

Annual Report

2017/2018

The
CARPENTER'S
Shop
helping the homeless

Chairman's Report

Stepping back to review a year is not the easiest when an organisation is preoccupied with the present and, more importantly, the future. The most important mission of The Carpenter's Shop has focussed this past year on care for the homeless, and rather to the lack of progress in the area of skills training.

The daily arrival of 80 or more homeless people from 7.30 am to 10 am to use our ablution block has been a great blessing, and accordingly we have improved and renovated the block, both inside and outside. It is overseen by our Auxiliary Social Worker and records have been improved such that we monitor each visitor by name and get to know their circumstances. We have changed from showering to washing from a bowl and installed three large tanks for rain-water storage. With the tiling of the covered waiting area, the whole block now looks great!

The GBH residence continues to be full and with a waiting list of about 20 at all times. The assessment of the 40 men staying there for 3-6 months is one of the many duties of our social worker (see separate report).

Our social enterprise The Car Wash continues with increasing demand, using a chemical wash due to water restrictions. The contract to wash the Jammie Shuttle buses of UCT continues, but we need more commercial regular contracts.

This year has also seen the final closure of our Carpentry Workshop. Slowly over the last few months of operation, this space has been cleared and is now available for our future use, or for renting to an allied operation.

The Charity Shop of TCS was started to operate three times per week on our premises, with saleable goods regularly coming in, and seems to be catching on.

Some of the following services are offered:

- Over weekends, on both Saturdays and Sundays, our premises are used by allied organisations for feeding the homeless, and on Thursdays we also provide porridge to all those using the ablution block.
- A clinic has also been operating once per month to provide a preliminary basic service against dreaded diseases.
- Life skills training is also offered to residents by our Social Worker.

Over the past year a great deal of thought and discussion has been devoted to our operating name. Although the registered NPO name of our company (a Section 21) will not change, we believe that the operating (trading) name does not give the general public a clear message of what is central to our vision. After receiving the assistance of the advertising and branding organisation, King James, we have chosen the new name of "The Hope Exchange". In the ensuing months and with this help, we will be promoting this name-change.

I would like to thank this company and other donors who have assisted us, and as shown in our Annual Financial Statements, making this year both stable and a worthwhile contribution to our society.

I also want to thank the Board members for their valuable input, especially in determining the strategy to be adopted in various aspects. Thank you too, to the members of staff for your energy and commitment over the full year.

In conclusion I must advise that effective from the appointment of the new Board, I shall be stepping down as Chairman since 1981. I know that I am leaving the leadership in good hands.

Geoff Burton
Chairman



Director's Report

The first 3 of the 17 United Nations Sustainable Development Goals are designated No Poverty, Zero Hunger and Good Health and Wellbeing. You may ask what this has to do with The Carpenter's Shop (TCS)?

I'm sure you'll agree that poverty is one of the direct contributing factors to homelessness, and that much more still needs to be done across all sectors of civil society, business and government in South Africa before we can hope to see an end to poverty. Thus, while poverty persists TCS's mission remains relevant.

There are various forms of poverty, and we see these reflected in the faces of the clients we serve daily - poor in spirit, of poor health, poor in self-esteem, even self-respect. Many are broken people, financially and spiritually bankrupt. Yet, many have the spirit to endure.

Food insecurity and ill health are also inseparably tied to poverty and while these persist homelessness continues. So, while economic growth either shrinks or increases incrementally, while unemployment continually rises, and while the rapid pace of urbanization continues unabatedly the homeless will continue to converge on the city's CBD.

Consequently, we can report that during the past year under review we have, inter-alia:

- seen a 26% increase in the number of clients attending our Ablutions Facility,
- had a 50% increase in reunifications for residents from our 2nd phase shelter,
- increased clothing assistance to homeless individuals by 36%,
- increased the number of social work groups and community work engagements,
- increased the number of client interviews with a social care professional, and
- increased the number of referrals to 3rd party service providers.

We are grateful for funding received that allowed us to renovate our Ablutions Facility and install the 1st phase of a water harvesting system. Historically feeding has not been a primary service function at TCS, but this has since changed. In addition to providing our Ablutions

Clients with meal tokens for use at the Service Dining Rooms on weekdays and in response to increased need we serve breakfast cereal or porridges twice during the week. Each weekend a minimum of 500 meals are served at our premises - Ladles of Love serves soup on Saturdays and Sunday lunch is prepared by RPJ Helping Hands. One Sunday per month Souper Troopers runs a social event that includes lunch, recreational activities and entertainment for the homeless. Over the past Christmas holiday period when most other feeding options were shut we provided 4980 wholesome lunchtime meals over a 20-day period that included Christmas Day. At the recent Mandela Day event we hosted a clothing Street Store and served 500 meals in partnership with Ladles of Love and 2 corporates. In respect of health and wellbeing, our primary and specialized health clinics continue to deliver services that the homeless would otherwise not have access to.

Our Social Enterprise, The Car Wash, continues to provide employment and generates a growing revenue. While our on-site volumes increased by 12%, a 98% increase in revenue can largely be attributed to our off-site UCT Jammie Shuttle account. In February we opened our charity shop, Second Chance, that is doing very well at this early stage.

It appears we are becoming a choice site of learning as we've received increased requests for student placements and corporate volunteerism. During the past year a volunteer from Vodafone Germany spent 4 months with us and we've accepted a total of 9 Social Work students from UNISA, UCT, UCLA and Sweden's Lund University. A 4th intake of 3 3rd year students from Lund commences this month.

It is truly both humbling and fulfilling being part of an organism such as ours and I continue to be inspired by the dedicated team working with me to whom I owe much gratitude. I also wish to thank the Board for their commitment, input and support. And finally, enormous thanks to our funders, donors, supporters, friends and increasing number of volunteers for helping us to continue our work and increase its impact.

Peter Solomon
Director



The Social Care team employed 2 new staff, a Residence Supervisor, Sabulela Jiba and a Social Auxiliary Worker, Dunyiswa Sokhanyile. Both have fitted in well with the rest of the team and have become valuable members of the team. Our Social Auxiliary Worker qualified as a First Aider and renders treatment to our ablation clients for cuts, abrasions and changing of bandages or other minor medical needs.

Water restrictions saw showering taking place 3 days a week at our ablutions until we had to save even more water. Clients now use buckets for washing bodies and we removed the showerheads in both Geoff Burton House (GBH) and the ablation facilities which resulted in a 30% saving of our water used. The facilities remained open over the Festive Season and a daytime supervisor was appointed to oversee access for volunteers, staff and clients. Attendance dropped during this time but over 60 people a day made use of ablation facilities. We started to track unique individuals making use of our ablation facilities in January 2018 and have had upwards of 460 individuals make use of our services during the months January 2018 to March 2018.

The Cape Town winter weather saw a high demand for clothing and blankets for our homeless clients. The Carpenter's Shop started to provide breakfast 2 mornings a week with volunteers on a Wednesday and Thursday. It is a much-needed service for our clients who appreciate the meal.

As part of managing our GBH residence professionally, there was an update to our Terms and Conditions as well as the Code of Conduct. In addition, processes were drawn up for staff working with clients who need mental health care and residents who are suspected of drug use/abuse.

From August to November 2017, The Carpenter's Shop hosted a group of students from UCLA who were in Cape Town on a semester of study abroad including social events and tours around the city. UCLA subsequently donated \$2000 to run a specialised health clinic and HIV/AIDS awareness campaign during 2018.

The Life Skills Group with GBH residents continued and included sessions on Goals and Goal Setting, Personal Finance and Budgeting. A craft community work project with bead making was initiated. One remaining member has a stall in Company Gardens which provides him with income ensuring his self-sufficiency.

The Carpenter's Shop continues to host the Street Peoples Forum (SPF) with Ian Veary as part of the Executive Committee.

The SPF was involved in recognising World Homelessness Day on 10 October 2017 with a Skype Conference call with organisations from Gauteng and Tshwane.

Ian Veary
Social Work Manager

Social Care In Numbers 2017/2018



20,270
ABLUTION VISITS



15 per day (average)



63 per day (average)

GEOFF BURTON HOUSE



Residents per quarter



18 reunifications



65
Visitors per
weekly clinic



60
Individuals
assisted monthly



9
Social work
student interns



32,980
Meals served
at TCS with partners



4,980
Meals served during
Feed 5000 campaign



83
Volunteers during
Feed 5000 campaign



Financial Report

The Carpenter's Shop (TCS) posted a surplus of R380 352 for the 12 months ended 31 March 2018 compared to a R72 156 surplus in the prior year. This is mainly attributable to the increased income generated from services rendered as a result of the car wash activities.

Revenue from services rendered during the year was R442 027 with a related cost of sales of R85 766. This represents a 95% increase year on year with the revenue and cost of sales of R227 831 and R44 030 respectively.

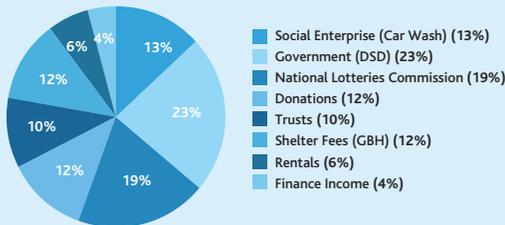
Other income received increased by 19% from R2 061 287 in 2017 to R2 453 432 in the year now ended. This is due mainly to rental income as well as the generous donations received. The operational costs incurred were R2 569 038 versus R2 271 901 for the prior year.

TCS's liquidity has improved compared to the prior year with more short term funds available. The organisation will continue its fundraising activities, which still requires focus in the year ahead, so that TCS may continue to improve its service to the people.

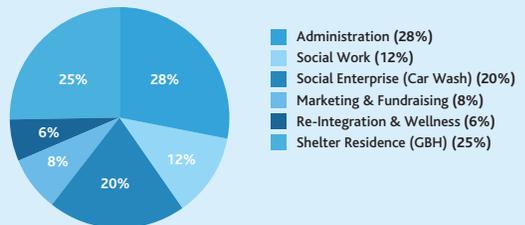
We would like to take this opportunity to thank our auditors, Moore Stephens Cape Town Inc, for their ongoing support.

Shiyaam Rossie CA(SA)
Treasurer

Income - April 2017 to March 2018



Expenses - April 2017 to March 2018



The Carpenter's Shop NPC

(Registration number: 1979/006154/08). Financial Statements for the year ended 31 March 2018

Statement of Financial Position as at 31 March 2018

Figures in Rand	2018	2017
Assets		
Non-Current Assets		
Property, plant and equipment	543 316	623 011
Current Assets		
Trade and other receivables	100 291	75 580
Cash and cash equivalents	2 291 149	1 812 517
	2 391 440	1 888 097
Total Assets	<u>2 934 756</u>	<u>2 511 108</u>
Equity and Liabilities		
Equity		
Retained Income	1 574 349	1 193 997
Liabilities		
Current Liabilities		
Trade and other payables	360 407	317 111
Other financial liabilities	1 000 000	1 000 000
	1 360 407	1 317 111
Total Equity and Liabilities	<u>2 934 756</u>	<u>2 511 108</u>

Statement of Comprehensive Income

Figures in Rand	2018	2017
Revenue	442 027	227 831
Cost of Sales	(85 766)	(44 030)
Gross Profit	356 261	183 801
Other income	2 453 432	2 061 287
Operating expenses	(2 569 038)	(2 271 901)
Operating profit / (loss)	240 655	26 813
Investment Revenue	143 601	102 101
Finance Costs	(3 904)	(3 132)
Profit for the year	<u>380 352</u>	<u>72 156</u>
Other comprehensive income	-	-
Total comprehensive income for the year	380 352	72 156



We would like to thank our loyal donors, funders, supporters and volunteers for their valuable contributions to our work not all of whom can be mentioned.

EDUCATION, GOVERNMENT, NPO'S & TRUSTS: Basil Wallace Maskew Miller Trust, CCID - Cape Town Central City Improvement District, City Varsity, Community Chest, Department of Social Development, Early Learning Resource Unit (ELRU), Food Forward, Helping Hand, JET Lee Will Trust, Kaplan Kuschlick Foundation, Ladles of Love, M & G Cameron Foundation, National Lotteries Commission, Prestige Academy and Centurion Academy, Reddam House Atlantic Seaboard, RPJ Helping Hands, Service Dining Rooms, Soul Donations, Souper Troopers, The World Wide Web Foundation, Waterfront Rotary Club

FAITH BASED: Central Methodist Mission, Christ Church Constantia, Church on Main (City Bowl), Life Church (Sea Point), St George's Cathedral, St Mary's Cathedral, St Vincent de Paul

COMMERCIAL & CORPORATE: Avnet Kopp, Cape Union Mart, Condor Meats, Dragons Sports, Espresso Bakery, Gourmet Foods, Magnum Carpets, Maynards Office Technology, Media24, Moore Stephens, Norton Rose Fulbright, Peninsula Beverages, PopCorn Training, Rhino Africa, Roxy's Late Night Café, Sage Pastel, Salesforce, Smart Office Connections, Spitzer Network Systems, Stay Easy Hotel, The Whitesox Team

INDIVIDUALS: Abrahams Household, S. Andrews, J. Barnard, L. Bosch, R. Bourne, A. Bredeveldt, G. Burton, P. Butler, J. Chadwick, L. Coetzee, W. Conrad, B. Currin, J. Cuthbert, Davidge Household, C. De Menezes, H. Diaz, I. Du Pisane, I. Engle, T.J. Fitzpatrick, J. Florenz, N. Freeling, T. Freeth, B. Geater, D. Giles, D. Gilmour, C. Gootkin, C. Habberton, E. Hopkins, M. Kilroe, T. Krepelka, G. Lanham, H. Le Blond, H. Le Grange, A. Lichtenstein, G. Lord, S. Luck, J. Manca, J. Maree, A. McLaggan, B. McNulty, M. Mezzabotta, R. Millar, J. Mills, J. Mort, E. Mulligan, B. Neethling, N. Ludolph, A. Paige, S. Pienaar, P. Present, M.L. Reid, R. Rhomburg, J. Rindveld, A. Rios, J. Rogers, P. Simon, R. Smith, M. Solomon, E. Sorman, N.B.J. Stephenson, G. Strunk, C. Swanepoel, D. Timler, S. Townsend, P. Watermeyer, H. Wenhold, B. West, A. Wills, O. Wills, P. Winter

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