



Wirral Churches' Ark Project

ANNUAL REPORT 2009/2010

Supporting homeless people in Wirral

Company No: 3896833 Registered Charity No: 1079070

Wirral Churches' Ark Project

Directors

- Rev'd Robert Nelson – Chairman
- Eileen Hughes
- Doug Fallows
- Ian Cubbin
- Barry McDonald
- Derek Hughes

Registered Office

Mary Cole House
6, Sandford Street
Birkenhead
Wirral CH41 1BN
0151 649 0111

Website:
www.wirralark.org.uk

Supportive Organisations

Oxton Society
Rock Ferry Brownies
St Johns Infant School
Wirral Scout & Guides Christmas
Charity Post
Wirral Community Choir
Wirral Primary Care Trust
West Kirby Light Opera Society
Cheshire & Wirral NHS Trust
Blakes Benevolent Trust
J A Shone Memorial Trust
Inner Wheel Heswall
Key Venture Panto
Mayor of Wirral Charity
Colonel WW Pilkington Will
Trusts
Bromborough Community Matters
Cheshire & Wirral PCT
Oxton Churches' Men's Dinner
Joan Turner Beauty Salon
Streetsmart
Wallasey Inner Wheel
Radio Merseyside Charitable Trust
Probus Club Wallasey
Barnston Brownies & Guides
Elizabeth Jones Will Trust
Neston Music Festival

Wallasey Lions
Eleanor Rathbone Charitable Trust
Clothworkers Foundation
Wirral Grammar School for Girls
Trusthouse Charitable Foundation
Moreton Ladies Keep Fit
Ness & Neston WI
Lever Faberge
Denovo Design
St Johns Roman Catholic School
Ladymount Catholic Primary
St. Albans Catholic Primary School
Onsis Computers
Norman Disney Young
J Cubbin and Sons
Keyventure Barristers and
Solicitors
Joseph Rank Trust
Union of Catholic Mothers
Willaston Hey WI
Oglesbury Trust
Lord Leverhulme's Charitable
Trust
Marks and Spencer PLC
Docks & Harbour Co. Charitable
Fund
Wirral News

Auditor

Guild Appleton & Co
19, Old Hall Street
Liverpool L3 9JQ

Main Banker

Barclays Bank plc
2 Liscard Village
Wallasey
Wirral CH45 4JS

Chairman's Report

As Chairman I am very pleased to introduce this annual report of the **Wirral Churches' Ark Project**. It has been yet another momentous year.

Our new management structure which I outlined last year has proved very effective. **Anne O'Marah** has had an excellent year as our Chief Executive, and has built up strong links with the local authority and our sister organisations, notably Birkenhead YMCA. **Bob Jarvis** has managed our finances superbly and has raised all the funding required to build the **Mary Cole House (MCH) Extension**, which has now been completed. It has been agreed to name it the **Irene Kennedy Centre**, in honour of our much appreciated administrative assistant who has had to retire owing to ill health. The Centre will be used for training purposes, and as a drop-in for rough sleepers during the day. There is a nurses room, a kitchen module and computers will be installed, to help impart life skills to our residents.

Another new development for which Bob has been responsible is our social enterprise business, **Wirral Ark Dinghies**, located in an industrial unit on Corporation Road, Birkenhead, where we employ a supervisor to train our residents in the skills necessary to restoring sailing dinghies for sale. The project has already been a great success, with a steady stream of donated boats and brisk sales of the refurbished vessels.

We have a very good team of project workers, under the expert management of **Kevin Hogan**, working with our principal key worker, in caring, assessing and developing the ability of our residents towards being able to look after themselves when they leave us.

ArkAngel continues to be a major resource, under the effective management of **Dave**

Harrison. Residents continue to move on steadily from MCH into our satellite houses. Referrals from other agencies complement moves from MCH, so the places are more or less always fully occupied.

The **Supporting People** programme, our major revenue funder, together with the **Housing Benefit** scheme, are extremely helpful, and we are very well regarded by those who manage these sources of vital funding for our work. We remain the key provider in Wirral of services for the single homeless over the age of 25, recognised as delivering real and lasting benefit in the lives of those we are here to help.

The Ark is usually full, and we cannot accommodate everyone who needs our help. That is why we hope to use our extension to offer daytime services to rough sleepers. We still believe the demand is there for more provision of direct access accommodation.

The service we offer is vital, and our residents benefit in many ways from their time with us.

Our Christian ethos remains the essential motivation for our work, and we are grateful to the Churches of Wirral for their continuing support.

I thank all who work for and support the Ark, most all our staff for their hard and challenging work supporting our residents, and our volunteers, whose help in feeding and befriending continues most usefully.

Thank you to all who have donated money and gifts in kind, and to all who regularly pray for our work. Prayer and practical charity remain essential in supporting our work in the service of those who are homeless.

Robert Nelson - Chairman

Chief Executives Report

Another year passes with 204 clients coming to us for assistance; another year of exciting change and growth for Wirral Churches' Ark Project. The residents remain largely unchanged; the hungry, the poor, the dispirited, the angry, and the distressed. We see the whole range of human emotions and conditions coming through our doors, and the challenge is then to attempt to alter whatever has caused them to turn up seeking help from us. For some this is a long process, starting with their trust and confidence in us, for others who are innately capable, the transition from homeless and hopeless to independent and confident is rapid. As a Tier 1 provider in the new Pathway model, we often take the most chaotic, those who have burned bridges, those who are not welcome elsewhere, and those just starting their journey. The daily challenges faced by the inestimable staff and volunteers at the Ark are often complex and time consuming, but their sheer dogged determination to help each and every person who presents to us, never ceases to make me proud to be their CEO. We now have our wonderful new facility, "The Irene Kennedy Centre" which will provide much needed space for training, and as a drop in for those rough sleeping to hopefully start them on their journey away from the streets.

Arkangel, our Tier 3 project provides a wonderful platform for those nearly ready for independence, but just still needing that little bit of guidance and support before they

take the final steps. The staff work hard to achieve a balance of being there to catch the odd stumble, but encouraging the full flight into the unknown. The reputation of the Arkangel project is second to none, and with an enviable record of 96% success in moving people on positively last year, our waiting list grows daily. To this end we hope to purchase a further house in the local community to give more clients the benefit of this project.

We look forward to the rest of the year, the hopes and the challenges, the successes and the learning curve of the odd failure. As times and the economic climate change, we adapt ourselves, always seeking the best for those we serve, the homeless and vulnerable of the locality.

We thank those with whom we work in partnership, particularly the BYMCA under the leadership of Nigel Hughes, the Supporting People Team, and all the other agencies who all come together to mend the broken hearts and lives of our disparate and disenfranchised client group.

In the words of author Leo Buscaglia – "To often we underestimate the power of touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the power to turn a life around"

Anne O'Marah - CEO

Finance and Development Managers report

The building of The Irene Kennedy Centre, our hostel extension, has dominated both our finances and development.

Looking at the Ark's finances first, if one excludes the extension, then on a 'normal trading' basis it has been a successful year. The increased Supporting People grant which we negotiated began in August '09,

and whilst most of the increase was spent on increased staffing (an integral part of the new SP contract) there was a general increase for the Ark. The resident's charge, introduced in late 2008, also contributed fully in 2009.

The figures for the Irene Kennedy Centre are

Total cost	£290,000
Charitable trust grants obtained	£192,000
From Ark funds	£ 98,000

As fundraising for the scheme began in '08, and spread to '10, and payments similarly spread across these 3 years, not all of the above donations and costs are reflected in the '09 accounts. Naturally, we now have depleted reserves.

Developmentally, The Irene Kennedy Centre is a large step forward for The Ark. It is a training/education extension, for use by residents of Mary Cole House hostel and our Arkangel houses, as well as residents of other hostels.

It is also a day centre, where by welcoming in street dwellers with a cup of tea and a simple meal, we can begin a dialogue which hopefully will be their first step to a better life. By providing an office, security, and all necessary facilities, we are providing a circumstance in which services who are able to assist – drug and alcohol agencies, mental health, physical health, advocacy, housing – will be able to speak directly to those who need them most.

Building work began in September '09, and was completed in March '10.

We owe a huge debt of gratitude to all who have supported us in our endeavour to build this centre – Wirral Council for giving us the

land, the Charitable Trusts for part financing it, our professional building team, the contractors JFW Construction, and our staff and volunteers who coped with working around the building work, and not having a car park for 6 months.

A word about our dinghy renovation project, Wirral Ark Dinghies, in which residents of our hostel and other hostels are given the opportunity to have meaningful daytime occupation by renovating older wooden dinghies. These are then sold, so that the scheme is almost self-financing. The scheme is now firmly established, and we receive many phone calls and emails from people wanting to buy or give us their boat. Most importantly though, we can see change in those formerly homeless people who get involved.

Looking ahead, we plan to further expand our Arkangel 'move-on' housing from six houses to seven as demand outstrips our supply. We have raised £16,000 and as soon as the dust has metaphorically settled on our extension, we shall press ahead.

As ever, our heartfelt thanks are offered to all who support us.

Bob Jarvis – Finance and Development Manager

Hostel Manager's Report

It seems the first thing that happens when asked to submit a few words for the annual report is I go back to last years report and ensure I do not repeat what was written then. In spite of my personal efforts to come up with something new and interesting the story can remain very much the same, but that We have finally opened the Irene Kennedy Centre. This centre will serve many project needs not least of all the need to provide respite, advice and refreshments for those who are rough sleeping and who cannot, for various reasons, access shelter. In relation

story on its own, I must say, is by no means uninteresting. This year, in spite of normal operations providing a host of daily challenges, we have been able change the shape of our building and our staff team.

to this we have recruited a small team to work within this facility. The funding surrounding this rough sleeper service is fragile and it is hoped we can continue this service well in to the future and maybe secure some type of charitable funding. The

hostel support team have reorganised and we have formed two separate teams: A hostel Support Worker team and Keyworker team. This change has come about as a result of the need to fine tune our skills and direct resources into specific areas so as to meet the ever increasing and demanding support needs of our clients. In spite of the changes and restructure the team continue to provide a first class service to those who are homeless.

All of the above work happens as a result of the hard work of the hostel team who remain committed and ever open to change.

Volunteers work behind the scenes preparing meals and befriending and for this the Ark is very grateful. A thank you must go out to the alcohol and drugs services and the many other agencies that support the work we do. It, can at times, be so easy to get caught up in the administration and bureaucracy of running a hostel and forget that everything we do as a hostel must always be done in the best interests of the clients we are employed to serve.

Kevin Hogan – Hostel Manager

Key Workers Team Leader

Since August 09 there is now a dedicated Keywork team, who work specifically to support and enable clients to move on in their lives. There are 4 members of the team, all with a wealth of experience of homelessness and the difficulties facing this group of clients.

Wirral Ark Project are now part of the 'Wirral Pathways' along with several other accommodation providers. The Pathway consists of four phases of accommodation and The Ark is Phase 1 accommodation, which means we offer emergency, temporary accommodation for up to 12 weeks for each client. The Pathways is officially launched on April 1st and should go some way to overcome the problem of suitable move-on accommodation and potentially offers our clients more choice and opportunities.

When clients are accommodated at the Project the Keywork team start an immediate assessment process in order to work out what support each client requires and work with clients in identifying which phase of the Pathway they will move on to. As well as addressing the issue of accommodation, clients often present with a multitude of other needs such as mental health problems, drug use, alcohol use, family/relationship problems or debt. Our

Keywork team work with clients to address all issues in the hope that this reduces any barriers to clients moving on with their lives.

We are constantly looking for new ways to deal with the most chaotic of clients to prevent them from becoming more and more excluded from society. We are building excellent links with other organisations such as the alcohol and drug services, mental health services, education and training, advice services, voluntary work services, all of which we hope, offer something of value to our clients.

As well as supporting clients with their problems, we hope to encourage them to take an active role in how our Project is run. We hope the opening of the new Resource Centre will provide new and exciting opportunities for our clients and that other Organisations and Services will want to be involved with The Ark Project to develop this.

Overall it has been a busy but productive year with many changes and myself and the team look forward to the challenges ahead.

Tracy Upton

Hostel Residents – Past and Present

I am 32 years of age and I am a resident of the Ark. I was lying in bed last night thinking of the Pink Floyd song “Welcome to the Machine”. To me, hostels are the end of a system and it sometimes feels that you are stuck in a machine, same faces along the way. I have been in the Ark four times, each time it has changed and it has changed and improved since my last stay....no old school rules. We need stuff to keep us motivated and lists to remind us what to do and when, like appointments at the hospital. I have been homeless for a year and I am determined that this time I am leaving the machine, with the help of the staff here. I have to do it myself though, no one can do it for me. As Richard Branson says “I have learnt more about me and my mistakes than anything else” Anon

My name is Mark. The day after my 45th birthday I became a resident after being homeless and suffering depression. I had for most of my life travelled and had successful jobs, and I thought I didn't need any help. I had an impression of hostels that they weren't good. How wrong I was. With the help of the Ark staff and volunteers, I have begun to get my life back on track.

These people never judged and treated me with respect. They cared for my well being.

I moved from the Ark to an Arkangel house and have for some time been a resident representative. My life has taken a completely new direction. I am enrolled on a Mentoring Course gaining a recognised qualification and gaining mentoring experience. Arkangel invite residents on courses with Harlech College which also enables me to gain qualifications.

As for my future, who knows. I want to do voluntary work for Arkangel to give something back to people who gave me so much.

Mark

My name is James. I came to find myself homeless back in January this year. I'd only been with my partner a matter of weeks before things started going wrong. Before we met I was a pretty mixed up guy. I was into drink and drugs in a big way and I thought meeting this woman would change my life, but I was only fooling myself and very wrong. We jumped into things too fast.

I gave up a flat and we moved in together. Within weeks cracks started to appear in our relationship, we'd both had a lot of stuff to deal with in our pasts and we thought that together we could close our eyes and everything would be ok but we both had too much baggage to deal with and we split up. I walked away with a heavy heart and once again found myself homeless, lonely and lost. The Ark accepted me back with open arms.

I have been here 5 weeks now and believe it or not I have been clean of drugs; not because this place is a miracle worker but because this place has a way of making a person sit back and take stock of ones life. I've realised if you want help the Ark is here to guide you and make you see that one day we all have to change for the better. I personally want to thank all the staff and volunteers involved in the Ark for being there for people like me and many others, and with your continuing help I hope to better myself and my life now and long into the future.

James

A view from the outside – Nigel Hughes – CEO Birkenhead YMCA

We are increasingly becoming aware of the value of partnerships and for our organisation we value the superb partnership working that we have with the Wirral Churches Ark Project.

Over the years the Ark as it is known locally, has become a model of excellence in working with some of the most difficult sectors of homelessness. Thanks to the efforts of their staff and the vision and leadership of their Senior Management, we have developed hugely beneficial collaborative project work, which has been to the benefit of both our organisations and has also led to an easy embedding of the newly introduced WMBC Pathways model. Wirral Churches Ark Project is one of those organisations that puts the needs of its clients at the forefront of their service provision and empowers individuals to take a new approach to regaining a foothold on the journey towards a sustainable independent lifestyle in the local community. Their team work hard to develop inspiring activities that support individuals to attain their very best in life. During the last 18 months both our organisations have worked together in breaking down barriers in communication, we have actively engaged in job swaps to enable staff to gain a better understanding of each other's operations and we have developed bespoke training courses. We work closely together taking individuals onto the inland waterways as part of a joint life-skills initiative.

Both organisations are dedicated to ensuring that everyone who wants to can access and enjoy the waterways in a responsible, enjoyable and safe manner. Our training programmes ensure that competence and confidence are developed to the full to help clients regain lost personal skills. Such an environment forms a totally radical learning platform where people can learn new skills in relaxed safe ways and look at life with fresh eyes.

Far away from the harsh realities of the urban landscape, trainees can learn discipline, tolerance, team work and how to understand the elements. This in turn can help them to take responsibility for themselves and others, problem solve and can increase their self-confidence. The training targets key community issues such as social responsibility and caring for the environment.

But this is not just about teaching people about boats. Part of the Arks away day experiences encourage people to be creative and express their impressions of what they have seen and done in writing, poems, sketching and painting and searching out historical information regarding the waterways heritage.

Excellence, dedication and professionalism are by-words of the "Arks" service standards' benchmarking and I am proud to be able to identify both Birkenhead YMCA and myself as being partners of this valuable local resource.

ArkAngel Managers Report

In the last 12 months we have seen the ArkAngel grow from strength to strength. In April 2009 we have seen the introduction of the local authority accommodation based pathway as part of the homeless strategy which is designed to offer a seamless journey from street homelessness to

independent living. The pathway is also designed to be fluid, so a client can enter at any point, with the point of entry being dictated by the clients needs. There are 4 identified stages within the pathway with the ArkAngel occupying the 3rd stage and the Ark hostel being identified as the 1st stage.

Due to this the ArkAngel operates as a stand alone project and we are more likely to receive referrals from stage two service providers, such as YMCA, than on our sister project.

Increased referrals from the YMCA and other stage 2 service providers have resulted in forged links within our community. Our experience of working with the YMCA has been positive and I look forward to continuing this. When considering the long term security of the ArkAngel and securing any future funding opportunities our position can only be strengthened if we willingly enter in to such partnerships.

We have also had a great year within our partnership working with Endurance UK and the Workers education association which resulted in many of our tenants achieving a number of accredit qualifications including mentoring level 2 whilst attending residential based activities in Harlech. For me the paper Qualifications although important are secondary. I believe the primary gain is seen in the personal development and growth in those who attend. The clients challenge their old lifestyles and core beliefs and introduce new and positive skills which lead to a change in attitudes. I am thankful and feel privileged to be a part of the group and their journey to independence.

The ArkAngel philosophy is to offer a holistic approach to service provision. Giving client's shelter only will not equip them with the skills needed to become an

active citizen. When we bring together the aspects of education, the feeling of belonging, community purpose and the sense of self within a safe environment, the process of change can often follow. When a client starts to invest in themselves, they are then ready to invest in others

In 2010 we celebrate our fifth year since opening and over the years we have seen many of our clients move to independence. Many of those who have accessed our services and departed into their own tenancies still continue to live independently and have not returned to homelessness. Our very first client still lives and maintains her flat in Oxton. The service we provide is integral to ending homelessness for people who have experienced the harsh realities that having no stable home brings. The ArkAngel offers a safe, secure environment for people to make real changes in their lives.

None of this would have been possible without the support of our team, both staff and volunteers. It is the hard work seen by all parties, including our clients which make the ArkAngel the successful project it is today.

Dave Harrison – Housing Manager

Ark Angels in partnership with Endurance UK and Workers' Educational Association

At the first partnership residential, it was immediately clear that the person-centred educational ethic, shared by WEA and Endurance UK, was also at the centre of training for Ark Angels. That essential balance has remained throughout, and our successful partnership continues.

The mentoring system enables the client's to trust that the safe environment will continue on the residential and on into the classroom. Mentoring begins for Ark

clients in the tenant's participation meetings and is installed as an accredited qualification at the residential within the established group.

On the residential, client's take part in classroom model courses where early achievement is a prime consideration of Endurance UK. A primary aim of the residential is to forge a culture of belonging, as well as to create a firm but adaptable group, while promoting

independent status. This has been a major stepping stone back into education and training.

Client feedback received, identifies a discernible alteration in self worth and confidence, and in how they react to others. The clients develop a sense of community at the Residential's, initiating a process which soon enables the client to contribute positively as active citizens. With early personal achievement, the group continue with their courses once they return home. Successful personal outcomes enable individuals to move toward independent living in a short time.

When the partnership began in 2008, Creative Writing was the first class introduced. It became apparent that many client's had unrealized creative talent. Creative pieces

including personal stories, self directed research projects and poetry, were produced and published in the Endurance UK newsletter and for the client's, there was a sense of pride seeing their work in print. All participating clients achieved 100% of the accredited level 2 courses they attended. These courses now include Mentoring, Creative Writing, Personal Development Skills, Team & Confidence Building, Risk Assessment and Health & Safety.

After the client's attended 10 Residential's, and the commitment of attending weekly classes, their success was recognised in an Achievement of Awards Ceremony.

Tina Scriven
(Endurance UK)

Ark Angel residents perspective – Andy Hughes

When I first arrived at the ArkAngel I found the experience difficult and knew this was something I had never experienced. This type of support I had not come across before and thought it might be a bit full on. At one point I thought "Am I able to work with this?" The ArkAngel staff displayed a type of care I believed I did not deserve. I soon came to appreciate the support offered as I recognised it was for my own good and they are helping me. This helped me to bring down the barriers I had lived with for over 20 years. This showed me there was a different way of living. I was then introduced to the residential and educational experience. Again I found this difficult due to the conflict of how I had lived and what was offered. I knew I wanted what was offered so I grabbed it with both hands.

If I could sum up, what I get from the residential is friendship, companionship, confidence, trust, and this process helped to build me as a person. It puts bricks in my foundational wall.

As a group exercise in creative writing, we were asked to think of a word that meant

residential to them. The words that immediately occurred to them were:

- Progress
- Security
- Peace of mind
- Reflection
- Companionship
- Colleagues
- Hope
- Opportunities
- Forward looking
- Stepping stone

We developed the exercise from here using the word "residential" as an acronym, and the group immediately came up with:

Rehabilitation
Empowering
Stepping Stone
Individuality
Diversity
Escapism
Nurturing
Tolerance
Individuality
Actualisation
Learning

Statement of Financial Activities -
Year ended 31st December 2009

	Unrestricted Funds £	Restricted Funds £	2009 Total Funds £	2008 Total Funds £
Incoming resources				
Donations & legacies	50,474	16,888	67,362	71,943
Housing Benefit	145,010		145,010	135,115
Supporting People		247,358	247,358	207,259
Residents Service Charge	15,471	-	15,471	4,982
Income from Xmas card sales	4,017		4,017	4,623
Income tax refund/Gift Aid	2,360		2,360	2,494
Local fundraising	9,217		9,217	8,482
Bank interest received	975		975	8,677
Sundry Income	10		10	963
Total Incoming resources	227,534	264,246	491,780	444,538
Income specific to Arkangel	67,140	50,363	117,503	109,969
Income Wirral Ark Dinghies	7,128	10,909	18,037	
Grant Funding for Building		122,333	122,333	
	301,802	447,851	749,653	
Costs of generating funds				
Water	13		13	20
Rent	175			
Light & heat	122		122	45
Wages & salaries	12,489		12,489	7,550
Insurance	115		115	22
Subsistence & cleaning	15		15	39
Telephone	91		91	
Printing, postage & stationery	11		11	18
New Office set up costs	550		550	
Sundry expenses	23		23	35
	13,604		13,604	7,814
Cost of charitable activities				
Water, light, heat	18,164	505	18,669	15,435
Resident services	348		348	500
Wages & salaries	31,870	272,149	304,019	308,941
Employers NI MCH	27,501		27,501	29,431
Other staff related costs	2,004		2,004	6,257
Training costs	2,988		2,988	6,879
Insurance	5,255		5,255	5,103
Catering	15,182		15,182	12,404
Printing, post, stationary, telephone.	4,322		4,322	4,123
Subsistence and cleaning	5,692	126	5,818	9,074
Bank charges	233		233	
Repairs and maintenance	5,871		5,871	5,621
Other building costs	4,005		4,005	5,245
Equipment and computer costs	7,700	126	7,826	12,736
Depreciation	2,372	19,437	21,809	18,147
Criminal Records Bureau	706		706	256
Auditors remuneration	1,754		1,754	1,809
Sundry expenses	7,118	1,408	8,526	8,269
	146,097	293,877	439,974	470,159
Expenses specific to Arkangel	72,377	48,504	120,881	126,938
Expenses for Wirral Ark Dinghies	8,841	8,036	16,877	
Total resources expended	240,919	350,417	591,336	604,911
Net incoming resources	60,833	97,434	158,317	(50,404)

Balance Sheet

Wirral Churches' Ark Project Balance Sheet as at 31st December 2009

	Unrestricted Funds £	Restricted Funds £	2009 Total Funds £	2008 Total Funds £
Tangible Fixed Assets				
Freehold Property				
Mary Cole House	84,135	763,522	847,657	663,262
Arkangel Properties	149,581	53,941	203,522	207,910
Other	<u>8,100</u>	-	<u>8,100</u>	<u>10,125</u>
	241,816	817,463	1,059,279	881,297
Current assets				
Cash in hand	742	-	742	134
Cash at bank	<u>190,409</u>	<u>9,521</u>	<u>199,930</u>	<u>224,374</u>
	191,152	9,521	200,672	224,508
Current liabilities				
Creditors: amounts falling due within one year	<u>28,347</u>	<u>34,366</u>	<u>62,713</u>	<u>56,219</u>
	28,347	34,366	62,713	56,219
Net Current Assets	<u>162,805</u>	<u>(24,845)</u>	<u>137,959</u>	<u>168,289</u>
Creditors: amount falling due after one year	<u>74,256</u>		<u>74,256</u>	<u>84,921</u>
	74,256		74,256	84,921
Total net assets	<u>330,364</u>	<u>792,618</u>	<u>1,122,982</u>	<u>964,665</u>
Total reserves				
Restricted funds		792,618	792,618	695,184
General funds	<u>330,364</u>	-	<u>330,364</u>	<u>269,481</u>
Total Charity Funds	<u>330,364</u>	<u>792,618</u>	<u>1,122,982</u>	<u>964,665</u>

Nurses' Report

We would like to welcome Phil who has joined the nursing team. Sheila has now partially retired and will now act as a relief nurse.

The year has been busy with an increase in leg ulcers which we are effectively treating working alongside other agencies. The health assessments are now always completed when new residents come in and as yet, no one has refused one! We look forward to our new room in the extension which we hope to have fully equipped with

appropriate items to assist in the delivery of our service.

We continue to work closely with external agencies to enable residents to seek the help they need to enable them to address their numerous health problems.

Patsy Dodd (BA Hons) RGN Specialist Practitioner

Support Workers Report

Late summer 2009 saw a restructuring of the staff team to allow for a more seamless approach to support that is provided for residents at the Ark. What many may recall as project workers, coordinators and duty officers, are now support workers, providing 24 hour assistance and encouragement which both compliments and reinforces the support provided by key-workers during the day.

The recent extension of the building has provided us with a resource centre which will, quite literally, act as a bridge for our residents and the wider community, allowing relevant agencies the opportunity to engage with clients more easily. We have two dedicated support staff to coordinate how this new venture will develop. Exciting times! Seven support workers are based in the hostel itself and the balance can change at any time, new residents will bring a different dynamic; sometimes the hostel is quiet, often its not! At the moment we have a lot of young people and problem drinkers which makes for interesting weekends!

The best thing about my job is helping people; its very rewarding to watch people emerge from a poor situation, become empowered and move forward

with their lives. Ex residents often return to the hostel to update us on their progress. It's fantastic to see the seeds bear fruit, however it would be better to see a bumper crop each year! The more systematic Pathways Scheme provided a universal, layered delivery of support, which, given time, should result in greater outcomes - we hope!

The hardest thing is listening to the tragedy people have had in their lives, neglect, lack of support, bereavement, leaving care, and other issues.

After 11 years of working in various roles at the hostel, it's still challenging, but enjoyable.

We still need more volunteers; their help is much valued and appreciated. Come and try it, no two days are ever the same and you might find you like it. Hope is NOT just a town near Wrexham!

Douglas Heffell – Support Worker

Volunteer Representatives Report

There continues to be a large number of volunteers on database at The Ark, most of whom help in a variety of ways to provide back-up for the permanent members of staff. The areas covered by the volunteers are cooking, befriending, admin, food collection etc. With the addition of the extension this is also an area where it might be possible for volunteers to play their part when it is up and running.

Volunteers also get involved in fund raising collections which take place at the various food stores and other places where we are in a position to make representation. Where possible they also arrange collections at their churches of food, bedding, toiletries and other needs for residents.

Volunteering continues to be a very valuable contribution to the life of The Ark, some people giving a considerable amount of their time and talents. There have been quite a few new volunteers over this last year and interest is still being shown by others.

Anyone who feels they might be interested in giving their time in this way should contact The Ark and arrange a visit when they can find out what is actually involved in 'volunteering' and the areas covered by this.

One area where we do need to make improvement is the volunteers getting to know each other. As the span covered is Monday to Sunday each week and includes breakfast, lunch, dinner, and sometimes even across these areas each day a lot of volunteers never meet one another. It is therefore important when volunteers' meetings, socials, A.G.M. etc. are advised, that they take the advantage of getting together and meeting each other.

Thank you all for the time and effort you put into everything you do and the contribution this makes to the life of The Ark.

Helen Fallows
Volunteer Representative

Ark Residents Statistical Summary for the 12 months to 31st Dec 2009

Mary Cole House

	Male	Female	Total
Number of residents	162	42	204
Average number of residents per night	20.03	4.28	24.3
Total bedspaces occupied	7311	1562	8873
Average number of nights stayed by residents	51	43	50

Many residents were successfully moved on:-

- ✓ 15 moved in with friends
- ✓ 9 moved in with a family member or returned home
- ✓ 4 were housed by a Housing Association
- ✓ 15 have been housed in private accommodation
- ✓ 40 were housed in a supported housing scheme

<u>How Long Residents Stayed</u>					<u>Age of Residents</u>				
No. of days	Male	Female	Total	% of Total	Age	Male	Female	Tot	%
1-10	34	11	45	22	18-25	37	9	46	23
11-20	21	5	26	13	26-35	54	17	71	35
21-30	18	7	25	12	36-45	42	12	54	26
31-40	16	6	22	11	46-55	27	4	31	15
41-50	9	3	12	6	56-65	2	0	2	1
51-60	13	1	14	7	<u>65+</u>	0	0	0	
61-70	12	0	12	6	Totals	162	42	204	100
71-80	11	3	14	7					
81-90	3	2	5	2					
91-100	2	0	2	1					
<u>101+</u>	23	4	27	13					
Totals	162	42	204	100					

We captured 'underlying problem' data residents gave to us when registering on their first night.

	<u>Male</u>	<u>%</u>	<u>Female</u>	<u>%</u>	<u>Total</u>	<u>%</u>
No problem with drugs, alcohol or mental health	25	15	4	10	29	14
Drug only problem	48	30	7	16	55	27
Alcohol only problem	42	26	15	36	57	28
Mental health only problem	14	9	3	7	17	8
Multiple problems	33	20	13	31	46	23
Totals	162	100	42	100	204	100

<u>Underlying problem additional information</u>	<u>Male</u>	<u>%</u>	Female	<u>%</u>	Total	<u>%</u>
Drug problem (with or without other problems)	70	43	13	36	85	42
Alcohol problem (with or without other problems)	68	42	23	62	94	46
Mental health (with or without other problems)	36	22	12	33	50	25

Many Arkangel tenants were successfully moved on:-

- ✓ 2 moved in with friends
- ✓ 2 were housed by a Housing Association
- ✓ 7 were housed in private accommodation
- ✓ 7 was housed in a supported housing scheme

At the end of life we will not be judged by how many diplomas we have received, how much money we have made, how many great things we have done.

We will be judged by "I was hungry, and you gave me something to eat, I was naked and you clothed me. I was homeless, and you took me in."

Hungry not only for bread - but hungry for love. Naked not only for clothing - but naked of human dignity and respect. Homeless not only for want of a home of bricks - but homeless because of rejection.

Mother Teresa

Catholic Missionary and Nobel Peace Prize Recipient

