Sanctuary in Chichester

ANNUAL REPORT 2025-2026

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INTRODUCTION



Tony Toynton
Chair of Trustees

Once again, I feel proud and privileged to introduce the annual report for Sanctuary in Chichester, that sets out our achievements during the financial year 06/2025 - 05/2026.

This year - the charity's seventh as a Charitable Incorporated Organisation - has been one of change, particularly in terms of new staff and volunteers, and also one of consolidation and maturity.

The work of our newly-formed Policy Review Group has developed a strong operational governance and leadership base, through policies and guidance that should give everyone confidence, not only in what we do, but how we do things. This is especially important given the safeguarding and safety challenges that our work involves.

I am enormously proud of our staff team, several of whom joined us in the past year or so, and make a transformative difference to the lives of our beneficiaries. We welcomed a new Charity Manager, Kathryn Crosby, in November 2025, and in the short period of time since then, she has had a significant positive impact on the charity's operations.

Our volunteer base remains extremely solid with new people joining those who have served the charity and its beneficiaries so well over many years. They really do form the backbone of Sanctuary in Chichester.

Our work was again recognised by The National Lottery Community Fund, with a new grant of over £400,000 across three years - one of their largest grants of 2026 in the region.

Our Pathways to Independence programme has gathered momentum and is really now demonstrating its value in supporting beneficiaries to build new lives independent of charity and state support. In its fourth year (as of January 2026) under the excellent leadership of our Pathways to Independence Programme Manager, participants who were initially completely dependent on our support for

INTRODUCTION CONT'D...

...survival are now successfully graduating the scheme. Their stories, including those highlighted in this report, show incredible progress for people facing so many barriers to work and self-sufficiency. They reassure us that we are really helping those we welcome to our area, often in the greatest need, to settle and integrate into our community, and of course make their own personal contributions to its prosperity and success for everyone.

Lastly, I must mention the work of my fellow trustees. Their skills, energy and dedication to this charity and the support they give me as their Chair are all outstanding. I and everyone connected to Sanctuary in Chichester owe them a huge debt of gratitude.

Tony Toynton
Chair of Trustees

May 2026

REFERENCE & ADMINISTRATIVE DETAILS

INFO	DETAILS
Charity name	Sanctuary in Chichester CIO
Registered Charity Number	1181855
Principal Office Address	Room 115, 26 The Hornet, Chichester, West Sussex, PO19 7BB.
Trustees during 2025 - 2026	Jude Clouston, Gemma Driver (Secretary), Graham Hart (joined - part year), Waleed Hussein, Mike Mansergh, Evie Owen (resigned - part year), Caroline Purewal Treasurer), Lois Smith, Mark Stables (resigned - part year).
Chair of Trustees	Tony Toynton
Independent Examiner	Tony Corkett

STRUCTURE, GOVERNANCE & MANAGEMENT

GOVERNING DOCUMENT: Charitable Incorporated Organisation (CIO) – Association Constitution registered on 04 February 2019 (as amended 17th May 2023).

TRUSTEE RECRUITMENT & INDUCTION

New trustees are recruited based on skill gaps identified within the Board. Prospective trustees undergo a formal interview process, and newly-appointed trustees complete an induction programme covering charity governance, safeguarding policies, financial oversight, and operational protocols.

ORGANISATIONAL STRUCTURE

The Board of Trustees meets regularly to manage strategic guidance, governance, and financial oversight. Day-to-day operations, project delivery, and volunteer coordination are delegated to operational leads and the Charity Manager, who chairs a monthly Management Committee.

POLICY REVIEW

During the year, a formal and comprehensive review was carried out that resulted in trustees adopting a set of new policies that are used to guide staff and volunteers in supporting the charity's beneficiaries. These include Safeguarding, Risk Management and Financial Management. The new Policy Review Group that did this work will now remain as a standing feature overseeing each policy and ensuring appropriate reviews take place.

KEY STAFF CHANGES

Kathryn Crosby - Charity Manager, November 2025.
Hannah Lytton - promoted to Chichester Park Hotel and Leave to Remain Coordinator, September 2025.
Anaour Ben Massaoud - Refugee Support Coordinator, April 2026.
Majdood Habib, Refugee Support Coordinator, May 2026.

OBJECTIVES & ACTIVITIES

Charitable Mission: Sanctuary in Chichester provides practical, social, and pastoral support to refugees and asylum seekers in the Chichester area.

STRATEGIC AIM 1

Ensure that all beneficiaries are made to feel welcome and safe within their new, adopted community.

STRATEGIC AIM 2

Support beneficiaries to develop independent lives free from state and charitable support, to the extent that they are able.

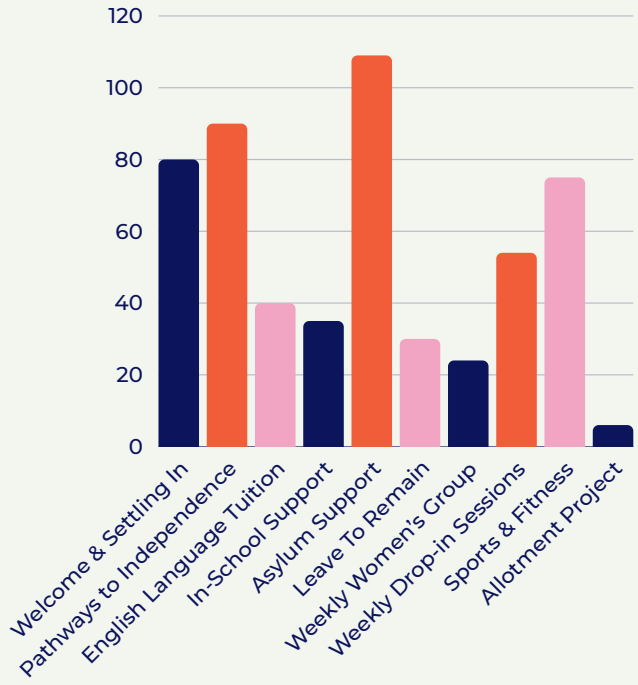
PUBLIC BENEFIT STATEMENT

The trustees confirm that they have complied with their duty under Section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. All services are provided free at the point of delivery to refugees and asylum seekers registered with the charity.

Here are some headline stats on our 2025-26 impact. We'll explain all the activities and core services on the next page...

ACTIVITY REACH

Number of people supported for each type of activity this year



400+
Beneficiaries supported

125
Active volunteers

109
Asylum cases supported

Other successes and project development

- A new Drop-In at Bognor Regis was developed and is now well-established.
- The allotment has had its first full season of growth with regular beneficiary involvement.
- Sanctuary in Chichester was awarded a new three-year grant (over £400,000) by The National Lottery Community Fund.

ACTIVITIES & REACH
IN DETAIL

ACTIVITY	DETAILS	REACH
Welcome & settling in	Urgent essentials, needs assessment, and wrap-around care, to aid trauma recovery, local navigation, and community connection.	**80** individuals supported
Pathways to Independence (PTI)	Co-created individual plans focused on leveraging existing skills, to secure paid employment, volunteering, education or training, in partnership with local organisations.	**90** individuals enrolled
English language tuition	One-to-one tuition, Women's Group lessons, and hotel-based classes, focusing on functional language, health, education, and employment.	**40** regular learners
Asylum support	Advocacy; weekly group support at the hotel and for families in asylum accommodation in the community; assistance with Home Office and other official paperwork; Home Office appointment travel; accessing legal aid; translation services.	**109** cases (individuals and families) supported
Leave to remain transition support	Integration support for those receiving leave to remain and transitioning from Home Office accommodation to supporting themselves in rented housing.	**30** individuals and families



Children's work from the drop-in art tables in Chichester and Bognor

ACTIVITIES & REACH
IN DETAIL CONT'D...

ACTIVITY	DETAILS	REACH
Women's Group	Weekly group with crèche, providing wellbeing support, crafts, English tuition and educational sessions on UK life, e.g. healthcare, geography and education systems.	**20** women and **4** children on average per week
Drop-in socials	Two weekly drop-ins (Chichester and Bognor Regis) offer social interaction, practical advice, children's activities, health guidance, English practice and more.	**54** attendees on average
Sports & wellbeing	Nations United football team, seasonal cricket, volleyball, women's fitness sessions, and outdoor activities in partnership with local charities and other organisations.	**75** participants
Sanctuary Allotment Project	Twice-weekly outdoor therapeutic group growing food, including some carpentry e.g. building raised beds and a pergola. Particpants work together and share produce harvested throughout the year. They also benefit from conversational English practice at the end of each session.	**6** participants on average per week

SUCCESS STORIES

Some examples of incredible progress, thanks to beneficiaries' hard work with our support.



Names have been changed to protect identities

SUCCESS STORIES

ISAAC & ANNA

...were 'discovered' in 2023 in a village shop with their two very young children, trying to work out whether they had enough money to buy a loaf of bread.

They had been housed in the community by the Home Office, having been moved from a hotel whilst awaiting a decision on their asylum claim. The Home Office had failed to change their allowance accordingly, so they were trying to survive on £8 each per week. Neither spoke English nor did they have any knowledge of the culture or systems and processes in the UK. Isaac says, **"We had nothing. No food, no internet, no blankets. It was terrifying. I couldn't feed my own family and I didn't know where to go for help."**

Sanctuary in Chichester provided for all their urgent needs, and helped them navigate the Home Office processes to get the correct allowance being paid. We then supported the family to pursue their asylum claim. They started attending the weekly Drop-In and their eldest child was registered at the local school.

At their most recent Pathways to Independence review carried out by Sanctuary in Chichester staff, they were rated as 'High Independence'. They no longer claim Universal Credit, they have secured leave to remain, and are now focusing on long-term career specialisation rather than immediate survival.

"We have lots of plans for our future, but we have learnt that plans don't always work out and you might need to change them! For now, we are working hard to integrate into English culture and bring our children up to be kind and caring people."

- Isaac

SUCCESS STORIES

YASMIN & SAJID

On arrival with their three children (now four), Yasmin and Sajid spoke no English and were traumatised, having fled the war in Syria and spent over a year in a refugee camp in Lebanon. They were clearly bewildered by the schools, local government and legal systems in the UK.

Sanctuary in Chichester allocated them two volunteer befrienders, who remain in contact with them, and an English tutor. **Through this support, the family has gone from high-intensity intervention to full self-management.**

They have since achieved significant milestones on their Pathways to Independence journeys: **Both now have UK citizenship**; **Yasmin learned to drive and has bought a car**, giving her increased independence; and **the family now confidently navigates local services. Sajid attends Chichester College, studying English, and Yasmin's spoken English is progressing well through one-to-one tutoring** from one of our qualified volunteer tutors.

The family reports feeling safe and well-integrated within their local neighbourhood, describing their area as "quiet and peaceful", and they are developing connections with their "kind neighbours".

SUCCESS STORIES

ELIAD & MIRIAM

Eliad and Miriam arrived in the UK among the initial cohort of evacuees fleeing Taliban threats in Afghanistan. Arriving with one child, their second was born just a month later in Chichester; the family has since grown to include four children.

Their journey began with two years of intensive support. While initial aid centred on housing and benefits, the focus soon shifted to long-term empowerment. Eliad's determination to master English and obtain a UK driving licence marked a critical turning point, from receiving support to building a professional career. In their third year, having passed his driving test, they were able to buy a vehicle and Eliad started full-time employment as a delivery driver, establishing a consistent income for his family.

Miriam is now confident getting around on public transport with the children, and the family are equipped with the knowledge and language to get help from emergency services if needed. They have moved entirely beyond the need for translation services or crisis support.

Of Pathways to Independence, Eliad said:

"It helped me understand my goals, build my independence, and access support with education, work and daily life skills. It has also given me a clear plan for the future."

FINANCIAL REVIEW

The table below is an extract from the draft 2025/26 annual accounts. Following independent verification, Sanctuary in Chichester's annual accounts will be available on the charity's website, the Charity Commission website and to any member of the charity requesting them.

FINANCIAL ACTIVITY 2025/26

	2025/26			2024/25
	Unrestricted funds	**Restricted funds**	**Total funds**	**Total funds**
Income	£58,500	£209,305	£267,805	£276,671
Expenditure	£52,719	£209,305	£262,024	£251,096
Balance	£5,781	£0	£5,781	£25,575
Funds b/f	£98,594	£2,384	£100,978	£75,403
Total funds c/f	**£104,375**	**£2,384**	**£106,759**	**£100,978**

All figures are estimated pending full accounts and independent verification.

Principal Funding Sources: Income was received from local authority grants, charitable trusts and foundations, individual donations, and community fundraising activities.

Reserves Policy: The trustees maintain a designated reserve of **£40,000** held in a separate bank account. This target reflects our annual risk assessment and represents a minimum three months of core operating expenditure, to ensure continuity in the event of unexpected funding disruptions.

Going Concern: The trustees confirm that the charity has adequate financial resources and that there are no material uncertainties regarding its ability to continue operations for the foreseeable future (at least 12 months from approval).

FUTURE PLANS

Expand volunteer recruitment, retention strategies, and specialist training on trauma-informed practice.

Deepen collaborative partnerships with West Sussex County Council, Chichester District Council, local community groups and other charities.

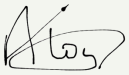
Secure multi-year grant funding and diversify funding streams, to ensure the organisation's financial resilience and sustainability, and to provide funds to meet the demands of continued growth.

Modernise data collection, storage and management by migrating to a sector-specific Customer Relationship Management platform.

Introduce more beneficiary-led initiatives, such as Sanctuary Kitchen, to be launched in September 2026.

DECLARATION & SIGN-OFF

Approved by the Board of Trustees on 07/10/2026 and signed on its behalf by:

Signature: 

Name: Tony Toynton
Role: Chair of Trustees
Date: 07/10/2026



More children's work from the drop-in art tables in Chichester and Bognor

ACKNOWLEDGEMENTS

With thanks to all those who contributed to this report and to Sanctuary in Chichester's continued development and progress, including but not limited to:

Beneficiaries who shared their success stories and wanted us to publish them.

Our staff team, volunteers and trustees, who, apart from delivering all the organisation's work, contributed data and their experiences.

Stakeholders who gave their time and expertise during our strategy workshops last year.

All of our **donors**, from those giving small one-off gifts to grant funders.

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Registered Charity No. 1181855

WE THANK YOU
FOR YOUR CONTINUED SUPPORT