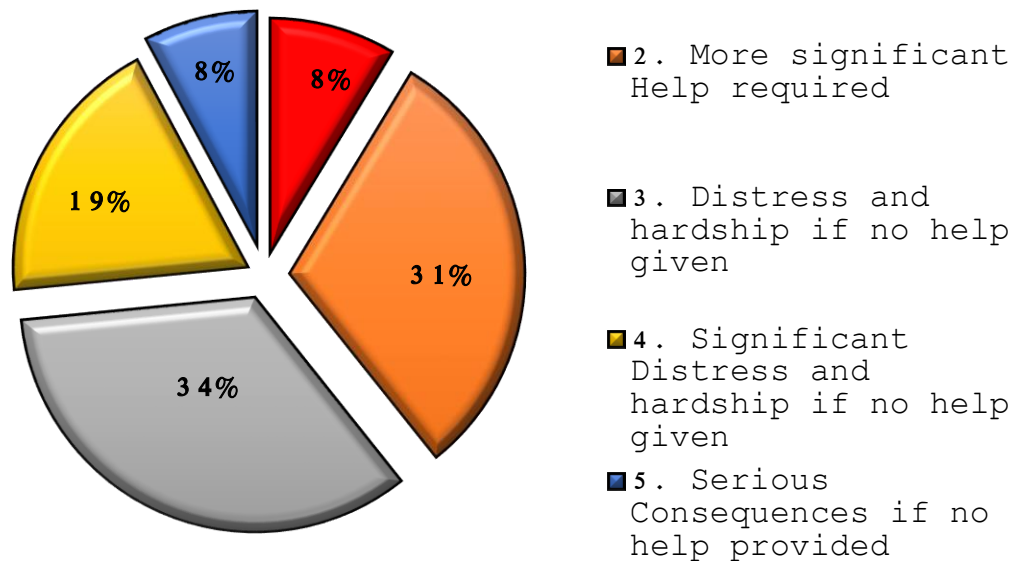
- **1. Requires Help.**

May require help with such things as accessing and completing on-line forms

- **5. Serious Consequences if no help provided.**

A typical example might be someone who is homeless (sleeping rough), unemployed, no source of income (or limited benefits), in severe financial trouble, in despair and feels there is no one else to turn to.

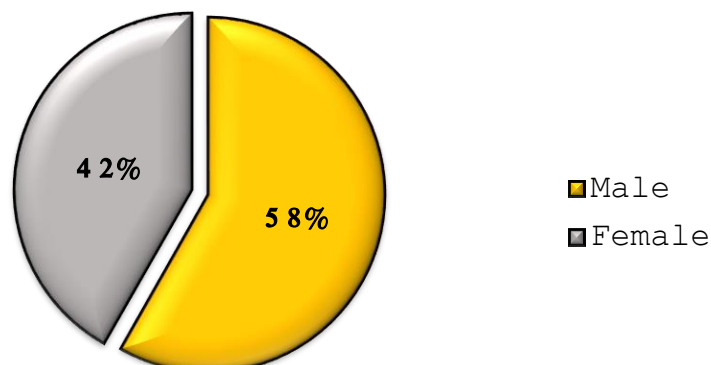
Fig 2. Degree of Need ■ 1. Requires Help



- **Gender Breakdown**

As seen at Fig 3 below, the proportion of male and female clients was similar to previous years. However, of those classified as need level 5, 82% were males.

Fig 3. Gender Ratio

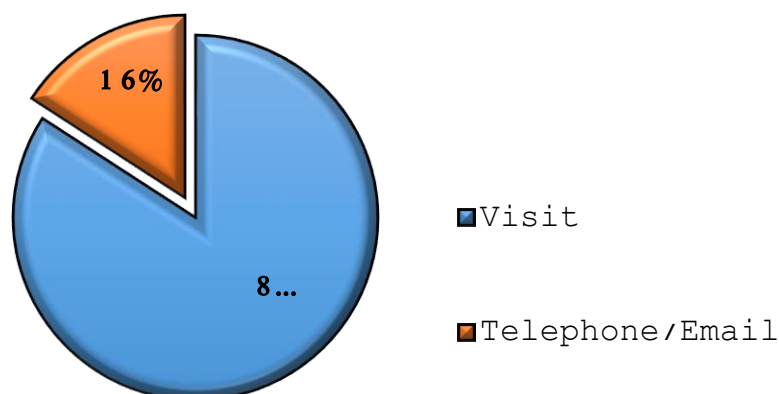


- **Type of Contact.**

As seen at Fig 4 below, the vast majority of contacts made by clients seeking assistance comprised personal visits to the Cornerstone centre. Although less than half of those seeking assistance stated how they heard about Cornerstone,

friends and family were the usual means cited. Others heard about cornerstone through word of mouth, or simply saw the sign as they passed the building and came seeking help. Other referrals came from the likes of Wiltshire Council, the Food Bank, the Avenue Surgery's Social Prescriber or as a response to Cornerstone's own publicity such as the Warminster Journal, flyers, and website. With less than half of those seeking assistance stating how they heard about Cornerstone; all of the above figures serve only to indicate that referrals come via a range of professional and voluntary organisations as well as the more traditional sources.

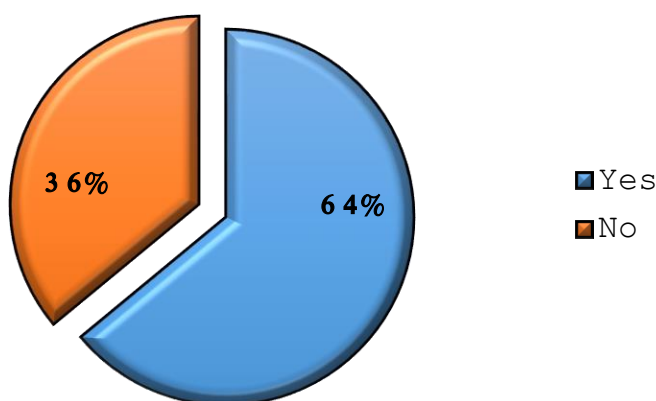
Fig 4. Type of Contact



- **Returners.**

As seen at Fig 5 below, about two thirds of all episodes of assistance involved prior attendees. Return visits usually relate to on-going or more complex issues that require further or on-going assistance. Many of Cornerstone's clients are some of the most vulnerable in the community and often have several inter-related issues requiring attention. Because a level of trust and confidence tends to develop, clients look to Cornerstone for practical or moral support when dealing with other subsequent personal challenges.

Fig 5. Repeat Visit?



3. Mobile Cornerstone – Summary

During this reporting period Mobile Cornerstone has provided **25** episodes of assistance.

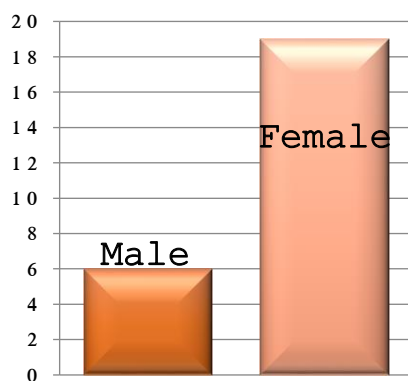
This service has been designed especially for those in our community who find it difficult to travel to our Warminster town centre location because of a lack of mobility. Typically, this might be due to a physical disability or lack of transport, especially in the more isolated villages and hamlets. As well as undertaking home visits upon request, the Mobile Cornerstone team has continued to engage with local communities in the more isolated locations. In addition to this, on a number of occasions Cornerstone has accompanied individual clients to specialist appointments, such as benefit appeals hearings, specialist assessments and Job Centre appointments.

4. Analysis – Mobile Cornerstone

- **Gender Breakdown**

As seen at Fig 6 below, around three quarters of mobile clients were female.

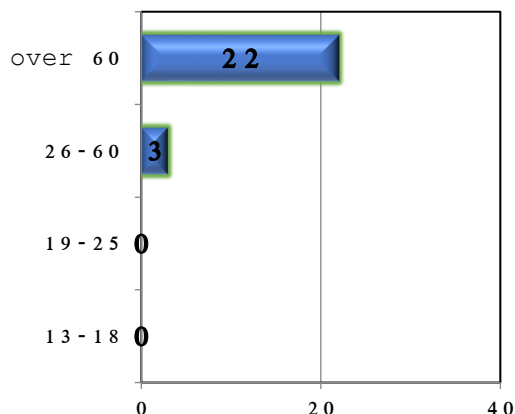
Fig 6. Gender Ratio



- **Age Breakdown.**

The vast majority of Mobile Cornerstone clients were aged over 60 years.

Fig 7. Age Breakdown



- **Venue of Assistance**

Apart from a few visits to rough-sleepers, Mobile Cornerstone visits have taken place in the clients' home.

5. Warminster Counselling Project

The metric chosen to measure the Project's output is the total number of counselling sessions undertaken (as opposed to the number of clients who have received counselling). This is because each client receives the number of sessions appropriate to his or her circumstances. For example, one client may require 4 sessions, whilst another may require 12. Thus, simply stating that 2 clients were counselled would fail to reflect the counselling support provided or the resources used. The total number of counselling sessions provided up to 31 March 2022 (each of one-hour duration) was **200**. The counselling team comprises three counsellors and one Lead counsellor. During this year an additional counselling room was made available to cope with the growing demand.

Cornerstone Training Overview: 04/2021 – 03/2022

Cornerstone remained closed during Lockdown and didn't reopen until August – December 2020. The second Lockdown necessitated closure until April 2021. All face-to-face training opportunities had been, and continued to be, suspended for that period.

- Wiltshire Money continued to offer relevant support via Zoom or email. They sent out weekly updates and monthly newsletters. Any useful/relevant information was forwarded to Trustees and Volunteers.
- The *Benefits Training Company* continued to send relevant updates and support, via email or Webinar. As above, anything relevant was disseminated as appropriate.
- May 2021 - Information received from CAP regarding significant changes to their support package. Details disseminated at Trustees' Meeting on 16th June 2021. Details outlined and shared with Volunteers.
- July 2021 - Wiltshire Money emailed PDFs: *Guide for Landlords and Renting*. Trustees and Volunteers informed, and copies kept in Office for reference.
- February 2022 Wiltshire Money Forum (Zoom);
 - Cost of Living Crisis
 - Wiltshire Council Community Engagement Team

- Shared information and links
 - Local cost of Living Support
Relevant/useful information and link shared.
- February 2022 – Wiltshire Money Forum (Zoom)
 - When Lockdown was lifted, we were able to open (with some restrictions), but not opening fully until September 2021. However, several our older, and more vulnerable Volunteers, have not felt able to return. We have had to operate a more limited service, i.e., one Trustee + one Volunteer (instead of two). Consequently, it isn't possible to shadow or peer mentor. As and when we are able to recruit more Volunteers, this will be reinstated.

Cornerstone Volunteer Report APRIL2021-MARCH 2022

In April 2021 Eva contacted all volunteers to update their availability to volunteer post lockdown. Two volunteers resigned at this time. One more resigned in September. Two new volunteers joined us during the year. In December 2021 there were 21 volunteers and 9 Trustees.

All volunteers and trustees have completed application forms, have had references taken up and have been checked by DBS. They have read the Safeguarding Document and signed to say so. New volunteers have interviews and induction before proceeding further. Blank rotas are available for volunteers to add their own names for convenient dates. Training is still given 'in house' and volunteers also attend relevant outside training courses where applicable.

In June 2021 Michael Tansey became a Trustee. Eva contacted all volunteers to ask if they were available for Home Visits with Karen. 8 volunteers offered to do this.

On 1st August 2021 volunteers joined in with a Churches Together in Warminster event in the Park to promote our charity.

On 30th September 2021 we all enjoyed a Cheese and Wine Evening with fun quizzes and lots of laughter.

In November 2021 it was suggested that we try to have both male and female volunteers on duty at each session

In February 2022 Eva contacted all volunteers to check their Safeguarding Training. All volunteers are required to do Foundation and Basic Awareness Training.

I would like to thank all volunteers for their support and commitment to Cornerstone and the invaluable work they do in supporting the vulnerable in our society. It is very much appreciated – thank you.

Safeguarding Report

Cornerstone remains committed to putting Safeguarding at the forefront of its priorities so as to protect its clients and volunteers alike.

A Safeguarding Policy is in place and is updated to ensure it complies with current Regulations and GDPR requirements are complied with.

All Trustees and Volunteers are DBS checked and updated as necessary.

Safeguarding Training is undertaken through a Salisbury Diocese Link. Trustees complete Basic, Foundation and Leadership modules and those involved in recruitment of new Trustees or Volunteers complete a Safer Recruitment module. Volunteers complete the Basic and Foundation modules. The Training is monitored and refreshed every three years.

Any significant Safeguarding concerns are reported to the Trustees who decide what action needs to be taken.

There have been no significant events during the period of this Report – 1st April 2021 to 31st March 2022

Fundraising Report. March 2022

Fundraising during our 8th Financial year has been low key.

We have no current Grant applications in now.

We will be looking to apply to the following soon:

Wiltshire Community Foundation for The Cornerstone Counselling Project

Warminster Area Board (For Capital items only)

Warminster Town Council.

We have been blessed by many Personal donations, and donations from local organizations. We currently use Charities Aid Foundation (CAF). They collect the Gift Aid on our behalf. We have been unable to put on a Quiz Night this year or Lent Lunches, due to Covid 19.

We applied for a grant from a government organisation called Faith New Deal.

We are still waiting for a reply. We received Donations from Warminster Relief in Need and The Salisbury Plains WI and Upton Lovel PCC.

It is very difficult to find grants for running costs for the Charity, as such we look to Fundraising efforts and personal donations including Standing orders to keep the Charity going.

Cornerstone Warminster Accounts
Year ended 31st March 2022

| | | | 2022 | 2021 |
|---|--------------|-------------------------------|---------------------------------|--------------------------|
| | Notes | <u>Restricted</u> £ | <u>Unrestricted</u> £ | <u>Total</u> £ |
| <u>Incoming Resources</u> | | | | |
| Income from Donations | 1 | | 2,963.87 | 2,934 |
| Income from Fundraising Events | 2 | | 0.00 | 333 |
| Counselling | | | 970.00 | 0 |
| Rent Received | | | 0.00 | 350 |
| Total Incoming Resources | | 0.00 | 3,933.87 | 3,617 |
| <u>Resources Expended</u> | | | | |
| Rent | | | 2,700.00 | 1,350 |
| Computers & Phones | | | 0.00 | 36 |
| Computer Costs | | | 331.93 | 323 |
| Signage | | | 0.00 | 129 |
| Phone & Broadband | | | 869.19 | 768 |
| Insurance | | | 96.00 | 0 |
| Counselling Costs | | | 246.00 | 140 |
| Stationery & Printing | | | 199.47 | 30 |
| Client Expenses | | 500.00 | 149.65 | 1,086 |
| Office Expenses | | | 35.00 | 41 |
| Kitchen Utilities/Resources | | | 41.58 | 0 |
| Sundry Expenses | | | 171.16 | 224 |
| Total Resources Expended | | 500.00 | 4,839.98 | 4,127 |
| Surplus/(Deficit) for the year | | -500.00 | -906.11 | -510 |
| Depreciation | | | 0.00 | 0 |
| Surplus/(Deficit) after depreciation | | -500.00 | -1,406.11 | -510 |

Cornerstone Warminster Accounts
Year ended 31st March 2022

Balance Sheet as at 31st March 2022

| | Notes | 2022 | | 2021 | |
|----------------------------|----------|------------------|-----------|---------------|--------|
| | | £ | £ | £ | £ |
| <u>Fixed Assets</u> | 3 | | 0.00 | | 0 |
| <u>Current Assets</u> | | | | | |
| Cash in Bank | | 19,936.20 | | 21,342 | |
| Petty Cash | | 0.00 | | 0 | |
| | | <u>19,936.20</u> | | <u>21,342</u> | |
| <u>Current Liabilities</u> | | | | | |
| Creditors | | <u>0.00</u> | | <u>0</u> | |
| | | | 19,936.20 | | 21,342 |
| Net Current Assets | | <u>19,936.20</u> | | <u>21,342</u> | |
| <u>Represented by:-</u> | | | | | |
| <u>Unrestricted Funds:</u> | | | | | |
| General Purpose Fund | | | | | |
| Balance at 1 April 2021 | | 20,842.31 | | | |
| Less: Deficit for the year | | <u>906.11</u> | | | |
| Balance at 31 March 2022 | | | 19,936.20 | | 20,842 |
| <u>Restricted Funds</u> | | | | | |
| Balance at 1 April 2021 | | 500.00 | | | |
| Less: Deficit for the year | | <u>500.00</u> | | | |
| Balance at 31 March 2022 | | | 0.00 | | 500 |
| | | <u>19,936.20</u> | | <u>21,342</u> | |

Cornerstone Warminster Accounts for Year ended 31st March 2022

Notes to the Accounts year ended 31st March 2022

| | 2022 | 2021 |
|--|-----------------|--------------|
| | £ | £ |
| 1 <u>Income from Donations</u> | | |
| Warminster Relief in Need | 250.00 | 409 |
| General Donations | 1,285.00 | 1,205 |
| Fudge Trust | 0.00 | 500 |
| CAF | 891.12 | 587 |
| Upton Lovell PCC | 262.75 | 173 |
| Warminster & District Food Bank | 0.00 | 59 |
| Plain Women's Institute | 275.00 | 0 |
| | <u>2,963.87</u> | <u>2,933</u> |
| 2 <u>Income from Fundraising Events</u> | | |
| Waitrose | 0.00 | 333 |
| | <u>0.00</u> | <u>333</u> |
| 3 <u>Fixed Assets</u> | | |
| Computer Equipment at Cost | 2,144.00 | 2,144 |
| Depreciation: | | |
| At 1 April 2021 | 2,144.00 | 2,144 |
| Charge for the year | 0.00 | 0 |
| At 31 March 2022 | <u>2,144.00</u> | <u>2,144</u> |
| Net Book Value at 31 March 2022 | <u>0.00</u> | <u>0</u> |