

NIGHTWATCH

England & Wales · Charity number 274925

Details

Status Registered

Legal form Other

Registered 1978-01-31

Register [View on the Charity Commission register](#)

Contact

Address PO Box 9576
London
SE23 3ZH

Phone 02086996718

Email roger_davies@talktalk.net

Website www.croydonnightwatch.org.uk

Activities

Objects: CARE AND TREATMENT OF PERSONS IN NEED WHO ARE HOMELESS ROOTLESS OR OTHERWISE THROUGH ADVERSE CIRCUMSTANCES ARE IN NEED OF HELP IN ACQUIRING A SETTLED WAY OF LIFE. ESTABLISHING HOSTELS AND ASSOCIATING WITH OTHER GROUPS IN FURTHERANCE OF THE ABOVE OBJECTS.

Activities: Nightwatch provides food, clothing and resettlement goods to homeless and otherwise very poor and vulnerable people.

Classification

- **How:** Makes Grants To Individuals, Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Croydon

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£94,213	£115,605	-	-
2023-12-31	£99,373	£100,738	-	-
2022-12-31	£82,440	£91,219	-	-
2021-12-31	£66,173	£89,690	-	-
2020-12-31	£132,786	£118,664	-	-

Trustees

Name	Role	Appointed
MR JAD ADAMS MA FRHISTS	Chair	
Fiona Satiro		2022-01-16
Nana Nketiaa Aquah		2022-01-16
Nicola Louise Edwards		2019-07-10
ROGER DAVIES		

NIGHTWATCH

England & Wales - Charity number 274925

Accounts

Nightwatch



Annual Report 2025





C Night

109

Kennington Brixton
Streatham Norbury
Thornton Heath Pond
Croydon

CROYDON
LAND

CROYDON TOWN
CENTRE



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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 forty 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.

Helping Nightwatch

Different ways the community has helped us:



Pupils at Atwood Primary School gave Harvest Festival donations



We receive regular donations of sandwiches from workers at the Pension Protection Fund



Raj Sudra and family brought food



Sharma and Bipul families donated a wedding cake



Young people from Turnaround making food for us.



Grace Greenwood raised money for a big donation to Nightwatch including buying chocolate treats for all the clients at Christmas.

Resettlement Report

We make full resettlements for former homeless people in new accommodation which means substantial amounts of furniture including cookers, beds and fridges. These totalled 18 resettlements in 2024, showing a continued decline from 2023 (24) and 2022 (25). The low numbers reflect the continuing shortage of low-cost housing to which our clients could move on. The total resettlement bill in 2024 was £17,561 compared to £14,450 in 2023 and £17,205 in 2022.

Of the 18 resettlements 7 were for women, making up 38% of the total. In general, we are seeing more women. We do a gender count at our distribution point on the day we give out Christmas presents, in this case on 15 December. We distributed bags which are gendered so we were able to say we gave out 113 bags of which 26 were to women which is 23% of the client group. Last year it was 27% so the percentage has gone down but we observe a generally upward trend in the proportion of women to men.

We also made 119 deliveries of 'small' items short of full resettlements. This compares with 140 last year and 116 the year before. These are required because, for example, if a client's fridge or cooker stops working, they cannot afford the repair or replacement, and we can help out. Former clients often come to see us even though they have been settled for a long time, requesting help with high-cost household goods. We work mainly with the recycling charity Emmaus who receive donations of unwanted furniture from members of the public; they store and recondition it and deliver it to our clients as we request them to do. Their contact details are on the back of this report booklet. We paid them a total of £11,913 which is comparable to last year's £8,752.

We also help clients with vocational support such as steel-toecapped working boots and working trousers for people doing heavy work. We can also help with Oyster cards for getting to work. This year we have helped with plastering tools and a cordless drill body but most of the people accessing work clothing and tools were East Europeans and we are seeing fewer of them post-Brexit.

We gave out 55 charged mobile phones so people could keep in contact with us, with Streetlink, the council and other services which can help them. This is an increase on the 32 given out in 2023 which reflects

other services sending clients to us specifically for phones, and an increased awareness among clients that we can help with phones.

Requests are varied but on one day on which we did an assessment, 6 October 2024, we saw 90 people. Fifteen of them had specific requests: five were allocated furniture from Emmaus; three had appliances from Argos (two microwaves and a rice cooker); one newly homeless person was referred to Streetlink who were contacted to visit him in his sleeping location; two people asked for telephones; two (who had previously asked) were given telephones; and two people asked for plasterers' work tools.

Committee Members

Please use emails to contact committee members for non-urgent communications

Chair
Jad Adams
020 8699 6718
croydonnightwatch@btinternet.com

Secretary
Nicky Edwards
07828 144645
nicky@croydonnightwatch.org.uk

Treasurer
Roger Davies
07749 007049
roger_davies@talktalk.net

Volunteer Co-ordinator
Fiona Satiro
07867 491978
fiona@croydonnightwatch.org.uk

Fundraising officer
Cindee Low
07403 456756
cindeenw@gmail.com

Fundraising officer
Nana Acquah
020 8405 8712
nana@croydonnightwatch.org.uk

Social Media
Sean Harling
sean@croydonnightwatch.org.uk

Committee Member
Tony Packwood
packers@gmail.com

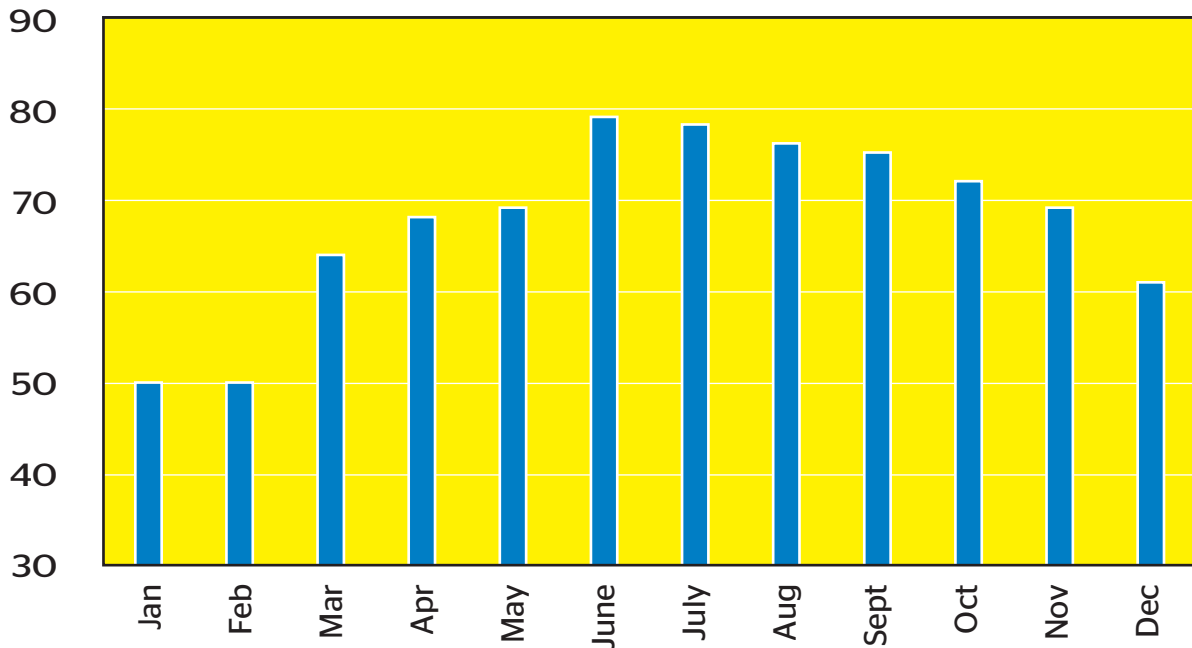
Numbers We Serve

In 2024 we served an average of 86 people on both Sundays and Thursdays compared to 82 in 2023. On other evenings we saw an average of 60. This this resulted in a total of 24,600 contacts during 2024 compared to 24,000 in 2023.

The chart shows the average numbers per night during each month of 2024 displaying 50 in January increasing to almost 80 in the Summer then reducing back to 60 in December.

Roger Davies

Average Per Night 2024



Hardship Fund

Figures rounded for clarity.

The Hardship Fund is intended for clients facing a financial hurdle. It's a one-off payment agreed by the Trustees to enable the receiver to overcome the problem and continue life free from that burden. Since 2019 the scheme has distributed £117,400.

Payments in 2024 were £28,800 compared to £24,200 in 2023. The service charge debts of those in hostels were £8,500 compared to £12,400 in 2023 however, there were more rent arrears at £8,000. Rent deposits of £5,000 might indicate more affordable private dwellings available.

Nightwatch still has a high demand for energy vouchers for pre-payment meters as a result of the ongoing energy crisis. Other payments range from phone and utility bills, glasses, and Oyster cards for travel.

Roger Davies

No	Reason	Amount
14	Service Charge	8,451
9	Rent Arrears	7,992
5	Rent Deposit	5,100
149	Energy Vouchers	4,815
2	Council Tax	860
15	Oyster cards	555
1	Utility Bill	430
2	Glasses	250
1	Parking fines	170
1	Phone Bill	136
199		28,759

Helping at Christmas and Harvest Festival time

Harvest Festival and Christmas are busy times when children and young people can get involved, sorting through thousands of donated tins and packets and Harvest and packing Christmas present bags for clients.

These pictures show Harvest volunteers from West Wickham Shirley Baptist Church youth group and many friends and children of volunteers who came to help with the Christmas preparations.



Our Thanks to



Secretary's Report

I'd really like to take this opportunity to thank everyone who makes Nightwatch the amazing charity that it is! Deep breath... thanks to all the team leaders, the nightly volunteers, the people who always step up to help out when we're short, the sandwich makers, the church sandwich makers, the people who pick things up and drop things off for us, our financial supporters and our supporters who collect useful sundries for us. A special thank you to Civic Mayor Councillor Kola Agboola, who has made Nightwatch one of his supported charities for his 2024/2025 year of office. Thanks to all!

I wanted to start on a positive note because we have had a rough ride over the last few months with our serving point. Historically Nightwatch has always had a presence in Queen's Gardens, in fact for 49 years Nightwatch has been there helping the homeless and vulnerable people of Croydon and the surrounding areas.

During Covid and subsequently due to the building works that took place on Queen's Gardens we served on the steps of Bernard Weatherill House for many months while the council building was practically empty due to the pandemic.

When the Council employees returned to work and when the Council asked us very politely and respectfully to find another area to serve, we did so. They gave us time to look around for the right site, and we looked at the possibilities around us testing out various street corners but over the course of the first few weeks we found that nowhere was convenient or safe enough volunteers and clients.

We eventually settled on the undeveloped corner where we are now serving. We had the idea that perhaps we could put a cover over that area to keep the food dry and protect Clients from the rain. We approached the Council on numerous occasions to sound out how we could do this, at our expense.

Our relationship with the Council was growing, we were asked to consult with their operatives who were putting together their Homeless Strategy and to take part in the London Boroughs' Street Count.

The subject of putting a cover over "our" corner of Queen's gardens was being studiously ignored by Croydon Planning, in fact they would not even answer our very basic early enquiries.

As a response to one of our emails asking to discuss this subject, we received an email in reply from Huw Rhys Lewis who was not known to us. Its contents were as follows:

"in response to your email of September 23rd regarding space and Queens Gardens, I would remind you that the Council a request to you back in April 2024 asking you to relocate due to public health Grounds. You have again chosen to ignore our request.

We would restate that permission was rescinded for public health reasons, specifically regarding litter, public health matters and antisocial behaviour

Although we acknowledge that every effort was made to clean up after the evening service, it was often difficult for your team to collect all the rubbish as you could not confirm which rubbish was 'yours' and which was caused by other members of the public.

Additionally, the absence of nearby public toilets means that visitors to the Nightwatch stand started using the pavement areas as lavatories, resulting in defecation on the pavements and roads around the entrance to BWH as well as the public park adjacent to BWH. This includes a children's play area. These are still an on-going issues given your current operation.

Given the severe financial challenges faced by the Council we have neither space, land nor funding we can offer Nightwatch. Given the continuing issues we have with your operation on the grounds of public health and antisocial behaviour - we would again request that you relocate to another site.

The next would be for the Council to seek a court injunction prohibiting you from operating in and around Queen Quarter and BWH, - costs the Council can ill afford".

This hit like a blow to the solar plexus.

Jad Adams responded in a public letter to say the remarks were 'inaccurate in almost every single particular.'

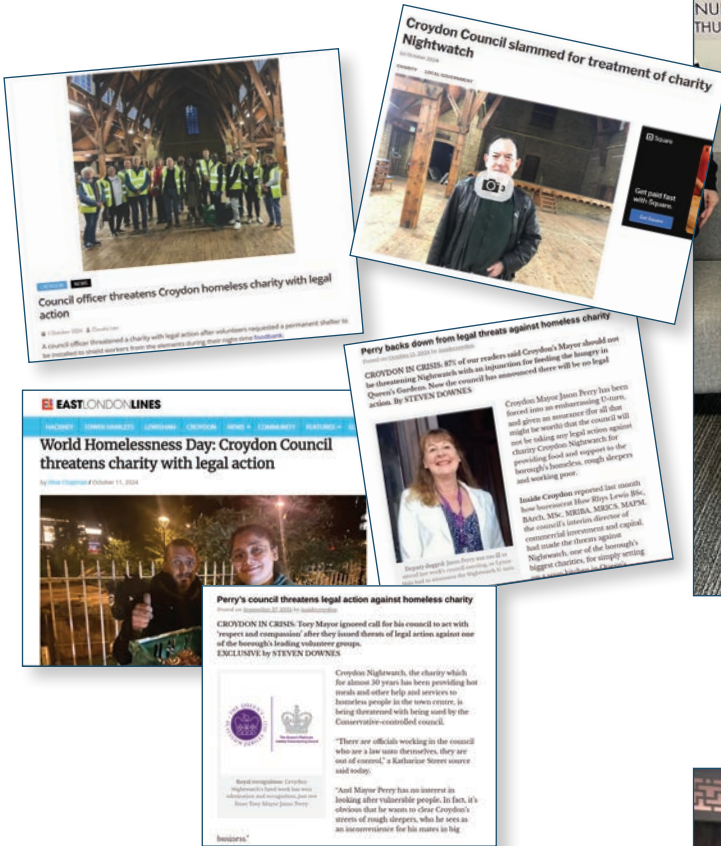
'We have received no request to relocate except at a meeting on 30 November 2022 when we were asked not to use the awning at the back of BWH because the council wishes to let part of the building and (as we fully understand) our nightly presence would not be attractive to prospective tenants. There was no question of 'public health grounds'. We moved, eventually to the corner of Fell Road and Katharine Street where we now are and hope to erect a shelter.

We revert to BWH only in severe bad weather. There is no litter issue, we clean up so thoroughly that we pick up litter which was there before we arrived and was left by other people.

The absence of public toilets is an ongoing problem in this as in, I imagine, every other borough. It has nothing to do with us.

We have not asked for funding, we will pay for the shelter on land which would stay in the council's ownership.

Our queues are orderly and we would argue that, far from 'antisocial behaviour', we produce a calming presence in the town centre.'



Out and about with the Nightwatch secretary Nicky with Matt Morris of the local company Stiles Harold Williams who raise money for us and make food donations

Inside Croydon and other local media ran the story and a campaign by Labour councillors headed by Labour Leader Stuart King ensued. The councillors put together an open letter to Mayor Jason Perry to remove the threat of a court injunction. The letter was passed to all Croydon Councillors to sign but only the 34 Labour Councillors, 2 Green Party and one Liberal Councillor signed. The threat of the injunction was finally rescinded, by Cllr Lynne Hale, Deputy Mayor, standing in for the mayor in his absence. Society is said to be judged by how it treats its most vulnerable, it is something some councillors and senior employees at the council could reflect on.

I wanted to tell this story, although many of you know it, because I wanted to highlight the juxtaposition Nightwatch experiences: a handy resource for Croydon Council when they want us, and a nuisance when they don't.

Nicky Edwards



Nicky at the mayor's inaugural with Volunteer Co-ordinator Fiona Satiro, Chair Jad Adams and Civic Mayor Cllr Kola Agboola

Treasurer's Report

The chart shows the full range of receipts, expenditure, and reserves over the last 14 years.

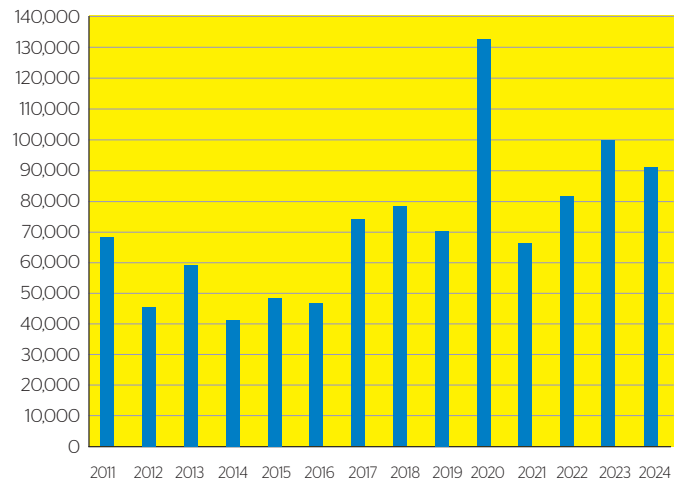
Yearly Financial Figures													
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Receipts													
Donations	25,200	43,000	25,000	42,400	46,650	74,000	63,928	50,101	92,684	30,133	61,453	74,701	74,021
JustGiving							10,733	14,223	26,263	34,543	19,825	20,430	15,217
Lottery/Gift Aid							1,281	747	482	1,484	373	1,046	1,342
Grants	20,200	16,200	16,200	6,000			2,000	4,700	13,100				
Total Receipts	45,400	59,200	41,200	48,400	46,650	74,000	77,942	69,771	132,528	66,161	81,650	96,177	90,579
Expenditure													
Food and Preparation	1,800	9,400	9,300	9,250	10,500	9,350	10,850	15,122	11,310	16,900	28,600	36,193	41,048
Clothing	3,300	4,300	4,800	4,700	3,800	3,400	2,527	1,960	4,219	6,116	5,856	7,125	7,960
Training		1,900	1,700	2,300					14		46	32	99
Toiletries/Sleeping Bags		200	2,200	2,450	1,900	1,100	1,911	2,280	2,606	3,922	5,827	8,259	9,576
Gifts/Donations		2,000	1,800	1,900	1,600	1,700	2,236	2,749	5,380	3,489	2,885	1,457	2,017
Hardship Fund								10,466	18,331	15,178	22,746	24,765	28,947
Resettlement	14,700	17,800	13,800	29,800	27,500	8,500	23,803	26,744	14,230	20,073	17,205	14,451	17,561
Total Clients	19,800	35,600	33,600	50,400	45,300	24,050	41,327	59,320	56,091	65,679	83,165	92,283	107,208
Core Costs													
Office/Premises	4,900	4,700	3,500	2,800	2,650	3,350	3,932	3,504	3,420	4,158	5,462	6,549	5,909
Rent	3,800												
Insurance	1,350	1,300	1,400	1,350	1,400	1,450	1,256	1,276	1,276	1,204	1,198	1,216	859
Audit	700	850	750	750	650	600	625	605	660	851	660	690	710
Total Core Costs	10,750	6,850	5,650	4,900	4,700	5,400	5,814	5,384	5,356	6,212	7,320	8,455	7,478
Operational Costs	30,550	42,450	39,250	55,300	50,000	29,450	47,140	64,704	61,447	71,891	90,484	100,738	114,685
Net	14,850	16,750	1,950	-6,900	-3,350	44,550	30,802	5,536	71,339	-5,720	-8,328	-1,365	-24,106
Capital/Special	1,000				11,000		1,686	1,445	1,045	973	732		920
Covid 19									56,173	16,829			
Total Expenditure	31,550	42,450	39,250	55,300	61,000	29,450	48,827	66,148	118,664	89,693	91,217	100,738	115,605
Interest							336	468	258	10	505	3,196	3,633
Balance	13,850	16,750	1,950	-6,900	-14,350	44,550	29,115	4,091	14,121	-23,522	-9,061	-1,365	-21,392
Total Reserves	44,082	60,832	62,782	55,882	41,532	86,082	115,197	119,721	133,842	110,323	101,546	100,181	78,788
COIF				42,017	17,173	72,261	92,598	98,163	108,421	88,432	74,222	72,418	61,051
HSBC	44,082	60,832	62,782	13,865	24,359	13,821	22,600	21,559	25,422	21,890	27,324	27,763	17,737

The following reviews include figures that have been rounded for clarity.

Income

£90,600 was received in 2024. General donations were £74,00 compared to £74,700 in 2022. Major donors were Zurich Insurance with the first tranche of £16,500; £10,000 from Barratt Development; £10,000 from the Albert Hunt Trust and £5,000 from CVA. There were a further 161 donations from companies and individuals averaging £200. JustGiving donations were down from £20,400 to £15,200. Interest from the CCLA account amounted to £3,600.

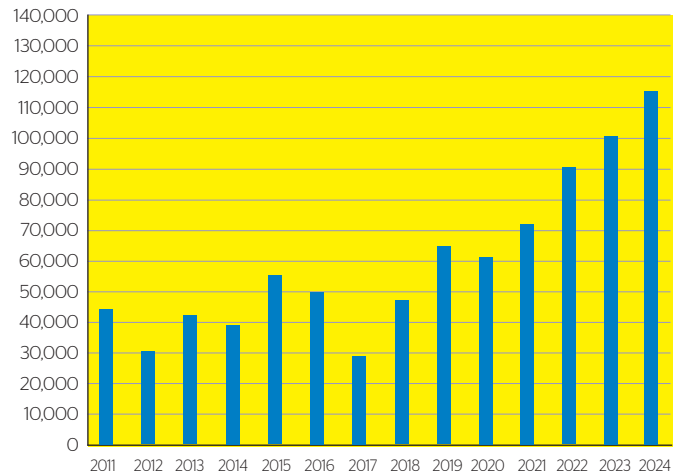
Total Receipts



Expenditure

Expenditure reached the £115,000 mark in 2024, £15,000 more than 2023. The main expenditure was the spending on Food and Preparation which increase by £5,000 to £41,000 because of the continued increase in numbers we serve and the reduction in donations of tins of food. Toiletries and sleeping bags remain high at £9,500. Another change was the Hardship Fund which increased by £5,000 to £29,000 mainly due to rent arrears at £8,000 and rent deposits of £5,000.

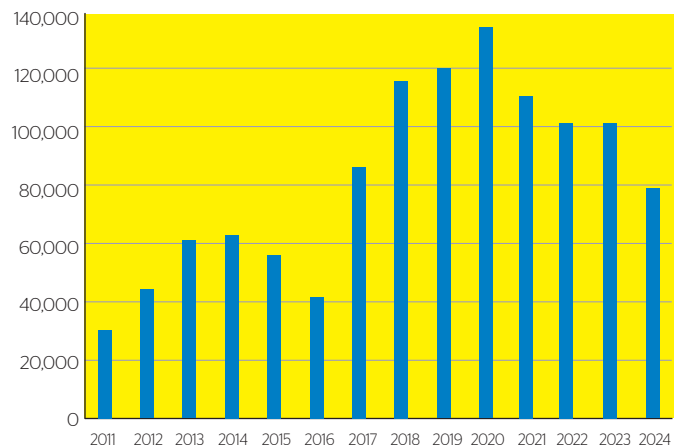
Total Expenditure



Reserves

The reserves dropped from £100,100 to £78,800 because of the increased spend verses income. If this carries on, at the end of 2025 we will have £60,000 and then only £40,000 thereafter. This is critical since during the Summer of each year the bank account is reduced by £30,000 to £40,000 in which we will run out of cash, At the start of 2025 the Hardship Fund will be curtailed pending a push to increase donations to match Expenditure.

Total Reserves



Roger Davies

Independent Examiner's Report To the Trustees of Nightwatch

I report on the accounts and notes to the accounts for Nightwatch Charity number 274925 for the year ended 31st December 2024. These accounts have been prepared on a receipts and payments basis.
Respective responsibilities of trustees and examiner

The trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 144 of the Charities Act 2011 (the 2011 Act), does not apply. It is my responsibility to:

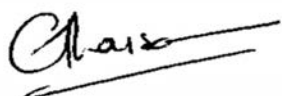
- Examine the accounts under Section 145 of the 2011 Act
- Follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- State whether matters have come to my attention

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 such matters. The procedures undertaken do not provide all the evidence that would be required of any audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matter set out in the statement below.

Independent examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material aspect, accounting records have not been kept in accordance with section 130 of the 2011 Act, or that the accounts presented to do not accord with those records or comply with the accounting requirement of the 2011 Act. 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 to enable a proper understanding of the accounts to be reached.



Helen Broughton CILCA, PIALC
65 Court Road
Caterham
Surrey CR3 5RH

Nightwatch

RECEIPTS AND PAYMENTS ACCOUNT for the year ended 31st December 2024

	Notes	2024	2023
Receipts			
Received			
Donations		89,238	95,131
Gift Aid		1,342	1,046
Other Receipts			
Interest Received		3,633	3,196
Total Receipts		94,213	99,373
Payments			
Charity's			
Direct Costs	2a	107,208	92,283
Overheads			
Indirect Costs	2b	7,478	8,455
Equipment	2c	920	
Total Payments		115,605	100,738
Balance		-21,392	-1,365
Movement in funds		-21,392	-1,365
Balance Brought Forward		100,181	101,546
Balance Carried Forward		78,789	100,181

There were no restricted funds

Notes on page 3 form part of these accounts

Nightwatch

STATEMENT OF ASSETS AND LIABILITIES For the Year Ended 31st December 2024

Fixed Assests

Nightwatch has no fixed assests

The charity has the use of the premises at a Church Hall in Croydon for storage and preparation of food.

Bank and Cash Balances

	Note	2024	2023
Cash and bank		17,737	27763
Deposit account		61,051	72418
Total		78,788	100181

Other Assets and Liabilities

	2024	2023
Assets		
Gift Aid not yet received	500	
Liabilities		
Fee for Independant Examination		710
Balance	500	-710

The accounts were approved by the trustees and signed on their behalf on 23 February 2025 by Jad Adams, Chair of the Trustees.

Signed



Jad Adams
Chair

Nightwatch

NOTES TO THE ACCOUNTS For the Year Ended 31st December 2024

1 Accounting Policies

The accounts have been prepared on a receipts and payments basis with a statement of assets and liabilities

2a Direct Costs

	2024	2023
Food and Preparation	41,048	36,193
Clothing	7,960	7,125
Training	99	32
Toiletries/Sleeping Bags	9,576	8,259
Gifts/Donations	2,017	1,457
Hardship Fund	28,947	24,765
Resettlement	17,561	14,451
	<hr/>	<hr/>
	107,208	92,283

2b Indirect Costs

Office/Premises	5,909	6,549
Insurance	859	1,216
Audit	710	690
	<hr/>	<hr/>
	7,478	8,455

2c Equipment

Computer	636
Tables	195
Towel dispenser	89
	<hr/>
	920

Total	<hr/>	<hr/>
	115,605	100,738

3 Employees

There were no employees.

Amounts paid to trustees were to reimburse expenses only.

No trustee is remunerated for trustee services.

It's panto time: Oh yes it is...

Every winter Pirate Productions puts on a panto at St Augustine's church with the proceeds going to local charities including Nightwatch. This year it was Robin Hood www.piratepantomimes.co.uk/about.html





Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have contact details of other volunteers on your team. 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 the volunteer co-ordinator. 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.

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 the treasurer.

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.

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. Team leaders often also post reports on WhatsApp.

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 safe 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.

At the service area

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.

Ideally, one person at least should have a mobile phone with them. Threats against volunteers are very rare, but if made should result in withdrawal and then evacuation of the site if you feel unsafe. Incidents of serious violence should be reported to the police immediately. Volunteers should not carry any cash with them when in the service area 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 service area, make it clear you cannot work in these conditions and you will have to withdraw. If trouble persists, withdraw and if there is no improvement, leave.

In general: always leave the service area 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 organise furniture deliveries from Emmaus which is a charity that recycles furniture. Home visits sometimes 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.

Hardship Fund

We operate a Hardship Fund which is intended to provide one off hardship payments that will overcome a short-term financial problem and relieve the receiver of immediate worry. Please just send the name and

contact details of the applicant to the Treasurer who will review the position and gain approval for payment from the other Trustees.

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 service area 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 service area 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, fundraiser and an administrator. 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 member responsible for investigating and resolving grievances.

Ethical Standards – Nightwatch

Nightwatch is committed to maintaining the highest standards in its operation. The following guidelines are presented to give clarity on our procedures regarding personal behaviour.

There are situations in which inappropriate interactions are possible: between clients and volunteers and between volunteers themselves. These guidelines are written with the understanding that some clients are vulnerable to exploitation, while some are manipulative and prone to exploit others, including volunteers.

Any inappropriate behaviour or comment by a client towards a volunteer should be reported to the team leader that night, who will judge whether it is grave enough to be reported to the volunteer co-ordinator or committee. Volunteers should immediately withdraw from conversation with a client who exhibits inappropriate behaviour towards them or uses unacceptable language.

Volunteers are expected to act in an appropriate manner, so as not to bring Nightwatch into disrepute. Volunteers are responsible for reporting any action that may endanger ourselves or our clients, or damage our reputation.

Volunteers should not be alone with clients. On occasions when it is necessary to visit a client where they are living, a volunteer should have someone with them. If solo working is inevitable, they should not enter the premises but stay at the door or meet in a public place.

Volunteers should not have relationships with clients outside of friendly assistance. If a more intimate relationship occurs, either the volunteer or client must stop engaging with Nightwatch (the volunteer must cease volunteering or the client must stop being a client).

Inappropriate language or behaviour between volunteers themselves should be challenged. If persistent, it should be reported to the team leader. If the team leader is implicated, it should be reported to the volunteer co-ordinator.

If any volunteer is concerned about the behaviour of another volunteer towards volunteers or clients, they should in the first instance discuss it with their team leader or the volunteer co-ordinator. If the volunteer is not happy then they should contact the Chair directly, or another committee member.

Nightwatch - Legal Information

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 2022, were Jad Adams, Roger Davies, Nicky Edwards, Nana Aquah and Fiona Satiro. The secretary was Nicky Edwards.

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 Service area 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. We operated a hardship fund making one off payment to overcome short term financial problems. A breakdown of these activities is in this report, as is an account of the charity's deployment of its more than 150 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. As part of the internal control system, a budget is prepared at the beginning of the year. Management accounts are prepared each quarter, and reviewed by the committee with significant variances being investigated.

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 independent examiner is Helen Broughton CiLCA, PIALC of 65 Court Road, Caterham, CR3 5RH. Our bank is HSBC.

The Nightwatch practice on reserves is to maintain funds at least equivalent to nine months' unrestricted expenditure commitment corresponding to £67,000 in cash terms. The trustees are satisfied with the reserves position of the charity. As at 30 December 2024 our reserves consist of £78,800. There are no restricted reserves.

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

Useful Numbers

Emmaus (for furniture donations)	0300 123 2001 contact@emmausslc.co.uk
Street Link (for street homeless people)	0300 500 0914 www.streetlink.org.uk (online referrals)
Palmer House (Hostel)	020 7870 8850 105-107 Lansdowne Road, CRO 2BN
Croydon Council Single Homeless Service	0208 760 5530
Routes Home (for foreign nationals)	020 3092 7455 www.mungos.org/routes-home/
Croydon Refugee Day Centre	020 8689 4527 West Croydon Baptist Church, Whitehorse Road, CRO 2JH admin@croydonrefugeedaycentre.co.uk
CAYSH (Croydon Association for the Young Single Homeless)	0208 683 0227
Croydon Turn around (14-21 year olds)	020 8760 5530 From 25 March 2022 the Turnaround Centre is closed until further notice. You can still call for advice and support.
Crisis Skylight	0203 848 1700 12 Surrey Street, CRO 1RG
Rape Crisis South London Freephone Helpline	020 8683 3311 0808 802 9999
MIND in Croydon	020 8668 2210 admin@mindincroydon.org.uk
Albert Kennedy Trust homelessness among LGBT+ young people:	020 7831 6562 gethelp@akt.org.uk www.AKT.org.uk
Citizens Advice Bureau Adviceline For help claiming Universal Credit	0800 144 88 48 Freephone: 0800 144 8444 www.citizensadvicecroydon.org

www.croydonnightwatch.org.uk



Nightwatch - Homeless Charity



@WeAreNightwatch

Financial donations can be sent via **www.justgiving.com/nightwatchuk**

PO Box 9576, London, SE23 3ZH

Email: **croydonnightwatch@btinternet.com**

Cover image: Croydon by Bus by The Town That Love Built. www.etsy.com/shop/thetownthatlovebuilt

Registered Charity No 274925.

Trustees: Jad Adams MA FRHistS; Roger Davies MSc; Nicky Edwards; Nana Acquah MSc; Fiona Satiro MCIPD FRSA

NIGHTWATCH

England & Wales - Charity number 274925

Accounts



Nightwatch

Annual Report 2024





Nigh

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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 forty 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.

Chair's Report



We were glad to be told that in the civic year 2024-5 Nightwatch is to be one of the two charities nominated by the Civic Mayor, Cllr Kola Agboola. We very much appreciate the honour and look forward to working with the council's charity team.

Our services have been more in demand than ever. There has been a 27% increase in street homelessness nationally, a figure which has been reflected in the numbers of people we have been seeing at our meeting point in central Croydon. While we used to see 20-30 people a night, now the weekly figures are more like 60 and on Sundays 80-90. Of these people, many are not homeless but people who have been drawn to use our services by poverty caused by the cost of living crisis. The higher numbers put pressure on our resources so we are now buying a shipment of tins every week from Tesco.

The pressure on low-cost temporary accommodation caused by the small boats crisis and the backlog in asylum seekers claims has a knock-on effect in Croydon. The Home Office has taken up tens of thousands of units of low cost accommodation nationally. The effect locally is that we find it difficult to find hotel places when we need them for vulnerable people in emergencies. The council has also found it difficult to find temporary accommodation in hotels during the Severe Weather Emergency Protocol when the temperature drops below zero. The system is simply not working, as we

pointed out when we were consulted by the council's homelessness strategy review panel.

We continued to receive help from the wider community, notably regular help from the Sikh group, Ahmadiyya Muslim Group, Hindu temples and the Croydon Churches whose members make up sandwiches for us as do the Turnaround youth offending team and Mencap youngsters.

Thank you to our excellent treasurer Roger Davies who has maintained our continued financial success and secretary Nicky Edwards who has maintained food supplies. Good wishes to Fiona Satiro who became volunteer co-ordinator this year and Sean Harling who took over our social media operation.

Location

We continue to operate from the corner of Katharine Street and Fell Road, a place we could adapt for our use by putting a covering over it. We have discussed this with experts and it is a feasible project to erect a cover which would blend in with the surrounding architecture. We have tried to enter into discussions with the council about this but as yet have had no response.

When Inside Croydon covered the issue of our location among many supportive messages was the following from someone who had clearly seen us at work:

'The presence of all those volunteers in luminous jackets in the evenings, happily chatting and smiling while serving food to hungry street sleepers, make one feel much safer there in that part of Croydon than in most other town centre areas, where there is a night time dystopian feel. An absence of the figures that represent society- police on foot patrol, and council roadsweepers- and the presence of overflowing bins, and litter - are the hallmarks of contemporary central Croydon after dark.'

We are glad to be making a difference.

Jad Adams

Helping Nightwatch

Different ways the community has helped us:



Workers in the Pension Protection Fund offices made sandwiches.



Pirate Productions raised money for us with their annual panto



Atwood School collected a record amount of tinned food:

Resettlement Report

We make full resettlements for former homeless people in new accommodation which means substantial amounts of furniture including cookers, beds and fridges.

This totalled 24 resettlements in 2023, about the same as in 2022 (25). The low numbers reflect the continuing shortage of low cost housing to which our clients could move on.

The total resettlement bill in 2023 was £14,450 compared to £17,205 in 2022. There were 24 large resettlements, 6 of them women (so women making up 25 per cent of the total).

While still outnumbered by men needing help, the percentage of women coming to our meeting place has been going up. We used to talk confidently of women making up 10 per cent of our client base, now it is nearer to 20. On December 17 when we did a count (on the very busy pre-Christmas night) we saw 108 people of whom 29 were women so 27 per cent. This compares with last year when women made up 22% of the clients when we did the same count.

We also made 140 deliveries of 'small' items short of full resettlements. This compares with 116 last year. These are required because, for example, if a client's fridge or cooker stops working, they cannot afford the repair or replacement, and we can help out. Former clients often come to see us even though they have been settled for a long time, requesting help with high-cost household goods like this.

We work mainly with the recycling charity Emmaus who receive donations of unwanted furniture from members of the public; they store and recondition it and deliver it to our clients as we request them to do. Their contact details are on the back of this report booklet. We paid them a total of £8,752 which is comparable to last year's £11,474.

We also help clients with vocational support such as steel-toecapped working boots and working trousers for people doing heavy work. Other vocational support included grass trimming tools, a soldering iron block, an electric cable and screwdriver.

Work related expenditure totalled £1104, slightly lower than the 2022 figure of £979. Most of the people

accessing work clothing were East Europeans and we are seeing fewer of them post-Brexit.

We have had trouble obtaining sufficient numbers of second hand microwaves so have been buying new ones as they are the most economical mode of cooking.

We gave out 32 charged mobile phones so people could keep in contact with us, with Streetlink, the council and other services which can help them. This is double the number given out in 2022 which reflects services sending clients to us specifically for phones.

Committee Members

Please use emails to contact committee members for non-urgent communications

Chair
Jad Adams
020 8699 6718
croydonnightwatch@btinternet.com

Secretary
Nicky Edwards
07828 144645
nicky@croydonnightwatch.org.uk

Treasurer
Roger Davies
07749 007049
roger_davies@talktalk.net

Volunteer Co-ordinator
Fiona Satiro
07867 491978
fiona@croydonnightwatch.org.uk

Fundraising officers
Cindee Low
07403 456756
cindeenw@gmail.com

Nana Acquah
020 8405 8712
nana@croydonnightwatch.org.uk

Social Media
Sean Harling
sean@croydonnightwatch.org.uk

Committee Member
Ayesha Sharma
07794 325156
ayasha@croydonnightwatch.org.uk

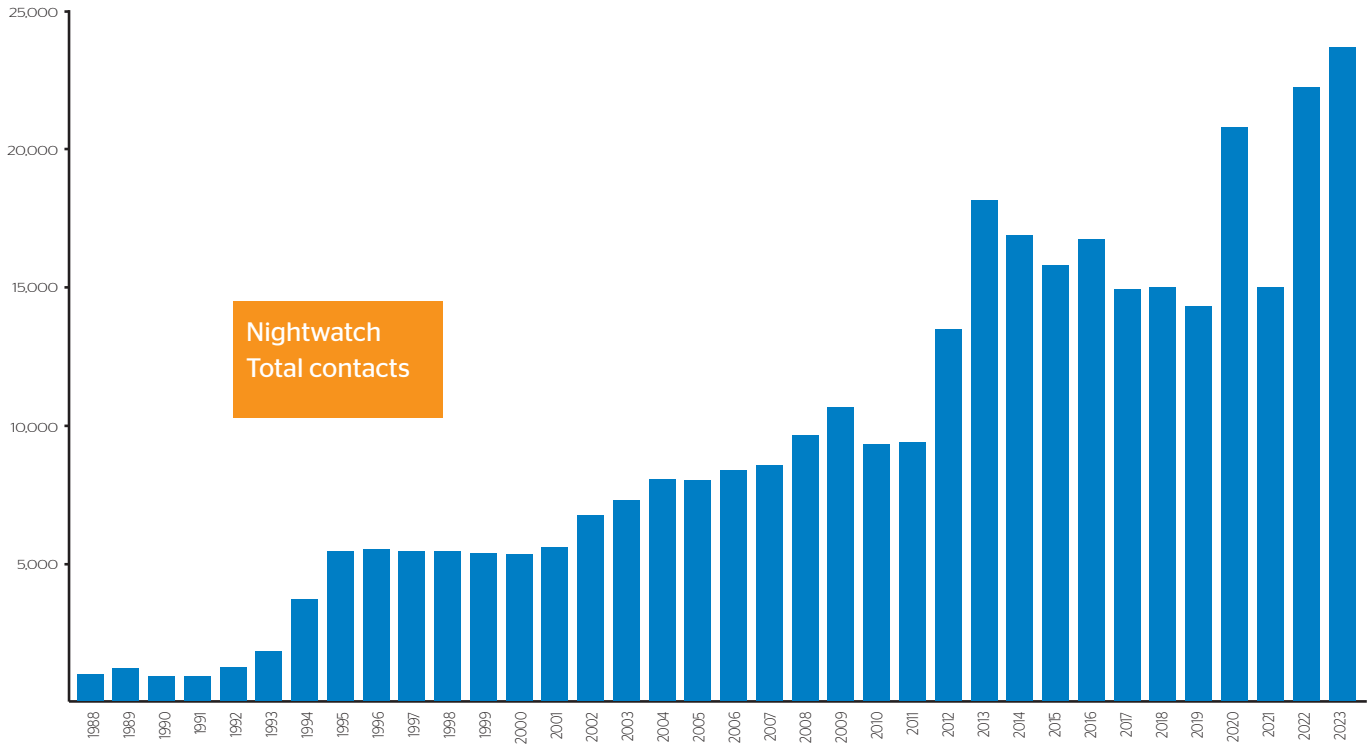
Committee Member
Tony Packwood
packers@gmail.com

Numbers We Serve

In 2023 the average attendance each night was 82 for both Sundays and Thursdays. The trend of more people coming in the week continued from 2022. On other nights the average was about 60 each evening, giving the total number of contacts as 24,000. This was a record compared to 22,000 in 2022.

In a study between May and August 2023 the weekly number increased from 342 to 573. There was no particular reason why this happened.

Roger Davies



Hardship Fund

Figures rounded for clarity. The Hardship Fund is intended for clients that are faced with a financial hurdle. It's a one-off payment agreed by the Trustees to enable the receiver to overcome the problem and continue their life free from that burden. Since 2019 the fund has distributed £91,500.

Hardship payments made in 2023 were £24,200 compared to £22,800 in 2022.

The largest payments were for Service Charge Debts in hostels and supported accommodation with 18 payments with a total of £12,400. Service or utility payments of about £18 per week are not covered by Housing Benefit and must be paid from the individual's Universal Credit.

As a result of the energy crisis the fund distributed 272 energy vouchers amounting to £8,800 for top-ups on payment meters.

Other payments ranged from oyster cards to emergency accommodation for people turning up at Nightwatch homeless, sometime a family with a child.

Roger Davies

No	Reason	Amount
18	Service Charge	12,379.85
272	Energy Vouchers	8,781.00
1	Rent Arrears	875.00
1	Tax Debt	642.41
1	Council Tax	436.78
2	Glasses	407.50
2	Emergency Accommodation	369.82
1	Presents	179.00
1	Passport	93.00
2	Oyster Card	74.00
301		24,238.36

Harvest Help

We welcome donations throughout October in our Harvest Festival appeal. This is one time when children and young people can get involved, sorting through thousands of donated tins and packets.

Girls from the 7th Purley Guides came to help as did young people from the West Wickham and Shirley Baptist Church youth club.



Our Thanks to





10 years at Nightwatch and becoming Secretary

I began volunteering for Nightwatch at Christmas 2014. My daughters were travelling that Christmas and I knew it would be a pretty quiet one for me. I initially spoke to Crisis about doing something for them over Christmas but they were fully booked with people like me wanting to help! I wracked my brains, and somewhere in the back of that space was a memory that Nightwatch existed in Croydon. I thought really, why just help on a "one off" basis, why not get involved in something local where I might be able to do some good generally as part of my every day life. I contacted Jad from the Nightwatch website and that was how it all began.

I quickly got involved on Sunday evenings and began to take responsibility for collecting the bakery donation at Sainsburys in West Croydon. Then I started buying the toiletries when the current toiletries buyer left. Buying the toiletries is a job that I have not been able to shake off to this day. In those early days, my friend and I would terrorise all the stores trying to buy shaving foam at 26p a can. The 26p shaving foam went up and up in price until we could no longer buy a whole set of toiletries for £3 a head. We decided to invest a little more money in what we put in the toiletries bags and today's bags emerged. My friend left Nightwatch and I continued this procurement by myself. It is very difficult

to buy large quantities of cheap toiletries, I have tried many ways and have found out that supermarkets do not really want to sell you 100's of items. Some make it easier than others. Cash & Carrys are useless for this purpose and so the shopping round all the local supermarkets became my time-consuming hobby.

Toiletries Procurer

I joined the committee a little while later, I think I was there as Toiletries Procurer. A short while after that the position of Secretary became available and I asked about the role and after a very short time (and no one else wanting it!) I got the job.

Soon after that I was asked if I would become a Trustee. After running off to Google to find out what one was, I agreed to take the position and I think this is when Imposter Syndrome started. Loosely speaking I was to take part in making sure the Charity's money was spent wisely and be accountable for the funds staying where they should be.

I became secretary in early 2019, I was filling the shoes of Bob who had been Secretary for many years before me. Over time I began to get involved in how things ran at Nightwatch and I felt the need for some organisational input. During that year of 2019 a lot else happened, my first grandson was born, and my husband had a heart attack and a stroke and that was all in the same week! This is how juggling the role of Nightwatch Secretary, home life and work life became real.

Covid days

A few months after that, Covid reared its head and we had to re-learn how to run the nightly soup kitchen. The course of Covid is well documented, but for me it meant Jad, Roger and I spoke almost daily, we arranged teams from new volunteers drafted in to take the places of our own volunteers who had to stand down for shielding purposes. We found places to order from to get the food we needed that wasn't available in the supermarkets and we began to order and run a sandwich rota on Saturdays for my team of lovely sandwich makers to continue to put the soup and sandwiches "on the table" for our clients. Simply Lunch in Croydon supported us massively during this period and for many weeks supplied us 60/70 sandwiches and snacks daily completely free of charge. For many months after that they charged us just £1 per head to cover their costs. For this support, Simply Lunch will always have a special place in my heart! They supplied these items in the little paper carrier bags and we have carried on that tradition to date with most teams using this system to pack up the food and give out.

The ordering of all the supplies was then, and is now, complicated. As we have no presence at the place we use to prepare food in the evening during the day, no deliveries can be made there. It became the norm that most of the deliveries for most of the aspects of Nightwatch would come to my house. This arrangement is still in place and I very regularly have 50 sleeping bags or 5,000 cups or 2,000 paper carriers in my hallway/porch. At one point I also had 200 tins of soup arriving weekly at my home. This we were able to re-think recently and that's one less commodity that sits waiting for me to drive it to the hall! I must say that if the roles were reversed, if my husband's hobby ruined the aesthetics of our hallway, I probably wouldn't stand for it!

Nightwatch stuff

The time spent checking stock and re-ordering is now huge! I went on to have two more grandchildren, one in 2021 and another in 2022. In fact, they are often buried in their car seats by Nightwatch supplies as we deliver them onwards. Their treat at the end of it is a run round an empty hall with Nana chasing them! Being Secretary means you take quite a large proportion of the calls or emails offering donations to Nightwatch. It is common to see me attending schools and workplaces piling my car high to the ceiling with more "stuff" for Nightwatch. I happen to have one of the smallest cars available but it is also a tardis and it is very seldom that I don't fit everything in.

As Covid drifted away, we tried to keep the continuity between the teams over the week. The food bags, taking out tables and getting clients to queue were all born in Covid and we strive to keep this going even now.

My beloved Sunday team also took some re-organisation too, many of the sandwich makers had stood down. I begged and bribed people to make sandwiches at home and I buy ingredients to make sandwiches at the hall on the day. Again, the procured sandwich ingredients live in my fridge and hallway until the day.

More recently I have been getting involved with other "official bodies" regarding homelessness in general. I alternate between thinking that these official bodies are doing a good job and do have a handle on the homeless situation in Croydon to deciding that a lot of them do little or less. I am learning mostly that Nightwatch is about the most consistent positive power in homelessness in Croydon.



We were given sleeping pods by the charity Sleep Pod (www.sleeppod.org.uk). Nicky gamely tested one out.

My family tolerate my Nightwatch habit quite well, there is lots of eyerolling and "I suppose it's for Nightwatch" and "What! You are going to Nightwatch again!" I feel extremely proud of how Nightwatch has evolved and do certainly feel instrumental about making it happen. I was a lucky woman last summer when I got to represent Nightwatch on their being awarded the Queen's Award for Voluntary Service by attending a Buckingham Palace Garden party. The Imposter syndrome is very real now!

I'm here for Nightwatch for as long as everyone will put up with me, and when all is said and done, I am proud to say "I am Nicky from Nightwatch..."

Nicky Edwards

Treasurer's Report

The chart shows the full range of receipts, expenditure, and reserves over the last 14 years.

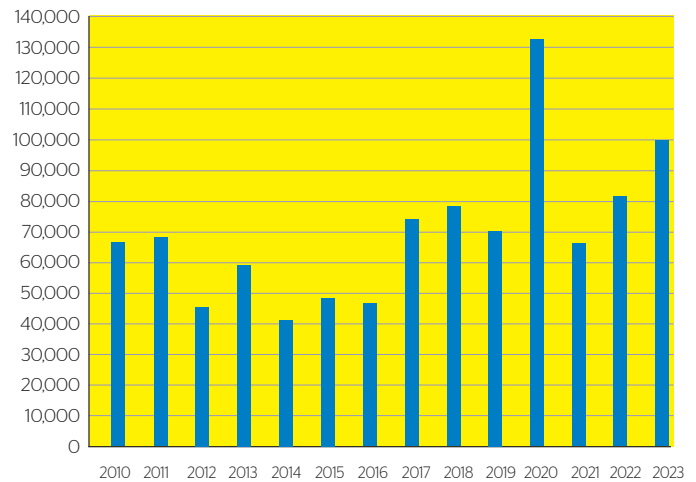
Yearly Financial Figures														
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Receipts														
Donations	15,400	10,000	25,200	43,000	25,000	42,400	46,650	74,000	63,928	50,101	92,684	30,133	61,453	74,701
Virgin Money									10,733	14,223	26,263	34,543	19,825	20,430
Lottery/Gift Aid	33,000	27,000							1,281	747	482	1,484	373	1,046
Grants	17,700	31,000	20,200	16,200	16,200	6,000			2,000	4,700	13,100	0		
Interest									336	468	258	12	790	3,196
Total Receipts	66,100	68,000	45,400	59,200	41,200	48,400	46,650	74,000	78,278	70,240	132,786	66,173	82,440	99,373
Expenditure														
Food and Preparation	1,000	2,100	1,800	9,400	9,300	9,250	10,500	9,350	10,850	15,122	11,310	16,683	28,550	36,193
Clothing	3,600	2,500	3,300	4,300	4,800	4,700	3,800	3,400	2,527	1,960	4,219	6,116	5,856	7,125
Training	2,300	850		1,900	1,700	2,300					14		46	32
Toiletries/Sleeping Bags	300			200	2,200	2,450	1,900	1,100	1,911	2,280	2,606	3,934	5,876	8,259
Gifts/Donations	1,700	800		2,000	1,800	1,900	1,600	1,700	2,236	2,749	5,380	3,489	2,885	1,457
Hardship Fund										10,466	18,331	15,178	22,746	24,765
Resettlement	41,500	26,100	14,700	17,800	13,800	29,800	27,500	8,500	23,803	26,744	14,230	20,073	17,205	14,451
Total Clients	50,400	32,350	19,800	35,600	33,600	50,400	45,300	24,050	41,327	59,320	56,091	65,471	83,165	92,283
Core Costs														
Office/Premises	5,400	7,200	4,900	4,700	3,500	2,800	2,650	3,350	3,932	3,504	3,420	4,158	5,462	6,549
Rent	2,000	2,600	3,800											
Insurance	1,400	1,400	1,350	1,300	1,400	1,350	1,400	1,450	1,256	1,276	1,276	1,204	1,198	1,216
Audit	800	700	700	850	750	750	650	600	625	605	660	851	660	690
Total Core Costs	9,600	11,900	10,750	6,850	5,650	4,900	4,700	5,400	5,814	5,384	5,356	6,212	7,320	8,455
Operational Costs	60,000	44,250	30,550	42,450	39,250	55,300	50,000	29,450	47,140	64,704	61,447	71,687	90,484	100,738
Net	6,100	23,750	14,850	16,750	1,950	-6,900	-3,350	44,550	31,138	5,536	71,339	-5,514	-8,044	-1,365
Capital/Special		7,800	1,000				11,000		1,686	1,445	1,045	973	732	
Covid 19											56,173	17,031		
Total Expenditure	60,000	52,050	31,550	42,450	39,250	55,300	61,000	29,450	48,827	66,148	118,664	89,690	91,219	100,738
Balance	6,100	15,950	13,850	16,750	1,950	-6,900	-14,350	44,550	29,451	4,091	14,121	-23,518	-8,779	-1,365
Total Reserves	14,282	30,232	44,082	60,832	62,782	55,882	41,532	86,082	115,533	119,721	133,842	110,325	101,546	100,181
COIF						42,017	17,173	72,261	92,598	98,163	108,421	88,432	74,222	72,418
HSBC	14,282	30,232	44,082	60,832	62,782	13,865	24,359	13,821	22,936	21,559	25,422	21,892	27,324	27,763

The following reviews include figures that have been rounded for clarity.

Income

A record amount of £99,400 was received in 2023 (ignoring the major covid year in 2020). General donations were £74,700 compared to £61,500 in 2022. This was mostly due to the £10,000 Barratt Development donation being received early in 2023 rather than late 2022. The major donor was Zurich Insurance with the second tranche of £17,333. £4,000 was received from the Diocese of Southwark, £2,000 from Mieczko Delika and St Augustine's Church. There were a further 120 donations from companies and individuals averaging £400. JustGiving donations were fairly similar to 2022 at £20,400. Interest from the CCLA account increased considerably to £3,200 as a result in improving interest rates.

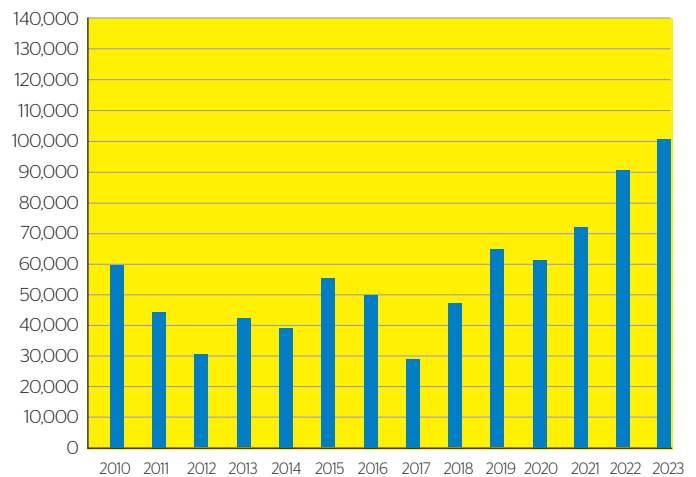
Total Receipts



Expenditure

Expenditure reached the £100,000 mark in 2023! Another record, ignoring the covid Year 2020. £10,000 more than in 2022. The main difference was the spending on Food and Preparation which increase by £7,500 to £36,200 because of the increase in numbers we serve and the reduction in donations of tins of food. Toiletries and sleeping bag spend increased by £2,400 to £8,300. Another change was the Hardship Fund that provided £8,800 of energy vouchers during the energy crisis, though other demands reduced providing only a £2,000 increase compared to 2022. Core costs (insurance etc) rose by £1,100 to £8,500. The spend on clients was 92% of the total expenditure.

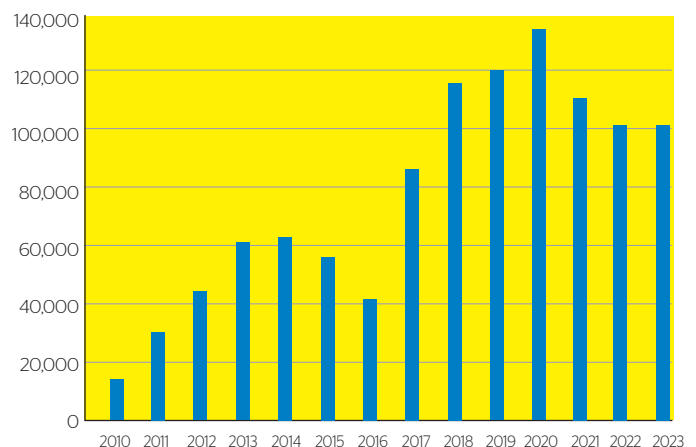
Total Expenditure



Reserves

The reserves reduced only slightly to £100,100. It's expected that with the increased demands and a reduction in donations that they will reduce to £90,000 in 2024. The policy is to reduce reserves to 9 months of expenditure, which is £75,000 by continuing with the Hardship Fund. This level is important because donations reduce considerably in the summer months. In 2023 between February and September the average donations were £3,300 per month with a spend of £8,800 per month result in a gradual reduction of £44,000 over that period. This was alleviated by larger donations in the months leading up to Christmas.

Total Reserves



Roger Davies

Independent Examiner's Report To the Trustees of Nightwatch

I report on the accounts and notes to the accounts for Nightwatch, Charity number 274925, for the year ended 31st December 2023. These accounts have been prepared on a receipts and payments basis.

Respective responsibilities of trustees and examiner

The trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 144 of the Charities Act 2011 (the 2011 Act), does not apply. It is my responsibility to:

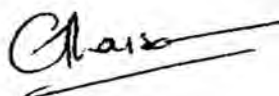
- * examine the accounts under Section 145 of the 2011 Act.
- * follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- * state whether particular matters have come to my attention.

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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with section 130 of the 2011 Act, or that the accounts presented do not accord with those records or comply with the accounting requirement of the 2011 Act. No matter has come to my attention in connection with my examination to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.



Carol Thomson ACA ICAEW
124 RANBY ROAD
SHEFFIELD
S11 7AL

Date: 17th May 2024

Nightwatch

RECEIPTS AND PAYMENTS ACCOUNT

For the year ended 31st December 2023

	Notes	Unrestricted General	Restricted Funds	2023	2022
Receipts					
<i>Voluntary receipts</i>					
Grants and gifts received		77,798	17,333	95,131	81,278
Tax refunds under Gift Aid		1,046	-	1,046	372
<i>Other receipts</i>					
Interest received		3,196	-	3,196	790
Total Receipts		82,040	17,333	99,373	82,440
Payments					
<i>Payments in furtherance of the charity's objectives</i>					
Direct costs	2a	74,950	17,333	92,283	83,899
Overheads					
Indirect Costs	2b	8,455	0	8,455	7,320
Total Payments		83,405	17,333	100,738	91,219
Net Receipts/(Payments) before transfers		(1,365)	0	(1,365)	(8,779)
Transfers between funds		-	-	-	-
Net Movement in Funds		(1,365)	-	(1,365)	(8,779)
Balances B'fwd		101,546	-	101,546	110,325
Balances C'fwd		100,181	-	100,181	101,546

The notes on pages 18 form part of these accounts.

Nightwatch

STATEMENT OF ASSETS & LIABILITIES

For the year ended 31st December 2023

1.Fixed Assets

Nightwatch has no fixed assets.

The charity has use of the premises at the Quaker Meeting house in Croydon, for preparation of food.

2.Bank & Cash Balances

	Note	2023	2022
Cash & Bank		27,763	27,324
Deposit Accounts		72,418	74,222
		<u>100,181</u>	<u>101,546</u>

3.Other Assets & Liabilities

	2023	2022
<i>Assets</i>		
Gift aid tax recovery not yet received	-	-
<i>Liabilities</i>		
Unbilled fee for Independent Examination	710	690
	<u>710</u>	<u>690</u>

The accounts were approved by the trustees and signed on their behalf on 17th May 2024 by Jad Adams

Signed



Nightwatch

NOTES TO THE ACCOUNTS

For the year ended 31st December 2023

1. Accounting Policies

The accounts have been prepared on a receipts and payments basis with a statement of assets and liabilities.

2a. Direct costs	General Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Food, distribution and preparation	18,860	17,333	36,193	28,550
Clothing	7,125	-	7,125	5,856
Client Training	32	-	32	46
Special Needs i.e Toiletries	8,259	-	8,259	5,876
Gifts	1,457	-	1,457	2,885
Resettlement	14,451	-	14,451	17,205
Hardship Fund	24,765	-	24,765	22,746
Covid 19 Relief	-	-	-	735
	74,950	17,333	92,283	83,899
2b. Indirect costs				
Equipment	-	-	-	-
Premises & Office	6,549	-	6,549	5,462
Insurance	1,216	-	1,216	1,198
Independent examination	690	-	690	660
	8,455	-	8,455	7,320

3. Employees

There were no employees during the year

Amounts paid to trustees relate to reimbursement of expenses only.

No trustee is remunerated for trustee services.

Out with the teams

A team goes out every night to help needy people in the borough. Members of teams develop a cheerful working relationship.



Wednesday team at work



Thursday spreads out



Sunday night, including a visit from a macaw who alighted on Sheila



Monday night



Tuesday team

Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have contact details of other volunteers on your team. 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 the volunteer co-ordinator. 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.

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 the treasurer.

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.

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. Team leaders often also post reports on WhatsApp.

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.

At the service area

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.

Ideally, one person at least should have a mobile phone with them. Threats against volunteers are very rare, but if made should result in withdrawal and then evacuation of the site if you feel unsafe. Incidents of serious violence should be reported to the police immediately. Volunteers should not carry any cash with them when in the service area 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 service area, make it clear you cannot work in these conditions and you will have to withdraw. If trouble persists, withdraw and if there is no improvement, leave.

In general: always leave the service area 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 organise furniture deliveries from Emmaus which is a charity that recycles furniture. Home visits sometimes 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.

Hardship Fund

We operate a Hardship Fund which is intended to provide one off hardship payments that will overcome a short-term financial problem and relieve the receiver of immediate worry. Please just send the name and

contact details of the applicant to the Treasurer who will review the position and gain approval for payment from the other Trustees.

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 service area 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 service area 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, fundraiser and an administrator. 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 member responsible for investigating and resolving grievances.

Ethical Standards – Nightwatch

Nightwatch is committed to maintaining the highest standards in its operation. The following guidelines are presented to give clarity on our procedures regarding personal behaviour.

There are situations in which inappropriate interactions are possible: between clients and volunteers and between volunteers themselves. These guidelines are written with the understanding that some clients are vulnerable to exploitation, while some are manipulative and prone to exploit others, including volunteers.

Any inappropriate behaviour or comment by a client towards a volunteer should be reported to the team leader that night, who will judge whether it is grave enough to be reported to the volunteer co-ordinator or committee. Volunteers should immediately withdraw from conversation with a client who exhibits inappropriate behaviour towards them or uses unacceptable language.

Volunteers are expected to act in an appropriate manner, so as not to bring Nightwatch into disrepute. Volunteers are responsible for reporting any action that may endanger ourselves or our clients, or damage our reputation.

Volunteers should not be alone with clients. On occasions when it is necessary to visit a client where they are living, a volunteer should have someone with them. If solo working is inevitable, they should not enter the premises but stay at the door or meet in a public place.

Volunteers should not have relationships with clients outside of friendly assistance. If a more intimate relationship occurs, either the volunteer or client must stop engaging with Nightwatch (the volunteer must cease volunteering or the client must stop being a client).

Inappropriate language or behaviour between volunteers themselves should be challenged. If persistent, it should be reported to the team leader. If the team leader is implicated, it should be reported to the volunteer co-ordinator.

If any volunteer is concerned about the behaviour of another volunteer towards volunteers or clients, they should in the first instance discuss it with their team leader or the volunteer co-ordinator. If the volunteer is not happy then they should contact the Chair directly, or another committee member.

Nightwatch - Legal Information

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 2022, were Jad Adams, Roger Davies, Nicky Edwards, Nana Aquah and Fiona Satiro. The secretary was Nicky Edwards.

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 Service area 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. We operated a hardship fund making one off payment to overcome short term financial problems. A breakdown of these activities is in this report, as is an account of the charity's deployment of its more than 150 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. As part of the internal control system, a budget is prepared at the beginning of the year. Management accounts are prepared each quarter, and reviewed by the committee with significant variances being investigated.

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 independent examiner is Carol Thomson Bsc ACA (ICAEW) of 124 Ranby Road, Sheffield S11 7AL. Our bank is HSBC.

The Nightwatch practice on reserves is to maintain in a COIF account a sum at least equivalent to nine months' unrestricted expenditure commitment corresponding to £67,000 in cash terms. The trustees are satisfied with the reserves position of the charity. As of December 2023 our reserves consist of £101,564 which will be reduced over two years by an annual spend of £20,000 on the Hardship Fund. There are no restricted reserves.

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

Useful Numbers

Emmaus (for furniture donations)	0300 123 2001 contact@emmausslc.co.uk
Street Link (for street homeless people)	0300 500 0914 www.streetlink.org.uk (online referrals)
Palmer House (Hostel)	020 7870 8850 105-107 Lansdowne Road, CRO 2BN
Croydon Council Single Homeless Service	0208 760 5530
Routes Home (for foreign nationals)	020 3092 7455 www.mungos.org/routes-home/
Croydon Refugee Day Centre	020 8689 4527 West Croydon Baptist Church, Whitehorse Road, CRO 2JH admin@croydonrefugeedaycentre.co.uk
CAYSH (Croydon Association for the Young Single Homeless)	0208 683 0227
Croydon Turn around (14-21 year olds)	020 8760 5530 www.croydondropin.org.uk 51-55 South End, Croydon, CRO 1BF
Crisis Skylight	0203 848 1700 12 Surrey Street, CRO 1RG
Rape Crisis South London Freephone Helpline	020 8683 3311 0808 802 9999
MIND in Croydon	020 8668 2210 admin@mindincroydon.org.uk
Albert Kennedy Trust homelessness among LGBT+ young people:	020 7831 6562 gethelp@akt.org.uk www.AKT.org.uk
Citizens Advice Bureau Adviceline For help claiming Universal Credit	0800 144 88 48 Freephone: 0800 144 8444 www.citizensadvicecroydon.org

www.croydonnightwatch.org.uk



Nightwatch - Homeless Charity



@WeAreNightwatch



@WeAreNightwatch

Financial donations can be sent via **www.justgiving.com/nightwatchuk**

PO Box 9576, London, SE23 3ZH

Email: **croydonnightwatch@btinternet.com**

Cover picture: *Night Flowers* (detail) by Matt Bannister. 2019. www.bannisterimages.com

Registered Charity No 274925.

Trustees: Jad Adams MA FRHistS; Roger Davies MSc; Nicky Edwards; Nana Acquah MSc; Fiona Satiro MCIPD FRSA

NIGHTWATCH

England & Wales - Charity number 274925

Accounts

Nightwatch



Annual Report 2023



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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 forty 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.

Chair's Report

The big news this year was our receipt of the Queen's Award for Voluntary Service, said to be the MBE of community volunteering, which is an honour for all those who contribute to Nightwatch.

We were also put forward this year for the Faith and Belief Community Award which recognises our contributions across the different faiths in Croydon. There is more about these awards on pages 12 and 13.

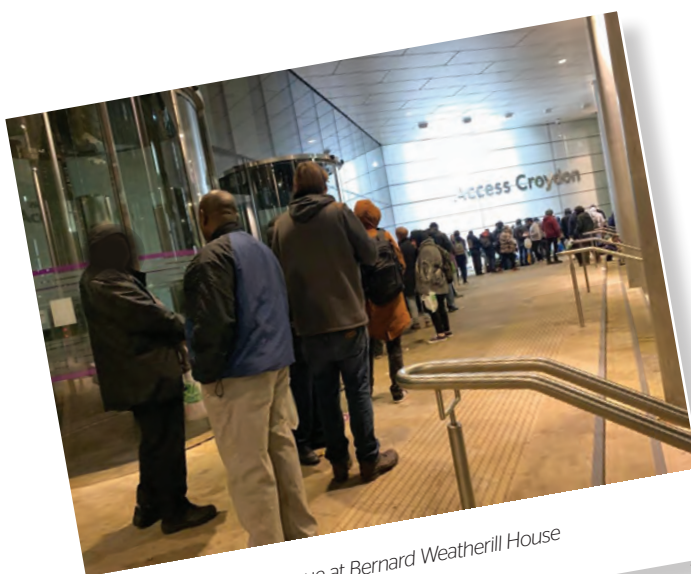
The challenge of 2022-3 has been our location, a matter which has been under discussion since 2011 when the redevelopment of the Queen's Gardens started. We went to meetings where we were assured by the designers of the gardens and the developers that there would be a place for us in the new Queen's Gardens. As the development proceeded the gardens were boarded off and we worked under the canopy of Bernard Weatherill House. When the hoardings came down it was clear the new gardens, with large play areas and a part of the land taken by new build housing, was no longer right for our service, there wasn't a place for us. To add to our problems, the council wanted to let part of their property and didn't want us to be in front of their building when they were trying to attract tenants. We had discussions with deputy mayor Cllr Lynne Hale and council officers about where we might be if we weren't there but the council did not come up with any solutions. We have been working further down the road, within sight of the council buildings and the gardens, to maintain continuity and ease of access.



The last night at Bernard Weatherill House for the Tuesday team.



The last night at Bernard Weatherill House for the Sunday team.



The queue at Bernard Weatherill House



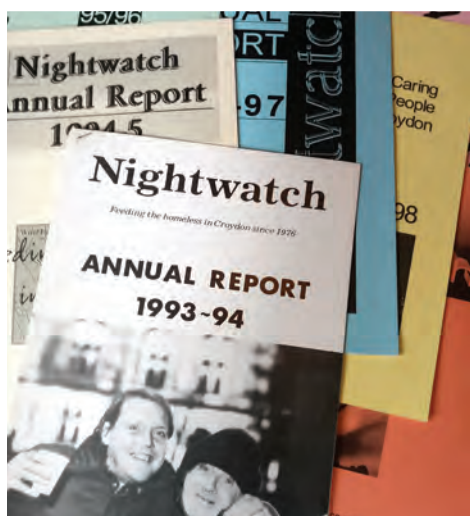
The last night at Bernard Weatherill House for the Saturday team.

30 Years of Nightwatch

Since 2022 was the 30th year I have been Chair of Nightwatch I thought I would share some of the highlights of the last three decades.

When I took over after an Annual General Meeting in 1992, volunteer teams went out on three nights of the week. Nightwatch had developed quickly after its founding in the parish church in 1976 and sixteen years later had four hostels, the running of which took a great deal of effort. The old committee wanted to move on to new things and changes to the law relating to Houses in Multiple Occupation made it difficult for small charities to run hostels. We decided to give them to the Croydon Churches Housing Association as an organisation better able to deal with property.

As the new chair, I saw that there was a continued need for street-level work in homelessness in Croydon, and I resolved to have teams going out every night. For that we needed more volunteers, a bigger premises, more food and more money; 1992-3 was spent addressing these challenges.



Our new premises was supplied by a church which made a large space available on condition we did not advertise we were working from there; it has been a blessing. We went out six days a week in 1992 and seven in 1993; since then we have been out every night of the year. We reckon that we have served a third of a million meals. There were difficulties in the first year with maintaining volunteer numbers, on one night I did the run on my own, though there were fewer clients then.

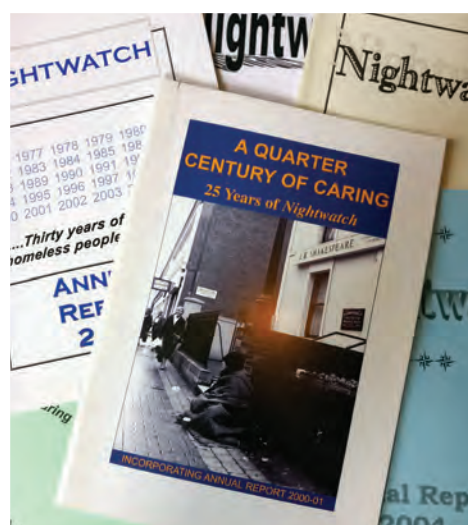
In the 1993 report I wrote 'The number of people we have been seeing has been creeping up this year from an average of 10 in 1992 to an average of 15 at the end of 1993.' In 1994 we recorded the highest number of people yet, at 40. They were mainly men with 5-10% women. At this time

we were spending £4000 a year, a very low cost for a daily service.

By 1996 we had more than 70 active volunteers and were spending some £12,000. The clients were changing, we were seeing many people who lived in hostels and had been there for years. World events also impinged on our little community in Queen's Gardens. No sooner had we said goodbye to the young man from Belgrade in former Yugoslavia than we were looking after refugees from the war in Chechnya and people fleeing from wars in the Horn of Africa.

Resettlement

It became clear to us that the problems of homelessness did not stop once people had somewhere to live. A new tenant of a council or housing association property was given a key and a tenancy agreement but had no furniture or anything resembling a home. Clients found problems in coming to terms with life in accommodation where they had the challenge of bills, redecorating and cleaning which could be overwhelming. Renewed homelessness after being given accommodation was far from unknown.



In response we set up a team to help people in new accommodation, in a scheme called 'Settling In' which we launched in 1996 supported by the Tudor Trust and City Parochial Fund. Volunteers purchased furniture and household items and made sure newly accommodated clients were comfortable and able to cope. In 1998 we started receiving funding from the National Lottery for resettlement which meant much more resettlement, at a higher level, but also more monitoring and management jargon to learn. I reported in the 2001 annual report 'We are plagued by an obsession with statistics and measurement past the point at which measurement is reasonable, and long past the point where diminishing returns have set in and the time and effort involved in measuring detracts from the main work of the organisation.'

At the end of the century the volunteer co-ordinator's report shows we had 100 volunteers, some doing nightly food distribution, others making sandwiches, buying clothing and doing other tasks for Nightwatch. For the 25th anniversary in 2001 we issued a special annual report with a historical section titled 25 Years of Caring. We received a Millennium award which allowed us to revamp the image of the charity, with a new logo and stationery, for the first time supplementing blue (which we had always used) with mustard for the moon on the Nightwatch logo which we had designed for us. We soon entered the 21st century in earnest with a website.



New Arrivals

By 2004 we were reporting on large numbers of asylum seekers and hostel dwellers coming to the service. Both of these were related to national problems: the emergence of people smuggling as a major crime, and the shortage of move-on accommodation so people who were in hostels stayed in them for years.

We produced leaflets in Arabic to explain we are voluntary and not the government with unlimited resources and applied to Lloyds/TSB for a grant specifically for clothes for asylum seekers. Government crack-downs on people smuggling reduced numbers.

We had been seeing eastern Europeans from 2002 but the accession of east European states to the EU in 2006 and 2010 increased the number of east Europeans to a third of our client group. We were dealing with a second wave of immigrants from EU who did not have the work or language skills or contacts to thrive in the UK. We responded with Polish leaflets, work clothing such as steel toe-capped boots, and referred them to organisations like Routes Home which would help them to return if they could not find work.

In one of our worst experiences, on 17 September 2004 I was woken by a call from the police to say two homeless people had been attacked the previous night, one in the gardens. One 65 year old man was left dead, another had life-changing injuries. We gave every assistance to the police who within days arrested a 20 year old man from Andover, Hampshire. At his trial in 2005 it emerged he had committed five attacks on homeless people in the same week. No reason was given for his behaviour; he was given two life sentences.

We began to be more involved with London-wide and national organisations, joining the Soup Run Forum and Housing Justice which were umbrella organisations. We notably contributed to resisting the attempt to ban soup runs in Westminster which we saw as an early attack that would be followed by an assault on similar services all over the country.



When rioting took place in Croydon in August 2011, a Nightwatch team was out as usual. Arson associated with the riots meant some 100 households were displaced and scores of people were made homeless. Nightwatch volunteers are skilled in dealing with crisis homelessness and saw to immediate needs: bedding, cooking and tableware for homeless individuals and families. Croydon council found accommodation and we furnished the properties of the 11 individuals and families whose cases we were allocated. We received the 2012 Voluntary Group of the Year award at the Croydon Community Civic Awards, for 'a local group leading the way in volunteering.' I received the Team London Peace Award from the London Mayor for restoration work after the riots. To add to the list: volunteer Bob Sleight got a lifetime achievement award in 2015 and Sally Bruce was Volunteer of the Year in 2014. The year 2012 saw us contributing to the Croydon Food Network when the period of heavy food bank use was starting up, by 2013 we were seeing 80 people on a Sunday with 50-60 on a weekday.

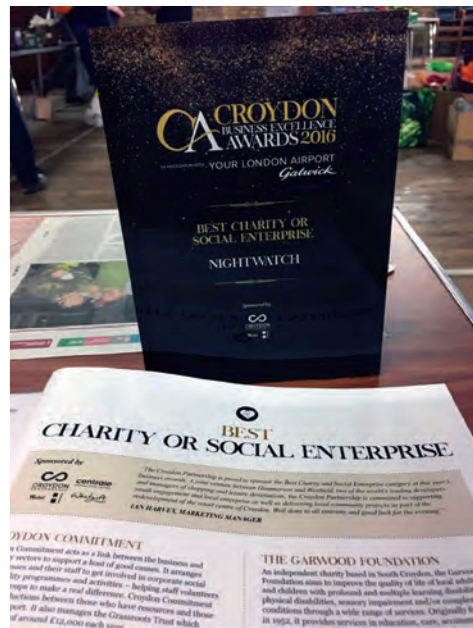
We had a public dispute in 2013 when the local police commander claimed we were connected to anti-social behaviour but when this was questioned it was conceded that our service was disciplined and organised. It was then claimed that our clients were committing anti-social behaviour somewhere else and we were, in the terms of advanced police jargon, an 'anti-social behaviour generator'. It was proposed to ban us from using the Queen's Gardens, a notion we said was immoral, politically inept and open to legal challenge. The council refused to back the police proposal and it was 'shelved'. Our argument had been with the police at policy level and did not affect our good relations with working police officers who continued to refer people to us and come to us for advice.



Money worries

In the second decade of the 21st century we were in financial difficulties. Council cuts meant they had stopped the small grant they were giving us, along with those for 40 Other community groups. Over a short period of time the financial crash meant large funding bodies like the Wates Foundation stopped giving grants and the Lottery money we had been receiving for eight years ran out. A further application to the Lottery failed, perhaps because the financial crisis meant many other groups were competing for grants, including sporting bodies which were looking towards the 2012 Olympics. For all these reasons, we had problems and had to suspend some of our services.

I felt we should up our profile, look for new funding opportunities and in particular start regarding Croydon businesses as part of the local community to which we could appeal for support and volunteers. We took part in the Croydon Business Excellence Awards (Charity or social enterprise category), allowing us to meet business leaders. We were commended at the awards in 2016 and won in 2017.



For our 40th anniversary in 2016 we staged a conference on the theme 'Help Meet the Challenge of Homelessness'. The Lord Lieutenant of Greater London Kenneth Olisa came to address the conference, as did the Local Government Minister for Housing Marcus Jones. Our annual report this year was the first in colour as we wanted to showcase our activities.



Marcus Jones MP Local Government Minister



Wednesday night's team with the civic Mayor Cllr Alisa Flemming

Within a few years, by 2020, the policy of raising our profile had paid off with income of £70,000 and reserves in excess of £100,000; we were ready to face anything. This was just as well because the world had to face the Covid crisis and we did our bit in our small corner of it. Memories of this are recent, so to be brief: volunteers were stepping down because they were self-isolating or looking after someone who was; we were unable to get food supplies from our usual supermarkets whose shelves were bare and almost all services for homeless people in Croydon had closed, leaving us with double the usual number of clients. We organised food from a retail supplier who would have been supplying restaurants which were now closed, and from Simply Lunch; we put out an appeal for help for young people to take over the evening service temporarily, and we organised the clients with social distancing, chalk lines on the pavement, masks and sanitisers. We pulled through Covid and the civic mayor held a reception for us where those who had served during the epidemic received a Covid 19 Nightwatch badge.



By the end of 2022 we were as healthy as we had ever been, with a good income and dedicated volunteers, thoroughly deserving a national award for their work.

Jad Adams

Resettlement Report

We make full resettlements for former homeless people in new accommodation which means substantial amounts of furniture including cookers, beds and fridges.

This totalled 25 resettlements in 2022, lower than the 34 in 2021 which reflects the continuing shortage of low-cost housing to which our clients could move on. The continuing effect of disruption from Covid is also evident, as is the continuing problems caused by the council's financial situation which results in underfunding and staff posts left unfilled. The total resettlement bill in 2022 was £17,205 compared to £20,073 in 2021.

Of the resettlements, seven were female, making 28 per cent. Normally a third of cases are women. While still outnumbered by men needing help, the percentage of women coming to our meeting place has been going up. We used to talk confidently of women making up 10 per cent of our client base, now it is nearer to 20. On December 18 when we did a count (on the very busy pre-Christmas night) we saw 106 men and 24 women, so 22 per cent.

We give £50 vouchers for B&Q for people who are in new accommodation and need paint, brushes, paper etc so they can decorate it.

We also made 116 deliveries of 'small' items short of full resettlements. This compares with 89 last year. These are required because, for example, if a client's fridge or cooker stops working, they cannot afford the repair or replacement, and we can help out. Former clients often come to see us even though they have been settled for a long time, requesting help with high-cost household goods like this.

We work mainly with the recycling charity Emmaus who receive donations of unwanted furniture from members of the public; they store and recondition it and deliver it to our clients as we request them to do. Their contact details are on the back of this report booklet. We paid them a total of £11,474 which is comparable to last year (£11,528).

We also help clients with vocational support such as 60 pairs of steel-toecapped working boots and working trousers for people doing heavy work. Other vocational support included hedge trimming tools.

Work related expenditure totalled £979, significantly lower than the £11,887 in 2021, due to post-Brexit changes in the labour force (most of the people accessing work clothing were East Europeans).

We supplied two reconditioned laptops and would have supplied more but devices are difficult to obtain. We increased our supply of microwaves as they are the most economical mode of cooking. We gave out 16 charged mobile phones so people could keep in contact with us, with Streetlink, the council and other services which can help them.

Committee Members

Please use emails to contact committee members for non-urgent communications

Chair

Jad Adams
020 8699 6718
croydonnightwatch@btinternet.com

Secretary

Nicky Edwards
07828 144645
nicky@croydonnightwatch.org.uk

Treasurer

Roger Davies
07749 007094
roger_davies@talktalk.net

Volunteer Co-ordinator

Ayesha Sharma until July 2023 then
Fiona Satiro
07867 491 978
fiona@croydonnightwatch.org.uk

Fundraising officers

Cindee Low
07403 456756
cindeenw@gmail.com

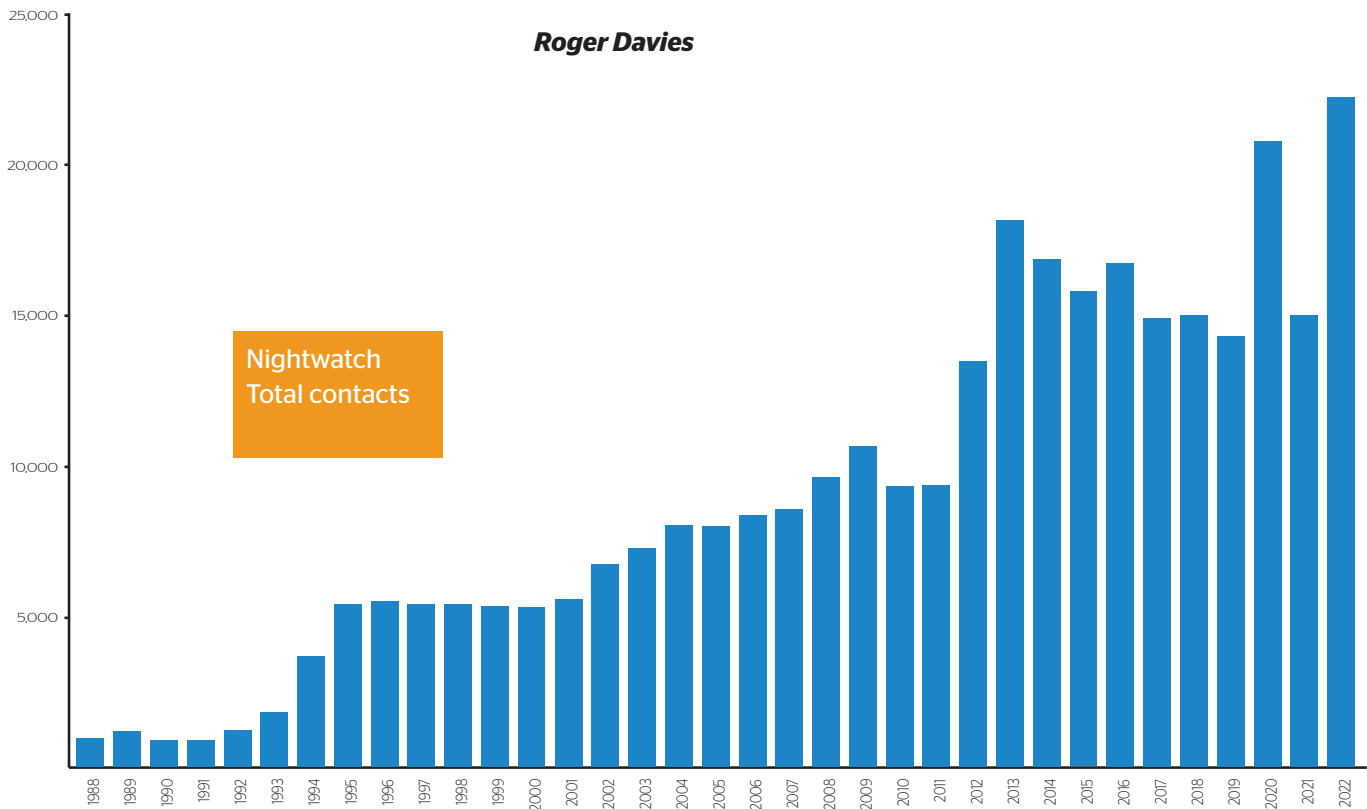
Nana Acquah
020 8405 8712
nana@croydonnightwatch.org.uk

Committee member

Tony Packwood
packers@gmail.com

Numbers We Serve 2022

In 2022 there was an average of 77 people on Sunday night which was equalled by Thursday night. Consequently, the estimated total contacts we served throughout 2022 was a record at 22,000 compared to 15,000 in 2021. Over the last 10 years, it's estimated that there were 170,000 servings made to people expressing need in Croydon.



Hardship Fund

Figures rounded for clarity. In 2022 the Fund distributed £22,800 compared to £15,000 in 2021.

The largest amount was again service charge debts accumulated in hostels and supported accommodation. Since 2019 the Fund has given £74,000 which has included £43,000 for service charges.

2022 saw a large increase in the provision of fuel vouchers for customers to top up payment cards for utility payments (£3,100).

The payments ranged from the provision of Christmas presents for children to rent arrears. Emergency accommodation was incurred when people had arrived at Nightwatch with completely homeless, one a family with a child.

Roger Davies

No	Reason	Amount
16	Service Charge	12,552.52
96	Fuel Vouchers	3,127.80
3	Rent Arrears	2,844.18
3	Utility Bill	1,810.82
1	Council Tax	1,427.94
1	Training Course	390.00
2	Emergency Accommodation	295.00
2	Presents	160.00
1	Furniture	150.00
1	Removal costs	57.00
110	Total	22,815.31
	Average Payment	207.41

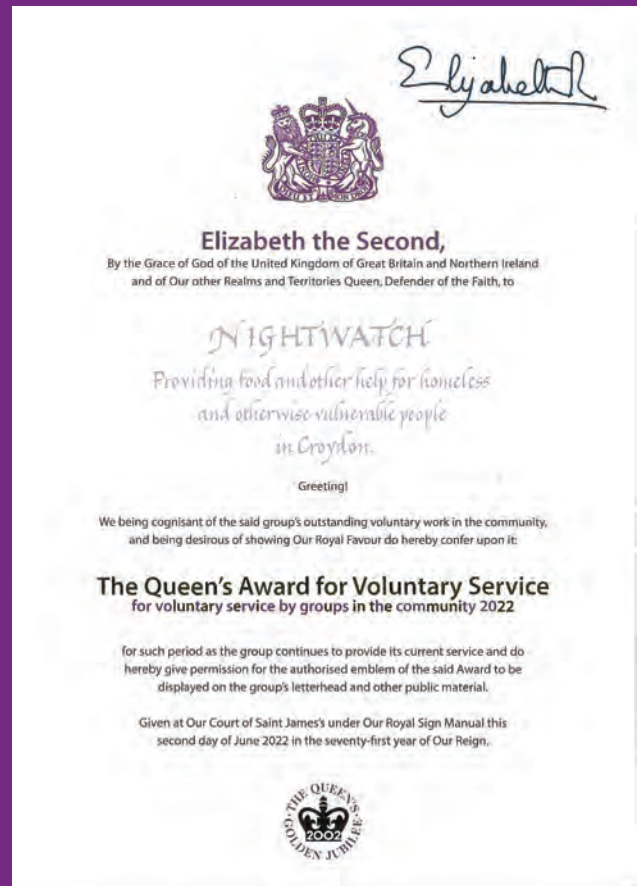
Our Thanks to



Nightwatch Award Winners



The Queen's Award for Voluntary Service is the highest award a local voluntary group can receive in the UK and is equivalent to an MBE. It aims to recognise outstanding work by local volunteer groups to benefit their communities.



Chair Jad Adams and Treasurer Roger Davies went to the Tower of London to receive the award from Sir Kenneth Olisa, the Lord-Lieutenant of Greater London.



We hired a burger van to share a celebration of the QAVS with the clients.



Nicky and Sally Bruce represented us when Nightwatch was invited to a Buckingham Palace garden party.

**FAITH AND BELIEF
COMMUNITY AWARDS**

Nightwatch was nominated for the 2022 Faith and Belief Community Awards which reward community groups, demonstrating how Londoners from all faiths and beliefs can work together for a fairer and more inclusive city. We are a secular organisation but we are notable for bringing together individuals and groups from all the major faiths to help the homeless and vulnerable in Croydon.



Nicky Edwards and Cindee Low received the award from Sir Kenneth Olisa at a ceremony in Westminster Abbey.

Kids at Nightwatch

Children come and help us in the hall when there is a lot to do. They don't have any contact with clients.



Local children help packing Christmas presents for the clients



Boston House School is a small yet incredible school that provides for the demand of Autism Spectrum Condition (ASC) to 109 students from 5 to 21 years. The school runs a very successful Duke of Edinburgh Award Scheme. This month D of E students organised and arranged the collection and donation of hundreds of items for food hubs and charities including Nightwatch. Above shows just a fraction of what they donated.



Girls from 7th Purley Guides help with Harvest Festival sorting



Fairchildes Primary School

16 Sep · 🌐

Each week a different group of pupils make sandwiches which are taken to Nightwatch in Croydon and given out to the homeless and people in need.



Children from Fairchildes volunteering for Nightwatch



A colourful cake donation from Merridian High School in New Addington



Chris shows part of a donation from Croydon College



Pirate Productions again kindly donated the proceeds of their panto to Nightwatch



The team from Safeguard Health Care came out with donations



Carmel cuts a cake donated for the Royal Jubilee

Donations



Hot food on Thursday night courtesy of Nutan, Rita, Achintya and Tarun



Treasurer's Report

The chart shows a full range of receipts, expenditure and reserves over the last 13 years. The expenditure in 2022 illustrates the improved service that occurred during and since Covid. In comparison to 2018 total expenditure increased from £48,287 to £91,217. The spend on food preparation increased from £10,850 to £28,550 as a result of providing addition snacks each

night and larger food bags. The provision of toiletries and sleeping bags increased from £1,911 to £5,876. The major change was the introduction of the Hardship Fund with a spend of £22,746. The other factor is the increase in the number of contacts from 15,000 to 22,000 per year.

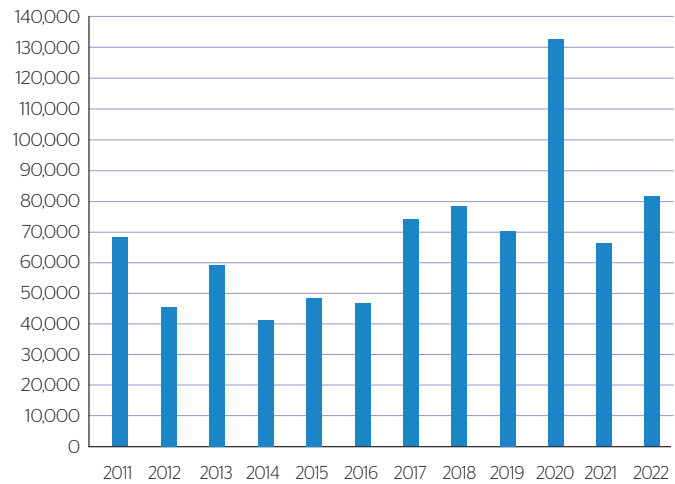
Yearly Financial Figures													
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Receipts													
Donations	15,400	10,000	25,200	43,000	25,000	42,400	46,650	74,000	63,928	50,101	92,684	30,133	61,453
Virgin Money									10,733	14,223	26,263	34,543	19,825
Lottery/Gift Aid	33,000	27,000							1,281	747	482	1,484	373
Grants	17,700	31,000	20,200	16,200	16,200	6,000			2,000	4,700	13,100	0	
Interest									336	468	258	12	790
Total Receipts	66,100	68,000	45,400	59,200	41,200	48,400	46,650	74,000	78,278	70,240	132,786	66,173	82,440
Expenditure													
Food and Preparation	1,000	2,100	1,800	9,400	9,300	9,250	10,500	9,350	10,850	15,122	11,310	16,683	28,550
Clothing	3,600	2,500	3,300	4,300	4,800	4,700	3,800	3,400	2,527	1,960	4,219	6,116	5,856
Training	2,300	850		1,900	1,700	2,300					14		46
Toiletries/Sleeping Bags	300			200	2,200	2,450	1,900	1,100	1,911	2,280	2,606	3,934	5,876
Gifts/Donations	1,700	800		2,000	1,800	1,900	1,600	1,700	2,236	2,749	5,380	3,489	2,885
Hardship Fund										10,466	18,331	15,178	22,746
Resettlement	41,500	26,100	14,700	17,800	13,800	29,800	27,500	8,500	23,803	26,744	14,230	20,073	17,205
Total Clients	50,400	32,350	19,800	35,600	33,600	50,400	45,300	24,050	41,327	59,320	56,091	65,471	83,165
Core Costs													
Office/Premises	5,400	7,200	4,900	4,700	3,500	2,800	2,650	3,350	3,932	3,504	3,420	4,158	5,462
Rent	2,000	2,600	3,800										
Insurance	1,400	1,400	1,350	1,300	1,400	1,350	1,400	1,450	1,256	1,276	1,276	1,204	1,198
Audit	800	700	700	850	750	750	650	600	625	605	660	851	660
Total Core Costs	9,600	11,900	10,750	6,850	5,650	4,900	4,700	5,400	5,814	5,384	5,356	6,212	7,320
Operational Costs	60,000	44,250	30,550	42,450	39,250	55,300	50,000	29,450	47,140	64,704	61,447	71,687	90,484
Net	6,100	23,750	14,850	16,750	1,950	-6,900	-3,350	44,550	31,138	5,536	71,339	-5,514	-8,044
Capital/Special		7,800	1,000				11,000		1,686	1,445	1,045	973	732
Covid 19											56,173	17,031	
Total Expenditure	60,000	52,050	31,550	42,450	39,250	55,300	61,000	29,450	48,827	66,148	118,664	89,690	91,219
Balance	6,100	15,950	13,850	16,750	1,950	-6,900	-14,350	44,550	29,451	4,091	14,121	-23,518	-8,779
Total Reserves	14,282	30,232	44,082	60,832	62,782	55,882	41,532	86,082	115,533	119,721	133,842	110,325	101,546
COIF						42,017	17,173	72,261	92,598	98,163	108,421	88,432	74,222
HSBC	14,282	30,232	44,082	60,832	62,782	13,865	24,359	13,821	22,936	21,559	25,422	21,892	27,324

The following reviews include figures that have been rounded for clarity.

Income

Income was a record at £82,400 (ignoring the major Covid year 2020) and compares to £66,200 in 2021. Major donations were from Croydon Churches £3,000; AP Croydon Council £7,000; George GoodSir Charitable Trust £5,000; Legacy from the Day family £8,386; Waitrose £2143 and Zurich Community Trust £17,333. Contributions from individuals via JustGiving amounted to £19,800.

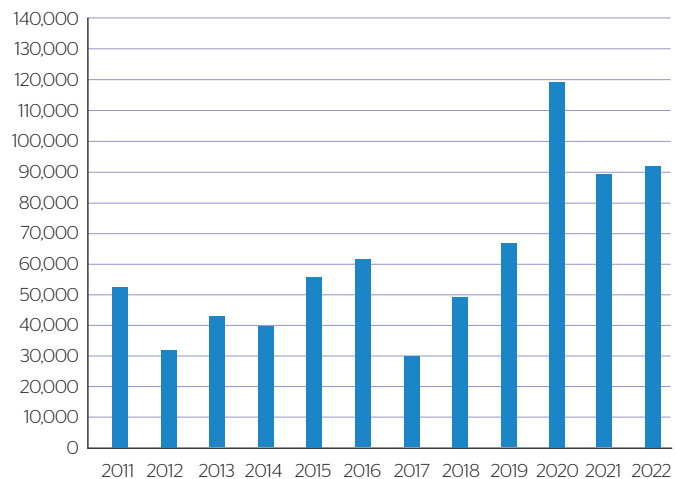
Total Receipts



Expenditure

Expenditure was another record (ignoring Covid again) at £91,200 compared to £89,700 in 2021. Food preparation increased from £16,900 to £28,600 reflecting the increase in numbers, even though the Floating Churches supplied sandwiches each night in the winter months. Payments from the Hardship Fund increased from £15,200 to £22,750 partly due to the provision of 96 Fuel Vouchers worth £3,000 during the later months. 91% of the expenditure went to client services, 8% to core costs (insurance, audit etc) and 1% to capital.

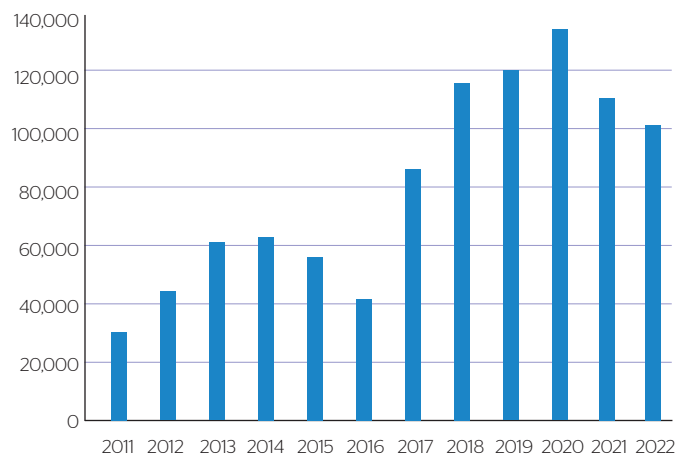
Total Expenditure



Reserves

With a income of £82,440 and a total spend of £91,217 the reserves reduced by £8,777 to £101,546. This is still a robust financial position. However it is intended to reduce the reserves to 9 months expenditure by continuing with the Hardship fund.

Total Reserves



Roger Davies

Independent Examiner's Report To the Trustees of Nightwatch

I report on the accounts and notes to the accounts for Nightwatch, Charity number 274925, for the year ended 31st December 2022. These accounts have been prepared on a receipts and payments basis.

Respective responsibilities of trustees and examiner

The trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 144 of the Charities Act 2011 (the 2011 Act), does not apply. It is my responsibility to:

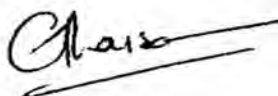
- * examine the accounts under Section 145 of the 2011 Act.
- * follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- * state whether particular matters have come to my attention.

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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with section 130 of the 2011 Act, or that the accounts presented do not accord with those records, or comply with the accounting requirement of the 2011 Act. No matter has come to my attention in connection with my examination to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.



Carol Thomson ACA ICAEW
124 RANBY ROAD
SHEFFIELD
S11 7AL
Date: 13th March 2023

Nightwatch

RECEIPTS AND PAYMENTS ACCOUNT

For the year ended 31st December 2022

	Notes	Unrestricted General	Restricted Funds	2022	2021 £
Receipts					
<i>Voluntary receipts</i>					
Grants and gifts received		81,650	-	81,650	64,676
Tax refunds under Gift Aid			-	0	1,484
<i>Other receipts</i>					
Interest received		790	-	790	12
Total Receipts		82,440	-	82,440	66,173
Payments					
<i>Payments in furtherance of the charity's objectives</i>					
Direct costs	2a	83,899	0	83,899	82,505
<i>Overheads</i>					
Indirect Costs	2b	7,320	0	7,320	7,185
Total Payments		91,219	-	91,219	89,690
Net Receipts/(Payments) before transfers		(8,779)	0	(8,779)	(23,517)
Transfers between funds		-	-	-	-
Net Movement in Funds		(8,779)	0	(8,779)	(23,517)
Balances B'fwd		110,325	-	110,325	133,842
Balances C'fwd		101,546	0	101,546	110,325

The notes on pages 21 form part of these accounts.

Nightwatch

STATEMENT OF ASSETS & LIABILITIES

For the year ended 31st December 2022

1. Fixed Assets

Nightwatch has no fixed assets.

The charity has use of the premises at the Quaker Meeting house in Croydon, for preparation of food.

2. Bank & Cash Balances

Note

	2022	2021
		£
HSBC	27,324	21,893
COIF	74,222	88,432
	<u>101,546</u>	<u>110,325</u>

3. Other Assets & Liabilities

	2022	2021
<i>Assets</i>		£
Gift aid tax recovery not yet received	-	-
<i>Liabilities</i>		
Unbilled fee for Independent Examination	690	660
	<u>660</u>	<u>660</u>

The accounts were approved by the trustees and signed on their behalf on 17th May 2023 by Jad Adams

Signed



Nightwatch

NOTES TO THE ACCOUNTS

For the year ended 31st December 2022

1. Accounting Policies

The accounts have been prepared on a receipts and payments basis with a statement of assets and liabilities.

2a. Direct costs	General Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Food, distribution and preparation	28,550	-	28,550	16,683
Clothing	5,856	-	5,856	6,116
Client Training	46	-	46	0
Special Needs i.e Toiletries	5,876	-	5,876	3,934
Gifts	2,885	-	2,885	3,489
Resettlement	17,205	-	17,205	20,073
Hardship Fund	22,746	-	22,746	15,178
Covid 19 Relief	735	-	735	17,031
	83,899	-	83,899	82,505
2b. Indirect costs				
Equipment		-	-	973
General Administration	5,462	-	5,462	4,368
Insurance	1,198	-	1,198	1,204
Independent examination	660	-	660	641
	7,320	-	7,320	7,185

3. Employees

There were no employees during the year.

Amounts paid to trustees relate to reimbursement of expenses only.

No trustees is remunerated for trustee services.

Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have contact details of other volunteers on your team. 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 the volunteer co-ordinator. 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.

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 the treasurer.

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.

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. Team leaders often also post reports on WhatsApp.

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.

At the service area

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.

Ideally, one person at least should have a mobile phone with them. Threats against volunteers are very rare, but if made should result in withdrawal and then evacuation of the site if you feel unsafe. Incidents of serious violence should be reported to the police immediately. Volunteers should not carry any cash with them when in the service area 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 service area, make it clear you cannot work in these conditions and you will have to withdraw. If trouble persists, withdraw and if there is no improvement, leave.

In general: always leave the service area 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 organise furniture deliveries from Emmaus which is a charity that recycles furniture. Home visits sometimes 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.

Hardship Fund

We operate a Hardship Fund which is intended to provide one off hardship payments that will overcome a short-term financial problem and relieve the receiver of immediate worry. Please just send the name and contact details of the applicant to the Treasurer who will review the position and gain approval for payment from the other Trustees.

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 service area 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 service area 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, fundraiser and an administrator. 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 member responsible for investigating and resolving grievances.

Ethical Standards – Nightwatch

Nightwatch is committed to maintaining the highest standards in its operation. The following guidelines are presented to give clarity on our procedures regarding personal behaviour.

There are situations in which inappropriate interactions are possible: between clients and volunteers and between volunteers themselves. These guidelines are written with the understanding that some clients are vulnerable to exploitation, while some are manipulative and prone to exploit others, including volunteers.

Any inappropriate behaviour or comment by a client towards a volunteer should be reported to the team leader that night, who will judge whether it is grave enough to be reported to the volunteer co-ordinator or committee. Volunteers should immediately withdraw from conversation with a client who exhibits inappropriate behaviour towards them or uses unacceptable language.

Volunteers are expected to act in an appropriate manner, so as not to bring Nightwatch into disrepute. Volunteers are responsible for reporting any action that may endanger ourselves or our clients, or damage our reputation.

Volunteers should not be alone with clients. On occasions when it is necessary to visit a client where they are living, a volunteer should have someone with them. If solo working is inevitable, they should not enter the premises but stay at the door or meet in a public place.

Volunteers should not have relationships with clients outside of friendly assistance. If a more intimate relationship occurs, either the volunteer or client must stop engaging with Nightwatch (the volunteer must cease volunteering or the client must stop being a client).

Inappropriate language or behaviour between volunteers themselves should be challenged. If persistent, it should be reported to the team leader. If the team leader is implicated, it should be reported to the volunteer co-ordinator.

If any volunteer is concerned about the behaviour of another volunteer towards volunteers or clients, they should in the first instance discuss it with their team leader or the volunteer co-ordinator. If the volunteer is not happy then they should contact the Chair directly, or another committee member.

Nightwatch - Legal Information

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 2022, were Jad Adams, Roger Davies, Nicky Edwards, Nana Aquah and Fiona Satiro. The secretary was Nicky Edwards.

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 Service area 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. We operated a hardship fund making one off payment to overcome short term financial problems. A breakdown of these activities is in this report, as is an account of the charity's deployment of its more than 150 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. As part of the internal control system, a budget is prepared at the beginning of the year. Management accounts are prepared each quarter, and reviewed by the committee with significant variances being investigated.

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 independent examiner is Carol Thomson Bsc ACA (ICAEW) of 124 Ranby Road, Sheffield S11 7AL. Our bank is HSBC.

The Nightwatch practice on reserves is to maintain in a COIF account a sum at least equivalent to nine months' unrestricted expenditure commitment corresponding to £67,000 in cash terms. The trustees are satisfied with the reserves position of the charity. As at 30 December 2022 our reserves consist of £101,564 which will be reduced over two years by an annual spend of £20,000 on the Hardship Fund. There are no restricted reserves. Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

A Busy Nightwatch Night

A page from the log which is filled in every night by the team leader after coming back from seeing clients.

There should be enough volunteers to handle any challenges, preferably one volunteer for every 5-10 clients

The team leader is responsible for ensuring the smooth running of the operation and for the safety of volunteers and clients

Number of clients noted. 120 is a very high number

Note on general tenor of the evening and whether there is food left for the next day

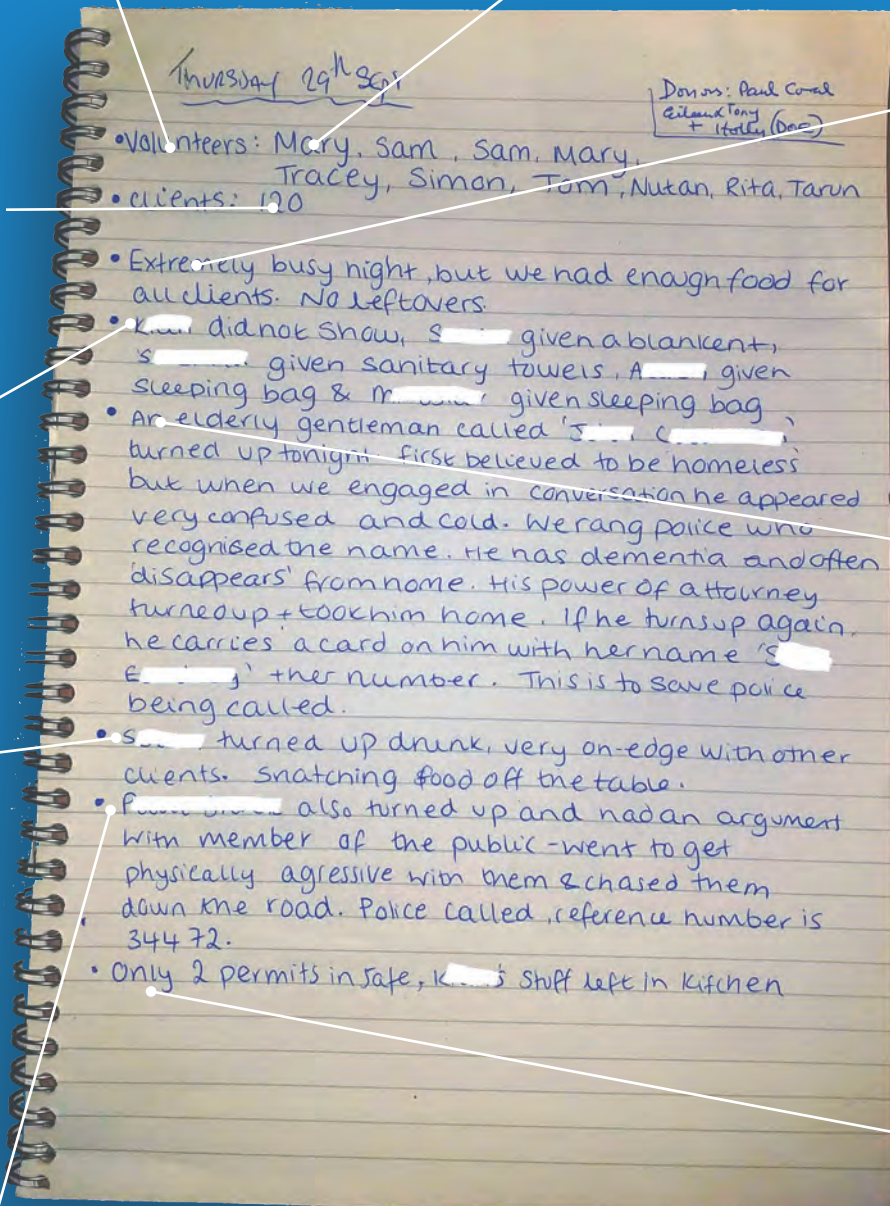
Attention to clients' needs

Work with the authorities to safeguard a vulnerable member of the public

A warning about bad behaviour from one of the clients

Our parking permits (of which there should be three) are logged in

Another troublesome client, crime number noted



twatch

Useful Numbers

Emmaus (for furniture donations)	0300 123 2001 contact@emmausslc.co.uk
Street Link (for street homeless people)	0300 500 0914 www.streetlink.org.uk (online referrals)
Palmer House (Hostel)	020 7870 8850 105-107 Lansdowne Road, CRO 2BN
Croydon Council Single Homeless Service	0208 760 5530
Routes Home (for foreign nationals)	020 3092 7455 www.mungos.org/routes-home/
Croydon Refugee Day Centre	020 8689 4527 West Croydon Baptist Church, Whitehorse Road, CRO 2JH admin@croydonrefugeedaycentre.co.uk
CAYSH (Croydon Association for the Young Single Homeless)	0208 683 0227
Croydon Turn around (14-21 year olds)	020 8760 5530 From 25 March 2022 the Turnaround Centre is closed until further notice. You can still call for advice and support.
Crisis Skylight	0203 848 1700 12 Surrey Street, CRO 1RG
Rape Crisis South London Freephone Helpline	020 8683 3311 0808 802 9999
MIND in Croydon admin@mindincroydon.org.uk	020 8668 2210
Albert Kennedy Trust homelessness among LGBT+ young people:	020 7831 6562 gethelp@akt.org.uk www.AKT.org.uk
Citizens Advice Bureau Adviceline For help claiming Universal Credit	0800 144 88 48 Freephone: 0800 144 8444 www.citizensadvicecroydon.org

www.croydonnightwatch.org.uk



Nightwatch - Homeless Charity



@WeAreNightwatch



@WeAreNightwatch

Financial donations can be sent via **www.justgiving.com/nightwatchuk**

PO Box 9576, London, SE23 3ZH

Email: **croydonnightwatch@btinternet.com**

Cover picture: Traveller at Wellesley Road tram stop by Luke Agbaimoni www.tubemapper.com

Registered Charity No 274925.

Trustees: Jad Adams MA FRHistS; Roger Davies MSc; Nicky Edwards; Nana Acquah MSc; Fiona Satiro MCIPD FRSA

NIGHTWATCH

England & Wales - Charity number 274925

Accounts



Nightwatch

Annual Report 2022

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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 forty 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 refurbish 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.

Chair's Report



All the challenges of our times, whether it is problems caused by Covid, Brexit or the war in the Ukraine, hit hardest those with the least financial cushion and that means our clients. We are aware of this every night when we do what we can to help homeless and otherwise vulnerable people in Croydon.

I became chair of Nightwatch in 1992 when there was an average of 10 clients a night. A recession and housing shortage were rapidly increasing numbers until we were regularly seeing 20. Now the idea of seeing only as few as 20 on any night would be an unheard-of luxury. We are frequently seeing in excess of 80 people who are desperate enough for food to come out, often in bad weather, and queue up to get something to eat. This is of course not merely a problem of Croydon, food bank use is now a national phenomenon, it is not a trend in which we were happy to have been in the lead.

As we, hopefully, leave the Covid epidemic behind us we can look back with pride at our work over the past years. We worked all though, volunteers were out every night of the epidemic and others were working during the day maintaining food supplies. Our precautions and PPE equipment kept us safe and we organised immunisations for volunteers and clients when Covid vaccinations became available.

Numbers are now down considerably - from 21,000 contacts in 2020 to 15,000 in 2021, as shown on the chart on page 6. We were seeing a very large number

of people over the epidemic as we were the only service for our client group, along with the Salvation Army, which kept running through the whole of the epidemic period. People who would normally be looked after elsewhere came to us.

Many partners helped us in our work from commercial concerns like Simply Lunch and Café Deli to faith organisations from the Christian, Hindu, Sikh and Muslim communities.

As will be seen on our financial report on pages 10 to 15, the charity had another successful year. The balances are good with spending returning to pre-Covid levels.



Donations from City Harvest and UK Harvest continued throughout 2021

Donations

We have been receiving food from City Harvest and UK Harvest which was allocated to local food distributors via Croydon Voluntary Action. CVA had to stop providing this service at the end of 2021 because of cuts in their grant; they were no longer able to support the service. We are hoping to come to new arrangements with partners in a new venue.

Purley Food Hub continues to supply us generously with food. Over the Covid period Croydon Churches Floating Shelter members could not provide their regular shelter during lockdown and so turned to helping us by providing teams to produce sandwiches for which we are very grateful.

Organisations and individuals from the community have been supplying us with hot food to be distributed in takeaway boxes, all co-ordinated by Ayesha Sharma. There are some pictures on pages 8 and 9. Ayesha also took over this year as Volunteer co-ordinator. Thank you to Cindee Low who has filled this demanding position with skill and organisational ability since 2014.



Thank you to all the volunteers and supporters who have given so much through the year.

Jad Adams



Wrap Up London gives us 100 warm coats and jackets every winter.



Dave Randall

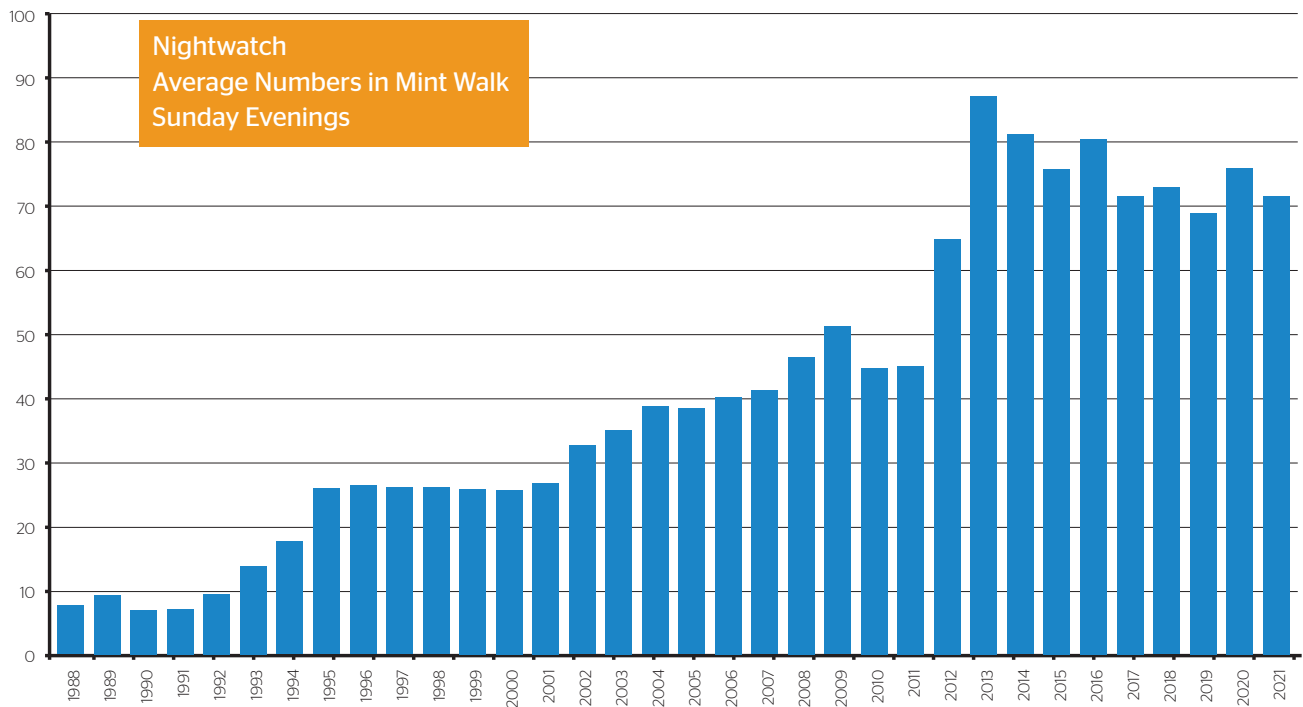
We were saddened to hear of the death of Dave Randall at the age of 70. He was one of the founders of Nightwatch who first went out to care for homeless people in September 1976. Dave was at that time a reporter on the Croydon Advertiser and he was able to highlight the challenges of homelessness in the borough in the newspaper. He later moved on to Fleet Street newspapers, taking on executive positions at the Observer and the Independent on Sunday. Dave joined us at our conference in 2016 which commemorated 40 years of the charity.

Numbers we Serve

In 2021 the numbers we saw on Sunday night returned to normal levels with an average of 72. During the week the numbers also returned to being about half of what we see on Sundays compared to last year at about 70%.

Consequently the estimate for total number of contacts reduced from the record level of 21,000 in 2020 to 15,000 in 2021.

Roger Davies



Hardship Fund

29 payments were made in 2021 totalling £14,965 with an average of £516.04. Over the three years the hardship Fund has been operating, 107 payments totalling £43,762 have been made with an average award of £410.

In 2021 the largest amount again was for Service Charge debts accumulated in hostels. These are between £15 and £18 per week for utilities. Unlike the Housing Benefit which covers the weekly rent (about £330 per week) paid direct to the hostel, the service charge is paid by the individual from Universal Credit. It seems to be an ongoing problem that the key workers allow individuals to accumulate so much debt and then threaten with eviction.

The payments varied from first year course fees to providing funeral flowers.

This year we introduced a method of paying for gas and electric pay meters by issuing a voucher that can be use to top up payment cards.

Roger Davies

No	Reason	Amount
18	Service Charge	11,282.92
1	Rent Arrears	1,427.40
1	Resettlement Grant	535.30
4	Fuel Vouchers	126.40
2	Funeral Flowers	160.00
1	Removal	149.00
1	Television Licence	159.00
1	Course Fees	1,125.00
29	Total	14,965.02
	Average Payment	516.04

Resettlement Report

We make full resettlements for former homeless people in new accommodation which means substantial amounts of furniture including cookers, beds and fridges.

This totalled 34 resettlements in 2021, higher than the 20 in 2020 when the disruption from Covid was greater. This figure shows a return to the figures of the low 30s which we had come to expect in 2018-19. We would welcome a return even to these frustratingly low pre-pandemic levels of resettlement.

Of the resettlements, 7 were female (20 per cent). This is a lower percentage than usual; normally a third of resettlement cases are female.

The division of male to female coming for help at our meeting place was lower this year than last, at 13 per cent women when in 2020 it was 19 per cent.

We give £50 vouchers for B&Q for people who are in new accommodation and need paint, brushes, paper etc so they can decorate it.

We also made 89 deliveries of 'small' items short of full resettlements. This compares with 75 last year. These are required because, for example, if a client's fridge or cooker stops working, they cannot afford the repair or replacement, and we can help out. Former clients often come to see us even though they have been settled for a long time, requesting help with high-cost household goods like this.

We work mainly with the recycling charity Emmaus who receive donations of unwanted furniture from members of the public; they store and recondition it and deliver it to our clients as we request them to do. Their contact details are on the back of this report booklet. We paid them a total of £11,528 which is higher than last year (£10,271) but still only half of what we spent in 2019, our last full pre-Covid year.

We now have a relationship with the Croydon Almshouses for resettling the over 60s among our clients.

We also help clients with vocational support such as 108 pairs of steel-toecapped working boots and working trousers for people doing heavy work. Other vocational support included hedge and grass trimming tools.

Work related expenditure totalled £1,1887, down from last year's figure of £2,527, the reduction perhaps reflective of the Brexit-related departure of many eastern Europeans who had come to the UK to work.

We supplied four reconditioned laptops and would have supplied more but the chip shortage caused by the pandemic has affected the second-hand computer market and devices are difficult to obtain.

We gave out 7 charged mobile phones so people could keep in contact with Streetlink, the council and other services which can help them.

Committee Members

Please use emails to contact committee members for non-urgent communications

Chair

Jad Adams
020 8699 6718
croydonnightwatch@btinternet.com

Secretary

Nicky Edwards
07828 144645
nicky@croydonnightwatch.org.uk

Treasurer

Roger Davies
07749 007094
roger_davies@talktalk.net

Volunteer Co-ordinator

Ayesha Sharma
07794 325156
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Yasmin Halai-Carter
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Committee member

Cindee Low
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Committee member

Nana Acquah
020 8405 8712
acquah.rn@virginmedia.com

Committee member

Tony Packwood
packers@gmail.com



Scrumptious food from Mayura on Tuesdays



The Ahmadiyya Muslim Group

Hot Food Donations



Food from the Shahdiafridi Foundation





The Sikh Group at work



Donations from Croydon College

Groups from the community in Croydon contribute hot food to our clients



Janaki and her group



Hot food from Vishal

Treasurer's Report

Financial Report 2021

The following chart shows the income, expenditure and reserves for the last 12 years, allowing some interesting views of the way things have changed over that timescale.

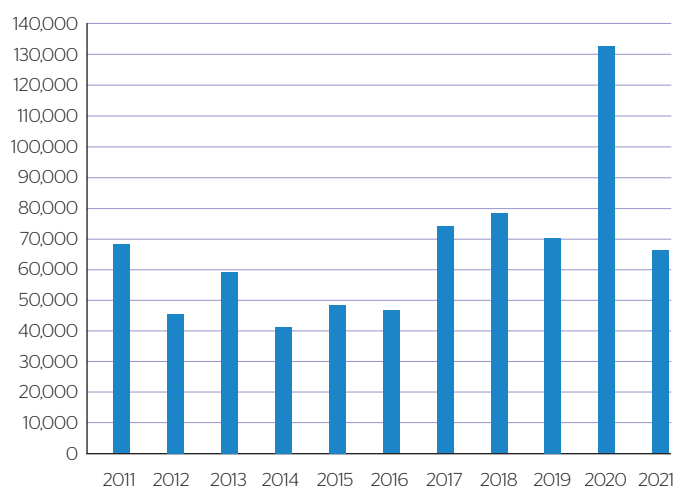
Yearly Financial Figures												
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Receipts												
Donations	15,400	10,000	25,200	43,000	25,000	42,400	46,650	74,000	63,928	50,101	92,684	30,133
Virgin Money									10,733	14,223	26,263	34,543
Lottery/Gift Aid	33,000	27,000							1,281	747	482	1,484
Grants	17,700	31,000	20,200	16,200	16,200	6,000			2,000	4,700	13,100	0
Interest									336	468	258	12
Total Receipts	66,100	68,000	45,400	59,200	41,200	48,400	46,650	74,000	78,278	70,240	132,786	66,173
Expenditure												
Food and Preparation	1,000	2,100	1,800	9,400	9,300	9,250	10,500	9,350	10,850	15,122	11,310	16,683
Clothing	3,600	2,500	3,300	4,300	4,800	4,700	3,800	3,400	2,527	1,960	4,219	6,116
Training	2,300	850		1,900	1,700	2,300					14	
Toiletries/Sleeping Bags	300			200	2,200	2,450	1,900	1,100	1,911	2,280	2,606	3,934
Gifts/Donations	1,700	800		2,000	1,800	1,900	1,600	1,700	2,236	2,749	5,380	3,489
Hardship Fund										10,466	18,331	15,178
Resettlement	41,500	26,100	14,700	17,800	13,800	29,800	27,500	8,500	23,803	26,744	14,230	20,073
Total Clients	50,400	32,350	19,800	35,600	33,600	50,400	45,300	24,050	41,327	59,320	56,091	65,471
Core Costs												
Office/Premises	5,400	7,200	4,900	4,700	3,500	2,800	2,650	3,350	3,932	3,504	3,420	4,158
Rent	2,000	2,600	3,800									
Insurance	1,400	1,400	1,350	1,300	1,400	1,350	1,400	1,450	1,256	1,276	1,276	1,204
Audit	800	700	700	850	750	750	650	600	625	605	660	851
Total Core Costs	9,600	11,900	10,750	6,850	5,650	4,900	4,700	5,400	5,814	5,384	5,356	6,212
Operational Costs	60,000	44,250	30,550	42,450	39,250	55,300	50,000	29,450	47,140	64,704	61,447	71,687
Net	6,100	23,750	14,850	16,750	1,950	-6,900	-3,350	44,550	31,138	5,536	71,339	-5,514
Capital/Special		7,800	1,000				11,000		1,686	1,445	1,045	973
Covid 19											56,173	17,031
Total Expenditure	60,000	52,050	31,550	42,450	39,250	55,300	61,000	29,450	48,827	66,148	118,664	89,690
Balance	6,100	15,950	13,850	16,750	1,950	-6,900	-14,350	44,550	29,451	4,091	14,121	-23,518
Total Reserves	14,282	30,232	44,082	60,832	62,782	55,882	41,532	86,082	115,533	119,721	133,842	110,325
COIF						42,017	17,173	72,261	92,598	98,163	108,421	88,432
HSBC	14,282	30,232	44,082	60,832	62,782	13,865	24,359	13,821	22,936	21,559	25,422	21,892

The following review of 2021 includes rounding of the figures for clarity.

Income

Income returned to normal levels (£66,200) compared to the record £138,800 in 2020. Thankfully, £10,000 was still received from Barratt Homes in the last month. Virgin Money Giving ceased operating in November 2021 and Nightwatch transferred to JustGiving. The combined record total from both was £34,500 for the year with £9,600 coming from JustGiving. It might be that this reflects the increase in online donations as a result of Covid. Giftaid increased to £1400 as a result of the increases in donations in 2020

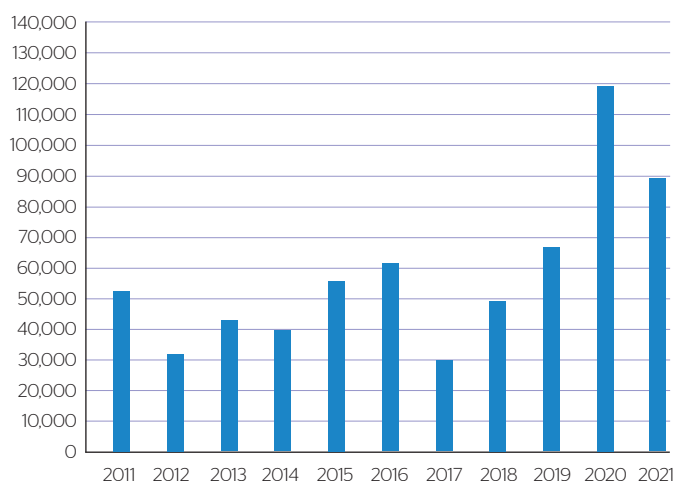
Total Receipts



Expenditure

The direct spend on clients increased to £65,000 from £56,000 mainly due to increases in Resettlement (£14,200 to £20,100) and Food Purchases (£11,300 to £16,900) as a result of the reduction in Covid Restrictions. The spend directly on Covid provisions reduced from £56,200 to £17,000 mainly as a result of not buying provisions from Simply Lunch. 92% of expenditure was used to support clients. 7% on core costs (eg Insurance etc) and 1% on one off purchases (eg Laptop. Laminator etc)

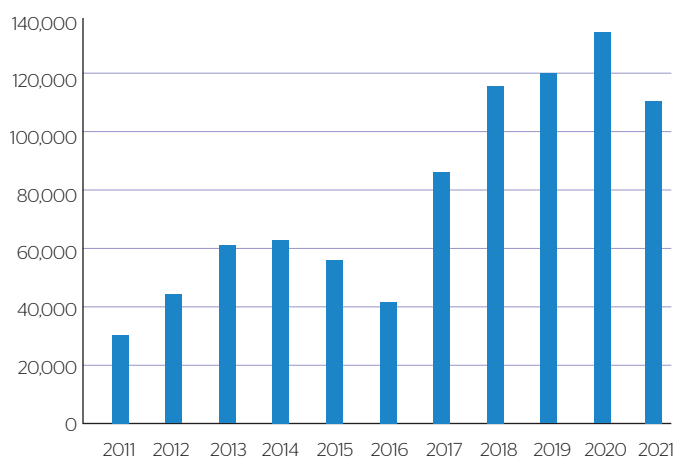
Total Expenditure



Reserves

With the total spend of £89,700 the reduction in reserves was £23,500 resulting in total reserves reducing to £110,300. This still represents a robust financial position for Nightwatch. The target is to reduce the reserves by continuing with the Hardship Fund

Total Reserves



Roger Davies

Independent Examiner's Report To the Trustees of Nightwatch

I report on the accounts of the charity for the year ended 31st December 2021 set out on pages 13 to 15 which have been prepared on the basis of the accounting policies on page 15.

Respective responsibilities of trustees and examiner

The trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 144 of the Charities Act 2011 (the 2011 Act), does not apply. It is my responsibility to:

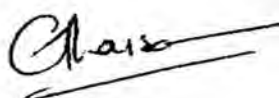
- examine the accounts under Section 145 of the 2011 Act.
- follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- state whether particular matters have come to my attention.

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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with section 130 of the 2011 Act, or that the accounts presented do not accord with those records, or comply with the accounting requirement of the 2011 Act. No matter has come to my attention in connection with my examination to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.



Carol Thomson ACA ICAEW
124 Ranby Road,
Sheffield,
S11 7AL

Date: 09/05/2022

Accounts

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st December 2021

	Notes	Unrestricted General	Restricted Funds	2021 £	2020 £
Receipts					
Voluntary receipts					
Grants and gifts received		64,676	-	64,676	132,046
Tax refunds under Gift Aid		1,485	-	1,485	482
Other receipts					
Interest received		12	-	12	258
Total Receipts		66,173	-	66,173	132,786
Payments					
Payments in furtherance of the charity's objectives					
Direct costs	2a	82,504	-	82,504	112,263
Overheads					
Indirect Costs	2b	7,186	-	7,186	6,401
Total Payments		89,690	13,100	89,690	118,664
Net Receipts/(Payments) before transfers		(23,517)	-	(23,517)	(118,407)
Transfers between funds		-	-	-	-
Net Movement in Funds		(23,517)	-	(23,517)	(118,407)
Balances B'fwd		133,842	-	133,842	119,721
Balances C'fwd		110,325	-	110,325	1,315

The notes on page 15 form part of these accounts.

Accounts

STATEMENT OF ASSETS & LIABILITIES FOR THE YEAR ENDED 31st December 2021

1. Fixed Assets

Nightwatch has no fixed assets
The charity has use of the premises in at the Quaker Meeting house in Croydon for preparation of food

2. Bank & Cash Balances

Note

	2021	2020
	£	£
HSBC	21,893	25,422
COIF	88,432 1	108,421
	110,325	133,842

3. Other Assets & Liabilities

<i>Assets</i>	2021	2020
	£	£
Gift aid tax recovery not yet received	-	-
	-	-
<i>Liabilities</i>		
Unbilled fee for Independent Examination	660	660
	660	660

The accounts were approved by the trustees and signed on their behalf by Jad Adams.

Date: 09/05/2022



by Jad Adams,
Chair of Trustees.

Accounts

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31st December 2021

1. Accounting Policies

The accounts have been prepared on a receipts and payments basis with a statement of assets and liabilities.

2a. Direct costs	Notes	General	Restricted	Total	Total
		Funds	Funds	2021	2020
		£	£	£	£
Food, distribution and preparation		16,683	-	16,683	11,310
Clothing		6,116	-	6,116	4,219
Client Training		0	-	0	14
Special Needs i.e Toiletries		3,934	-	3,934	2,606
Gifts		3,489	-	3,489	5,380
Resettlement		20,073	-	20,073	14,230
Hardship Fund		15,178	-	15,178	18,331
Covid 19 Relief		17,031	-	17,031	56,173
		<hr/>	<hr/>	<hr/>	<hr/>
		82,504	-	82,504	112,263
2b. Indirect costs					
Equipment		973	-	973	1,045
General Administration		4,368	-	4,368	3,420
Insurance		1,204	-	1,204	1,276
Independent examination		641	-	641	660
		<hr/>	<hr/>	<hr/>	<hr/>
		7,186	-	7,186	6,401

3. Employees

There were no employees during the year.

Amounts paid to trustees relate to reimbursement of expenses only.

No trustee is remunerated for trustee services.

Fundraising & donations

Donations from the community in Croydon



Nightwatch's Nicky Edwards (right) receiving a donation from Jade Mulholland of the Caridon Foundation



Janaki and some members of the Shukla family making a Harvest donation



Paul Cooper bringing a donation of bags to distribute from Purley Lodge Freemasons





A donation from Towergate Riskline



A Harvest Festival donation from Woodside School



Some of the many sandwiches donated by Croydon Churches Floating Shelter



Don of Nightwatch and Des of Temple Road collection

Our Thanks to



Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have contact details of other volunteers on your team. 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 the volunteer co-ordinator. 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 Phil Forester 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 the treasurer.

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.

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.

At the service area

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.

Ideally, one person at least should have a mobile phone with them. 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. Incidents of violence should be reported to the police immediately. Volunteers should not carry any cash with them when in the service area 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 service area, 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 service area 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 organise furniture deliveries from Emmaus which is a charity that recycles furniture. Home visits sometimes 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.

Hardship Fund

We operate a Hardship Fund which is intended to provide one off hardship payments that will overcome a short-term financial problem and relieve the receiver of immediate worry. Please just send the name and contact details of the applicant to the Treasurer who will review the position and gain approval for payment from the other Trustees.

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, premises liaison external liaison officer (who attends meetings with other bodies and reports back) and an administrator. 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 member responsible for investigating and resolving grievances.

Ethical Standards – Nightwatch

Nightwatch is committed to maintaining the highest standards in its operation. The following guidelines are presented to give clarity on our procedures regarding personal behaviour.

There are situations in which inappropriate interactions are possible: between clients and volunteers and between volunteers themselves. These guidelines are written with the understanding that some clients are vulnerable to exploitation, while some are manipulative and prone to exploit others, including volunteers.

Any inappropriate behaviour or comment by a client towards a volunteer should be reported to the team leader that night, who will judge whether it is grave enough to be reported to the volunteer co-ordinator or committee. Volunteers should immediately withdraw from conversation with a client who exhibits inappropriate behaviour towards them or uses unacceptable language.

Volunteers are expected to act in an appropriate manner, so as not to bring Nightwatch into disrepute. Volunteers are responsible for reporting any action that may endanger ourselves or our clients, or damage our reputation.

Volunteers should not be alone with clients. On occasions when it is necessary to visit a client where they are living, a volunteer should have someone with them. If solo working is inevitable, they should not enter the premises but stay at the door or meet in a public place.

Volunteers should not have relationships with clients outside of friendly assistance. If a more intimate relationship occurs, either the volunteer or client must stop engaging with Nightwatch (the volunteer must cease volunteering or the client must stop being a client).

Inappropriate language or behaviour between volunteers themselves should be challenged. If persistent, it should be reported to the team leader. If the team leader is implicated, it should be reported to the volunteer co-ordinator.

If any volunteer is concerned about the behaviour of another volunteer towards volunteers or clients, they should in the first instance discuss it with their team leader or the volunteer co-ordinator. If the volunteer is not happy then they should contact the Chair directly, or another committee member.

Nightwatch - Legal Information

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 2021, were Jad Adams, Roger Davies and Nicky Edwards. The secretary was Nicky Edwards.

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 Service area 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. We operated a hardship fund making one off payments to overcome short term financial problems. A breakdown of these activities is in this report, as is an account of the charity's deployment of its more than 150 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. As part of the internal control system, a budget is prepared at the beginning of the year. Management accounts are prepared each quarter, and reviewed by the committee with significant variances being investigated.

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 independent examiner is Carol Thomson Bsc ACA (ICAEW) of 124 Ranby Road, Sheffield, S11 7AL. Our bank is HSBC.

The Nightwatch practice on reserves is to maintain in a COIF account a sum at least equivalent to nine months' unrestricted expenditure commitment corresponding to £45,000 in cash terms. The trustees are satisfied with the reserves position of the charity. As at 30 December 2021 our reserves consist of £110,000 which will be reduced over three years by an annual spend of £20,000 on the Hardship Fund. There are no restricted reserves.

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.


We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

twatch

Useful Numbers

Emmaus (for furniture donations)	0300 123 2001 contact@emmausslc.co.uk
Street Link (for street homeless people)	0300 500 0914 www.streetlink.org.uk (online referrals)
Palmer House (Hostel)	020 7870 8850 105-107 Lansdowne Road, CRO 2BN
Croydon Council Single Homeless Service	0208 760 5530
Routes Home (for foreign nationals)	020 3092 7455 www.mungos.org/routes-home/
Croydon Refugee Day Centre	020 8689 4527 West Croydon Baptist Church, Whitehorse Road, CRO 2JH
CAYSH (Croydon Association for the Young Single Homeless)	0208 683 0227
Croydon Turn around (14-21 year olds)	020 8760 5530 From 25 March 2022 the Turnaround Centre is closed until further notice. You can still call for advice and support.
Crisis Skylight	0300 636 1967 13 Surrey Street, CRO 1RG
Rape Crisis South London Helpline	020 8683 3311 0808 802 9999
MIND in Croydon admin@mindincroydon.org.uk	020 8668 2210
Albert Kennedy Trust homelessness among LGBT+ young people:	020 7831 6562 gethelp@akt.org.uk www.AKT.org.uk
Citizens Advice Bureau Adviceline For help claiming Universal Credit	0800 144 88 48 Freephone: 0800 144 8 444 Textphone: 18001 0800 144 8 444 www.citizensadvicecroydon.org

www.croydonnightwatch.org.uk

 Nightwatch - Homeless Charity

 @WeAreNightwatch

 @WeAreNightwatch

Financial donations can be sent via **www.justgiving.com/nightwatchuk**

PO Box 9576, London, SE23 3ZH

Email: **croydonnightwatch@btinternet.com**

NIGHTWATCH

England & Wales - Charity number 274925

Accounts

Nightwatch



Annual Report 2021



Nigh

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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 forty 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 refurbish 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.



Chair's Report

This has been a challenging year nationally and at Nightwatch we took our share of the burden. We have been out every night caring for homeless and otherwise vulnerable people in Croydon.

Many of our longstanding volunteers had to stand down at the beginning of the epidemic in March 2020 because they were elderly or caring for vulnerable people. This left a void which was filled by our appeal to young people who came through to keep up our service every night of the year.

While we can view the situation with some equanimity now, it is as well to remember that when we asked people to come forward and help, 1000 people were dying a day nationally and the health service was almost overwhelmed. Inexperienced new volunteers did not know what dangers they were subjecting themselves to, even with our careful protective measures. We owe them a great debt of gratitude.

The second wave of the epidemic, though more deadly, was not such a trial as we had adapted with new procedures to continue working regardless.

When the Covid 19 vaccination became available, we arranged for our volunteers to receive vaccination early, as front-line workers with the homeless; and later co-operated with the NHS and other organisations to ensure all our clients had access to vaccination including those who are not registered with a GP.

Donations

As will be seen on our financial report on pages 14 to 19, the charity had another record year last year, thanks to the generosity of our donors. We regret that our spending on has been low because of limited commercial activity during the Covid emergency.

We have been receiving regular donations of canned and packet food from UK Harvest and City Harvest, which is co-ordinated via Croydon Voluntary Action. We receive Tesco donations via the FareShare network and also receive food from Croydon Foodbank and Purley Foodbank.

Croydon Churches Floating Shelter members could not provide their regular shelter during lockdown and so turned to helping us by providing teams to produce sandwiches for which we are very grateful. Over the Covid period the distribution of hot food donated by allied groups has increased so now almost every night has takeaway meals. We have had contributions from the Sikh group which has continued to contribute hot food on a regular basis; similarly the Ahmadiyya Muslim Group. Various groups in the Hindu community have also been making regular donations, first as part of SEWA Day and then on a more permanent basis.

The arrangement for organising outside groups who wished to distribute food was becoming so complex that we decided to appoint a hot food co-ordinator which would be a committee position. Ayesha Sharma stepped forward and assumed the role in January.

In other changes we were sorry to lose Tony Sewell who has retired as a team leader and committee member after 22 years of volunteering. His efforts have been highly appreciated by volunteers and clients alike. In particular his advocacy work has been exemplary; it has taken many hours of personal dedication with often frustrating officials and corporate bodies. We wish him well in future projects.

Cindee Low has indicated her intention to leave her position as volunteer co-ordinator at the end of 2021. Ayesha Sharma has volunteered to take over this demanding role in 2022.



Ayesha Sharma is co-ordinating hot food supply

Faith celebrations

The Greggs Fund which has previously supported our Christmas presents with a £2000 donation was not operating this year. We paid out of general funds. As an organisation we have commemorated Christmas in the past with (non-religious) gifts. When most of our volunteers came from a Christian background and our clients were overwhelmingly Christian, it was understandable that we should privilege the festival in this way. Now our supporters, volunteers and clients are much more diverse, it would seem right to recognise the main festivals of other faiths from which we enjoy support. We intend to distribute foods associated with the event on a day soon after (perhaps the first Sunday after) the main religious festivals. In 2021 these would be: Eid al-Fitr 12 May; Diwali 4 November; and Guru Nanak's Birthday 19 November.

Jad Adams



SEWA Day became SEWA week, then SEWA months as they continued to help



Teams sorting donations on a Sunday night



Todd Hall designed this logo in appreciation of our work. He also takes pictures, his work is on Instagram @SwoopySnapz

Numbers we Serve

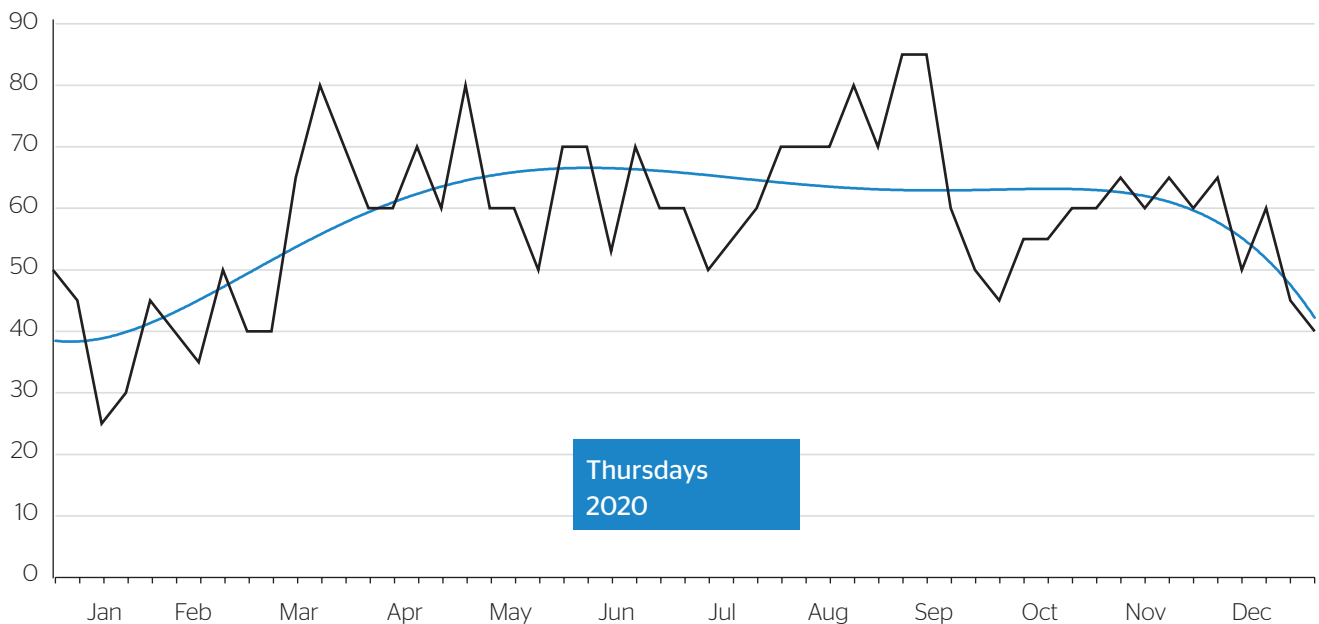
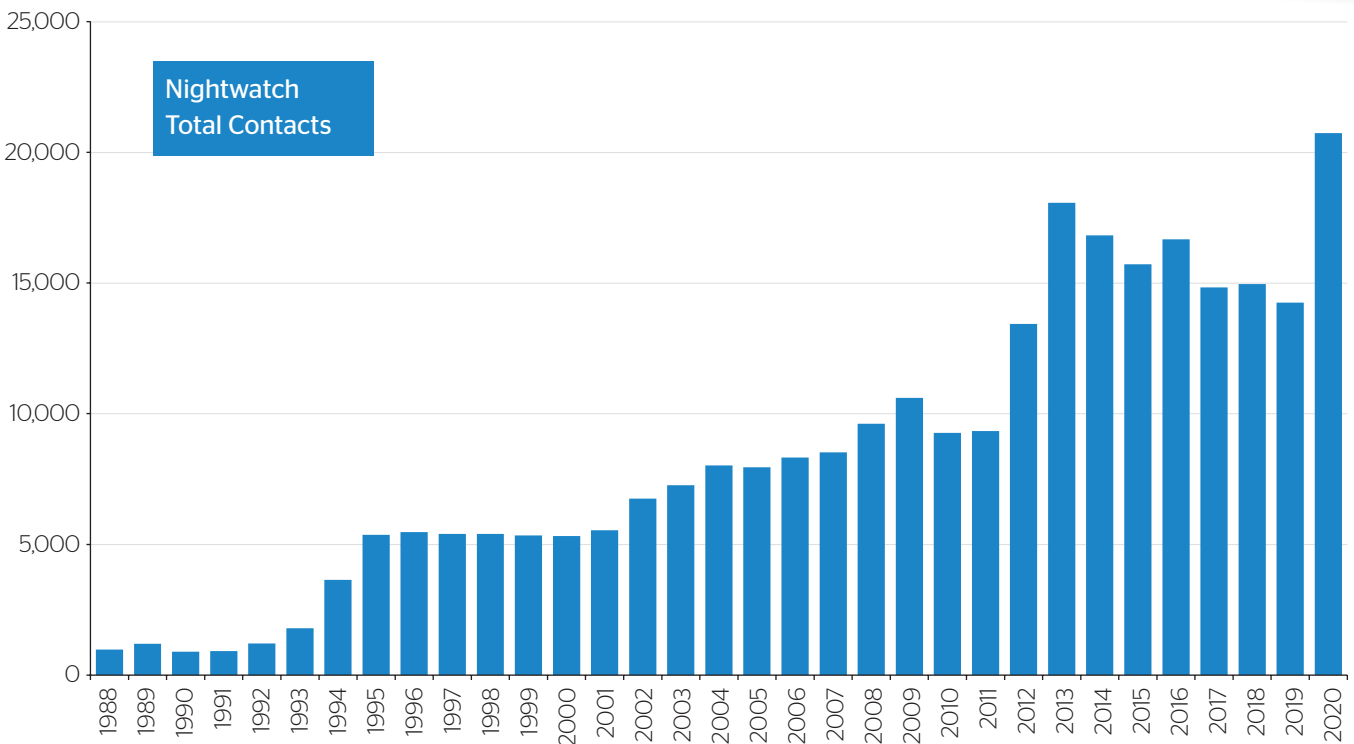
In 2020 numbers increased as other agencies withdrew services. The Sunday Night average increased from an average of 69 in 2019 compared to 77 in 2020. Averages increased more during weekdays. The chart shows the way the numbers increased on Thursdays. In the first 3 months the average was 40 per night whereas later it increased to 66.

The most dramatic change was the total contacts made during the year that Nightwatch made with the poor, vulnerable and homeless members of our community. In 2019 there were 14,000 contacts whereas this increased to almost 21,000 in 2020.



Food distribution one Tuesday in September

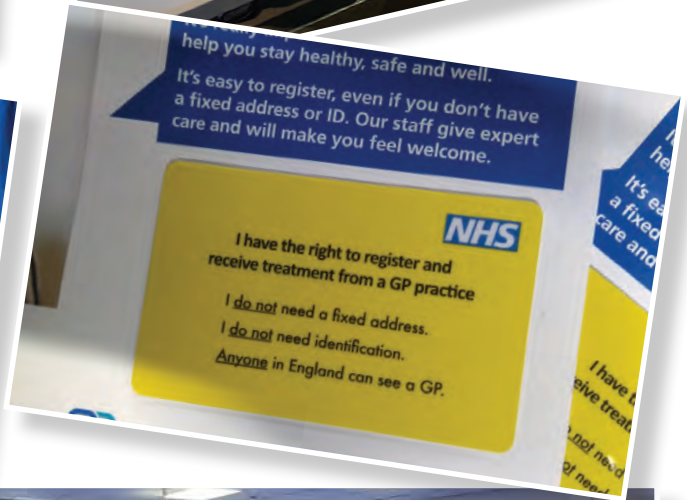
Roger Davies



Nightwatch Covid Clinic

We arranged with former Nightwatch volunteer Dr Dev Malhotra for a pop-up Covid vaccination clinic to set up by our distribution site on two Sundays so people without other recourse to healthcare could have a vaccination.

We also directed people to a special clinic set up at Croydon mosque and distributed NHS cards to help people register with a GP if they are not already signed up.



The Street that Gave

All through the crisis Nightwatch has been receiving donations of food from residents at Temple Road, part of the South Croydon Community Association. Each house in the scheme has donated tins and packets for us to distribute to clients.



Des and Charlotte -
Temple Road organisers



Riana and Eoin



Jose and Luna



Cath



Rashni and Rhia



Ellie



Susana and Olivia



Sam and Adam



Nat and Mat



Renata and Pedro



Resettlement Report

We make full resettlements for former homeless people in new accommodation which means substantial amounts of furniture including cookers, beds and fridges.

This totalled 28 resettlements in 2020, lower than the previous two years because of the Covid crisis. All were at the beginning of the year before the lockdown started and in the summer easing of the lockdown. Authorities such as the council and housing associations were not providing accommodation to which our clients could move.

Of the resettlements, 11 were female (39 per cent). It is usual for resettlements to be one third female, though we see fewer women than men at our nightly service area.

The higher percentage of women receiving help with resettlement may be because women are more likely to be offered accommodation; or they are better motivated to work towards making a placement successful.

The number of women among our clients has been increasing. For many years we would confidently say the client group was 10% female. Now, by a count of the distribution of gendered items such as toiletries and Christmas presents, we can say there are 19-20 per cent women (19 women and 80 men on one count on 13 December, 20 women and 72 men on another, on 15 November).

There were also 75 deliveries of small items short of full resettlements. This compares with 114 last year, the reduction was because it was not possible to take requests or deliver during lockdown.

These small items are required because, for example, if a client's fridge or cooker stops working, they cannot afford the repair or replacement, and we can help out.

We work mainly with the recycling charity Emmaus who receive donations of unwanted furniture from members of the public; they store and recondition it and deliver it to our clients as we request them to do. We paid them a total of £ 10,271 this year, less than half of our spending last year.

Vocational support included two reconditioned laptop

computers; sets of tools for a carpenter, a bricklayer and plasterer; painter's whites and brushes for one man and a shearer and hedge trimmer for another.

We also supplied 108 pairs of steel toe-capped boots for clients who are finding work in the construction industry or other jobs involving heavy lifting such as landscaping and warehousing. Work related expenditure totalled £2,527, very similar to last year's figure of £2,692. This indicates a high level of work or of attempts to find work, despite the difficulties of 2020.

Committee Members

Chair

Jad Adams

020 8699 6718

croydonnightwatch@btinternet.com

Secretary

Nicky Edwards

07828 144645

Treasurer

Roger Davies

01883 342986

Volunteer Co-ordinator

Cindee Low

07403 456756

cindeenw@gmail.com

Premises Liaison

Phil Forrester

07840 594184

Hot Food

Ayesha Sharma

07794 325156

ayeshasharma7@hotmail.co.uk

Fundraising officer

Yasmin Halai-Carter

yasmin@ethstat.com

Committee member

Nana Acquah

020 8405 8712

Committee member

Tony Packwood

packers@gmail.com

Our Thanks to



Fundraising & Donations



Croydon Wagamama's donation was very popular with clients



Franklin Henry raised £287.91 for Nightwatch



Pirate Pantomimes raised money with a virtual panto



Hot food from Vishal



Santa Aurokium from Croydon Foodbank gave us excess food



Croydon Nightwatch appeal for winter coats



As temperatures drop, it's time to start thinking about winter coats. The Croydon Nightwatch is currently appealing for winter coats to help those in need. They are all in very good condition and are being donated to those in need. They are all in very good condition and are being donated to those in need.

Nightwatch is in need of winter coats, particularly men's coats.



Croydon Communities Forum backed us.



Weekly donations came from UK Harvest and City Harvest



RiverStone Management donated a ton of food



Donations from Waitrose



Esther Sutton and Peter Underwood from the Oval Tavern made a big contribution

tw

Treasurer's Report

Financial Report 2020

The chart shows the income, expenditure and reserves for the last 10 years, allowing some interesting views of the way things have changed over that timescale.

Yearly Financial Figures											
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Receipts											
Donations	15,400	10,000	25,200	43,000	25,000	42,400	46,650	74,000	63,928	50,101	92,684
Virgin Money									10,733	14,223	26,263
Lottery/Gift Aid	33,000	27,000							1,281	747	482
Grants	17,700	31,000	20,200	16,200	16,200	6,000			2,000	4,700	13,100
Interest									336	468	258
Total Receipts	66,100	68,000	45,400	59,200	41,200	48,400	46,650	74,000	78,278	70,240	132,786
Expenditure											
Food and Preparation	1,000	2,100	1,800	9,400	9,300	9,250	10,500	9,350	10,850	15,122	11,310
Clothing	3,600	2,500	3,300	4,300	4,800	4,700	3,800	3,400	2,527	1,960	4,219
Training	2,300	850		1,900	1,700	2,300					14
Toiletries/Sleeping Bags	300			200	2,200	2,450	1,900	1,100	1,911	2,280	2,606
Gifts/Donations	1,700	800		2,000	1,800	1,900	1,600	1,700	2,236	2,749	5,380
Hardship Fund										10,466	18,331
Resettlement	41,500	26,100	14,700	17,800	13,800	29,800	27,500	8,500	23,803	26,744	14,230
Total Clients	50,400	32,350	19,800	35,600	33,600	50,400	45,300	24,050	41,327	59,320	56,091
Core Costs											
Administration	5,400	7,200	4,900	4,700	3,500	2,800	2,650	3,350	3,932	3,504	3,420
Rent	2,000	2,600	3,800								
Insurance	1,400	1,400	1,350	1,300	1,400	1,350	1,400	1,450	1,256	1,276	1,276
Audit	800	700	700	850	750	750	650	600	625	605	660
Total Core Costs	9,600	11,900	10,750	6,850	5,650	4,900	4,700	5,400	5,814	5,384	5,356
Operational Costs	60,000	44,250	30,550	42,450	39,250	55,300	50,000	29,450	47,140	64,704	61,447
Net	6,100	23,750	14,850	16,750	1,950	-6,900	-3,350	44,550	31,138	5,536	71,339
Capital/Special		7,800	1,000				11,000		1,686	1,445	1,045
Covid 19											56,173
Total Expenditure	60,000	52,050	31,550	42,450	39,250	55,300	61,000	29,450	48,827	66,148	118,664
Balance	6,100	15,950	13,850	16,750	1,950	-6,900	-14,350	44,550	29,451	4,091	14,121
Total Reserves	14,282	30,232	44,082	60,832	62,782	55,882	41,532	86,082	115,533	119,721	133,842
COIF						42,017	17,173	72,261	92,598	98,163	108,421
HSBC	14,282	30,232	44,082	60,832	62,782	13,865	24,359	13,821	22,936	21,559	25,422

The following review of 2020 includes rounding of the figures for clarity.

Receipts

2020 was a record year for donations to Nightwatch. At £132,800 it was far greater than ever seen before (£78,000 in 2018 and £70,000 in 2019). This includes £92,700 (£50,000 in 2019) from general donations, £26,300 (£14,200 in 2019) from Virgin Money Giving and a specific Covid grant of £13,100.

The community has really reached out to Nightwatch where the service has been maintained throughout the Covid crisis.

Major donations of £10,000 were received from Barratt Homes and Red Door Research, £8,200 from Tower Gate/Ardonagh Community, £5,300 from Croham Hurst Golf Club, £5,000 from Auxillium and £4,500 from London Catalyst. The top 10 donations amounted to £54,000.

Expenditure

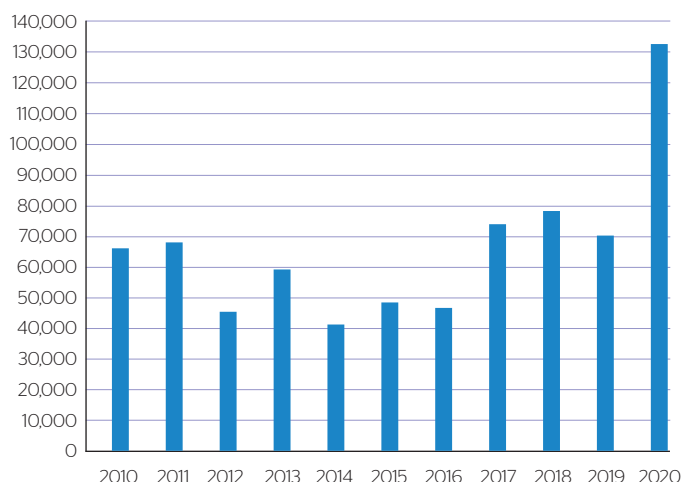
Total spend at £118,700 (£66,100 in 2019) was also a record. The spend on "normal" activities was fairly stable at £61,400 (£64,700 in 2019). Resettlement £14,200 was lower than £26,700 in 2019 but the Hardship Fund was higher at £18,300 (£10,500 in 2019). The major difference was £56,100 spent on the Covid crisis. This consisted of £38,700 on food, mainly sandwiches from Simply Lunch, £13,800 on Vouchers, £1,900 PPE and £1,300 on Rough Sleeper food bags. 95% of total expenditure was used directly for Nightwatch users, 4% on Administration (Insurance etc) and just 1% on unusual items (shelves, laptop etc.)

Reserves

There was a surplus of £14,100 which meant that total reserves increased from £119,700 to £133,800. The deposit account contained £108,400 and £25,400 in current account.

There was an intention to start reducing the level of reserves in 2020 by introducing the Hardship fund of £15,000 per year. However, the levels of both income and expenditure have been so extraordinary and it has increased rather than decreased the reserves by almost 12%. The intention to reduce the reserves will continue in subsequent years.

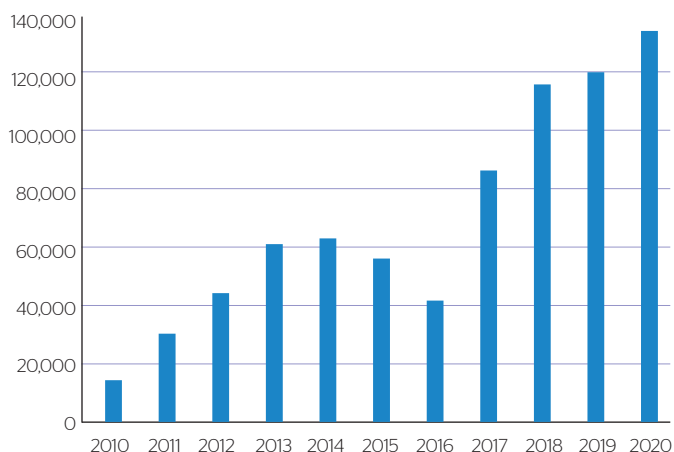
Total Receipts



Total Expenditure



Total Reserves



Independent Examiner's Report To the Trustees of Nightwatch

I report on the accounts of the charity for the year ended 31st December 2020 set out on pages 17 to 19 which have been prepared on the basis of the accounting policies on page 19.

Respective responsibilities of trustees and examiner

The trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 144 of the Charities Act 2011 (the 2011 Act), does not apply. It is my responsibility to:

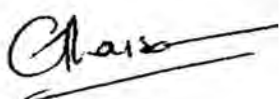
- examine the accounts under Section 145 of the 2011 Act.
- follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- state whether particular matters have come to my attention.

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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with section 130 of the 2011 Act, or that the accounts presented do not accord with those records, or comply with the accounting requirement of the 2011 Act. No matter has come to my attention in connection with my examination to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.



Carol Thomson ACA ICAEW
2 PEARTREE CLOSE
SANDERSTEAD
CR2 9BR

Date: 06/05/2021

Accounts

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st December 2020

	Notes	Unrestricted General	Restricted Funds	2020 £	2019 £
Receipts					
Voluntary receipts					
Grants and gifts received		118,946	13,100	132,046	69,024
Tax refunds under Gift Aid		482	-	482	747
		119,428	13,100	132,528	69,771
Other receipts					
Interest received		258	-	258	565
Total Receipts		119,686	13,100	132,786	70,336
Payments					
Payments in furtherance of the charity's objectives					
Direct costs	2a	99,163	13,100	112,263	59,320
Overheads					
Indirect Costs	2b	6,401	-	6,401	6,830
Total Payments		105,564	13,100	118,664	66,150
Net Receipts/(Payments) before transfers		14,112	-	14,112	4,186
Transfers between funds		-	-	-	-
Net Movement in Funds		14,112	-	14,112	4,186
Balances Bfwd		119,720	-	119,720	115,534
Balances C'fwd		133,842	-	133,842	119,720

The notes on page 19 form part of these accounts.

Accounts

STATEMENT OF ASSETS & LIABILITIES FOR THE YEAR ENDED 31st December 2020

1. Fixed Assets

Nightwatch has no fixed assets
The charity has use of the premises in Croydon for preparation of food

2. Bank & Cash Balances

Note

	2020	2019
	£	£
HSBC	25,422	22,937
COIF	108,421	98,162
	<hr/> 133,842	<hr/> 119,720

3. Other Assets & Liabilities

<i>Assets</i>	2020	2019
	£	£
Gift aid tax recovery not yet received	-	-
	<hr/> -	<hr/> -
<i>Liabilities</i>		
Unbilled fee for Independent Examination	641	660
	<hr/> 641	<hr/> 660

The accounts were approved by the trustees and signed on their behalf on

Date: 06/05/2021



by Jad Adams,
Chairman of Trustees.

Accounts

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31st December 2020

1. Accounting Policies

The accounts have been prepared on a receipts and payments basis with a statement of assets and liabilities.

2a. Direct costs	Notes	General	Restricted	Total	Total
		Funds	Funds	2018	2018
		£	£	£	£
Food, distribution and preparation		11,310	-	11,310	15,122
Clothing		4,219	-	4,219	1,960
Client Training		14	-	14	-
Special Needs i.e Toiletries		2,606	-	2,606	2,279
Gifts		5,380	-	5,380	2,749
Resettlement		14,230	-	14,230	26,744
Hardship Fund		18,331	--	18,331	10,466
Covid 19 Relief		43,073	13,100	56,173	
		<hr/>	<hr/>	<hr/>	<hr/>
		99,163	13,100	112,263	59,320
		<hr/>	<hr/>	<hr/>	<hr/>
2b. Indirect costs					
Equipment		1,045	-	1,045	1,445
General Administration		3,420	-	3,420	3,504
Insurance		1,276	-	1,276	1,276
Independent examination		660	-	660	605
		<hr/>	<hr/>	<hr/>	<hr/>
		6,830	-	6,830	6,830
		<hr/>	<hr/>	<hr/>	<hr/>

3. Employees

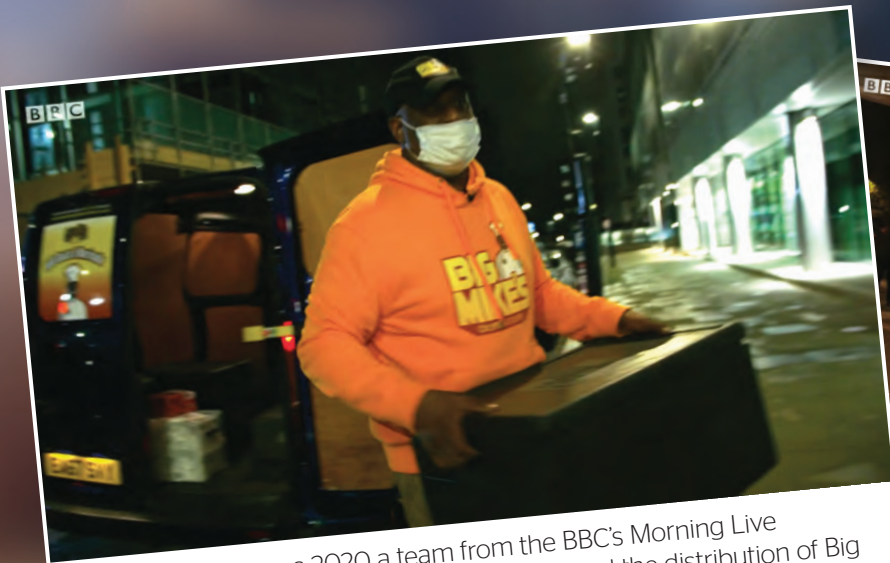
There were no employees during the year.

Amounts paid to trustees relate to reimbursement of expenses only.

No other expenses were paid to trustees or connected persons.

No trustee is remunerated for trustee services.

Nightwatch in the News



Just before Christmas 2020 a team from the BBC's Morning Live programme came to film Nightwatch at work and the distribution of Big Mike's delicious food which he donates once a week.



Paul, one of our regular clients, talked about what our service means to him.



The Friday team with reporter Sabrina Grant





Tony Packwood, team leader was interviewed about the work of Nightwatch



14 ADVERTISER FRIDAY, APRIL 24, 2020

YOUR COMMUNITY

Working through the crisis

■ WHAT IS YOUR NAME AND YOUR AGE: Jad Adams. 'Over 50 but in good shape.'

■ WHO ARE YOU WORKING FOR, OR WHICH CHARITIES ARE YOU INVOLVED IN: Nightwatch which is a charity caring for homeless people in Croydon. Basically teams go out every night at 9.30pm to the Queen's Gardens to give food, clothing, toiletries and other essentials to homeless and other vulnerable people. Usually we do a lot of social support for our clients with help with resettlement of former homeless people into new accommodation; help with work clothing and general hardship cases. Most of this social support has been suspended in the present crisis and we are concentrating on getting enough food out.

■ WHAT IS YOUR JOB TITLE/ ROLE IN THE COMMUNITY DURING THIS CORONAVIRUS ALERT: Chair of the charity, a role I have had since 1992 though I was volunteering with Nightwatch before that. Everyone is a volunteer, there are no paid staff.

■ WHAT DOES YOUR JOB ENTAIL, CAN YOU DESCRIBE A TYPICAL BUSY DAY AT THIS TIME AND WHAT YOU ARE DOING TO HELP: I am normally up at around 6am, I aim to be at my desk at 7am (this is usual, not a virus matter.) In the current crisis I will be checking the emails, both personal and the Nightwatch general one (croydonnightwatch@btinternet.com) and will check the WhatsApp connection to see what happened with last night's team. Were there enough people, was there enough food, where there any incidents with clients? What did we learn, how can we do it better?

Most of the morning is spent liaising with colleagues about operational matters; with the council about strategic matters; and with suppliers of food, and such things as PPE. There are now often

Everyday heroes



video conference calls to be involved with, so we continue to engage with other organisations and the council. The challenge we had at the beginning of the crisis was the number of our volunteers who are over 70 or are self-isolating because they are caring for someone who is medically vulnerable. This reduced our numbers of experienced

volunteers and meant we didn't have enough people to go out to support clients, nor enough to go shopping for food or to make up sandwiches and other food to distribute. We also had a problem that many of our volunteers source food themselves from supermarkets and the supermarkets were rationing food and, anyway, at the

start of the epidemic had empty shelves.

So we had two major problems: a shortage of volunteers and a shortage of food. I made an appeal for volunteers via our Facebook page (Nightwatch - Homeless Charity), our twitter feed (@WeAreNightwatch); the network of Sarah Jones, the Central Croydon MP, and via Croydon Voluntary Agency. That produced a whole range of young, new recruits who might well be people who would normally be out working but are now at home and available. These all had to be corresponded with and met at a briefing session over a few Sundays, about 12 new people at a time.

The shortage of food we tackled by buying wholesale. We have had a long relationship with Simply Lunch, they were happy to supply us with the sandwich lunches they would normally be producing for office workers. Similarly, we have known Cafe Deli for a long time, they were prepared to send us food which would normally go to cafes and sandwich bars. All this cost money, but as we are a prudent organisation we have the balances in our accounts to brave a crisis; but it has been heartening to have people realising that we are likely to need money continuing to donate in these financially difficult times.

Food has been donated by stores which have had to close so they wanted to get rid of their stock as it will spoil by the time the lockdown is over. Similarly, one of the food hubs closed because of insufficient active volunteers and they donated their stock to us. I have to arrange access

and moving this around so it is in our store. I had to arrange letters of authority, drafted by one of our volunteers, who is a solicitor, to allow us to continue to work with keyworker status.

Apart from the Nightwatch work, I get on with my own work which is as a writer - I work on writing books, articles, and I review books.

■ HOW ARE PEOPLE BENEFITTING: Some of the people we see do not eat except for food we can provide. Many of the other services which support this client group - lunch and evening clubs - have closed as they operated from church premises.

■ WHAT ARE YOUR THOUGHTS ON WORKING IN THIS CRISIS WHEN OTHERS ARE IN LOCKDOWN AT HOME. ARE YOU WORRIED ABOUT CATCHING THE INFECTION: I didn't come here to be afraid.

■ DO YOU HAVE A FAMILY, OR PARTNER/HUSBAND/WIFE TO RETURN HOME TO. ARE THEY WORRIED FOR YOU: My wife Dr Julie Peakman knows the work can be difficult and even dangerous (and not only now). She fully supports Nightwatch. We worked together in the first year of the refugee crisis in 2015 in Greece.

■ DO YOU HAVE A MESSAGE TO THE PUBLIC: 'There is no fate that cannot be surmounted by scorn' (Il n'est pas de destin qui ne se surmonte par le mepris). That's Albert Camus who knew something about plagues, he wrote the book.

Jad Adams, Chair, Nightwatch
www.croydonnightwatch.org.uk

The Croydon Advertiser featured Nightwatch Chair Jad Adams

Hardship Fund

Despite the Covid Crisis the demands on the Hardship Fund continued. The spends were as follows in 2020: -

No	Reason	Amount
32	Service Charge	12,372.30
6	Rent Arrears	3,010.88
5	Utility Bill	493.71
1	Council Tax Debt	833.76
1	Dog Vaccination	35.00
1	Glasses	149.00
1	Mobile	34.95
1	Present	25.00
1	Rent deposit	850.00
1	Training	150.70
1	Travel	65.00
1	Water and TV	310.82
52	Total	18,331.12
	Average Payment	352.00

There were 26 payments in 2019 amounting to £10,466. There was a large range of requirements ranging from Christmas present to a daughter to service charge debts, rental arrears and utility bills.

The main area of debt is service charge from hostels. The financial model of a hostel is that rent (generally about £330 per week) is covered by Housing Benefit but there remains a service charge (for utilities etc) of between £15 and £18 per week. The service charge is paid from the individual's Universal Credit, and knowing the chaotic lives that some of our clients live other demands take priority over service charge payments.

The hostel is somewhat responsible because they have allowed the level of debt to accumulate and issue Notice to Quit without thinking about using their charitable objectives to reduce the debt. Nightwatch now insists that a Standing Order is established for future payments when the debt is cleared via the Hardship Fund.

Roger Davies



Information for Volunteers

Nightly Teams

Volunteers go out in teams every evening. You should have contact details of other volunteers on your team. 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 the volunteer co-ordinator. 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 Phil Forester 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 the treasurer.

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.

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.

At the service area

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.

Ideally, one person at least should have a mobile phone with them. 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. Incidents of violence should be reported to the police immediately. Volunteers should not carry any cash with them when in the service area 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 service area, 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 service area 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 organise furniture deliveries from Emmaus which is a charity that recycles furniture. Home visits sometimes 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.

Hardship Fund

We operate a Hardship Fund which is intended to provide one off hardship payments that will overcome a short-term financial problem and relieve the receiver of immediate worry. Please just send the name and contact details of the applicant to the Treasurer who will review the position and gain approval for payment from the other Trustees.

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, premises liaison external liaison officer (who attends meetings with other bodies and reports back) and an administrator. 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 member responsible for investigating and resolving grievances.

Ethical Standards – Nightwatch

Nightwatch is committed to maintaining the highest standards in its operation. The following guidelines are presented to give clarity on our procedures regarding personal behaviour.

There are situations in which inappropriate interactions are possible: between clients and volunteers and between volunteers themselves. These guidelines are written with the understanding that some clients are vulnerable to exploitation, while some are manipulative and prone to exploit others, including volunteers.

Any inappropriate behaviour or comment by a client towards a volunteer should be reported to the team leader that night, who will judge whether it is grave enough to be reported to the volunteer co-ordinator or committee. Volunteers should immediately withdraw from conversation with a client who exhibits inappropriate behaviour towards them or uses unacceptable language.

Volunteers are expected to act in an appropriate manner, so as not to bring Nightwatch into disrepute. Volunteers are responsible for reporting any action that may endanger ourselves or our clients, or damage our reputation.

Volunteers should not be alone with clients. On occasions when it is necessary to visit a client where they are living, a volunteer should have someone with them. If solo working is inevitable, they should not enter the premises but stay at the door or meet in a public place.

Volunteers should not have relationships with clients outside of friendly assistance. If a more intimate relationship occurs, either the volunteer or client must stop engaging with Nightwatch (the volunteer must cease volunteering or the client must stop being a client).

Inappropriate language or behaviour between volunteers themselves should be challenged. If persistent, it should be reported to the team leader. If the team leader is implicated, it should be reported to the volunteer co-ordinator.

If any volunteer is concerned about the behaviour of another volunteer towards volunteers or clients, they should in the first instance discuss it with their team leader or the volunteer co-ordinator. If the volunteer is not happy then they should contact the Chair directly, or another committee member.

Nightwatch - Legal Information

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 2020, were Jad Adams, Roger Davies and Nicky Edwards. The secretary was Nicky Edwards.

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 area 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. We operated a hardship fund making one off payments to overcome short term financial problems. A breakdown of these activities is in this report, as is an account of the charity's deployment of its more than 150 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. As part of the internal control system, a budget is prepared at the beginning of the year. Management accounts are prepared each quarter, and reviewed by the committee with significant variances being investigated.

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 Peartree Close, Sanderstead, CR2 9BR. Our bank is HSBC.

The Nightwatch practice on reserves is to maintain in a COIF account a sum at least equivalent to nine months' unrestricted expenditure commitment corresponding to £45,000 in cash terms. The trustees are satisfied with the reserves position of the charity. As at 30 December 2020 our reserves consist of £108,000 which will be reduced over three years by an annual spend of £20,000 on the Hardship Fund. There are no restricted reserves. Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

twatch

Useful Numbers

Emmaus (for furniture donations)	0300 123 2001 9 Knight's Hill, SE27 OHY
Street Rescue (street homeless people)	0300 500 0914 www.streetlink.org.uk (online referrals)
Palmer House (Hostel)	020 7870 8850 105-107 Lansdowne Road, CRO 2BN
Croydon Council Single Homeless Service	020 8760 5498
Routes Home (for foreign nationals)	020 3092 7455
CAYSH (Croydon Association for the Young Single Homeless)	0208 683 0227
Croydon Turn around (14-21 year olds)	020 8760 5530 51/55 South End, CRO 1BF
Crisis Skylight	020 8683 5179 13 Surrey Street, CRO 1RG
Croydon Refugee Day Centre	020 8689 4527 West Croydon Baptist Church, Whitehorse Road, CRO 2JH
Rape Crisis South London Helpline	020 8683 3311 0808 802 9999
MIND in Croydon	020 8668 2210
Albert Kennedy Trust homelessness among LGBT+ young people:	020 7831 6562 www.AKT.org.uk
Citizens Advice Bureau For help claiming Universal Credit	0800 144 88 48 Freephone: 0800 144 8 444 Textphone: 18001 0800 144 8 444 www.citizensadvicecroydon.org

www.croydonnightwatch.org.uk



Nightwatch - Homeless Charity



@WeAreNightwatch



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Financial donations can be sent via **www.virginmoneygiving.com**, Nightwatch

PO Box 9576, London, SE23 3ZH

Email: **croydonnightwatch@btinternet.com**

Trustees: Jad Adams MA FRHistS; Roger Davies MSc; Nicky Edwards
Registered Charity No 274925.

Cover pictures: Nightwatch volunteers out during 2020 by Thelma Gossel