

Reference and administration details

Charity Name -	Chapter15
Registered Charity number -	1188310
Charity's principal address -	15 Fairfields, Thetford, Norfolk IP24 1JL

Name of Trustees who manage the charity

Nadine Forde, Andrew Forde, John Jones, Lel Mfazwe

Number of active volunteers

17 (Four of which are the Trustees named above, one is currently inactive due to work commitments) – Many of our volunteers have commitments which lowers their availability

Structure, governance, and management

Description of the charity's trusts

Type of governing document –	Constitution adopted March 2020
How the charity is constituted –	CIO Charitable incorporated organisation.
Trustee selection method –	Trustees are selected or reselected in a trustee member, in the period prior to the end of term.

Additional governance issues

Volunteer Membership of the charity is given to people from the public. The trustees appoint when it is agreed they are suitable candidates for the role(s). Appropriate checks are made such as CRB and referral and recommendations.

The charity supports anyone within the local area who is on an extremely low income. The trustees oversee the day to day running of the charity and the work carried out by its volunteers to ensure it is in accordance with the charity's governing document aims and objectives.

The trustees seek the views of those we are supporting and have an established a working relationship with existing services in the town to help with deciding the activities and pathways to be run. All trustees give their time voluntarily and receive no remuneration or other benefits.

Objectives and activities

1. *The prevention or relief of poverty for the public benefit in Thetford and the surrounding area, in particular but not exclusively by:*
 - a. *providing homeless people, those at risk of homelessness, and those living in poverty with essentials such as food, hygiene items, clothing, furniture, sleeping equipment, haircuts and any other essential items they may need;*
 - b. *providing support, advice and information to the homeless, those at risk of homelessness and those living in poverty;*
 - c. *establishing effective working relationships with other charities and voluntary and statutory organisations established to help people who are homeless, vulnerably housed and living in poverty to better meet their needs and improve their conditions.*
 - d. *promoting awareness of homelessness and poverty in Thetford and the surrounding area.*
2. *To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

For the purpose of this clause 'socially excluded' means being excluded from society, or part of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).

Summary

In planning our activities for the year ahead, we kept in mind the Charity Commission's guidance on public benefit at our trustee meetings.

The main activities are as follows:

- Working to support other charities, services, and community groups. Throughout the pandemic such as referrals, fulfilling clothes request supplying stock such as sleeping bags.
- Continuing to work with authorities to establish a relationship to strengthen support. Working with innovation ideas to build strategic plans for the future of the town.

Additional details of contributions



We are grateful for the many hours that our volunteers have spent working on behalf of the charity. Without this valuable contribution of time, energy and expertise we would not have been able to achieve so much.

Achievements and performances

- **Spring 23**

- As a charity we spent the first 3 months working out of the Salvation Army due to having no water or electric at the annex on Tanner Street. The focus was to keep spirits high as Keystones worked to fix the issues underground with the pipes. Our focus was also trying to keep as much as possible the same, in terms of how we run the charity. During this time our attendee numbers dropped substantially (oThe reason for this is unknown) so when we reopened in March it took several weeks for our numbers to resume.
- Nadine was able to attend a Homelessness law webinar training course which was extremely interesting and gave insight into guidance.
- The mental strength of some of the guys who have been without accommodation for many years has been challenging to support in this first half of the season. Some have been referred onto other services and churches in the town.

- **Summer 23**

- Volunteers completed their compliance training, and many acquired new training skills to help them in the volunteer work they were doing. We built a good working partnership with the Breckland Rough Sleeper Team. They asked us if we would facilitate a drop-in service with them on a Wednesday morning so that they can build a relationship with the guys and begin working with them

- **Autumn 23**

- We celebrated our 2nd Birthday as a charity, where we thanked the volunteers, gave everyone updates and took the decision to invite some of our guests to be Volunteers. We set up a hairdressing service (from a professional hairdresser and also linked up in partnership with a professional foot care person Both of which started attending every 6-8 weeks to provide a free regular service.

- **Winter 23**

- We created a partnership with Salvation Army, Access and Keystone Development Trust and set up a temporary Winter soup kitchen every Friday night over the cold weather period that started early November and ran to late February. The weather seemed much colder much earlier so clothing demand increased and many sleeping bags were sourced out of our funds to meet the needs.

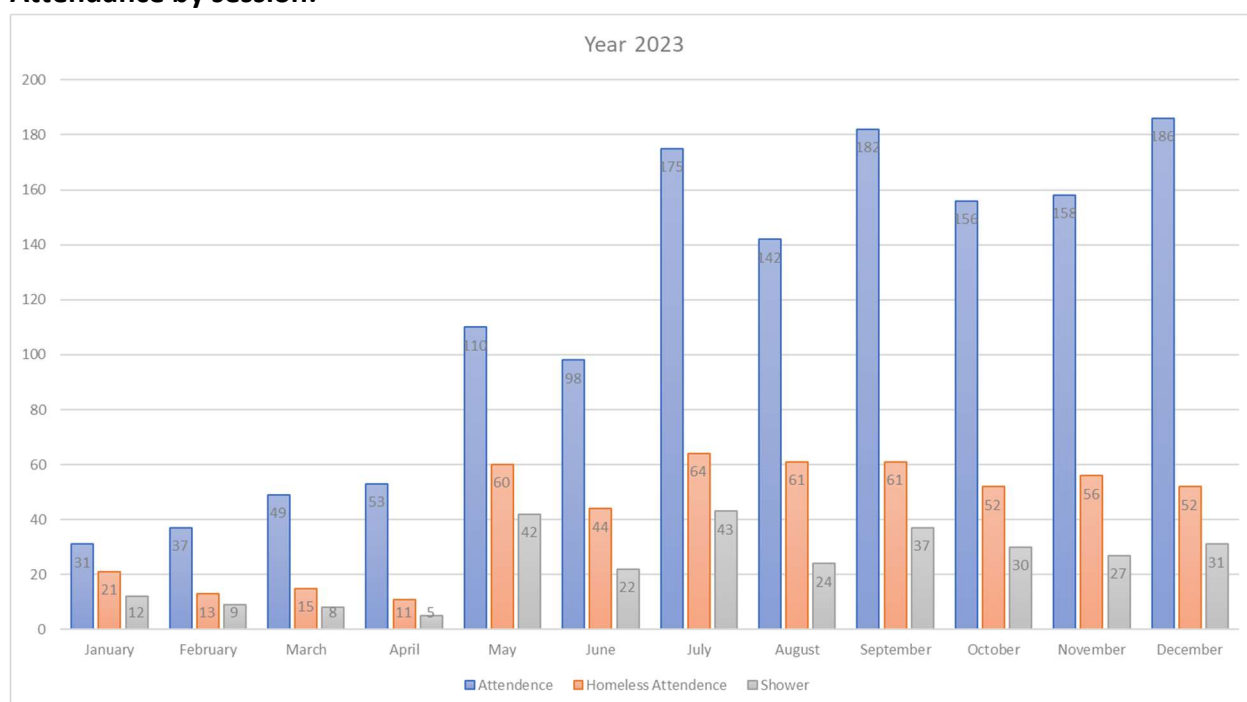


Our work continues to grow and network with existing local services which is crucial to the work we do. We are stronger together.

Number of attendees	1377 across 2023
Number of Homeless attendees	510
People served food	1010
People served drinks	1360
Laundry Cycles	185
Items of clothing supplied	195
Number of showers	290

Total Number of people who have accessed the charity since the opening of the showers : 92

Attendance by session:



Financial Review

Brief statement on the charity's policy of reserves

Cash in account at 06/04/23 was **£1,282.50** in unrestricted funds.

Further financial review details



The account funds the expenses of provision to support those in need alongside donations from the general public. This is reported and documented via the annual account spreadsheet.

Our main source of funds this year has been donations from a local business in Thetford. Our costs have been greater since the winter when we started visiting the camp.

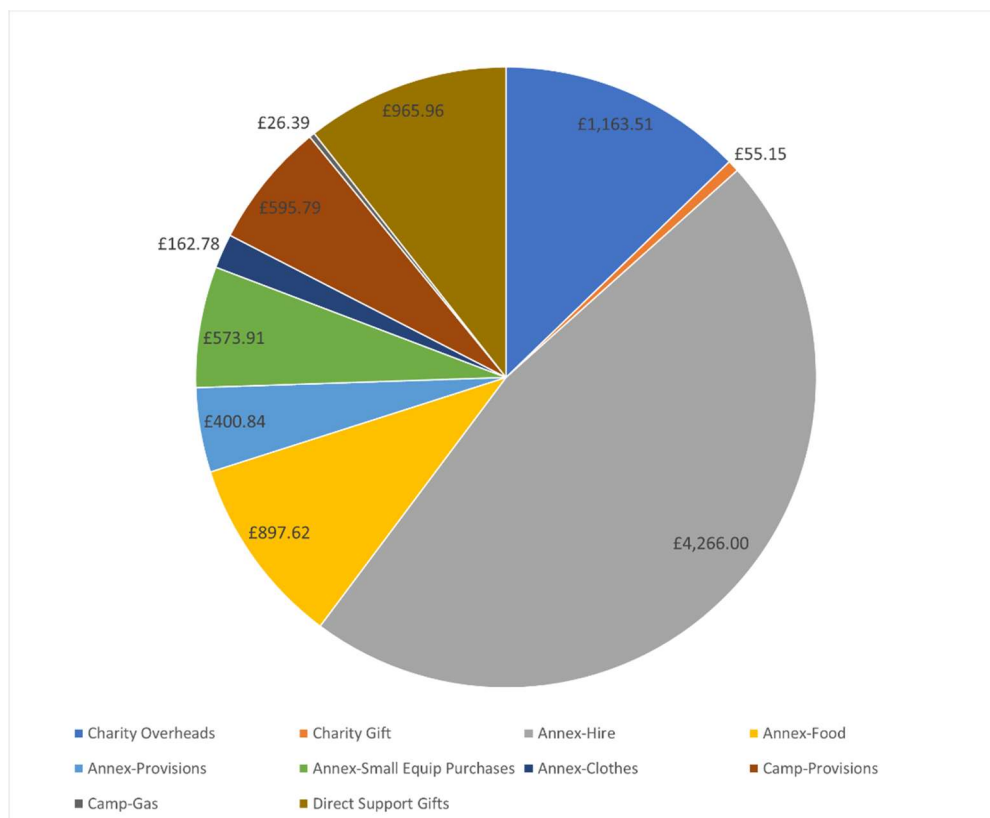
Balance of Account on 06/04/23: £1,282.50

Balance of Account on 05/04/24: £12,251.08

Total amount of Income via donations to the end of the financial period: £2,030.65

Total amount of Income via grants to the end of the financial period: £9,500.00

Category expenditure to the end of the financial period: £9,521.81



September 2023

Grant Application to The National Lottery rewards4all. The status of this application for £9,500 was approved in September. The delay to this grant being given was mainly due to delays and amendments needed to the application.



Other operational information

We continue to work closely with the Keystone Trust to run the shower and laundry provision for those without permanent accommodation and other initiatives within the town centre.

Our Actions this year include to:

- Set up a website.
- To ensure the procedure of DBS checks is set up.
- To explore training opportunity for our volunteers and met compliance requirements.
- To gather guest and volunteer feedback from people across the charity to listen and grow the vision
- To look at the idea of online register/rota database


Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees.

Signature		Name	Nadine Forde	Date	02/02/25
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Signature		Name	Andrew Forde	Date	02/02/25
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Signature		Name	John Jones	Date	02/02/25
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Signature		Name	Lel Mfazwe	Date	02/02/25
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Charity Commission Annual Return 2024

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CHAPTER15

Charity registration number: 1188310

Most of the information you give in this form will become publicly available on the Register of Charities. Any field that the Charity Commission will not display will be clearly marked.

This document is a record of the information provided in the Annual Return 2024.

PART A - Charity information

Financial period

Financial period start date

06/04/2023

Financial period end date

05/04/2024

Income and spending

Income £

£ 20,490

Spending £

£ 9,522

Number of contracts from government

How many contracts (other than grant agreements) did your charity receive from central government or a local authority during the financial period for this return?

0

Number of grants from government

How many grants did your charity receive from central government or a local authority during the financial period for this return?

0

Income breakdown

Donations and legacies (excluding Endowments Received)

£ 20,490

Charitable activities

£ 0

Other trading activities

£ 0

Investments

£ 0

Other

£ 0

Grantmaking**Is grant making the main way your charity carries out its purposes?**

No

Recipients of grants

Please round all figures to the nearest pound (do not enter decimal points or commas).

Individuals

£ 966

Other charities

£ 0

Other organisations that are not charities

£ 0

Grant recipients related parties**Are any of the grant recipients related parties to the charity?**

No

Trustee payments**Excluding out of pocket expenses, for what were any of the trustees paid during the financial period for this return?**

☒ e. None of the trustees have been paid

Did any of the trustees resign and take up employment with your charity in the financial period of this return?

No

Income from outside the UK**Did your charity receive income from outside of the United Kingdom in the financial period of this return?**

No

Delivering activities outside the United Kingdom**Did your charity deliver charitable activities outside of the United Kingdom in the financial period of this return?**

No

Spending outside England & Wales**Did your charity spend funds outside of the United Kingdom in the financial period of this return?**

No

Total Spending outside England & Wales

£

Trading subsidiaries

Does the charity have any trading subsidiaries?

No

Charity contact details correct

Is the contact address displayed from the Register of Charities, correct?

Yes

Charity headquarters details correct

Is this the same address that you use as your charity's administrative headquarters?

Yes

Charity contact address

Address Line 1

15 Fairfields

Address Line 2

THETFORD

Address Line 3

Address Line 4

Address Line 5

Postcode

IP24 1JL

Country

Charity Headquarters address

Address Line 1

15 Fairfields

Address Line 2

THETFORD

Address Line 3

Address Line 4

Address Line 5

Postcode

IP24 1JL

Country

Membership type

Is your charity part of a wider group structure with a parent body and subsidiary bodies?

no, the charity is not part of a wider group structure

Employment contract types

People were permanently employed by your charity

0

People were on fixed-terms contracts with your charity

0

Self-employed people were working for your charity

0

Governance policies

Internal charity financial controls policy and procedures

Not applicable

Safeguarding policy and procedures

Yes

Financial reserves policy and procedures

Not applicable

Complaints policy and procedures

Yes

Serious incident reporting policy and procedures

Yes

Internal risk management policy and procedures

Yes

Trustee expenses policy and procedures

Not applicable

Trustee conflicts of interest policy and procedures

Not applicable

Investing charity funds policy and procedures

Not applicable

Campaigns and political activity policy and procedures

Not applicable

Bullying and harassment policy and procedures

Yes

Social media policy and procedures

Yes

Engaging external speakers at charity events policy and procedures

Not applicable

Safeguarding

Has your charity provided services to children and/or adults at risk in the financial period of the return?

Yes

a. All required standard DBS checks have been obtained

Not applicable

b. All required enhanced DBS checks have been obtained

Not applicable

c. All required enhanced with Barred List(s) DBS checks have been obtained

Not applicable

d. DBS checks are not required other than Basic DBS checks

Yes

External risk and impact

Donations

Unknown/No Change/Not Applicable

Other income - grants

Unknown/No Change/Not Applicable

Other income - contracts

Unknown/No Change/Not Applicable

Other income - investment

Unknown/No Change/Not Applicable

Expenditure on charitable activities

Unknown/No Change/Not Applicable

Expenditure on overheads

Unknown/No Change/Not Applicable

Number of volunteers

Unknown/No Change/Not Applicable

Number of employees

Unknown/No Change/Not Applicable

Number of trustees

Unknown/No Change/Not Applicable

Fundraising activities

Unknown/No Change/Not Applicable

Capacity to deliver services

Unknown/No Change/Not Applicable

Total service demand

Unknown/No Change/Not Applicable

Volunteers

Excluding trustees, provide an estimate of the number of volunteers who carried out charitable activities on behalf of your charity in the United Kingdom during the financial period of this return?

18

Any information you give us will be held securely and processed only in accordance with the rule on data protection. We will not disclose your personal details to anyone unconnected to the Charity Commission unless:

- **you have consented to their release; or**
- **we are legally obliged to disclose them; or**
- **we regard disclosure as either (a) necessary so that we can properly carry out our statutory functions or (b) necessary in the public interest.**

We may share and disclose information about you with relevant public authorities, regulatory bodies and agencies, outside the Charity Commission but only if:

- **we can lawfully do so; and**
- **we decide that disclosure is necessary for national security, crime detection, prevention, and law enforcement, or other issues in the public interest**

Information we collect about you

We will use this information:

To enable us to carry out our statutory functions and duties;

This will include the following actions:

- (a) update, consolidate, and improve the accuracy of our records;**
- (b) undertake crime detection and prevention and law enforcement and assist the third parties specified above to investigate or prevent crime and carry out law enforcement;**
- (c) data analysis, testing, research, statistical and survey purposes**

Information we receive from other sources.

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you.

We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will ensure that any such disclosure and use is proportionate; considers your right to respect for your private life; and is done fairly and lawfully in accordance with the data protection principles of the Data Protection Act.

The Data Protection Act 1998 regulates the use of 'personal data', which is essentially any information, however stored, about identifiable living individuals.

As a 'data controller' under the Act, the Charity Commission must comply with it. Any changes we may make to our privacy statement in the future will be set out in the replacement version of this form.

Please check back frequently to see any updates or changes to our privacy policy.

Declaration

This annual return has not been submitted and no Declaration has been made