

# *Crisis Centre Ministries*

**CRISIS CENTRE MINISTRIES  
ANNUAL GENERAL MEETING  
9 OCTOBER 2006**

**Trinity Tabernacle, Easton, Bristol**

**MINUTES**

## **Present:**

Barbara Pepworth (BCF)	Rev Philip Nott, (Easton CFC)
Geoff Haskett (Pip 'n' Jay)	Gill Luxford
Anni Davey (CCM & St Mary's)	Sheilah Edwards (CCM & Vineyard)
Gillian Donald (Christchurch Clifton)	Sara Wadsworth (Christchurch Clifton)
Stewart North (Ebenezer)	Lyn Mitchell (CCM)
Trudie Lane (CCM)	Clive Richards (Trinity Tabernacle)
Ann Banks (CCM)	Graham Donald (CCM)
Pamela Reed (CCM & Elim)	Julian Marsh (Mullers)
John Gornall (St Marys)	Rosemary Gornall (St Marys)
Julie Summers (CCM & St Marys)	Martin Horton (CCM)
Stephen Brown (CCM)	Joyce Lewis (BCF)
Ann Thomas (St Marys)	Chris Thomas (St Marys)
Mark Wood-Robinson (Woodlands)	Shirley Wood-Robinson (Woodlands)
Dave Small (Woodlands)	Andrew Luxford (CCM)
James Preston (CCM)	

## **Apologies:**

Richard Hill (CCM)	Anne-Marie Holland (CCM)
Linda Dyson (CCM)	Dave Wiles (CCM)
Gerry Summers (CCM)	Anthony Bush
Christina Bush	Roseanne Carwardine
Pat Cook	Grant Bradley Charitable Trust
Sue Hazelden	Ms Lawes
Rob Scott Cook	Pam Scott Cook
Paula Travis (Lloyds TSB)	Neil Edbrooke (BCF)
Ann Endacott (St Marys)	Korky Davey
Paul Tilper (Aspire)	Alan Goddard
David Venton	Barbara Kirby
Rick Kirby	Sue Thorne

## **1. Introduction and welcome**

Graham, as chair for the evening, welcomed everyone and opened in prayer. He introduced Stewart North

## **2. Worship led by Stewart North**

## **3. Staff Reports**

Paul Hazelden introduced the staff. He explained that they would talk about their area of work and there would be opportunity for questions:

**James Preston, Coffee Shop Manager**, talked of his role. The coffee shop offered food and friendship, and clients brought with them a range of issues, the most common of which was homelessness. Many of those using The Wild Goose lived in hostels and had drink/drug problems as well. The shop was staffed by volunteer Christians; increasingly local churches were taking

responsibility for running sessions and, over the past year, two more churches had become involved in this way. This was something James would like to see grow.

A local church had started a worship session one evening each week in the shop. The clients enjoyed the live music, and there was opportunity for them to receive prayer. Two people had gone on to an Alpha course.

James had been developing an advice service for our clients. He talked of clients not dealing with problems straight away and, sometimes, this could mean that the situation became worse. He hoped that an advice service in the shop would mean these people could be helped before the problem had become too big.

Martin Horton asked whether it was helpful for churches to provide blankets and bedding. James responded that blankets could be useful but CCM did not have sufficient storage space to handle more than that. He went on to talk about the generosity of churches providing harvest goods, and how helpful that was to the ministry.

Anni Davey mentioned the need for volunteer cooks for the shop and James agreed that this was an important service which could be provided.

He was asked to identify specific prayer requests:

- ◆ development of churches involvement with us
- ◆ development of the way staff and volunteers talked shared their faith.

**Trudie Lane, Client Support Co-ordinator.** Trudie said her role involved providing ongoing support to clients herself and encouraging/supporting volunteers to be involved in this. Our aim was not to double up on the very good services available in Bristol, such as BDP and BSDS, but work alongside them and support our clients in accessing these services.

She gave examples of the issues our clients faced, mentioning suspicion of authority, how that related to life experiences and how clients sometimes behave as if they had been treated badly by current authority figures, when that may not necessarily have been the case.

She mentioned some of the clients she was working with:

One lady who had been working hard to change her lifestyle from addiction and was currently on a methadone prescription and withdrawing from benzodiazepams: this lady had recently given birth to a baby who was itself now withdrawing from the substances her mother had been using. Trudie talked of the evidence of God's intervention and His answers to prayer.

Another lady who had also been working hard to change her lifestyle from addiction, had 'tried' Church and God, and engaged well with the various support groups and services available in Bristol. She had done very well in maintaining her progress, but unfortunately had recently started using drugs again. At present she was not sure of the value of God in her life.

Trudie displayed a diagram showing the process of transition, saying that change was the event, but transition was the process everyone went through to accomplish that change. She highlighted some of the aspects of transition which showed that fear and depression, for example, could be signs that change was taking place. By building relationship, caring and respecting our clients, there was more chance that they would complete the transition process in a healthy way. However, at CCM, we were not just here so that people would change, although we would like that to happen, we were here to love people where they were, whether or not they change, whether or not they were motivated to change.

Ann Banks asked how volunteers support clients and Trudie talked of looking for practical ways in which we could show we care – food parcels, practical provision when someone moves into a new flat, visiting in hospital etc.

Philip Nott asked how our clients respond to church and Trudie said that one client had told her church was like 'another planet', other clients preferred an order of service with clear structure, whilst some appreciated a more relaxed approach. She talked of church involvement in The Wild Goose and how CCM would like to see this increase.

**Andy Luxford, Training and Development Manager**, Lifeskills Initial Training for Employment (LITE), talked of the importance of valuing the students on the course. He said he promoted the course through leaflets and had brought a supply to the AGM. The theme on the current leaflet was 'Recycling': Andy's thoughts were that many CCM clients believed their lives to be rubbish and the message he wanted to convey was that, even if they felt that, there was still potential in their lives. He referred to the slogan of Oxfam, 'if you give a man a fish you feed him for a day, if you teach him to fish you feed him for life', and said this was what he tried to do on the course - to help equip people to lead their lives in a satisfactory and rewarding way.

The last course had been one of the most satisfying he had run. There had been more people on it than previous courses; in total 17. Five had dropped out after one session and 12 went on to get certificates. 6 completed all course modules, 2 now had paid work, 2 voluntary work, and 2 continued onto the next LITE course. Four had gone on to further training.

Andy had prepared a sheet, 'Read all about it' which was available at the AGM and contained case studies of students.

He mentioned a man from Ethiopia whose father had been imprisoned for his political views, and the man himself had also spent some time in prison. He came to the UK with a very limited understanding of English, seeking political asylum, and arrived in Bristol to find it was very different from what he had expected. He was placed in a hostel in the inner city. He is not in contact with his family and does not know whether they are alive. He came onto the LITE Course and did well, gaining confidence. He is now in paid work and also taking an ESOL (English for Speakers of Other Languages) course.

Another student had been Bristol born and bred. He had gone 'on a binge' to Amsterdam with friends and been introduced to drugs and drink, ending up unconscious. This resulted in severe mental health problems and he had lost the ability to communicate well. Having completed the LITE course, he was now undertaking an assertiveness course and getting help with his literacy.

A man from Glasgow, having been employed in many capacities including on oil rigs, had been a very hard worker at the cost of his marriage. This led to him developing a severe drinking problem and being off work for 10 years. He was now struggling to get his life back together. He had completed LITE, and would be starting a gardening course and also looking for voluntary work. One of the highlights for Andy had been this man's spontaneous response when Andy prayed with him; the man had prayed for Andy.

Andy was asked about resources in the city for students to move onto following LITE. He said there was a wide selection, and his approach was to encourage students to try to arrange what they wanted for themselves. Work experience, though, was difficult to arrange but he had found Business in the Community were very helpful in arranging placements for people with a homeless background.

He was asked about the response of businesses to our clients, and he sympathised with their predicament saying he could understand that companies would find it difficult to take on people from our client group. He mentioned again Business in the Community saying that they had relationships with some of the bigger companies in Bristol and it was in this way that placements became possible. A couple of years ago, Business in the Community had arranged a work experience placement for one of the young men on LITE, and this had become permanent work for him.

**Paul Hazelden, General Manager, talked about Partnership.** He cited an article in the latest 'Drink and Drug News' publication, which highlighted the importance of work for people who come from a disruptive background and the gulf between the world of drug treatment and therapy on one hand and work on the other. Business in the Community, he said, was working to bridge that gap. He thought there was an opportunity for churches to be in the forefront of helping our clients access work.

He said that CCM worked in partnership with many groups: the rest of the voluntary sector, Christian groups, City Council, Primary Care Trust etc. CCM is also part of Bristol Christian Action Network (BCAN). There was a vast opportunity for Christian groups to become involved in setting policy and strategy in statutory services.

In July 2004 there had been a survey of homelessness in Bristol by the Homeless Consortium. The voluntary sector had not been able to contribute because the questions asked were relevant to organisations able to operate a full record system (which was not possible to voluntary organisations). Therefore the Council did not know about the work done by the voluntary

sector. BCAN Homeless Forum were planning to remedy this situation by undertaking a survey pitched at a level accessible to any group providing services to the homeless in Bristol. Paul encouraged people to pray about this. He saw it as a means of co-operating with the statutory services and getting a combined picture of the homeless situation. Following this survey it should be possible to publish information about the nature of the problem of homelessness, the size of it and the involvement of Christian organisation.

#### **4. Worship led by Stewart North**

#### **5. Paul Hazelden**

Paul said that people ask why we do this work. When Christians ask, they tended to wonder why 'nice' people get involved with 'nasty' people. Secular agencies wondered why a Christian organisation would get involved with what they view as their territory. We were here both to provide practical help, support and assistance and also to bring people to Christ. Secular agencies might view this as a waste of time and wonder why we do not focus purely on helping people. They might talk of us avoiding the underlying issues. Paul said that we knew we were dealing with the absolute bottom line. Spiritual issues affected people's sense of who they were – if people did not know what it was to be at peace with themselves, they would find it difficult to be in relationship with others; it is difficult to recover from addiction without some spiritual reality. Ultimate spiritual reality was knowledge of God as revealed in Jesus Christ and this was the bottom line, and what makes our work different from that of secular agencies. We were here because of Jesus, and we were clear about this, without apology. It was our distinctive.

It could be quite easy to talk about the needs of the people we are seeking to serve, tell stories about how dreadful their circumstances were, and draw out sympathy from our listeners. All organisations working with this client group could do that. We were motivated by human compassion for the needy, but also by the desire to see Jesus glorified. He was glorified, Paul said, through his church, through his people living joyfully and successfully, demonstrating his goodness and love, and the difference he made to this world. The role of the Church was to proclaim truth clearly, through words and through lives lived in a way which demonstrated the truth of the Holy Spirit's work: God's ability to enable us to do what cannot be done at a human level. To give at the level we aim to was not possible without Jesus.

The Church, he said, needed to hold together proclamation of gospel and demonstration of God's love. If one aspect were taken away, there was no living church. Church was not just about professional leaders, but about the 'ordinary' people in church living as the people of God and being released into ministry. People were released into ministry not by reading books, listening to sermons and going on training courses, but by doing it.

Sometimes being involved and 'doing it' did not feel as good as other times. That was what Christian service was about. We made ourselves available to people whether or not they were ready to use what we offered. We were

there because we needed to be there, and because we might be needed. Our motivation in spending time with clients was not primarily to use our time efficiently and effectively but to be with people, because that was what God was like. The important thing was God's love being poured out sacrificially, whether we seemed to be effective and achieving things in human terms or not.

Paul thanked those present at the AGM for being involved and supporting the ministry.

## **6. Annual General Meeting**

Graham chaired this meeting and, in his introduction to this part, he said he had been conscious of God's Holy Spirit in what Paul had said.

### **a) Minutes of the last AGM**

These were available for those who wanted a copy. The Minutes were accepted as an accurate record as signed by Anni Davey, Chair of Trustees.

### **b) Matters arising**

Our keynote speaker at last year's AGM was Bishop Mike Hill. Mike and his wife had been involved in a motor accident, both had been hurt but Mrs Hill more seriously. Graham prayed for their healing.

### **c) Chairman's report**

Anni Davey's remarks were included in the Annual Report. She said how good it was to see everyone at the AGM. She considered herself to be a guilty woman: guilty of the sin of pride when thinking of the staff of CCM, the way they had expressed themselves at this event and the work they were doing. She was thrilled and proud. She considered the ministry of CCM to be a vocation involving heart and soul for those involved, staff and volunteers. She had been told by some of the workers that it was not always a pleasant task; at the same time a friend of hers had worked in The Wild Goose recently and found it very enjoyable. She believed that the work was a very positive thing.

She commented on one of the songs Stewart North had chosen when leading worship, Be Though my Vision, and said she wanted to continue to ask God to be our vision. One of the songs sung in her church had included the words 'The darling of heaven crucified' and she had been struck by the enormity of what Jesus had done. In comparison, our contribution could be considered small.

Anni thanked Andy Paget for allowing us to use Trinity Tabernacle for our AGM and for being so welcoming. Also Clive Richards who had prepared the buffet we would be enjoying. She then thanked all our supporters for their heart for the ministry, and their love and support of CCM over the last year.

### **d) Varying the Number of Trustees**

Currently the Constitution of CCM indicates that we should have 8 Trustees.

The Board of Trustees had been finding this inconvenient and were requesting that the Constitution be changed to allow between 6 and 12 trustees. All present indicated that they were in favour of this change.

**e) Trustee membership**

There were three trustees resigning at this AGM, Nick Wood, Andy Robinson and Anni Davey.

Three people were standing for election, Lynda Dyson, Gerry Summers and Julie Summers. Lynda was currently in Greece and Gerry unwell, so neither were able to be at the meeting. Julie was introduced. Everyone present indicated that they were in favour of their election.

**f) Treasurer's Report**

Martin Horton said that a full set of accounts was available in the Annual Report for anyone who would like a copy, and he recommended the whole document as well worth reading. For the purposes of his report, he displayed a summary of income and expenditure as shown below.

**CRISIS CENTRE LTD.**

<u>2005-06</u>	<u>£K</u>	<u>2004-05</u> <u>£K</u>
<b>GIFTS &amp; GRANTS -UNRESTRICTED</b>	<b>99.5</b>	<b>96.5</b>
<b>GRANTS &amp; GIFTS -RESTRICTED</b>	<b>12.3</b>	<b>11.8</b>
<b>SHOP</b>	<b>2.6</b>	<b>3.2</b>
<b>TRAINING AND OTHER INCOME</b>	<b>0.7</b>	<b>2.3</b>
<b>FUNDRAISING EVENTS</b>	<b>1.3</b>	<b>2.8</b>
	<b>116.4</b>	<b>116.6</b>
<b>WAGES</b>	<b>88.6</b>	<b>86.4</b>
<b>DEPRECIATION OF ASSETS</b>	<b>3.7</b>	<b>2.2</b>
<b>INSURANCE</b>	<b>4.3</b>	<b>4.1</b>
<b>TELEPHONE</b>	<b>1.4</b>	<b>2.2</b>
<b>SHOP</b>	<b>2.5</b>	<b>2.9</b>
<b>LIGHT &amp; HEAT</b>	<b>0.9</b>	<b>0.5</b>
<b>POSTAGE</b>	<b>1.0</b>	<b>0.6</b>
<b>STATIONERY, PRINTING &amp; CONSUMABLES</b>	<b>7.5</b>	<b>3.6</b>
<b>EQUIPMENT EXPENSED</b>	<b>1.5</b>	<b>0.8</b>
<b>REPAIRS &amp; MAINTENANCE</b>	<b>3.4</b>	<b>3.2</b>
<b>TRAINING &amp; SUBSCRIPTIONS</b>	<b>1.6</b>	<b>2.7</b>
<b>FUNDRAISING &amp; PUBLICITY</b>	<b>3.0</b>	<b>2.4</b>
<b>OTHER</b>	<b>2.0</b>	<b>2.4</b>
	<b>121.4</b>	<b>114.0</b>
<b>LOSS/(PROFIT)</b>	<b>-5.0</b>	<b>2.6</b>

Income and Expenditure for 2005/2006 was shown in comparison with that for the previous year. Gifts and grants came mainly from churches and individuals. We had been successful with some fund raising appeals and this had resulted in donations for specific purposes, making these restricted

funds. Clearly restricted funds could not be used to cover salaries, for example.

Outgoings had increased, and Martin pointed out that salaries formed the largest part. He said that this was appropriate as it related to the help support being made available to clients: people were required to provide this. There was a financial loss for the year 2005/2006, of £5,000, as the figures showed. This related partly to the fact that some of our income being restricted, as he had mentioned previously.

Martin went on to show the financial position from April 2006 to the end of September.

This showed a loss of £5,200. He said that this period held quite a story financially. From April to July, we had been operating at a loss. We have a policy on financial reserves of 6 months, but at the moment the money is not available. Martin had learned quite a lesson at the end of July. He had gone to Paul telling him 'things are not good, doing nothing is not an option'. Paul had called the trustees together, and they had prayed. In the following month, August, we had received 2.5 times our normal income. Immediately following prayer, we had received a cheque for £3,300 from the church Martin attended, and soon after that we had received £4,000 from Wessex Water, a company he had worked with for 19 years! He did not know how they knew of the work of CCM.

<u>2006-07</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Total</u>
	<u>£K</u>	<u>£K</u>	<u>£K</u>	<u>£K</u>	<u>£K</u>	<u>£K</u>	<u>£K</u>
GIFTS -INDIVIDUALS	2.4	2.4	4.0	2.2	6.0	3.1	20.1
GIFTS -CHURCHES	1.6	3.5	3.6	1.1	5.6	1.3	16.7
GIFTS -BUSINESSES	0.3	0.3	0.3	0.3	4.3	0.3	5.8
GIFTS -ORGS, TRUSTS	0.3	1.4	0.2	0.9	0.2	0.4	3.4
GIFTS -M/VS	0.0	0.3	0.2	0.0	0.0	0.0	0.5
GRANTS -RESTRICTED	0.0	2.0	0.0	0.0	1.0	0.0	3.0
INLAND REVENUE	1.6	0.0	0.0	2.9	0.1	0.0	4.6
OTHER	0.2	0.0	0.0	0.2	0.2	0.1	0.7
	<b>6.4</b>	<b>9.9</b>	<b>8.3</b>	<b>7.6</b>	<b>17.4</b>	<b>5.2</b>	<b>54.8</b>
WAGES	7.4	7.4	7.4	10.1	7.7	8.0	48.0
BUILDING	1.2	2.2	1.8	0.8	0.5	0.8	7.3
OFFICE	0.7	0.2	0.4	0.2	0.2	0.3	2.0
TRAINING & DEVELOPMENT	0.0	0.1	0.1	0.4	0.2	0.0	0.8
FOOD	0.0	0.3	0.3	0.2	0.2	0.3	1.3
OTHER	0.0	0.2	0.1	0.1	0.1	0.1	0.6
	<b>9.3</b>	<b>10.4</b>	<b>10.1</b>	<b>11.8</b>	<b>8.9</b>	<b>9.5</b>	<b>60.0</b>
(LOSS)/PROFIT	<b>-2.9</b>	<b>-0.5</b>	<b>-1.8</b>	<b>-4.2</b>	<b>8.5</b>	<b>-4.3</b>	<b>-5.2</b>

Martin said he had been treasurer for 8 years and the financial situation had been similar to this the whole of that time. For him it had been a 'bit of a nightmare' at times. Being an accountant, he said, he thought in terms of setting money aside for future needs, but that had rarely been possible with CCM. Havind said it had been a nightmare, he said that this was not the whole picture: being treasurer at CCM had been one of the most exciting

things he had done in his life. He had wanted to use his training and skills in serving God and this is what he had been able to do, though it had been different from what he had anticipated. He said he imagined that it could be exciting working directly with clients and seeing lives change: he had experienced the same sort of excitement because he was working with God and experienced God's involvement in the finances.

He asked everyone present to pray about the financial situation and our need for money.

Graham thanked Martin for his report and for all the work he had done throughout the year.

**g) Appointment of Auditors**

Martin Horton informed the meeting that we are not required to have auditors. Scott Whitby Smith checks we have all information in line with charities and companies act and he is a financial accountant. All present were in favour of continuing with this arrangement.

**h) Update on the Constitution**

For some time Paul had been working on updating our constitution. He had prepared a draft of the update for the AGM, available to anyone who would like to read it. He invited responses to it. At the next AGM he hoped to be in a position to provide the new Constitution for approval by our members.

**i) Farewell to Anni**

Anni was resigning as Trustee (and Chair of Trustees) at this AGM. On behalf of the Trustees, Staff Team, Volunteers and supporters, Graham thanked her for her amazing contribution to the ministry over many years. He said she had brought with her many very valuable attributes and contributions, the most outstanding of which to him had been her inspiration. Anni was presented with a bouquet of flowers.

Anni then introduced to the meeting the new Chair of Trustees, Graham Donald.

**7. Buffet**

There followed a buffet, prepared by Clive Richards of Trinity Tabernacle.