

CCM  
AGM  
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*Crisis Centre  
Ministries*

Bringing God's grace and healing love to  
people with life-disrupting problems

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## Introduction

### *Food and Fellowship.*

A relaxed start to the evening with food and a chance to catch up with friends, whilst the trustees have their meeting.

### *Welcome and Worship.*

Graham introduced himself, welcomed everyone and led us all in prayer.

Worship was led by Colse.

## Annual General Meeting

### *Apologies*

Apologies had been received from Chris Manton, Korky Davey and Gemma Nokes.

### *Minutes of 2009 AGM*

There was nothing to discuss.

### *Directors' Report – Graham Donald.*

This year Graham has been amazed by how the ministry has grown, and also amazed by the two massive projects (the new building and the charity shop) which have been undertaken; he would like to cover two aspects that he believes this will bring to us over the coming year: gratitude and challenge.

Firstly gratitude. God is good. Seeing lives change is faith building, as is seeing money appearing.

Graham is grateful to God who truly oversees us and provides vast amounts of money, so much in fact that we now have the funds to complete the first phase of renovations at the new building and will be completing the second phase in the new year.

Thanks to all the trustees, who, in Graham's opinion, are the best that we have ever had, providing massive support and participation. Thank you to all the staff who continue to be dedicated and committed.

Graham is very grateful for all the volunteers: if they didn't take the time to cook, clean and talk, the long term effect of the ministry would not be as great. We are especially grateful to Malcolm (our project manager) and Viv (our architect), both of whom have worked above and beyond our expectations.

Thank you to all of those who have donated money, large or small, some of those

small donations have cost individuals more than the large donations.

Thanks for your prayers, they are what sustains our ministry; just think, we have been praying for a new building for over 10 years!

Secondly the challenge. We can't relax with a new building: it is only a means to an end.

In the very near future we will start working between two sites and that's after the huge practical challenge of moving the coffee shop to Carpenter House.

Working at a much larger site will mean the need for many more volunteers, we will have a much bigger kitchen and are anticipating many more clients to cater for.

The LITE course really needs to be blessed with motivated and committed students that are looking for a long term outcome.

Please do continue to pray and depend on God, we must not think it is all done and take a back seat.

A special mention to Andy who is retiring in November and has been running LITE for 11 years! He has worked through some very tough times with many disappointments but has never given up and he is a wonderful expression of Gods love.

### *Trustee Membership – Paul Hazelden*

There are no trustee elections this AGM. We currently have 10 serving members, we are able to have 12, so if you would like to put yourself forward then please get in touch. We are especially looking for folk from churches in the Easton area.

We do need completed membership forms, to ensure that our database is up to date: as we are a limited company, this is a legal requirement. The forms we did have were quite old, and we need to keep the membership list up to date. So we are asking everyone who is, or would like to be, a member to complete a new membership form and return it to the Office Manager.

### *Treasurer – Martin Horton.*

Martin has prepared a brief set of accounts in booklet form and a full set is also available to take away.

The accounts for 09/10 show an amazing provision from God, with a huge increase from £155,000 in 08/09 to £392,000 in 09/10. The new building was bought in March. The only charge for the property in the current figures is depreciation, which is 2%.

An incredible amount was received for the building project which means that we now have enough in the bank to cover all the costs. Also our secret millionaire will be gift aiding her donation which will provide a further £35,000! But we still need the money to run the new building, which will be a challenge.

Apart from the building this year, wages are the largest part of our expenditure.

The booklet also shows the first six months of the current financial year. So far this year, we have spent £123,000 on the new building, and are running a deficit of £35,000.

## Introduction to the CCM staff.

### *Coffee Shop Manager – Alan Goddard.*

Alan started with some thanks, firstly to Ross for sharing some of our food from earlier this evening with someone who was homeless outside, secondly thanks to his wife for her support of the work that he does.

Over the last year CCM has helped take 312 individuals off the streets, either into rehab, half-way houses, Christian communities or their own flats. It's the volunteers that have made the difference and often it is their encouragement in the evening that has seen people returning to the coffee shop during the day to ask for help.

Alan can't wait to move to Stapleton Road, despite the recent press that has named Stapleton Road as the most dangerous in the UK. Alan thinks that this claim is rubbish and that all the area needs is to be shown God's love. We can't fix everything here, but we can love the people – including the dealers and gang leaders.

Arnett and Alan have been supporting a lady for eleven months now. She was a heroin addict, but you would not recognise her now – she could be anyone. We helped to part-fund the place for her with your money.

Alan has a concern that there is no ladies shelter in Bristol. This will only be made worse by the government cuts that have seen the end of the emergency B&B services. Last week, a cut of £190k in the local homeless budget was announced. Two weeks ago whilst on a city wide night time walk Alan witnessed ladies being turned away from night shelters that were full and found 5 ladies sleeping rough. Is there something that we could perhaps do? Please pray on it.

Alan finished by saying that he loves working at CCM and thinks that we have a good team and is confident that we can make a difference. He hopes all the volunteers who work in the café will be happy to hear that there will be a member of staff at every session for at least the first month of moving into Carpenter House.

### *Coffee Shop Assistant Manager – Lisa Mannion.*

Lisa is so excited as she feels that there is a fresh team at CCM who are all looking forward to next year. The team is working well together and the clients are amazing, they are wanting to talk and open up which is giving space for really good conversations. The clients are building a real community and looking after each other and they are all very excited about the move.

### *Coffee Shop Assistant Manager – Chris Cherrill.*

Before working at CCM, Chris had been praying about where to serve and heard God on his way home from work one night when he saw a homeless guy cold and wet

on the street, God said to him, 'that's me'. This inspired Chris, and now he sees every client like they are Jesus and tries to serve them accordingly. Chris expressed his thanks to God for his position at CCM and to Lisa and Alan for making him welcome.

### *LITE Course Manager – Andy Luxford*

This is Andy's eleventh AGM!! Since last year LITE has moved to Easton Christian Family Centre and that has been working very well. Also the course has been split into two. Extra English sessions, cookery lessons at Bourdeau Quay, a computer course and the sorted course have all been made available.

There have been two trips to Castle Quarry, one to Noah's Ark Zoo Farm and one to Laser Quest. One of the students, an ardent pacifist, came and suddenly turned into Rambo! It was a revelation to all of us. Many thanks to those who helped out over the last year including Ruth, Peter, Alan, Liz and Margaret.

Nineteen students this last year had full certificates, which is a wonderful achievement.

Coming up is a 'LITE Bite' which is aimed at professionals who might refer students to the course. Past students attend the LITE Bite and it is great to hear such good reviews.

A few years ago, Andy went on a pilgrimage. The journey was the best bit. The last eleven years have had highs and lows, but it has been a real joy to see people moving on with their lives.

"Blessed are those whose strength is in you, whose heart is set on pilgrimage."

### *LITE Course Manager – Stuart Leitch*

Thanks to CCM for the job! Stuart is very much looking forward to serving in this way and seeing where the LITE course goes, to seeing people move forward and even maybe see some saved. Praise for Andy as he is wonderful and has done an amazing job.

### *Volunteer Coordinator – Steve Smith*

In the past year 140 people have expressed an interest in volunteering, around half have not got past the initial enquiry, due to missed appointments, not replying, moving away or finding work. We had one 'mystery shopper' investigating how charities use and treat volunteers.

Of those who turned up, 30 couldn't join us because they were unable to provide a church reference; all of these were passed over to like minded charities. The end of the year sees us with a steady 140 volunteers on our books.

As well as our volunteers, we have a small number of non-Christian helpers, who help us in practical ways and get some work experience and a reference in return.

Many thanks to all our volunteers, including the trustees and Ruth who helps Martin with the accounts. Moving to a larger site means that we will need more

volunteers, not to mention help with the move, so please pray!

### *Office Manager – Siân Morgan*

This past year has been a time of preparation, trying to sort out the office in order to make the move to Carpenter House as easy as possible by moving as little as possible. We will be disposing of the things we don't need, partly through the charity shop, and partly through Ebay.

Siân and Alex are expecting their first child at the beginning of March, and Siân needs to prepare the office for someone to take over during the maternity leave. The job will probably be advertised at the beginning of December, to begin some time in February.

Please pray for the clients' Christmas Party on 16 December. Any help with this would be appreciated.

In January, the staff are planning their annual getaway to Rora House. Please pray that this will be a useful time.

We are updating the membership list. Please fill in a form tonight. If you don't manage to, you should receive a form in the post shortly.

### *Fundraiser – Jonathan Swithinbank*

Jonathan has been volunteering at the Wild Goose for 3 years and has been a Duty Manager for the last two years. Jonathan started working as the fundraiser 4 weeks ago and at his first meeting was told we need to raise £150,000 by January!

One of the first appointments attended was with Steve at Elim in Jamaica Street, where there was plenty of prayer for us and an impromptu collection raised £1,500! Since then we have received donations of £75,000 and £60,000 from other sources and, including other gifts, this means that we now have the funds needed to complete the building project.

Jonathan aims to get 52 churches to sponsor us – one a week.

Whilst in the middle of a grant application recently Johnny thought about omitting our statement of faith from the letter head but felt God tell him to have faith and keep it in. The grant was not only successful, but the statement was commented on as positive. So this is a reminder that God is at the centre of everything that we do and to ignore this means that we will fail. With God, who can stop us?

### *General Manager – Paul Hazelden*

Thank you to staff, volunteers, prayer partners and everyone who makes this ministry possible, and thanks again to Malcolm and Viv for their help with Carpenter house.

We give praise for God's provision – for money, people and things. Last year, the AGM was slightly difficult because we were not allowed to say anything about the 'Secret Millionaire'. We had promised to keep quiet, and Paul thinks we did pretty

well at keeping that promise. But it was difficult.

Paul is not aware of any such secret this year. But over this entire past year, we have seen God providing for our needs in a way we could barely have imagined. The cost of the building work has essentially been met. Of course, we have the ongoing challenge of running a larger ministry, and it has always proved much harder to find the running costs than to raise money for specific projects, but we continue to trust God's faithfulness and to be incredibly thankful for all our supporters, who continue to pray and give to sustain this work.

The launch of the charity shop this year would have on its own been our single biggest project in the last 10 years – that is, it would have been, if we were not buying and renovating the new building. Alabaré approached us, and we would have never had the capacity to do this on our own without their help. God really provided this for us. There has still been plenty of hard work and a special mention is due to Alan and Arnett for their amazing amount of work. Thank you to everyone involved as it has worked out so well. We are now looking at opening a second shop in Bristol, through prayer everything has come through this year.

Although we are serving 80,000 meals a year, the core of our ministry is relational, for folk who are used to being looked down on the staff and volunteers are so very different, they are expressing God's love.

In regards to the new building, we are now looking at using a room that is in Stapleton Road Chapel. It is only inches away from our building. We are hoping to link them together, and this would mean that we have enough space for all our offices to move over to Stapleton Road. This room is being offered to us completely free of charge! Isn't God good?

Plans for the City Road property will not be reviewed until the coffee shop is up and running successfully in the new building, so please pray about this.

As successful a year as it has been for us, please do be sensitive to those around us: the spending review is likely to make this a very difficult time for both people and organisations, but we have many opportunities for partnerships and help. Many decisions need to be made, but Paul is confident that God will guide us.

## Close

Graham Donald closed the meeting with Grace.

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