

refreshment

encouraging & equipping
Christian mission



Annual Report 2020-2021

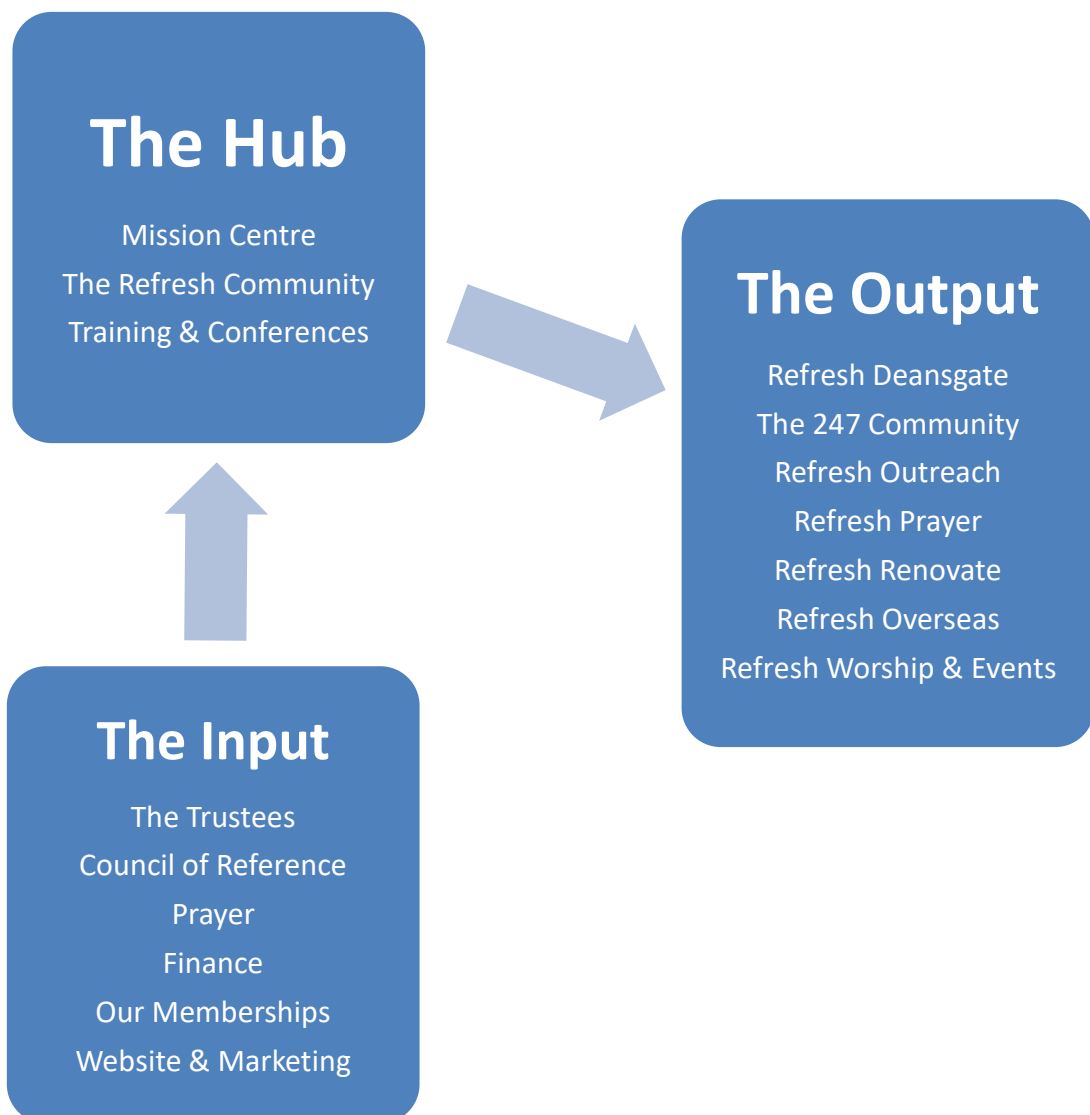
TRUSTEE'S ANNUAL REPORT
01/04/2020 to 31/03/2021



Charity Name:	REFRESHMENT UK	
Registered Number:	1153542	
Address:	The Refresh Centre 156 Waterloo Road Blackpool FY4 2AF	
Date of Formation:	February 2012	
Date of Registration:	27 th August 2013	
Charitable Objects:	a) TO ADVANCE THE CHRISTIAN RELIGION IN ENGLAND AND WALES, AND OVERSEAS, FOR THE BENEFIT OF THE PUBLIC THROUGH THE HOLDING OF PRAYER MEETINGS, LECTURES, AND EVENTS; AS WELL AS PRODUCING LITERATURE ON CHRISTIANITY TO ENLIGHTEN OTHERS ABOUT THE CHRISTIAN RELIGION; b) THE PREVENTION OR RELIEF OF POVERTY FOR CHILDREN IN INDIA BUT NOT EXCLUSIVELY BY PROVIDING GRANTS, ITEMS AND SERVICES TO INDIVIDUALS AND OTHER ORGANISATIONS WORKING TO PREVENT OR RELIEVE POVERTY.	
Trustees:	Mrs L Cooper Mr A Walker Mr A Maxton-Livesey	Mr S Hobin Mr P Warne
Governing Document:	CONSTITUTION ADOPTED 16/04/2013 AS AMENDED ON 21/09/2014	
Activities:	Refreshment UK exists to encourage and equip Christians in the UK, as well as provide mental health support in Blackpool and overseas aid in India. We do this through training courses in Blackpool, local community development, provision of a mental health drop in space, overseas mission trips and Christian discipleship courses, as well as providing mentoring and resources for individuals.	



The Vision and Structure of Refreshment UK 2021



TRUSTEES REVIEW & REPORT – 2020 to 2021

Refresh Deansgate

Over the course of the year, this building has been closed on and off due to the COVID19 pandemic. Our aim at this location is to provide a place where people can find both help and hope on the high street in Blackpool. The building aims to provide this, laid out as the following:

- A second-hand charity boutique
- A craft & workshop space for 'So Refreshing' crafts;
- Prayer Rooms with the aim of creating a 24-7 prayer space in the centre of Blackpool.

The pandemic has given us lots of stops and starts. During the early lockdown, we took the opportunity to refurbish the second-hand boutique to create a new shop layout. The refurbishment was carried out solely by members of our team and friends and completed to a high standard.

The upper space, a former hairdresser, needs to be refurbished completely, and the aim is to finish this in September 2021. We hope that work can resume when the shop front is completed, as there will be changes to the main window if the shop front is carried out.

The next stage of the building work is to complete the shop front and in partnership with Blackpool Council, we are hoping to approve this for May 2021. As part of our meeting, the terms of this budget and refurbishment are in the process of being agreed, but it is likely that Refreshment UK will need to fundraise to complete some of this work.

The whole building has been a base for Christian mission work in the centre of Blackpool and we want to continue to use it with a particular focus on providing mental health support. This is a particular passion for Simon and Laura following on from Simon's difficulties in 2017.

Mental Health Support

The focus of the work from the boutique has been to provide mental health support to our volunteers who are clients. In 2019, Simon and Laura completed mentoring training with ROC Community Mentoring and this training has enabled us to provide mental health support to people through an informal mentoring service.

The training that was undertaken back in 2019 included 7 people who were interested in the mentoring service. From that training, Simon and Laura completed the whole process. One person went through the interview process but failed the DBS check. 3 other attendees decided not to go ahead with the process and the other person moved out of the area due to a job change. We have been looking at resuming training, but the training on offer would incur a further cost to Refreshment UK and those potentially interested in supporting people with mental health would not wish to undertake video training, which is the only thing on offer now. One interested person also has visual impairment, and this has been something we need to look at.

Seeing the mental health difficulties during lockdown, it would be Refreshment's recommendation that activities and training return to in-person as soon as legally possible. Whilst many have adjusted to video, we have been aware that this method is not suitable either to our clients or our volunteers, many of whom do not own computers, have broadband connection, or feel technologically comfortable. Our desire has to be to support these people with in-person and face-to-face support.

We do have several people interested in supporting our clients at Refresh Deansgate in mental health and believe that they may best be supporting our clients in a drop-in service ran out of Refresh Deansgate. They are passionate about the work and willing to get involved.

We are aware that most of our clients come to us in 'crisis' and that is the way that our support seems to be most effective. The model for mentoring offers structure and regular meetings, but from experience, our role has been to be there 'on demand'. From speaking with the clients and understanding the severity of their mental health issues, we have discovered two distinct barriers:

- *The suspicion of 'programmes' and 'projects'* – a lot of these people have been seen as projects by other services and let down. The good thing about Refresh Deansgate is that it feels like a family and people aren't being 'worked on', even though they are through support. In the relationships we have developed, it has been so important to be build trust and to go above and beyond, as well as respond to their own needs and providing advocacy;
- *A lack of structure* – the high level of mental health needs means that offering them a structured programme is almost impossible. The mental health conditions mean that they live constantly in crisis and are reactionary in the way they need to deal with things. This is very demanding on mentors, but actually, what those people need. Barriers are given, but varied help and support from several people is more effective than a one-to-one relationship. One particular client felt that they developed because they found a family who would be there whenever they needed it, rather than regulated, restricted help.

We are aware that the mental health need in Blackpool is greater than other parts of the country. NHS Statistics show that there are over 15,000 people in Blackpool aged between 18 and 64 with a **diagnosed** mental health condition. Nearly 1 in 5 people declare themselves to have extreme or severe anxiety or depression and 15% of the population have GP-diagnosed depression. This is all combined with a high level of substance and alcohol abuse in the town, which often comes in tandem with mental health issues.

The mentoring programme does offer a good framework to support our clients and we can share some excellent stories of progress, using the mentoring framework:

- a. **Person 1 (mentored by Laura – MH: depression, anxiety, paranoia, emotional regulation)** – this person was resident at the Refresh Centre. They were able to resolve some family relationships and move to a new opportunity overseas. They are now receiving counselling.
- b. **Person 2 (mentored by Laura – MH: addiction, depression, anxiety, anger management)** – again, this person was in-house for a period of time and Laura has remained a friend. Using the framework, she was able to see the person receive some Christian ministry, attempt rehab and receive support.
- c. **Person 3 (mentored by Simon – MH: addiction, PTSD, acute paranoia)** – this relationship meant Simon to be available at all hours, sometimes receiving contact during the night. During the process, this person received deliverance prayer, was able to move from cigarettes to vaping and managed to control addiction issues using Christian strategies.
- d. **Person 4 (mentored by Simon – MH: depression, extreme anxiety)** – this person needed seven-day a week contact, having been at risk of re-offending. However, with support and our intervention with probation, we were able to provide skills training in catering, restore relationships with estranged family members and get this person involved in Christian outreach.
- e. **Person 5 (mentored by Simon – MH: learning difficulties, extremely vulnerable)** – this person was in an abusive and manipulative relationship, as well as seeking to lose weight. Through the process, he was able to end this relationship with support from most of the team at Refresh Deansgate, find new accommodation and maintain his weight loss.

As well as this, we also offered support to the following, but not in a targeted mentoring capacity:

- a. **Person 6 – MH: victim of abuse, attachment difficulties, trauma** – they are able to volunteer in the shop twice a week.
- b. **Person 7 – MH: autism** – they are able to volunteer in the shop twice a week.
- c. **Person 8 – MH: anxiety** – they are able to volunteer in the shop twice a week.
- d. **Person 9 – MH: victim of abuse, trauma, anxiety, depression** – we have been able to offer shopping, admin support and advocacy as well.
- e. **Person 10 – MH: anxiety, victim of manipulation and abuse** - we offered and worked with them to provide employment opportunities, one-to-one support and regular advice.

We also provide drop-in support and advice to various customers in the shop as well, and through the manager and the rest of the team, we provide an environment of love, support and care on the high street in Blackpool.

One of the other strategies that we use with all of these people is the resource 'Keys to Freedom', which uses Biblical principles to help people to move towards freedom. We trained 20 people in Blackpool with Mercy Ministries to act as course co-ordinators and have run several courses ourselves, using both the Refresh Centre and Refresh Deansgate. We have also been able to do deliverance ministry through 'CaptivHated', using our own experience of mental health and spiritual warfare to help people.

Moving Forward

We believe that the following three elements offer our Christian response to mental health in Blackpool and will form the core of our outreach work from Refresh Deansgate.

- The provision of a building as a resource, encouraging people to use the prayer rooms, second-hand boutique and craft rooms as a targeted programme of support;
- The framework from the ROC Community Mentoring to provide help and hope for our clients, enabling them to respond in 'crisis' through advocacy and practical support;
- The use of effective Christian resources such as Key to Freedom and other Bible studies to offer spiritual support to our clients.

Stage One

For now, the necessary repairs to the upper rooms and prayer rooms need to be completed. The barrier to this has been the shop front as well as a lack of finance. It has been my policy to make sure first and foremost, Refreshment UK survives. However, the council are willing to get involved in developing the front, with support, and once that has been completed, Refresh Refurb can begin to do the rest of the work. Repairs are generally able to be completed by our team, including a rewire, and progress has already been made in building a timber frame within the building.

Over the last year, we have had support from a team of seven who have come to help on various projects – Refresh Refurb. The main aspect of the work upstairs is some plumbing and electrical work, and then carpentry and joinery. However, it is realistic that this project could be completed between June and August 2021, by encouraging people to be involved in the refurb team.

Stage Two

During this time, we would want to make sure that we can raise the profile of Refresh Deansgate and the vision behind this and begin to recruit a team of volunteers to form the management team of the location. We had a team of 20 people trained as 'Keys to Freedom' co-ordinators and also, have a group of people involved in outreach, community work and mental health support. An appeal to recruit these people could be put out across the churches using the leader's network and hopefully, we can grow the number of volunteers.

These people should be Christian to maintain the vision of the centre but help steer and recruit the team to make Refresh Deansgate a resource that offers both help and hope on the high street.

This team would provide the programme of the centre – the skills and craft workshops should keep the clients active upstairs, but also provide a flexible space to become adaptable for the kind of activities we wish to provide, always with the mental health focus.

The layout of the upper rooms means that a church could potentially use the space as a small fellowship of approximately 15 to 20 people. The space is intimate, but it would provide a space at the heart of the town for a small fellowship. We are aware of 'The Upper Room' locally, and other churches that hire facilities that may need the space. It is small, but useable. We would also be able to utilise Friday night for gospel meetings but would actively stay away from providing homeless support or food provision.

All clients need to be registered and all volunteers need to work as pairs in offering support. This would be a change to safeguarding procedure but offers security and add to the family support aspect of the building.

Refresh Centre

During 2020, we had 6 residents at the Refresh Centre, which coincided with the COVID pandemic and these residents were on different programmes. They were:

- **A married couple attached to a local church** – they were buying a hotel to use for Christian accommodation in the town and we offered them a short-term scholarship including missionary training.
- **A man attached to a local church** – they had received short-term accommodation at the centre over Christmas as they visited home from a school in the USA. Unfortunately, they were refused re-entry by US immigration and we took them back in whilst they were getting it resolved.
- **A lady attached to a local church** – we were approached at church by this lady to provide residential accommodation to a member of a local church, who was in need of affordable accommodation. We allowed them to redecorate their room and encouraged them in prayer ministry.

Unfortunately, as reported in the 'Serious Incident Report' filed with the Charity Commission in October 2020, a safeguarding issue meant that the centre was cleared in 2020. Because of this and the inappropriate way de, it is in our interest from those involved and not engage them in our activities.

During the summer, we welcomed a few missionaries for short-term stays, and struggled to move the married couple on. During the autumn, we were aware that this couple had accommodated someone in their unfinished property, which was dangerous, so we offered this person accommodation whilst they were waiting to move in with them. This went from October to December, but all of these finally moved out on in December 2020, and the centre was empty.

During the summer, a plumbing problem at the centre damaged the ceiling and the walls in the Tozer Room. During the November lockdown, Simon repaired and refurbished the entire room, which included painting, a brand-new ceiling, re-wiring the lighting, laminate flooring and replacing the blinds with curtains. The room is now more like a teaching room and less like a lounge. During the recent lockdown, the Crosby room was painted using leftover materials and work has begun to turn the Booth Room from a bedroom into a study room for all residents, but due to financial constraints in this lockdown, we have opted to undertake no further repairs and refurbishment until we are in a position to do so.

Laura and Simon remain resident at the centre and have used the space to store items to be sold online whilst the boutique is closed. The most recent lockdown has been very challenging, as we have finally had chance to process the safeguarding issue and maintain the charity.

There is a significant programme of works that will need to be done on the centre to bring it up to standard and welcome guests. There are some essential works, and some improvements that need to be made. Of particular concern is the following:

- **The cleaning of the basement** – whilst we don't use the basement, during the last couple of months, the basement has significantly flooded. We have to pump this out, but due to the cost involved, this will still need doing. We were quoted over £1000 to do this professionally, but it could be achieved with a sump pump and long hose.
- **The drains** – the drains are blocked and need cleaning, but it would be necessary to get a drain survey done. United Utilities have been concerned about the main drains, regularly inspecting Saville Road and it would be wise to get the drains unblocked as well as a CCTV survey to check that no drains have collapsed in the last year.
- **The roof** – despite the repairs done last year, the roof continues to leak. These appear to be new leaks. The roof was patched up last year, but with the date of the property, it only takes another storm to damage another few tiles. Simon will aim to get into the loft and try to identify where the issues are, and possibly seal up the gaps from the inside. Long-term, it would be worth getting the roof replaced, but as the landlord is keen for us to buy the property, I doubt they would be willing to do more than patching up.
- **The Muller Room** – this particular room was damaged by a previous tenant, who put holes into the ceiling and walls, and damaged the carpet. We believe we can replace the carpet using the one taken from the Tozer Room, but am not skilled in laying carpets.
- **Lighting Replacements** – when we completed the rewire in 2016, it was replaced as a domestic property which served a purpose for then. However, many of the corridor lights need to be replaced with bright LED fittings. The lighting also needs replacing in the Crosby Room. Simon is able to complete all of these tasks as they are not notifiable works.

There are also non-essential works that it would be good to do long-term, but these are to be done when we are in a position to do so:

- **The conversion of the Booth Room** – the lack of communal space means that there are very few places to gather and the study space in individual bedrooms isn't possible given the size of the rooms. We have looked at the idea of fitting a desk in, but it is not feasible. We therefore have decided to replace the Booth Room to become a study. This will involve the removal of the en-suite and replace the layout with permanent desks. This will also offer space for the library. The work is not too difficult, and the biggest job is to remove the en-suite as the pipework has no stop taps. Trunking and desks are easy to fit, and the repair of the walls is a simple job.
- **The building of wardrobes** – most of the rooms are unusual shapes at the Refresh Centre and it is best to replace the variety of wardrobes with built-in wardrobe space. This is a similar project to the one done at Refresh Deansgate.
- **Outside Repairs** – there are various problems with some of the walls and bays, and we should look at the guttering. Some repointing would be necessary, and flashing will need to be repaired on all the bay windows.
- **Garage & Garden Replacement** – the garage roof leaks, and the floor is uneven, so it may need looking at. We would replace the roof, repair the doorways and tidy up the back yard to make it useable.

All of these updates and repairs should be carried out when the finance is in place. With our history with BCH, we should only be completing these when funds are available and is a sensible way to avoid any further situation arising.

Long-term, it would be great to own the premise and my recommendation in this period of recovery would be to hit that target by March 2026, but is non-essential at this stage, as agreed by a previous meeting. The reason for this is that it would be easier to hand over the work to a new couple with a property available and we would also be able to take responsibility over decisions and insurance. Knowing the roof history, on reflection, we would have pushed for a new roof after last year's damage, but it would be up to the landlord.

Moving Forward

The key for the Refresh Centre is survival in the next year. We do want to make sure that we have regular mission training happening at the centre and bring in missionaries on our programme, but we believe that a combination of both long-term training and short-term retreat style accommodation seems to work well for Refreshment and will help this recovery.

All people who attend recognise the mission focus of the charity and get involved in activities at the centre. Prayer support, outreach and practical help at the shop have been valuable, as well as sharing in devotions.

Following on from the behaviour of previous tenants, we have decided that the Refresh Centre should be a fully catered centre and the kitchen should only be used by qualified team members. Set mealtimes should be in place and a lock should be put on the storeroom. Use of the laundry room should be for long-term residents only and on a rota basis.

The rules of the centre have been changed since the safeguarding incident. These rules help people understand how the centre works and should apply to both short-term visitors and long-term missionaries.

It is thought that the centre should work this year to accommodate the following:

- **Retreats and Mission Experiences** – these would be for visitors who wish to come and visit the centre and get involved on a short-term basis. These can be for conferences from visiting organisations, activities run by Refreshment UK and short-term help for those that need a retreat. We need to make it clear that this is not a rehab facility and the rules of the centre should reflect this. We reserve the right to check that people are going to cope with life at the centre, and information should reflect this.
- **Refreshers Programme** – from September 2021, we would be looking at bringing people in for the Refreshers Programme, proving a twelve-month programme as per our vision. The programme would work like a missional community, where the students would be involved in the life and running of the centre, living side-by-side with visitors.

This model has worked well for us in the past and bringing people in alongside long-term residents has been good. We can provide an 'refreshing' environment for all – however, the rules of the centre are to be adhered to and times are to be kept to.

The costs of running the centre means that in addition to the rent that Simon and Laura pay, an additional £1200 to £1500 needs to be raised to keep the centre going. This can come from full-time residents or short-term retreats and enable the centre to be paid for.

Over the last three months, we have been keeping a record on costs so that we know what is involved. It is suggested that the amount for a full-time resident is £425 per month (this is made up of £350 for the rent and a £75 contribution for food). This is a fair amount considering all utilities, taxes, broadband and food is supplied.

The cost for a fully catered retreat should be £30 per night per person, with no discounts for longer stays. Again, this is a fair amount, and we can cater for people. We can set out the pricing structure so that catering is separate, especially for those on a fasting retreat, but we think that is a fair price.

The centre could begin to take residents again from 17th May 2021 according to the current roadmap recommended by the government. From 28th May to 31st May, we have been approached by K180 who are working in partnership with St John's Church Blackpool to host a weekend of outreach with them. It would be the third time we have hosted them, and they are an excellent partner of the charity and have recently supported us with a grant to help us through.

From 1st June 2021 to 31st August 2021, it is proposed that we open up the centre for Retreat and Mission Experiences, and welcome people to the centre only on that basis. There is a backlog of people wishing to come up to the centre and the summer should give us the opportunity to do this.

From 1st September, we could look at hosting full-time 'Refreshers' – there was an opportunity to host interns from local church projects prior lockdown, but this should only be arranged using the Refreshers programme as a model for their lifestyle, then using the church as the base for the mission work. Other churches could be approached to see whether this is something they could accommodate, providing that the cost per month is agreed and met.

The Refresh Community

On a local level, we have been hosting a Refresh Community during September to December – it is a gathering of people who are passionate about mission in the local area. The model for this is based on Wesley's desire to have 'Love-Feasts' – to regularly focus on the work.

The people in the community have benefited from this greatly and it is thought that this could continue – however, in the timetable of the Refresh Centre, we would look at hosting this on a Sunday night and incorporate residents at the centre and visitors. This would be the only time visitors would be welcomed in, and by invitation only. It would not be an open meeting.

Recruitment

To invite supporters up during the summer, we would send a letter out introducing retreats and mission experiences. There are plenty of people who wish to come and take part in this and we would be delighted to welcome them. We will also push an active social media campaign and make enquiries to use Oscar and Evangelical Alliance to push set events.

For the programme, we will use Oscar and Evangelical Alliance and aim to get publicity that way. We will also include details of the programme in a mailing, via the internet and snail mail.

Other Activities

Before lockdown began, we had several activities that were working towards. At this stage and for the next twelve months, our efforts have to be focused on the Refresh Centre and Refresh Deansgate, and any additional activities need to fit in with this.

The 247 Community

Neil has formed a good group of people and is supplying regular content. More can be developed with this, but at the moment, he is doing what he can, alongside family difficulties. We are happy to keep him on as 247 Director and to keep the project going.

Refresh International

We keep supporting Faith India Ministries each month. We continue to do this. At this stage, we aren't planning any further visits due to COVID and recovering from the last year.

FINANCIAL REVIEW

Income

Whilst this is good news for 2020 to 2021 and helped Refreshment UK survive, it will be a significant drop in the next year, with that figure to fall to around £10k. However, these grants are to compensate the lost revenue from retail sales. Whilst Deansgate has been compensated, there has been no such funding for the Refresh Centre, as it is a mission training centre.

Whilst the income at the Refresh Centre shows around £17k coming in, we have also provided nearly £7k of scholarship and discounts to cover our residents whilst they were in. It is our policy to demonstrate how much support we are giving to our residents.

Over this year, because of the pandemic, the main source of revenue for the Refresh Centre has come from Simon and Laura's rent payments, made in full every month. Two of the residents made small contributions for their stay, but we would anticipate this to increase significantly next year.

As well as this, to help us survive, the fundraising comes from Simon donating his salary and additional donations generated by Simon and Laura. Now that COVID is coming to an end, we believe that will alter significantly in 2021 to 2022 and return us to a more sustainable income.

Miscellaneous includes an increase in the value of the works at the Refresh Centre and is offset against depreciation shown in the expenditure. The value of our improvements was up to £72k as of the latest valuation. To give you an understanding of this, a figure of £199,950 has been agreed with the landlord for the property prior to improvements and it is written that any purchase made of the property would be at this price. The value of the improvements is an asset to Refreshment and the valuation of the property would be split this way, with the value retained by Refreshment UK.

Expenditure

Both the spending at Refresh Deansgate and the Refresh Centre includes the cost of renovations carried out by Simon. The renovations at the Refresh Centre cost just over £1000 and the refurbishment at Refresh Deansgate cost nearly £3000. The cost of Deansgate seems to be high because of the rate relief – the actual cost of the rates before relief is over £6000.

The miscellaneous cost includes Scholarship costs for our missionaries and the discount given to them for their stays.

Balance Sheet

At the end of the year, we are holding stock of £4335 and will be made up of unsold books, CDs, charity shop items and resources. Our assets are made up of the property, fixtures and fittings, plant and office equipment and has a resale value. In both locations, we have made sure we don't store any things for anyone else.

Our long-term liabilities are made up of the Bounce Back Scheme we received in 2020 to 2021 and an outstanding debt with PayPal which is left over from Simon's illness back in 2017. This is now being managed by Wescot and regular payments have been agreed. All debts outstanding with Wescot will be cleared within the next twelve months.

The Bounce Back Scheme has flexibility to be repaid over 10 years and regular repayment holidays can be taken where necessary with minimum interest, provided through NatWest by the government. For our own benefit, it would be advisable to repay this as fast as possible, but there is no pressure on Refreshment UK to make sure that this is cleared immediately.

Budget 2021 to 2022

The last twelve months have been very challenging, and it is recommended that the next year should simply be about recovery to make sure we are on a secure footing going forward. We have prepared a cash flow budget, with the costs laid out as per the budget, setting our target expenditure very low down at £50000. However, this is a cash flow budget and not expected to be replicated at the end of year, due to balance sheet adjustments, capital renovations and fundraising for debt repayments, as well as FIM giving and fundraising expenses.

The budget sees the following:

- **Rent & Rates on the Buildings** – set at £31192
 - **Insurance for the Charity** – set at £2000
 - **Tax & Pension from 2020 to 2021** – set at £333
 - **Utilities for Buildings** – set at £8300
 - **Other Expenses and Food Costs** – set at £8175
- TOTAL EXPENDITURE FOR 2021 to 2022 - £50000**

All other expenses are additional to this and incidental. These expenses include things like processing fees for donations, cost of selling in Deansgate, donations to FIM, etc.

Our projected income for this year is represented as follows:

- **Grants from the Government** - £5334
 - **Charitable Activities & Resources** - £6000
 - **Shop Sales** - £15000
 - **Refresh Centre Income** - £23666
- TOTAL INCOME FOR 2021 to 2022 - £50000**

The Refreshers Fund will be used for debt repayments and the balance expected from that so far is £20355. We hope to keep to this budget and any further expenditure above this would need to be signed off and agreed.

The purpose of agreeing this budget is to keep within these parameters. We are recommending that we adapt our policy so that any significant overspend on this budget (above 5%) in any agreed area needs to be agreed by the Trustees. We, of course, hope to exceed this budget, but this is a bare minimum – a break even budget for the year so to speak.

Another change in policy should be that any donation/income of significance will be notified to the Trustees. For example, a £500 grant was given by K180 in March. At the end of each month, these should be notified to the Trustees to give a greater picture of where our funding is coming from and how we are progressing. This will help monitor our impact as well and how we are progressing.

To do all of this, Simon has developed a monthly income and expenditure spreadsheet, and tracking, so we can check on how we are doing in cash flow. This will monitor progress on a monthly basis and highlight any areas of concern.

In this report, we would also send all necessary attachments and reports filed during that time, thus giving the Trustees an oversight of transactions and to opportunity to review any areas of concerns.

Grant Funding for Reopening & Further COVID Support

As of 12th March 2021, no official communication has been given about the exact amount of funding being given to retail at the start of April, but this is potentially going to be in line with previous grants, so the amount is likely to £2667 per property, which is £5334 – this grant, with the budget, would sustain us for two months and allow all properties to reopen by May 2021. In fact, with sales increasing from the shop, and visitors returning to the Refresh Centre, it would give us chance to review again on 1st June 2021 at the next Trustee's meeting as to our progress.

The business rates holiday is going to increase, and it is likely that the rates for Deansgate will only be around £300 for the year. This is the extent of the COVID funding for now and we are no longer expecting to receive grants as we hope that this is the last of the lockdown restrictions.

Bounce Back, The Refreshers Fund & Debt Repayments

During the 2020/2021, we took advantage of the Bounce Back Scheme provided by the government, which will end up being a ten-year repayment programme for a loan during the year. We have taken advantage of this and used this to make sure that the debt incurred by the building work on BCH will have been paid off in full by 31st March 2021, which we will have done.

During the last few months, we have been in survival mode and made sure that Refreshment stayed afloat for the future. The Bounce Back Scheme was granted back in May and open to all and can be negotiated so that the repayments are very small and flexible.

Our liabilities have significantly decreased despite the struggles of the last twelve months and we are moving towards being debt-free. Our aim should be to get there as quickly as possible and manageable repayments have been agreed to enable this to happen, despite the pandemic.

We recognise that these liabilities were incurred before the appointment of all trustees and date back to 2016 and 2017, mainly to accommodate the expensive building work at the centre. The figures in the balance sheet represent where we are up to with these, and I am pleased that we are making such good progress despite the climate.

To take responsibility for this, Simon and Laura contribute £1000 per month to cover the cost of these repayments and with this input, we will clear the debt quickly. Currently, they are in a position to do so and because these were incurred during Simon's struggles, see it as act of reconciliation.

Over the last twelve months, we have kept paying a salary to represent this in the figures. However, Simon has generally donated the majority of his salary back to Refreshment UK, but long-term, this isn't necessarily sustainable when the charity has recovered. However, whilst we are in this period of recovery, there is no need to burden the charity with any salary costs, as we also pay additional costs.

With the agreement of the Trustees, Simon & Laura want to commit to stewarding the work of the charity throughout the next couple of years and to guide it to being effective and debt free, but with no salary being taken. For our records, we will maintain Simon on a zero-hours contract and should funding become available, then further decisions could be made. Our desire is to make sure that Refreshment is debt-free and also generates a salary long-term, and if appropriate income comes in, then a salary should be paid, whether that is to Simon or someone else, should the board desire.

However, for any future decisions and for the need of accountability, we now think that those decisions should be made by Trustees only, with an agreement on a budget. We recognise that significant decisions about the operations of the charity are generally made by Simon and we request much more oversight on this. Over the next few months, we recommend that we can review all our financial policies by the date of the meeting on 1st September 2021 and look at alternative ways of doing things, including a reserves policy, dual-authorisation, expenses policy and any other that the Trustee's need to make.

Our pathway forward for our fundraising is to create 'The Refreshers Fund' and keep all income raised separately as a fund outside of the budget. With the suggested budget for 2021 to 2022, we can keep any income from fundraising to go directly to clearing debt, paying any salary or future income, should the board decide so. At the end of each month, from this fund, debt payments will be maintained and used as a surplus to meet any shortfall in the budget.

The 2021 to 2022 budget is designed to make sure that our activities are self-funding and for this period of time, anything that falls outside of the budget has to be agreed, signed-off and paid for out of the Refreshers Fund. This includes repairs, improvements and other expenses.

We recognise that our 'faith-based' approach will change because of this, but we desire to make sure that we can maintain and sustain the charity.

Other Changes

Simon has spent the last couple of months trying to rebuild the accounts and making sure that all paperwork has been printed, as in June 2020, we lost all of our computerised records due to the laptop being damaged in the leak in the lounge. We have had to ask for copies of many documents and are still in the process of working at this. We have been able to accurately produce accounts but are awaiting back-up information. By the end of 2021, we are confident we will be back up to date. From the start of 2022, we are confident that we could pass this on if needs be.

A full review that our financial policies and obligations are all up to date again by 2021 should be completed by the end of the year also. This will include a review of our donor management system, policies and procedures, with written agreements made for all things, including tracking our overseas donations, paperwork for rental agreements. This is to be completed and raised at the September Trustee meeting.

Capital Project

For the last nine months, Simon has been negotiating with Blackpool Council about the redevelopment of Deansgate and for their assistance in developing the shop to meet the standard set by the Planning Team in Blackpool. The landlord has agreed for us to do this, providing we fund any shortfall on the work. We have a signed 5-year lease on the property and are secure there until the end of March 2025.

At the start of January, Blackpool Council applied for planning permission for the works and put the job to tender. We have received an acceptable tender back from Bamber's Construction – quoting £21168 for the job plus VAT.

The council are coming up with a range of options for us for the job, but as of Thursday 11th March, they are proposing an offer of £17355 as a grant to help pay for this work, with a range of options about how we go ahead. At this stage, our contribution would be best case £3813, worst case £8096, but we await their instruction as to how we go forward. The options include Refreshment paying for the job in full, or paying our share of the cost, or the council paying, and we pay them back on an arrangement.

Whilst the shortfall may seem challenging, we are potentially aware of someone willing to donate a significant amount towards the project or if not, the 'refreshing' of Deansgate is a project I believe we can get people to support, as well as raise a good profile for our work.

This would be a capital project but well worth doing – however, we must be sensible as well. A discussion and decision by the Trustee's need to be made.

WELFARE AND CARE

Over the last year, it has become evident of the vulnerable position that we have been in at the Refresh Centre with the kind of needs we have faced up to. We have provided good, pastoral care for all residents, creating a welcoming family set-up, but regularly, it has become clear that pastoral care outside of the centre is needed and depending upon the needs, we have struggled to get appropriate support for people when they have been in difficult circumstances, particularly pastors who are not aware of the work of Refreshment UK. The spiritual intensity and missional nature of the Refresh Centre has often been misinterpreted as just a place of accommodation.

This was evident during the last lockdown, which I know was a difficult time. We dealt with extreme anxiety for one member and a bereavement for someone as well, but both declared that they'd had minimal pastoral support from the own church pastors, both of which were local churches. That may have been because of the trust placed in us to provide excellent support and care, which we have been happy to do, but actually works best as a partnership. We recognise that could be down to our communication as to what actually happens within the centre and our definition of pastoral support.

When the safeguarding incident happened in the summer, some residents weren't able to access suitable pastoral support. This all highlights the fact that, going forward, there is a need for adequate pastoral support. It would be best that an agreed pathway of communication should be established with someone who is pastorally responsible for each resident, part of the long-term vision of Refreshment UK, so that all residents have an outdoor source for their pastoral needs.

It should be our policy to check that all long-term attendees have a clear communication pathway and external pastoral support from their local church, small group leader or ministry partner. We don't need to do this for short-term guests, but we should have a form which does identify a local church connection, and emergency contact details for any issues that may occur. For health reasons, we also need to take medical details.

Leaders Welfare

As we finally emptied the centre in December, this has been the first time in over four years that the centre has been empty. This lockdown has been very hard but has given us time to reflect. We have reconnected with many ministries across the country ourselves on Sundays, but one of the things we will need to consider our own pastoral support, outside of a church setting.

It is right for the Trustees to expect their leaders to manage their own spiritual welfare and to be attending a church when we need to. Over the lockdown, we have formed a relationship with Mick and Lorraine Green, who have particularly felt called to look out for our personal welfare. The intensity of the ministry means that it may be good to appoint a chaplain who can offer regular support and direction and they would be suitable. They are based in Thornton and have a ministry as encouragers who can pastorally support us.

This is something we should consider for anyone else who may be able to come in. Other ministries actually set up a support group – similar to that of EBRG (known as a model to Alan) – which is something we think we could look at establishing. The model is good, and it would be good to discuss whether this could form the support group for the ministry. A similar group should be explored for Refresh Deansgate as well, providing support for each other.

TEAM

We are currently looking at taking on a voluntary assistant manager to help with the retail in the shop. This will enable us to open on Saturdays and provide extra support for Julie, who manages the retail.

Before the lockdown, we had a long list of people we wanted to bring into the team, but with a period of recovery necessary, it would be good to put this on hold. Many of these potential roles are relevant to a course running at the centre and out of course time, are not necessary.

During the next few months, we can manage the centre quite comfortably, including catering, but it would be good to advertise for a 'Hub Manager' – someone to steer the vision of Refresh Deansgate. We should look for someone who could live in at the centre and co-ordinate the activities, on a personal support basis for now. We can use Oscar to present this opportunity and seek approval to do that.

Aside from that, we can revisit this later in the year for additional help.

At the shop, we have Julie as manager, and a team of 6 around her. An assistant would help, and we have some people to interview later on.



Gospel
Centred

Church
Unity

Culturally
Relevant

A Holy
Discipline

Spirit of
Excellence

Reviving &
Restoring

REFRESHING

These are the values that Refreshment UK hold dear to every part of ministry:

- We aim to have the gospel central and make sure that Jesus is preached with boldness through all Refreshment does;
- We aim to work in unity across the churches and make sure that all our projects are founded upon Christians working together;
- We aim to engage with the culture whilst being set apart and make sure that we focus on working out in the community in strategic places by working in power;
- We aim to teach discipleship based around holiness and make sure that everyone understands the need for discipline, through prayer, worship and study of the word;
- We aim to maintain a spirit of 'excellence' in everything and make sure that people are see change in their lives through a renewed mind;
- We aim to see the spiritual transformation in areas through kingdom restoration in line with God's will and make sure we are aware of the need of genuine revival;
- We aim to be **refreshing** in all and make sure every place we minister is **refreshed**.

ACHIEVEMENTS 2019-2020

In 2019 to 2020, we achieved the following:

- Offered long-term accommodation to missionaries and people in need at the Refresh Centre in Blackpool;
- Hosted a three day evangelism mission team and conference;
- Held a 'Praise in the Park' event at Stanley Park in Blackpool in partnership with local Christian organisations and the regional churches together group;
- Sent a mission team of two people to our partners in India for a short-term mission trip including a pastor's conference and work alongside the children's home;
- Entered into a partnership at our location on Deansgate to open a charity shop and converted the shape downstairs into a shop;
- Began to put together a Christian musical and organised a group to begin putting this together;
- Got involved in the Coronavirus 'Need to Feed' Programme for the homeless during the first lockdown;
- Released a new worship CD for Refresh Worship; and
- Held regular prayer meetings at the top of Blackpool Tower.

Financial Information

Refreshment UK operates an unrestricted fund for ongoing charitable activities and holds funding which is specifically for the Refresh Centre and its long-term plans.

A separate fund is held to support the work that we do in India and two further separate funds have been opened for restricted Refresh Centre funding.

Signed:

L Cooper (Chair of Trustees)

REFRESHMENT UK
Balance Sheet – As at 31st March 2021

	2021 (£)	2020 (£)
Fixed Assets		
Tangible Assets	81392	77701
Current Assets		
Stock	4335	4767
Cash	541	722
Unrestricted	541	722
Restricted	-	-
Debtors	-	856
Liability (See note 5)	-	4147
Liabilities		
Creditors	1996	446
Long Term Liabilities & Accruals	51214	80998
TOTAL ASSETS LESS LIABILITIES	33058	6749
Represented By		
Carried Forward Balance	6749	1920
Surplus/Deficit for Year	26309	4829
TOTAL FUNDS	33058	1920

REFRESHMENT UK
Income and Expenditure Account – Financial Year 2020/2021

	2020/21 (£)	2019/20 (£)
Incoming Resources		
Refresh Centre Income	17241	119494
Fundraising	38643	53290
Unrestricted Grants	46321	4609
Trading Income	6556	6213
Refreshers Fund	645	-
Overseas Giving	5809	13829
Resources	201	6910
Asset Value Increase	25454	-
TOTAL INCOME	140870	204345
Charitable Activities		
The Refresh Centre	26749	-
Refresh Deansgate	24938	-
Rent & Rates	-	37166
Charitable Activities	15992	131325
Overseas Giving	5809	13516
Resources	483	5618
Scholarship & Miscellaneous	8226	-
	82196	187625
Cost of Fundraising	2044	1410
Operating Expenses		
Travel Costs	595	-
Office Costs	2504	-
Professional Fees	1471	-
Miscellaneous	1108	8643
	5678	8643
Depreciation	24643	1838
TOTAL EXPENDITURE	114561	199516
Income over Expenditure	26309	4829
Brought Forward	6749	1920
TOTAL INCOME OVER EXPENDITURE	33058	6749

Independent Examiner's Report on the accounts of Refreshment UK - 1153542
Report to the Trustees of Refreshment UK for the accounts - year ending 31st March 2021

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5) (b) of the Charities Acts, and;
- To state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination was carried out in accordance with general Directions given by the Charity Commission. 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 the 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

In connection with my examination, no matter has now come to my attention:

- 1) Which gives me reasonable cause to believe that in, any material respect, the requirements:
 - To keep accounting records in accordance with section 130 of the Charities Act; and
 - To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act;
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: c/o SN ACCOUNTING

Date: 31st December 2021