

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.

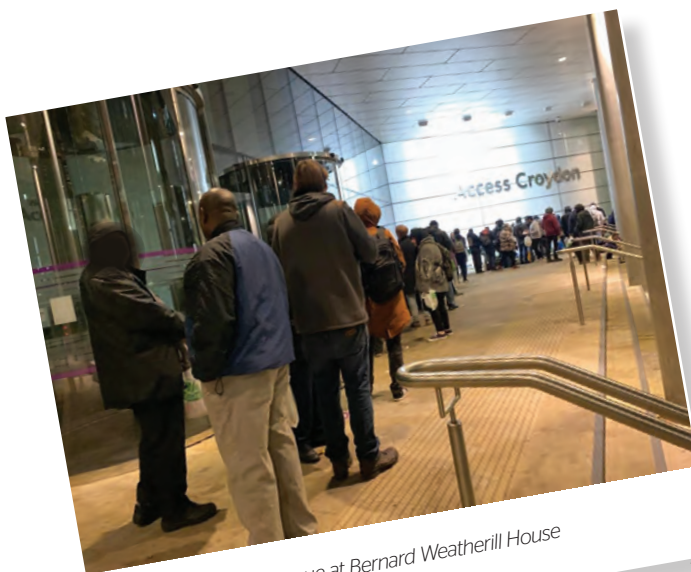
The challenge of 2022-3 has been our location, a matter which has been under discussion since 2011 when the redevelopment of the Queen's Gardens started. We went to meetings where we were assured by the designers of the gardens and the developers that there would be a place for us in the new Queen's 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.



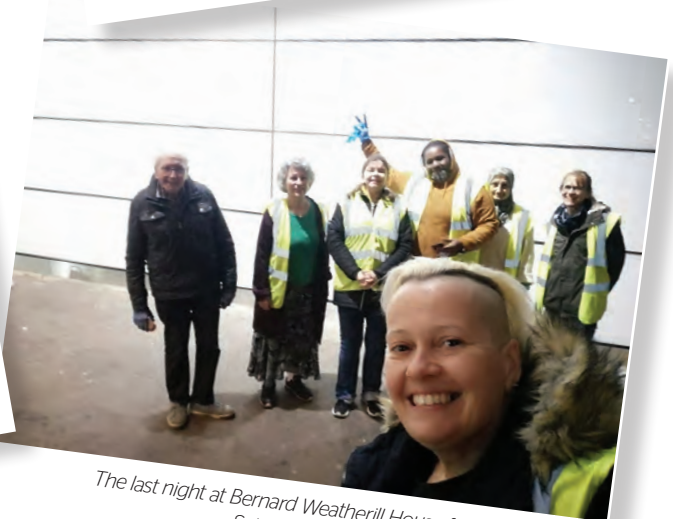
The last night at Bernard Weatherill House for the Tuesday team.



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.

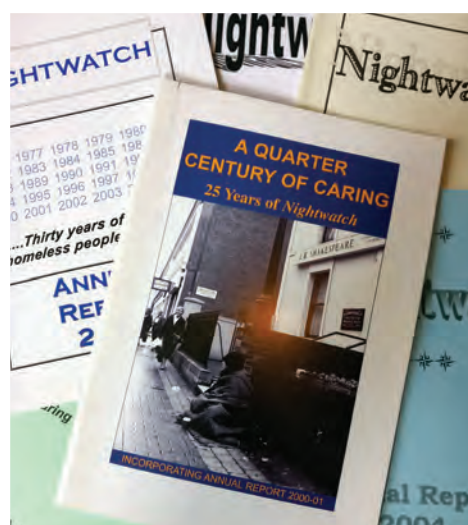
In the 1993 report I wrote 'The number of people we have been seeing has been creeping up this year from an average of 10 in 1992 to an average of 15 at the end of 1993.' In 1994 we recorded the highest number of people yet, at 40. They were mainly men with 5-10% women. At this time

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.

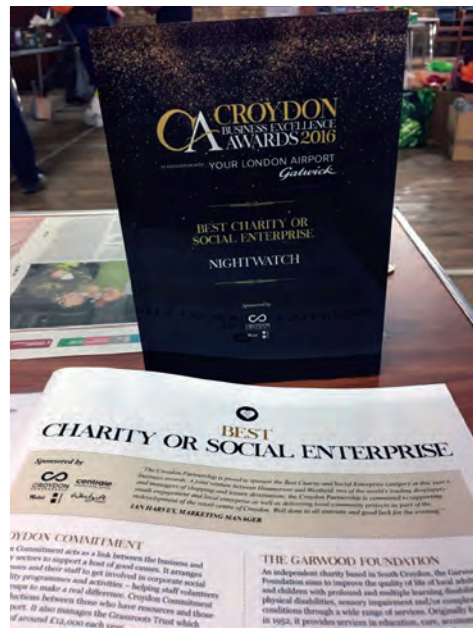
We had a public dispute in 2013 when the local police commander claimed we were connected to anti-social behaviour but when this was questioned it was conceded that our service was disciplined and organised. It was then claimed that our clients were committing anti-social behaviour somewhere else and 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

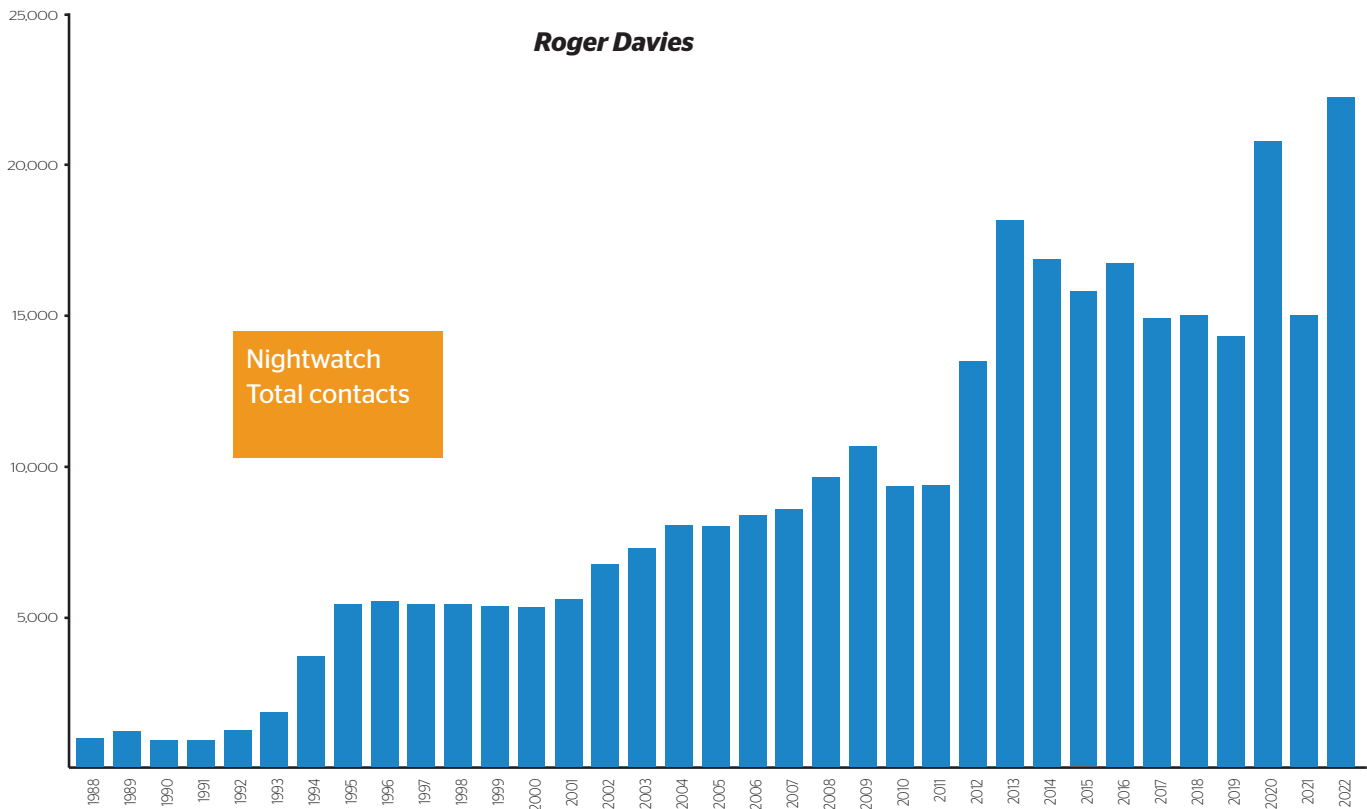
Nana Acquah
020 8405 8712
nana@croydonnightwatch.org.uk

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

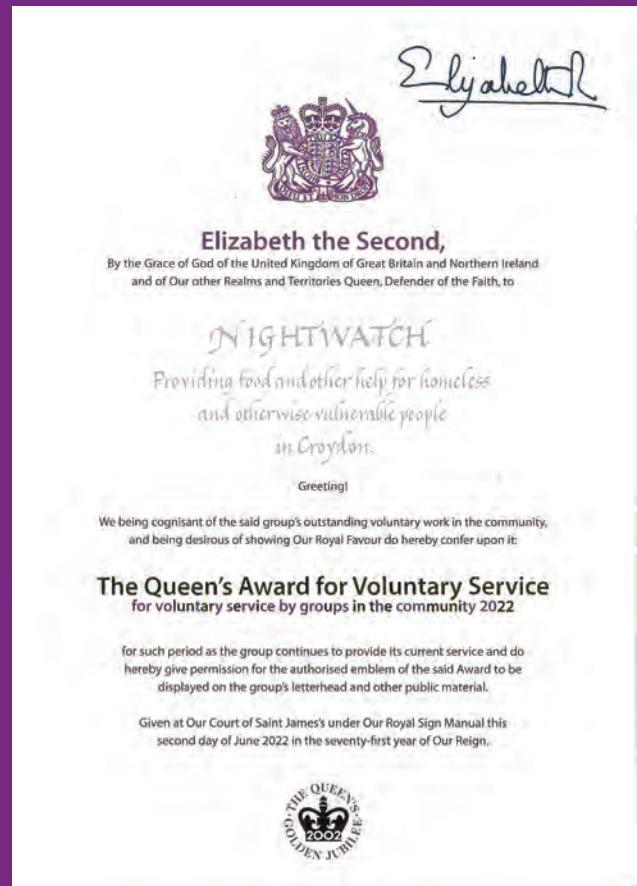
Our Thanks to



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

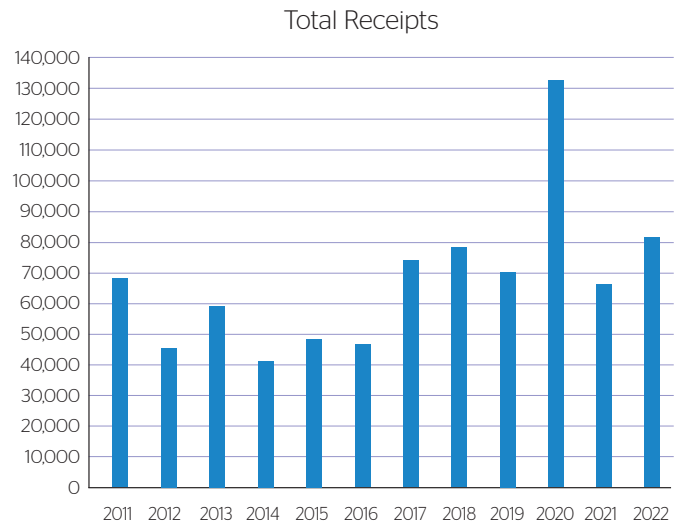
night and larger food bags. The provision of toiletries and sleeping bags increased from £1,911 to £5,876. The major change was the introduction of the Hardship Fund with a spend of £22,746. The other factor is the increase in the number of contacts from 15,000 to 22,000 per year.

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.

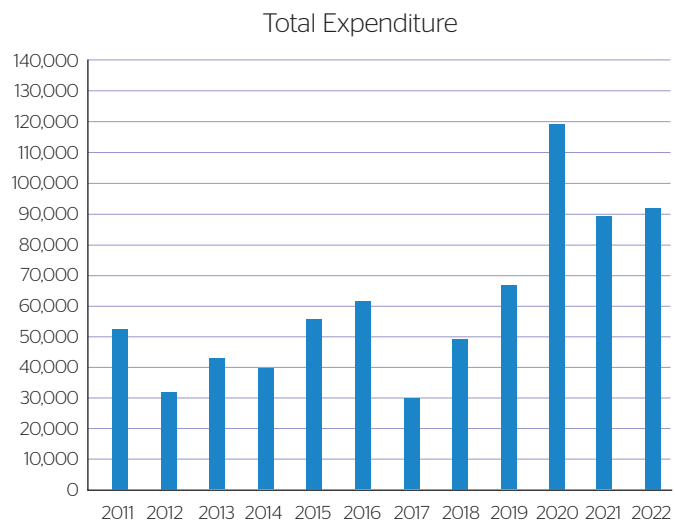
Income

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.



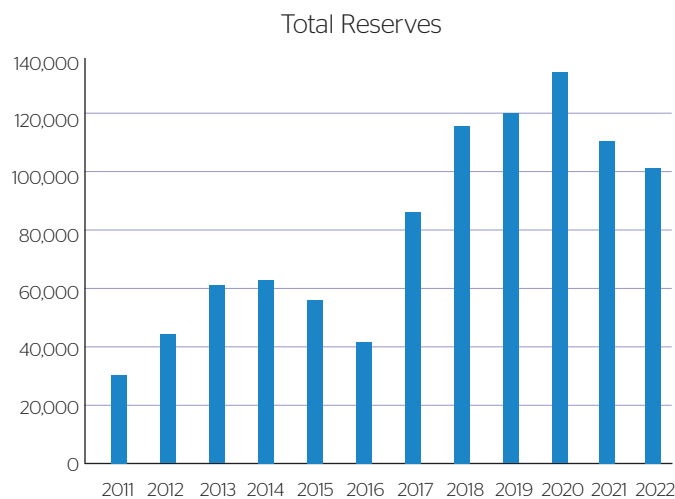
Expenditure

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.



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.



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:

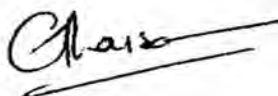
- * examine the accounts under Section 145 of the 2011 Act.
- * follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 145(5)(b) of the 2011 Act.
- * state whether particular matters have come to my attention.

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		<u>82,440</u>	<u>-</u>	<u>82,440</u>	<u>66,173</u>
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		<u>91,219</u>	<u>-</u>	<u>91,219</u>	<u>89,690</u>
Net Receipts/(Payments) before transfers		(8,779)	0	(8,779)	(23,517)
Transfers between funds		-	-	-	-
Net Movement in Funds		<u>(8,779)</u>	<u>0</u>	<u>(8,779)</u>	<u>(23,517)</u>
Balances B'fwd		<u>110,325</u>	<u>-</u>	<u>110,325</u>	<u>133,842</u>
Balances C'fwd		<u>101,546</u>	<u>0</u>	<u>101,546</u>	<u>110,325</u>

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.

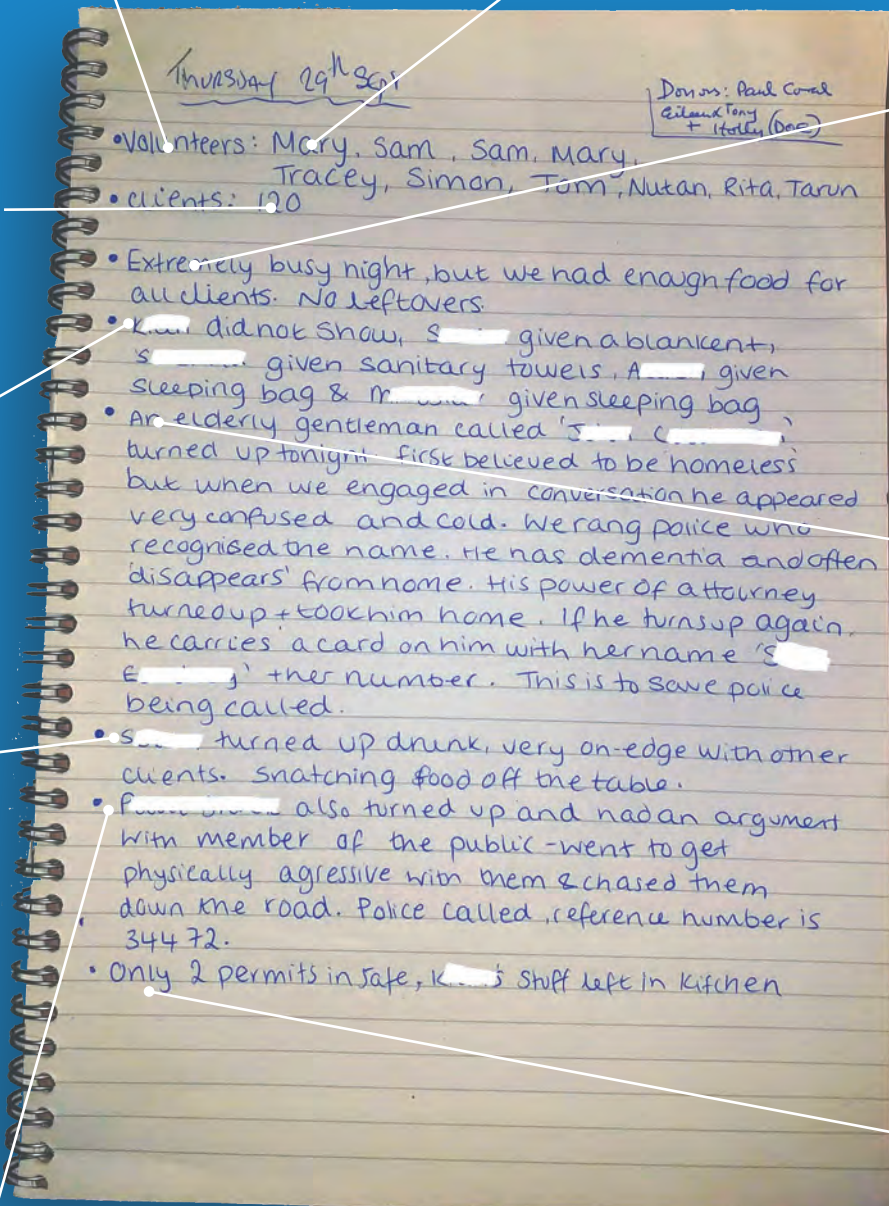
There should be enough volunteers to handle any challenges, preferably one volunteer for every 5-10 clients

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

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

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

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



Number of clients noted. 120 is a very high number

Attention to clients' needs

A warning about bad behaviour from one of the clients

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