







HARBOUR LEAFLETS

<p>"It's down to Harbour that I've been able to turn my life around for the better." A Member</p> 	<h2>ABOUT HARBOUR</h2>	<h2>CONTACT</h2>	 <p>Research into poverty and homelessness in Bideford indicated the need for a Drop-in Centre, offering food, shelter and support. Our premises at Queen Street opened in 2010, and services now also include life-skills training</p>
	<p>WHO WE ARE</p> <p>Harbour is a Bideford based charity providing help and support to those in need in the local community.</p> <p>Harbour is run entirely by volunteers.</p> <p>WHAT WE DO</p> <p>We provide a range of support services to homeless, vulnerable and socially disadvantaged individuals.</p> <p>We meet people at their point of need and offer food, warmth and friendship and through this contact build a relationship of mutual respect and trust.</p> <p>We work with a number of different local organisations and agencies who offer relevant support to help people take positive steps forward.</p> <p>We offer a programme for personal development.</p>  	 <p>WHERE TO FIND US Harbour Bideford, 7 Queen Street, EX39 2JG</p> <p>Opening Times: Mon to Thurs, 10am - 1pm (also Winter only: Sat - Sun 2pm - 4pm)</p> <p>Email: admin@harbourbideford.co.uk Telephone: 01237 423891 Website: www.harbourbideford.co.uk</p>	<p>COMMUNITY</p> <p>DAY CENTRE</p> <p>Harbour Bideford is an open access facility welcoming anyone over the age of 16 who can benefit from the services on offer.</p> <p>The Centre provides a safe, non judgemental and non threatening environment where people are accepted regardless of their circumstance or situation.</p> <p>SKILLS FOR WORK</p> <p>We work with a number of different local organisations and agencies who offer relevant support to help people take positive steps forward.</p> <p>"This is the best place I've been to. Everyone treats me with respect and is so friendly," A Member</p>

Please take one and pass one on to a friend!

WEBSITE



HOME ABOUT US OBJECTS NEWS EVENTS SUPPORT CONTACT US

A place of safety.
A place of replenishment.

Harbour Bideford
7 Queen Street
EX39 2JG

AGM news
Our AGM is on Friday July 3rd at Bideford Baptist Church at 7:30 pm
Everyone is welcome - Entertainment by the Littleham Howlers!

4 Tons of Food Collected!
Westward Ho! man collects four tons of food - in one week!
(click to see Bideford Gazette article)

e-mail us: admin@harbourbideford.co.uk
Telephone: 01237 423891
Company No: 7123868, Charity Number: 1135311

Our Aims:
To promote social inclusion for the public benefit in the Bideford Area of Torridge
To relieve the needs of those people who are socially excluded and to assist them to integrate into society.

Our immediate intention:
To develop a community centre for the socially excluded in Bideford

Please visit our website at: - www.harbourbideford.co.uk

Report designed and collated by Andrew Tregoning

ANNUAL REPORT



Harbour Bideford

7 Queen Street
EX39 2JG

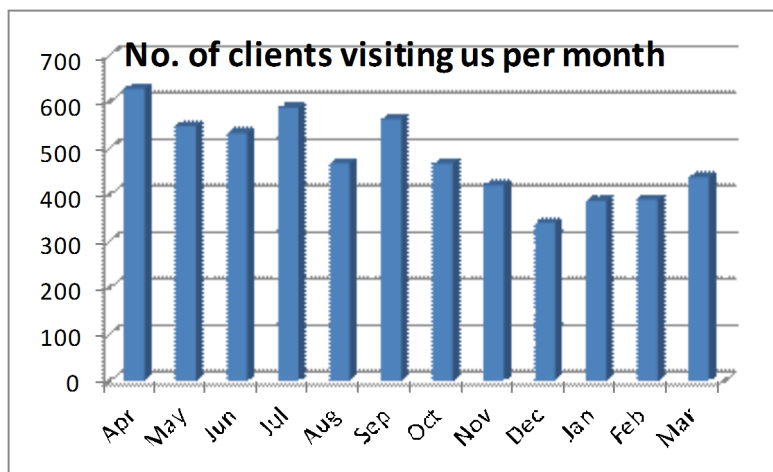
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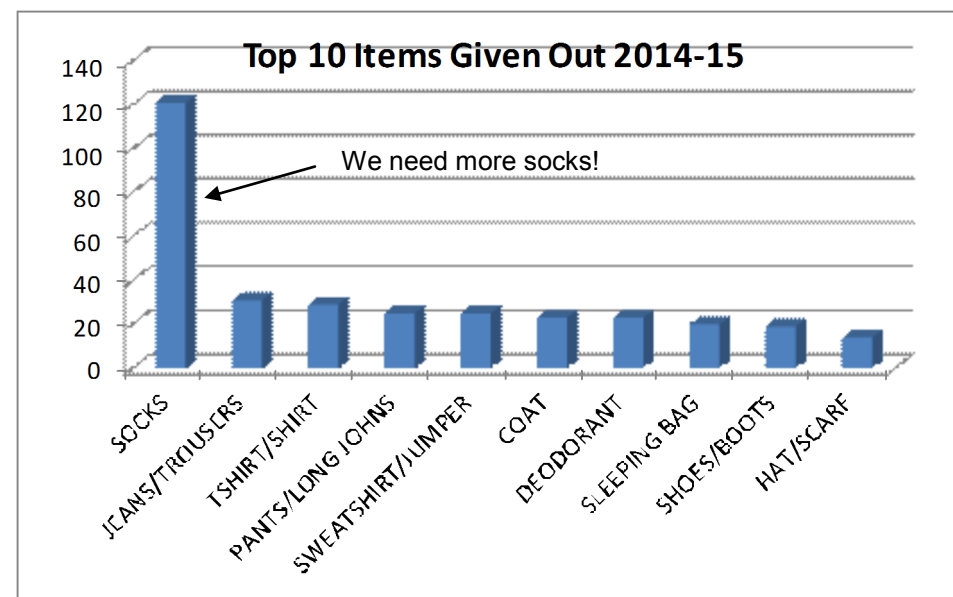
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CHANDLER'S CORNER



STORAGE UNIT

With the generous food donations from various sources and the massive donation of 4 tons of food from Westward Ho! It has been a time consuming, but a beneficial task sorting the food. We date EVERY tin and divide it up by month and year. This is then transferred from the unit on a monthly basis to restock the shelves at Harbour. This system avoids wastage and we can see at a glance what supplies we have on a monthly basis.



Elaine Arrowsmith

IN THE NEWS



Bideford youngsters' Christmas donation



Bideford charity in need of a bigger premises to provide its services effectively



Steve Taylor from Westward Ho! collects four tons of food – in one week! 15th December 2014

Showing Heart for the homeless

While many are celebrating love and families this February, others are struggling to get by without that support. **Sarah Howells** paid a visit to the Harbour Project to find out about the work they do in the town - and their plans for expansion... *My Town Bideford Feb 2015*

FROM THE CHAIR

Harbour Chairman's Report – 2014/15

Einstein's definition of madness was 'Doing the same things each day and expecting a different result', and 2014/15 has been a little like that. We have tried really hard to change the way we operate, to adapt to the changing needs of our client base, but the current limitations of our Queen Street premises, have meant that we continue to do what we do best. That is, providing hot food, clothing, tents, and practical help (whatever that entails), AND it continues to be successful in that we have seen some positive results, as well as helping keep clients on an even keel.

However, as we have made very clear in our vision, we want to do more, and that means helping our client base progress and not merely 'stand still' in their lives. We actively pursued some other premises options, but the sheer size of the job and costs were beyond our funding comfort zone, and it maybe now that we have to *look at utilising Queen Street more effectively, even if that involves having to alter the layout*. This is something that the Board are now looking at as a feasibility study.

On a practical note, we have received fantastic support from so many organisations, not just in money which is needed to maintain our position, but in donations of food and clothing. A special thank you to Steve Taylor of Taylors Property Services for collecting 4 tons of food for Harbour in one week - an amazing achievement! For me to mention every individual who has helped us this year would require a full size book, so I can only say how grateful we as a Board are for everything you have done for us.

I continue to go out and about speaking to as many organisations as possible – not only does that raise our profile, but helps in maintaining awareness of the real issues which affect Bideford and the local area. The greater focus on relationship building within Bideford has resulted in more positive press publicity than ever before, and a greater understanding with the Police, Torridge District Council, and Bideford Town Council as to what we are trying to do – a huge thank you to all those organisations.

So.....what will 2015/16 look like? Well, we are working on a personal development plan for each of our clients, which will not only have practical benefits for those who choose to enrol, but will give them access to courses and opportunities which may help them move out of their current situation. More of this as the year progresses, but it holds out real hope of personal progression which has been lacking before.

We still need more Trustees – the present Board are not getting any younger, and we need people joining us who will embrace our Vision, and take it forward. We not only need Trustees from the business world, but Trustees who will also get ‘stuck in’ with our clients and help with the practical roles we do at Queen Street. Please contact me on 01237 424072 for a confidential chat at any time.

*Roger Levick
(Chairman)*

Trustees 2014 – 2015

Elaine Arrowsmith
Anne Barrett
Sue Beer
Martin Corfe
Andrew Hedden

Andrew Laugharne
Roger Levick
Alan Rayner
John Tompkins
Andrew Tregoning

NEW HARBOUR TRUSTEE

I am new to Harbour and have been involved since the autumn of 2014 on the board. My background is mainly in the NHS working with disabled children in the 1970's. Before training as a psychiatric nurse and following a career in 'Offender Health', as a charge nurse on a medium secure unit and from 1993 managing a Liaison and Diversion scheme which from 2007 covered the whole Sussex area.

I retired from full time work in 2012 and moved to Bideford. I have since worked on a consultancy basis in relation Forensic Mental Health for the Independent Police Complaints Commission, Offender Health Collaborative and Devon Partnership Trust as a (Mental Health Act Hospital Manager), reviewing detentions under the mental health act. On a voluntary basis I visit Police Custody blocks in Devon as an Independent Custody Visitor. I also volunteer at the North Devon Maritime Museum, digitally restoring old images of the area from prints and glass negatives. I am also a keen photographer and long distance walker.

I hope my varied experiences will benefit the Harbour as it develops its service in the coming years to meet the demands of people in crisis. The challenges and demands expected of the voluntary service are increasing at the present time. The process of change to prepare the Harbour to cope with future needs is underway and I look forward to helping.

Martin Corfe

TREASURER'S REPORT 2014-15

As we complete another year at 7 Queen Street, Harbour continues to support socially disadvantaged people. We provided them with hot food, drink, clothing and where necessary food parcels plus our in-house Counselling is proving very successful in helping our clients.

It is a wonder, given the current economic climate that we manage to raise adequate funds to keep us going. This in part is due to many local businesses, Bideford Bridge Trust, Rotary Clubs, Lions Club, Bideford Town Council, Torridge District Council, Councillors, churches, schools, and the many individuals who have made donations – some small and some large, but all important – that enable us to assist our clients. However we do not take this support for granted and we are always looking for new opportunities to raise funds.

One of our main avenues of income during the year was our Charity Shop, although it proved hard work, was a success and again we thank Bideford Bridge Trust for their support in this venture. The Shop could not have run without volunteers and we thank them for their hard work in helping sorting, pricing and selling the donations. The shop closed at the end of January 2015 but when we find the right premises we hope to open again. Not only did it bring us in financial support but it also helped raised our profile locally.

One of the biggest assets Harbour has are its Volunteers, without whom we could not operate. They give freely of their time and are responsible for the efficient day to day running of the centre.

Sue Beer

HARBOUR IN NUMBERS

Number of food bags given out last year:-	291
Approximate value of food bags given out last year:-	£1,452
Total number of meals (and drinks) provided last year:-	5,770
Number of different individuals using Harbour last year:-	225

HARBOUR VOLUNTEERS

Our volunteers put in a staggering 2371 hours of their own time this year to support Harbour. This was spread over 4 mornings a week with four teams of dedicated volunteers preparing light snacks and drinks and giving support and advice as needed.

We had a very successful and enjoyable Volunteers “get together” at “The Champ” in Appledore on November 28th and hope to hold more of the same.

On Thursday March 12th we held the first of our regular Volunteer Forums. This was thought to be a very useful initiative by all concerned.

The food that we use in the kitchen is donated by local groups, churches and individuals and a local butcher supplying us with sausage meat and sausages and a baker who supplies us with bread, cake and pasties. Without this regular support throughout the year we wouldn't be able to support our clients as well as we can now.

Our thanks to all our volunteers and donators

Anne Barrett

COUNSELLING CLIENTS

WHAT YOU RESIST PERSISTS

During the past 4 years of offering counselling to our clients the uptake has been limited but very effective. As a committee we have decided to introduce motivational interviewing (M.I.) - this being a person centred approach focusing on decision making and observation rather than theory and goal setting. It is Harbour's aim to meet with our clients in the very near future and using the M.I. and cycle of change model, identify those clients who are in a position to recognise their present situation and some of the reasons why – and then embark on a positive journey and possibly progress to theory based counselling in the future.

Andrew Hedden

SUPPORTING OUR CLIENTS

We closed our records last year with a total number of 538 clients. We now have 602 making a total of 64 people asking for our help either as a one off provider or needing support during 2014 to 2015. We have provided a small family with essential child items i.e. baby food and nappies due to benefit delays. We have provided tents and essential items for those who do not fit the immediate criteria for housing or other benefits. This provision does not only fall during our opening hours. Weekends cause a large problem to somebody who is desperate and by contacting us on the mobile we can act immediately - and do in most cases.

I thought a positive indication this year would be to summarise a young man who joined Harbour in September 2012 in a desperate situation. He had lost his flat due to financial problems and the landlord was holding his furniture as security. This circumstance meant that he needed to block out his problems so he turned to alcohol. He was aware the answer was not in a bottle but could not see any way forward without this crutch. Initially we provided food on a daily basis and he sofa surfed for a couple of months in various places. Alcohol was still part of his coping mechanism and he appeared to be on a downward spiral.

With the help of a local landlady we secured accommodation for him in the private sector early 2013. This was the start of his new beginning. He made a comment once and said he was the luckiest squatter in town - a flat which gave him security with no furniture. He was/is a humble individual and only asked for help with bare necessities to survive. 2013 proved difficult for him initially but he worked through it with the help of agencies.

He also sought counselling in 2013 as he recognised his problems were deeper than just needing alcohol. With the support network prepared to listen and not judge he eventually gave up drinking and started to look for a job. His confidence grew and we are now in 2015. He now feels he can “go it alone” and no longer requires counselling. He has set up his own successful business and does not have the time to feel negative any more. He travelled to a third world country to view real poverty where changes cannot be made by individuals alone. Their world will not change in the foreseeable future. Whilst there he sent us a postcard

(reproduced overleaf) :-

To the Harbour Team:-

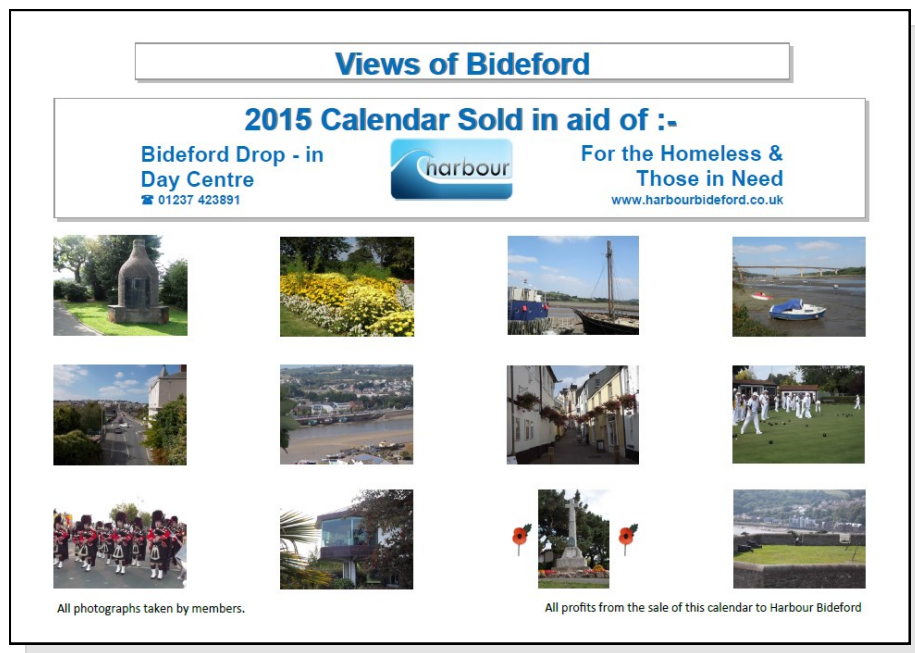
I came to you with nothing. You gave me your trust and support. My journey has been up and down but now I have a new direction in life and without your help and support I wouldn't have arrived here.

Thank you,

Clients with problems are not a "quick fix" and we endeavour to support, guide and more importantly understand the reasons why. To give them their own identity we will be issuing new membership photo I.D. cards. This will not only help us in the future but will give clients back their own identity.

Elaine Arrowsmith

CLIENTS' ACHIEVEMENTS



Above: A new photo Calendar of Bideford designed and created by clients and sold to raise money for Harbour.

THANKS

To all who have helped Harbour in so many ways: -

Mr & Mrs Avery
TDC Cllr D Brenton
Mr T Brooks
Mrs S Cordingley
Ms D Craiger
J Danbury
Mr P Dean
Mr & Mrs Drakeford
Mrs M Duffy
Miss Fulford
Mrs B Green
Mr Jeffery
Cllr T Johns
Mrs J Jones
Ms J Manley
J Moat
Mr & Mrs P Morris
Mr & Mrs A & R Osbourne
Mr D Parry
Mr C Perry
A Preston-Brewer
Mrs S Rice
Mr John Smith
Mr K Smith
Mrs L Steel
Mr & Mrs M Stevens
Mrs Tamplin
Mr J Tompkins
Mrs Webster
Mrs D Yendell

Appledore School
Barnstaple Rotary Shop
Bideford Baptist Church
Bideford Bridge Trust
Bideford Lions
Bideford Rotary
Bideford Tangent
Bideford Town Council
Bucks Mills P.C.C.
Clovelly Methodist Church
East The Water School
Encounter Ladies
Inner Wheel
Instow School
Kingsley School
Lavington Church Bideford
Religious Society of Friends Bideford
Sacred Heart Bideford
St Johns Instow
St. Margaret's Northam
St. Marys Church Appledore
St. Marys Church Bideford
St. Mary's School
Subud Bideford
The Crealock Arms
Torrington Probus
Trefoil Guild
Westcroft School

Other Donations:-

4 Parishes Lunch Group
Abbotsham Baptist Church
Abbotsham Players
All Saints Clovelly
Appledore Ladies Group
Appledore Prayer Fellowship Group

From people and organisations too numerous to mention, but we thank them all. Thank you, also to those who have given clothing, bedding, tinned food etc. over the year and supported us in so many different ways.

We hope we have included everyone in this list but if we have inadvertently missed anyone out we apologise and our gratitude is no less real.