

OPENING OF NEW FACILITIES



HARBOUR ON FACEBOOK



ANNUAL REPORT



Harbour Bideford

7 Queen Street
EX39 2JG

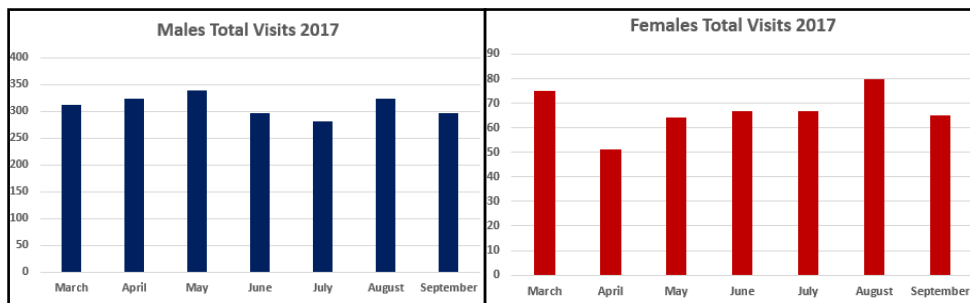
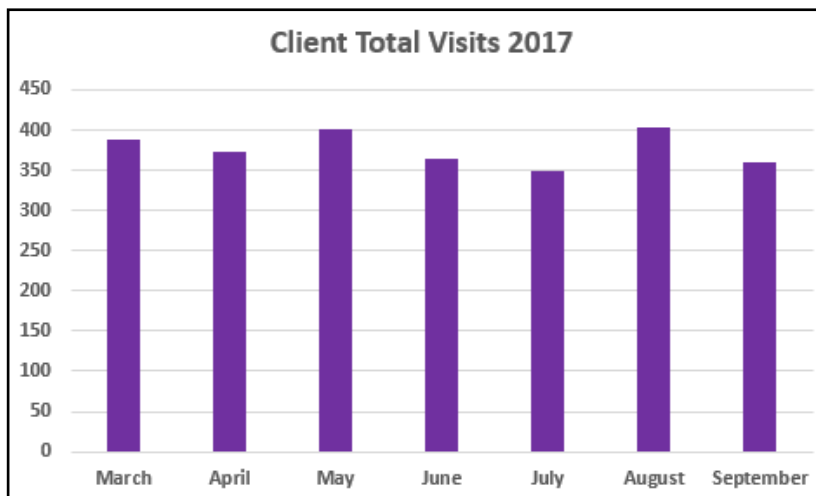
2016 - 17

Company No: 7123868
Registered Charity Number: 1135311
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Harbour Monthly Client Summary					
September	2017	Client Total	Males Total	Females Total	
		361	296	65	
		Average	Average	Average	
		22.6	18.5	4.1	
	Date	Daily	Daily	Daily	
Mon	04/09/17	26	19	7	
Tue	05/09/17	31	24	7	
Wed	06/09/17	20	17	3	
Thu	07/09/17	20	15	5	
Mon	11/09/17	31	26	5	
Tue	12/09/17	29	25	4	
Wed	13/09/17	17	15	2	
Thu	14/09/17	23	19	4	
Mon	18/09/17	24	21	3	
Tue	19/09/17	17	14	3	
Wed	20/09/17	21	18	3	
Thu	21/09/17	22	17	5	
Mon	25/09/17	17	14	3	
Tue	26/09/17	21	19	2	
Wed	27/09/17	22	16	6	
Thu	28/09/17	20	17	3	

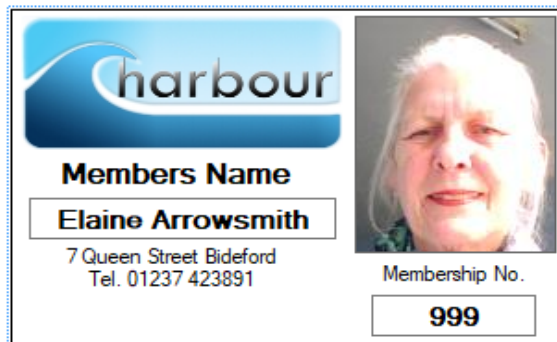
Highest
 Lowest

OUR NEW FACILITIES



NEW BOOKING IN SYSTEM

Since March 2017 we have been running a new computerised booking-in system for members. Each member now has a photo-ID card (see example below) and shows it to the booking-in desk. The person on the desk enters their membership number and this brings up the member's

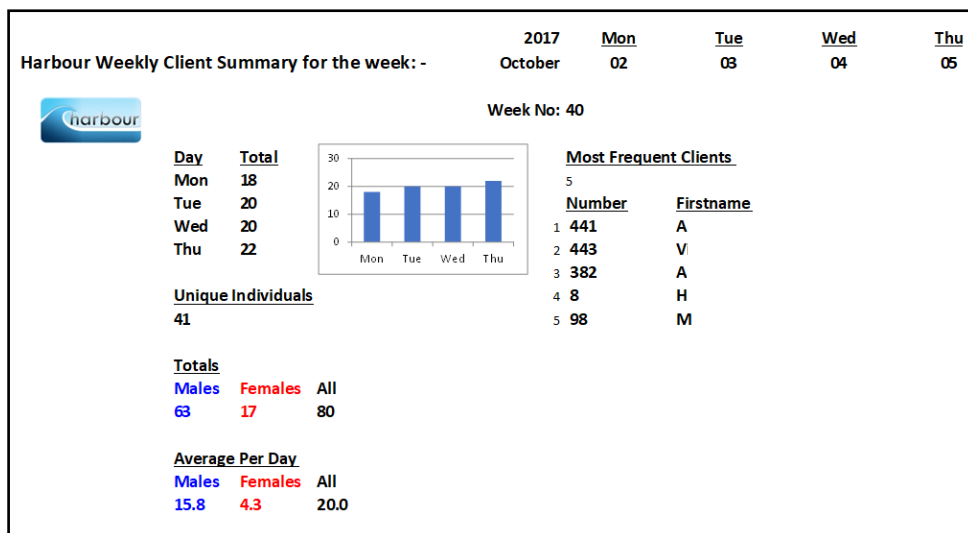


details on the screen enabling the volunteer to check the information before marking them as "in" and finally marking them as "out" when they leave.

The data recorded each day enables us to keep an accurate check on who is using our facilities and produces statistical analysis

for future use. Below and overleaf are examples of a weekly and monthly breakdown, showing most frequent clients, totals and averages for males and females and busiest and least busy periods of the month. We hope to use this information to look for patterns of use and also an analysis of the length of time clients spend on the premises so we can better target our help and support to individuals in the future.

Andrew Tregoning



FROM THE CHAIR

Harbour (Bideford) Chairman's Report 2016/17

2016/17 has been a good year, with many more highs than lows, and as long as we maintain that ratio, then Harbour will continue, as it has done so for many years, to be 'the' place that those in need come to. We will always have those who seemingly want no help, but just avail themselves of what we offer – that is not an issue, because if we help them from slipping backwards, then that in itself is a result. On the other hand, there are those who do want to move forward, and again we have been able to help them to move towards what others would term a 'normal' lifestyle.

Yet again, I cannot speak highly enough of the work and hours that our Volunteers put in, and the brilliance of their attitude and caring for our clientele. I know that Harbour would not exist without this exceptional group of people, who are not always shown the gratitude from our client base that they so thoroughly deserve. Thank you all for everything that you do

A special mention must also be made of the Trustees who make up our Board. I will not risk the individual members feeling embarrassed by naming names, but without such a strong and now united Board, Harbour would have fallen by the wayside as so many smaller Charities have done in the past. It is to their credit that they are prepared to work for the greater good, and completely back the democratically made decisions whatever their own personal view may be.

Having ensured, over the years, that we were in a financially stable position, we were able over the Christmas period to undergo a complete refurbishment of the kitchen and seating area. The difference in the look, the ease of working, and overall atmosphere has been staggering. No-one really envisioned what a difference it would make, and I know the appreciation of the changes are not only restricted to our client base, but most importantly to our Volunteers.

Having been Chairman for several years I have decided that this year I will stand down and let someone else take the reins. The Board have unanimously approved the appointment of Elaine Arrowsmith as Chairman, and Elaine has not only been a huge support to myself, but she is very much the 'face' of Harbour. She will be brilliant, and will receive all the support that I received during my tenure

Finally, a heartfelt 'thank you' to all those organisations and individuals who continue to support us in our work, both financially and practically. We do not shout or make a huge fuss about what we do, and it's certainly not the 'prettiest' of Charities, but so necessary for Bideford in this day and age. The Board and I thank you from the bottom of our hearts.

Roger Levick Outgoing Chairman, October 2017

Trustees 2016 – 2017

Elaine Arrowsmith
Anne Barrett
Martin Corfe
Andrew Hedden
Andrew Laugharne

Roger Levick
Alan Rayner
Andrew Tregoning
Lorna Wyard

HARBOUR VOLUNTEERS

Since we re-opened after the refurbishment of the downstairs area and kitchen in January 2017 our amazing volunteers have donated freely of their time to the tune of: 32 weeks, working 4 days a week and totalling 2,095 hours preparing great lunches for our members. Thanks also to the continued support of local donators including:

- Country Cottage Bakery
- Alan the egg man (Brownstone)
- Weekly meal (Mr and Mrs Jefferson)
- Sustainability Group (vegetables)
- Local churches and groups
- Yoghurts (Stapleton Farm)

Thank you all for your continuing support.
Anne

Lorna, a volunteer, has now become a Trustee and has set up Harbour's Facebook Account. This has already had many 'hits'. Thank you Lorna! (see back page)

TREASURER'S REPORT

Harbour has maintained a steady income from generous donations and grants from local bodies which generally cover our day to day operating costs. We have however spent over £18,000 from accumulated reserves on the refurbishment of our kitchen facility, which explains the reduction in our bank balance/net assets.

Income			Expenditure				
	i)	Grants	£9,660		i)	Rentals/Utilities	£12,600
	ii)	Donations	£18,915		ii)	Direct Costs	£5,093
	III)	gift Aid	£500		iii)	Repairs/Kitchen Refurb	£21,850
	Iv)	Sale of Goods	£361		iv)	Misc Overheads	£5,090
	v)	Interest	£29				
Total			<u>£29,465</u>				<u>£44,633</u>
Monies at bank (31/03/2017)			£46,784			(31/03/2016)	£64,972
Stocks			£3,935				£138
Debtors/Repayments			£6,833				£1,167
Total			<u>£57,552</u>				<u>£66,277</u>
Less							
Creditors/Accruals			£7,578				£635
<u>Net Assets</u>			<u>£49,974</u>				<u>£65,642</u>

Andrew Laugharne (Treasurer)

DONATIONS



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Please support us online at:-

mydonate.bt.com