



CHARITY COMMISSION
FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From: 1 January 2020

To: 31 December 2020

Charity name: Churches in Croxley Green CIO

Charity registration number: 1179287

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>To advance the Christian Faith for the benefit of the public in accordance with the Statement of Faith (see the Schedule). This will be achieved by:</p> <ul style="list-style-type: none">• encouraging existing believers (members and attenders of the churches in Croxley Green) to deepen their faith by supporting the practical demonstration of Christian values toward their neighbours in need by the provision of a Parish Nurse;• advancing the Christian faith in the wider community by offering a service of excellence and value through the Parish Nurse project, which will be of benefit to people of any faith or none (generally advancing the religion); and• advancing the Christian faith by sensitively encouraging service users, where appropriate, to explore the Christian faith for themselves, offering prayer, inviting attendance at local churches and ultimately seeking to bring them to a personal Christian faith. <p>The relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage in Croxley Green, Hertfordshire. In furtherance of this object, but not further or otherwise, the trustees shall have the following powers:</p> <ul style="list-style-type: none">• to raise money through grants and donations; and

		<ul style="list-style-type: none"> to employ a Parish Nurse.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>Churches in Croxley Green CIO ("the CIO") was registered by the Charity Commission on 23 July 2018. As detailed in the Trustees' Annual Report for the period to 31 December 2019, a Parish Nurse was employed from 4 April 2019, initially for five hours a week, but then for seven and a half hours a week on a temporary but rolling basis. In addition, of her own volition, the Parish Nurse also provides some of her services on a voluntary basis. The Trustees are extremely grateful to the Parish Nurse for this.</p> <p>As noted in the Trustees' Annual Report for the period to 31 December 2019, the Parish Nurse advised the Trustees (in a manner that preserved anonymity) that most interventions involve a mental health element, even if that was not the primary reason for the intervention. The Trustees undertook, therefore, to look at the feasibility of employing a Mental Health Nurse to start to address the need for mental health care in the community. The Trustees concluded that additional funding would be required before the search for a Mental Health Nurse commenced and approached a number of organisations setting out their vision for an expanded Parish Nurse service.</p> <p>Within days of securing some additional funding wholly or partly for the employment of a Mental Health Nurse, the first COVID-19 lockdown started. The Trustees had to postpone the search for a Mental Health Nurse until restrictions were reduced, at which point the post was advertised. Interviews took place in September 2020 and a suitable candidate, with significant mental health experience, was employed from 9 November 2020.</p> <p>As the Mental Health Nurse's employment commenced at the start of the second COVID-19 lockdown, it was not possible for the Mental Health Nurse to attend events at local churches to meet local residents and explain the services that she would be able to provide. Initially, therefore, the Mental Health Nurse and the Parish Nurse liaised closely by phone and video calls to understand each other's roles and to agree on effective and efficient working practices to be put in place. The Mental Health Nurse's services were advertised locally as</p>

		<p>far as possible and she was able to commence work by way of telephone calls towards the end of the year.</p> <p>Further information about the work of the Parish Nurse and the Mental Health Nurse is set out below under 'Achievements and Performance'.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The Charity Commission's guidance on public benefit was considered during Trustee meetings, typically led by one of the Trustees who had researched the relevant guidance prior to the meeting.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	Up to four volunteers have assisted the Parish Nurse and latterly the Mental Health Nurse during the period as far as was possible under the various COVID restrictions. The Trustees are grateful for the diligence and enthusiasm with which the volunteers have provided their support.
Other		<p>The Trustees are also grateful to:</p> <ul style="list-style-type: none"> • Parish Nursing Ministries UK for its continuing support and guidance; • the churches and individuals in and around Croxley Green who have continued to provide spiritual and financial support; • the National Lottery Community Fund, the Maurice and Hilda Laing Charitable Trust, Hertfordshire County Council and the Watford and Three Rivers Trust for their generous grants; and • Three Rivers District Council for its commitment to the Parish Nurse project.

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>Arguably the main achievement was being able to continue with the Parish Nurse project during the pandemic, thanks to the resilience and flexible approach adopted by the Parish Nurse and, latterly, the Mental Health Nurse.</p> <p>The appointment of the Mental Health Nurse on 9 November 2020 was another milestone, as it enabled the CIO to start to meet the need for mental health support in the community. (It is understood that the CIO appointed the second Mental Health Nurse in the UK as part of a Parish Nurse project.) Helping to provide mental health support in the community had been a long-term goal from the outset, but was identified as a pressing need by the Parish Nurse, as she settled into her role, and by the Trustees who are Ministers. This need was exacerbated by the pandemic and is viewed as a long-term need to be addressed.</p> <p>Using a system that preserves the anonymity of her clients and the specific nature of the interventions, the Parish Nurse has kept records that show that, in the period from 1 January 2020 to 31 December 2020, the Parish Nurse made 476 interventions. These cover:</p> <ul style="list-style-type: none"> • health education – 144 interventions; • health screening – 3 interventions; • health support (short-term) – 120 interventions; • health support (long-term) – 169 interventions; and • health support (the end of life) – 40 interventions. <p>The adverse effect of the pandemic and the COVID restrictions on the service have been significant, as can be seen by the number of interventions in each quarter of the year:</p> <ul style="list-style-type: none"> • Q1 – 252; • Q2 – 89; • Q3 – 68; and • Q4 – 67. <p>These interventions have resulted in outcomes of:</p>

- ongoing caseload;
- third-party referrals; or
- closure where cases are resolved.

Of the 201 service users (rather than individual interventions) in the period:

- 62 involved local residents who do not attend churches on a regular basis; and
- 64 involved local residents with specific mental health issues.

Although the above statistics are helpful in showing the difference that the Parish Nurse and, towards the end of the year, the Mental Health Nurse are making in Croxley Green, the Parish Nurse speaks clearly to this in her reflection (attached in full as an Appendix to this report) in terms of the people that she and our Mental Health Nurse are helping.

The reflection concludes with this summary:

“Finally, as lockdown eases, our Parish Nurse Service is becoming more sought by our community. People with debilitating Long COVID, people scared to come out of their homes, people who are only just now accessing medical services for conditions they noticed a while ago - many of these people are questioning the meaning of their life and seeking some spiritual intervention. The beauty of our role is that we are able to spend time with people to explore where they are at, what has got them to that point, what their resilience and protective factors are and how they/we/other services can help them to find inclusiveness and contentment within this peri-COVID world. Our volunteers are able to provide a vital listening ear and, as we tentatively step out of lockdown, outdoor contacts are thankfully and gratefully received. The Mental Health Nurse and I are able to work in partnership with NHS and other services, plugging gaps where we are able. Your funding matters to those we serve in our community. Thank you.”

Included also in that reflection is the following message from a relative of a couple, one of whom sadly died during lockdown, and his housebound wife. This follows a tribute to the deceased paid by a volunteer who assisted the Parish Nurse and illustrates the positive impact of the Parish Nurse Service within our community:

		<p>"I wanted to take this opportunity, to thank you on behalf of the family, for devoting so much of your time to *** and ***. Whether it was doing some shopping or just talking and listening, I know your presence meant so much to them both especially ***. As you rightly observed as time went on *** became almost exhausted from the strain of looking after *** and the restrictions of lockdown due to Covid. Unfortunately, in this situation he was probably vulnerable to get caught with the virus and so it proved to be. Living so far away it had become very difficult to visit *** and *** , made even worse with the Covid restrictions. However, on reading such a lovely tribute both myself and the other family members have taken great comfort and realise they received such wonderful support from you (all)."</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Donations and grants in the period totalled £19,701, with fundraising events raising a further £1,289 and Gift Aid with interest £421. After expenditure of £9,695, cash at bank as at 31 December 2020 was £24,255.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the CIO is a loss of funding in the short to medium term from grant making bodies and/or reduced donations from local Churches and individuals.

		<p>The CIO's reserves policy is that unrestricted funds held at the beginning of a period should be sufficient for the period to cover – in the event of a loss of income and/or to meet any unforeseen expenditure that may occur to cover – the following budgeted costs:</p> <ul style="list-style-type: none"> • three months' salary (the notice period is three months); • total annually incurred costs; • three months' ongoing costs (plus a 10% contingency); and • total accommodation costs.
Amount of reserves held	Para 1.22	£19,681 of unrestricted funds to cover a reserves requirement of £2,840.
Reasons for holding zero reserves	Para 1.22	Not applicable.
Details of fund materially in deficit	Para 1.24	Not applicable.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Not applicable.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	
Investment policy and objectives including any social investment policy adopted	Para 1.46	
A description of the principal risks facing the charity	Para 1.46	
Other		

Structure, Governance and Management

Description of charity's trusts:		Not applicable
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Charitable Incorporated Organisation
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appointed by existing Trustees

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	
The charity's organisational structure and any wider network with which the charity works	Para 1.51	
Relationship with any related parties	Para 1.51	
Other		

Reference and Administrative details

Charity name	Churches in Croxley Green CIO
Other name the charity uses	Not applicable
Registered charity number	1179287
Charity's principal address	c/o Croxley Green Baptist Church 225 Baldwins Lane Croxley Green Rickmansworth Herts WD3 3LH

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Rev Lisa Kerry	Chair		
2	Rev Miriam Mugan			
3	David Reilly	Treasurer		
4	Judith Muir		1 January 2020 to 11 December 2020	
5	Deidre Gilmore			
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Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	

Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

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Other optional information

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Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Lisa Kathlene Kerry	DAVID JOSEPH REILLY
Position (eg Secretary, Chair, etc)	Chair	TREASURER
Date	22/10/21	

Appendix to the Trustees' Annual Report for the period

From: 1 January 2020

To: 31 December 2020

Statement from the Parish Nurse

"As the Croxley Parish Nurse Service stepped into our second year of operating, we, along with the rest of society found ourselves suddenly in the midst of the COVID 19 pandemic. Our service had to rapidly change to respond to the needs of the community. Mental health, isolation, daily living needs such as vulnerable people needing medications or food were suddenly raised to the very top of the agenda.

For the Croxley Parish Nurse Service, this meant phone calls to the most vulnerable, where previously we would have had face to face contact. It was about education, reducing the risk of transmission to our most vulnerable clients. It was also about supporting people who were, not surprisingly, scared and in the midst of a crisis which seemingly we had had no warning of. I, too, was scared and suddenly without my own support network - I had to take time out in order to be able to give out to others. The real blessing of going through a difficult time yourself is being able to empathise with others, and, as the summer and long winter of 2020 into 2021 continued and folk became more fragile, I was able to offer much needed empathy and warmth alongside nursing assessment, advice and guidance. It was also a time to network with wider agencies such as One Vision, W3R and Healthy Hubs. These connections are ones which will continue to be important as we move forward into 2021.

Measuring the impact of our work is often difficult. The data tells one story; however, the human side of our work tells another. This year has been especially poignant for those who have family living many miles away from them. One such story, which I have had consent to share, is that of an elderly couple who were originally referred to the Parish Nurse Service pre-pandemic by a local shopkeeper who had noticed that the gentleman - who we shall call Steve - usually a bright and well-presented man, had begun to appear unshaven, looking worried and with his clothes appearing baggier than usual. His wife, 'Pat' was housebound. I arranged with Steve to complete a home visit with a volunteer to see how the service could best support them as a couple.

Steve was very engaging, telling us stories of his and Pat's life. We established that Pat had carers coming in to see her throughout the day, meaning the majority of her daily needs were catered for. However, Steve wished to attend a meeting every now and then in the evening, but didn't like to leave Pat. So, it was agreed that our volunteer (also a trained nurse) would 'sit' with Pat while, on occasion, Steve went out.

It was at this time that Lockdown hit. For almost a year, our volunteer took food every week to their home. She also sat in the garden with Steve to talk when restrictions would allow. As Parish Nurse, our volunteer kept me updated of any medical needs and at those times I would also contact Steve. It became apparent during our conversations with Steve that he had no local family. Very sadly, Steve contracted COVID and was taken into hospital. Pat was assigned a live-in carer who shared information with me about how Steve and Pat were doing and I learned Steve had passed away in hospital. Knowing he had no direct relative, I contacted Patient Affairs in the hospital to offer support to arrange Steve's funeral should there be no next of kin. They took my details and shortly after this I received an email from Pat's cousin who asked me if I would help him arrange the funeral as, due to Lockdown and

him living so far away he was unable to. Pat was given a place in a care home who allowed her one visitor which our volunteer continues to be. She feeds back to the relative on a regular basis.

My role of Parish Nurse allowed me to liaise with those involved at a crisis point for the family. I was able to quickly step in, talk with Pat's carers, the hospital, funeral directors, community, clergy, and the relative in order to achieve the best possible outcomes for this family. Our volunteer spoke at Steve's funeral, giving the family reassurance that Steve had been cared for during a time when the family were unable to travel due to COVID restrictions. These are email excerpts from Pat and Steve's relative:

"Thank you for setting me on the right path when coming in 'cold' following the news that *** had passed away and *** was seriously ill. I certainly couldn't have got to this stage without your help and guidance from the start and of course I was so pleased to hear how much support both you and [Volunteer] had been to both *** and especially *** over the past year or so. My phone calls to *** were helping but face to face support was obviously very welcomed by them both."

From Steve and Pat's relative to our Parish Nurse Volunteer after [Volunteer] paid tribute to Steve:

"I wanted to take this opportunity, to thank you on behalf of the family, for devoting so much of your time to *** and ***. Whether it was doing some shopping or just talking and listening, I know your presence meant so much to them both especially ***. As you rightly observed as time went on *** became almost exhausted from the strain of looking after *** and the restrictions of lockdown due to Covid. Unfortunately, in this situation he was probably vulnerable to get caught with the virus and so it proved to be. Living so far away it had become very difficult to visit *** and *** , made even worse with the Covid restrictions. However, on reading such a lovely tribute both myself and the other family members have taken great comfort and realise they received such wonderful support from you (all)."

The importance of such long-distance support for relatives of people who live in Croyley continues.

'Chrissie' is receiving palliative care; her son lives overseas. Another Parish Nurse Volunteer is walking with Chrissie to and from her weekly medical appointment, which gives Chrissie confidence. I am supporting Chrissie with her end-of-life journey, including guidance on pain relief within the boundaries of her prescribed medication. On one occasion, her son has phoned me and, with Chrissie's consent, I have updated him. Chrissie is able to be honest with me when she is feeling down, which is important for her as she tries to protect her family and friends from how she really is experiencing life at times. Over the past 2 years I have developed an effective working relationship with the NHS Community Palliative Care Nurse in order to supplement their invaluable, but stretched, service. My past experiences of working as a nurse in a hospice equip me to support families such as Chrissie's with advice and support emotionally, physically, socially and spiritually. I consider being involved in end of life care a great privilege.

Supporting those alone, and families, during the pandemic has escalated the need for more mental health provision within the community. Funding for us in the Croyley Parish Nurse Service has allowed the Trustees to recruit a Mental Health trained Nurse. The timing of this appointment is significant, with NHS and other agencies becoming inundated with referrals. The impact of having a Mental Health Nurse in the team is that those with more complex mental health needs can be offered specialised support and referral as required.

Also topical is domestic abuse. Our Service has partnered with Watford Women's Centre to provide training in spotting the signs of domestic abuse to our volunteers and church leaders. This complex subject is one that I routinely encounter in my NHS Public Health Nurse role and I frequently provide advice, support and signposting to other services within my role as Parish Nurse. 'Juliet', a woman in her twenties, sent me a text to say that we (the Parish Nurse Service) had been her 'safest place' during a very difficult journey of separating from her partner, having the courage to inform the police of her experiences and her starting a new life. As she becomes stronger, and begins to trust others, her need of our service becomes less. It is always a pleasure to walk alongside people and then watch them step away as they grow in confidence.

Finally, as lockdown eases, our Parish Nurse Service is becoming more sought by our community. People with debilitating Long COVID, people scared to come out of their homes, people who are only just now accessing medical services for conditions they noticed a while ago - many of these people are questioning the meaning of their life and seeking some spiritual intervention. The beauty of our role is that we are able to spend time with people to explore where they are at, what has got them to that point, what their resilience and protective factors are and how they/we/other services can help them to find inclusiveness and contentment within this peri-COVID world. Our volunteers are able to provide a vital listening ear and, as we tentatively step out of lockdown, outdoor contacts are thankfully and gratefully received. The Mental Health Nurse and I are able to work in partnership with NHS and other services, plugging gaps where we are able. Your funding matters to those we serve in our community. Thank you."