



**C4WS**

.....  
**Homeless Project**

**ANNUAL  
REPORT  
2015**



# 506

calls for bed spaces

over  
**4,000**  
meals served



# 95%

of those that engaged  
with our services were  
assisted in securing  
accommodation



# 2,045

bed spaces

INTRODUCTION	4	- PERFORMANCE COACHING	22
FREDA'S STORY	6	- ENGLISH CLASSES	24
HOW OUR SHELTER RUNS	8	- MENTORING & BEFRIENDING SCHEME	26
THE VOLUNTEERS' CONTRIBUTION	10	- FRIDAY CLUB	28
A VOLUNTEER'S STORY	12	HARDSHIP FUND	30
THE NEW C4WS HEADQUARTERS	14	CORPORATE SUPPORT	32
C4WS WELFARE SERVICES	16	CARIS	37
- C4WS GUESTS	16	OUR CHURCHES	40
- THE C4WS MODEL	18	GIVING	41
- JOBS CLUB	20	FINANCE AND FUNDRAISING	42

AUTHORED & EDITED BY:  
AMANDA PICKERING, PROJECT MANAGER  
REBECCA WALKER, SHELTER COORDINATOR  
SAM FORSDIKE, PROJECT WORKER

PHOTOS BY: FELICITY CRAWSHAW  
[WWW.FELICITYCRAWSHAW.COM](http://WWW.FELICITYCRAWSHAW.COM)

DESIGN BY: FINCH STUDIO  
[WWW.FINCHSTUDIO.CO.UK](http://WWW.FINCHSTUDIO.CO.UK)



# Introduction

We can look at these facts, the current state of homelessness in the UK and more specifically London and become extremely despondent with it all. How can anyone possibly make an impact in a sea of uncertainty, under ever-changing laws and reductions to public services that used to be a lifeline for those experiencing homelessness?

The fact is the situation is depressing, it is getting worse and it is overwhelming. But C4WS Homeless Project is still here, still responding to the need and still making a difference.

This year with the help of our incredibly dedicated 600 + volunteer team, we supported **85** people from **31 nationalities** with shelter during our winter months, we offered **2045 bed spaces** to the homeless and over **4000 meals** were served. **95% of those that engaged with our services were assisted in securing accommodation.**



**Amanda Pickering**  
C4WS Project Manager

.....  
**12% increase in those that accessed our shelter**

**Phone calls for bed spaces increase by 51% in one year**

**Restrictions on access to basic human rights mean that less than 50% of guests have access to standard UK welfare entitlements.**  
.....

Yes we are making a difference, yes it is bringing about lasting change and in the face of this stark reality, people's lives are still being transformed through our work.

But there is still much to do.



# 31

**different nationalities represented**

# Freda's Story

Having become a refugee in the United Kingdom, I felt so lost and isolated as I did not have a clue as to where to begin, no friends to talk to, had just come out of a three year relationship, most asylum / refugee support organisations could not advise or help further as they only have resources to help people still in the asylum process and besides offered very little or no practical help. I was so confused, lost, felt so hopeless and worthless; I had even contemplated suicide a couple of times. I was really a broken vessel. To be honest, I do not think words can describe how I felt. I was feeling like I was living over the edge all the time.

I woke up one morning, I believe it was the first week of January 2015 and I felt tired of feeling this way. I had been destitute for all the 5 years I had lived in the United Kingdom. Up until joining the C4WS shelter, I had felt so much rejection coming from all sides; so I decided to do something about it. I approached the British Red Cross and opened up about what I had been going through; my girlfriend and friends had kicked me out of their houses, I had slept in pubs and buses a few times as well. So my caseworker at the British Red Cross helped me find C4WS who made space for me.

To be honest, that was the best decision I had made because my life now has changed forever. I had been battling with

the Home Office about my biometric card, which C4WS assisted me with. Secondly they helped me apply for support at the Job Centre. Thirdly, they referred me to the most wonderful G.P practice that assisted me greatly with my health issues with a friendly service and positive atmosphere. Fourthly, they supported me to refer myself to the Alcohol Recovery Service. I had battled with alcohol misuse for a long time as I had used it to cope with my challenges. And the service was also great. It gave me a greater understanding of my relationship with alcohol and helped me find alternative ways of how to deal with my challenges other than alcohol as my most immediate and only solution.

It was a very challenging experience as you can imagine; it was very cold, I had to look for shelter during the day regardless of if it snowed or rained. Emotionally, it was not easy as I had not been stable for a long time but **I believe the care, love and tremendous support showed to me by the volunteers and the staff is what kept me going.** I always looked forward to 7.30pm when the shelter doors opened. Ahhhhhhhhhhh divine is an understatement! I felt I was in God's cathedral palace. I always felt at so much peace with myself once I got to the church. I felt like I was sleeping in God's presence and for me that was surreal. The volunteers were so engaging; they always brought up the best topics to talk

about over dinner and **for a moment you would forget your troubles.** The food was the best and the churches cooked for us tasty dishes. All the churches were good, warm, and brought positiveness. This experience helped me learn and recognise a lot about myself that I have resilience, that I am not as bad as people have always said. **I felt that for the first time in my life; I had a sense of belonging, a family, true friends and experienced true love and care after having suffered a lot of rejection my whole life.** I am more accepting of others and have patience.

C4WS found me accommodation, which also provided support as I am still on my recovery journey. I also suffer from depression. C4WS referred me for psychotherapy to help cope with my depression. On moving into my new house, they did not only offer help to transport my luggage but also bought me brand new tools for my new place. I felt so anew with that act; from an iron, bedsheets, kitchen utensils, microwave etc. In addition, they found me a new friend, my mentor who is wonderful and she completes the good support system that I have. One thing that somewhat helps me feel better is the assurance I have been given by the staff that they will always be here to support me in case of anything and that it is not the end of the road.



Lastly, I have been inspired by this whole experience and I decided to completely turn my life around by going back to study and looking forward to September as I would like to give back. I have had one of the most valuable experiences and am grateful to God even though it was hard. I would like to thank my mentor for being my friend, the coordinators of C4WS and all the support. You have changed my life.

\* Freda has recently been accepted to study a degree in Clinical and Community Psychology – we wish her all the best in her studies – we know she will do great!

# How the Shelter Runs

**Spanning the five coldest months of the year, our rolling shelter operates through thirteen participating church venues in the Borough of Camden.**

Seven churches take on responsibility for hosting the shelter for one particular night of the week, every week from November to January, before another six churches take over from January to March (with one valiant church – King’s Cross Methodist – staying on board for the full five months). Each church opens at 7.30pm on their designated evening, offering fifteen bed spaces, washing facilities, dinner and breakfast the next morning, before closing up at 9am. Whilst a staff member is on duty for the first couple of hours of the evening shift, on call overnight and back for the close down in the morning, the majority of the



session is run by trained volunteers, drawn from our local community and headed up by an experienced Church Coordinator. Our guests are offered a 28-day stay with the project, and whilst it is inevitably basic in its nature, the shelter offers guests a secure and supportive base from which to engage with our welfare assistance and put steps in place to move on into more permanent accommodation.

## Referral Agencies

Albert Kennedy Trust

Alone in London

American Church Soup Kitchen

Bloomsbury Central Baptist Church

British Red Cross

Camden Drug and Alcohol Service

Holy Cross Centre Trust

Housing Options - Camden Council

London Irish Centre

London Jesus Centre

New Horizons Youth Centre

Simon Community

Spectrum

St Giles Trust

The Manna Society

Women At The Well



# A First-time Coordinator’s Story

At St Benet’s Kentish Town, we have just experienced our first season working with C4WS, joining forces and volunteering alongside those running the shelter at Pond Square URC Chapel. We had been looking for several months for new ways to make a real difference in our local community, had heard about C4WS from other churches and decided to investigate. What we found was a wonderful journey of discovery.

The first thing that struck many of us was how many people from our congregation were eager to volunteer and help. People were very generous in giving their time to be trained, to man shifts, and prepare food. Many people have spoken about how supporting C4WS seemed to be a really simple and practical way of living out their faith. The excitement and enthusiasm of so many people was very impressive and a wonderful way of showing our care and concern for all those in our local community, especially the most vulnerable.

A second thing that many people have voiced is the way in which volunteering at the C4WS night shelter was an experience in which they felt they received more than they gave. Sharing food, time and conversation with our guests was a remarkable opportunity to exchange ideas, experiences, stories, and perspectives which otherwise we would not have known about. Some volunteers have spoken of their experience of C4WS as having enriched their life in a way they had no idea they needed.

The emotion we have felt most in response to our experience as first time volunteers has been gratitude. We are so grateful for the opportunity to help, serve, and contribute to the good of the community we live in, and for experiences, perspectives, and encounters which have been truly enriching.

**Fr. Peter Anthony**  
St Benet’s Kentish Town

over **60**

starter packs and food hampers were given to our guests in need to help turn their new accommodation into a home

## The Volunteers' Contribution

**Our volunteers are the lifeblood of our winter shelter. As well as manning our venues every evening – preparing dinner, making the beds, and keeping watch through the night before the breakfast team comes in to cook and pack everything away – our volunteers offer our guests the personal attention and companionship that turn a church hall into an interim home.**

Whether this support takes the form of a game of Scrabble, a dissection of the Sunday papers or a late-night putting the world to rights, it makes all the difference to our guests. It means we can offer holistic support to fifteen people a night with a staff base of just three, knowing that the pastoral welfare of our guests is taken care of as we concentrate on

putting the practical support in place that will enable our guests to move on from the shelter into secure accommodation.

Whilst our core volunteer team at each church is still drawn from its congregation, we have been delighted to take on an increasing number of volunteers from the wider community this year. University College London, the Royal Veterinary College, Goodenough College and Edge Structures send regular cohorts through our doors, and we receive a steady stream of enquiries from individuals wanting to get involved and contribute their time throughout the winter months. Our volunteers' enthusiasm and energy enables us to provide a consistent, high standard of respectful care to our guests, night-on-night, throughout the winter months. We are eternally grateful to them for the time and love they put into the project.



**“**  
**I had a sense of belonging, a family, true friends. I experienced true love and care... yet all these people were just strangers.”**

Shelter Guest, 2015

# A Volunteer's Story

This has been my second season volunteering with C4WS Homeless Project. I joined after friend and Church Coordinator Patricia Day Cobb, who has been involved with the project for numerous years, shared her experience, excitement and joy at being part of this amazing charity initiative. Her dedication and willingness to give up weekends to run the shelter spoke volumes about C4WS, and made me want to contribute too.

In 2014 I helped once a fortnight, and this year upgraded to every Saturday night. This season turned out to be quite challenging, because we had to use two different temporary venues due to the fact that the church that was used in previous years could no longer accommodate the project. Adapting to unfamiliar venues was part of the challenge; the other part was overcoming the difficulties that unexpectedly arose. One Saturday night we had no running water, meaning no cooking could be done, but we took advantage of this to host a fun takeaway pizza night. The second venue that we used turned out to be a massive logistical challenge, due to the shelter being hosted on the 3rd floor, whilst all the mattresses and bedding were stored in the basement. So with the assistance of the lift, necessary supplies were brought

up and the shelter was set up on time. In addition, all the cooking had to be done in the basement kitchen, and brought up on trollies. In that venue I took the lead in setting up the beds and dining area upstairs, whilst Patricia oversaw meal preparation in the kitchen. Even though at times it felt like an endlessly difficult process, when the guests arrived all challenges were forgotten and the focus was on making them feel as welcome as possible.

C4WS is a project that attracts me with its

inclusivity towards guests and volunteers, the fact that no one is excluded because of their religious belief. C4WS sets a positive example of how you can highlight Christian values through your work, by accepting and welcoming everyone. I am proud to be involved in the C4WS shelter, and hope to continue my volunteering activities next season as well.

**Tereze Bogdanova**

# 85

**guests were accommodated between 1st November 2014 and 31st March 2015 (12% more than last year)**

.....



# The New C4WS Headquarters

**After nearly ten years, the C4WS staff team had outgrown our small office at Kings Cross Methodist Church, so set about finding a new home in the autumn of 2014.**

This was not an easy task – not only did we need office space for four staff, but a separate meeting room for guest consultations, access to a space where our weekly English Classes and Jobs Club could be held, and a storage facility for donations. It was also crucial that we had sympathetic neighbours who would be supportive of the busy drop-in nature of our work. At the point that we thought no such space could exist, we were blessed enough to meet Rev. Anne Stevens, who offered us two flexible work spaces in St Pancras Church House, in Euston. After a month of building work, our office, meeting room and training room were ready to move into, a week into the start of the shelter season. Whilst we barely had time to unpack until the season was over, our expanded headquarters have greatly enhanced the support work we can do with our guests already, and we have the backing of St Pancras Church, supporting our work. Thank you to George and Emil at Church Care Contracts' for bringing our vision of what The C4WS Office could be to life.



“At St Pancras Church we’ve been delighted to welcome C4WS into their new home in Lancing Street. It’s great to have tenants who share our inclusive vision and ethos, and Amanda and the team have been a joy to work with. With rough sleepers on the church steps every night, we understand how crucial the shelter’s work is. We were particularly pleased to host the service of thanksgiving for the shelter’s work in March, and to hear what a difference it is making in people’s lives.’

**Rev. Anne Stevens**  
St Pancras Church, Euston



## Shelter Assistant

The Pret Foundation generously awarded C4WS a grant, which allowed us to employ an intern who had a previous experience of homelessness to work alongside the C4WS staff team. The Shelter Assistant was given intensive hands on training in all areas of our shelter operation in addition to being heavily involved in our Friday Drop in service. He successfully completed 6 months of working at the project and gained the skills needed to have a long and successful career in this sector.

# 36%

of C4WS guests were under 25

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# C4WS Welfare Services

## C4WS Guests

The C4WS guests come from all walks of life and backgrounds. Due to the cosmopolitan nature of London and our varied referral agencies we often work with:

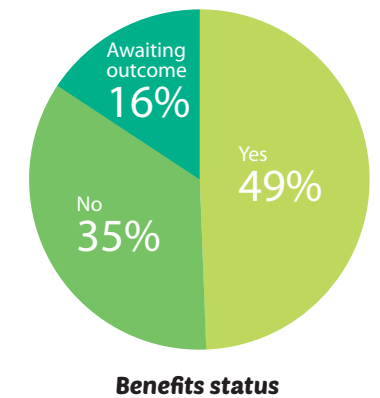
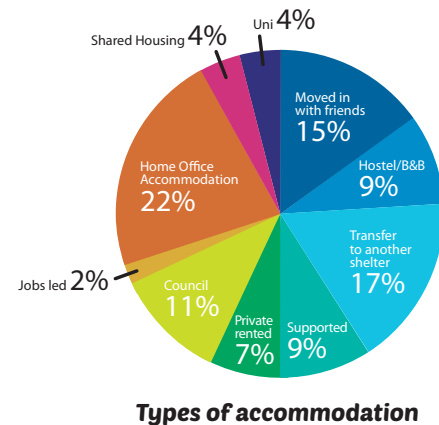
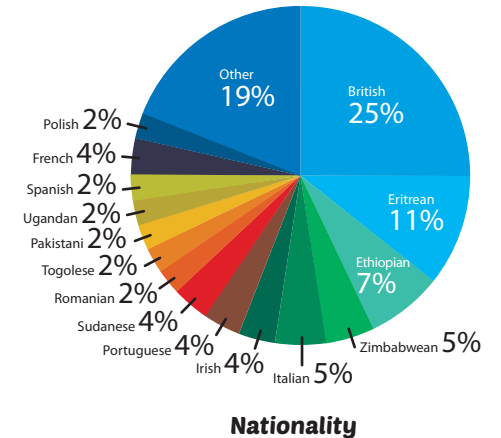
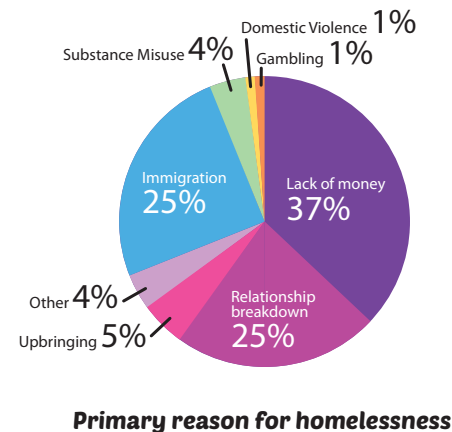
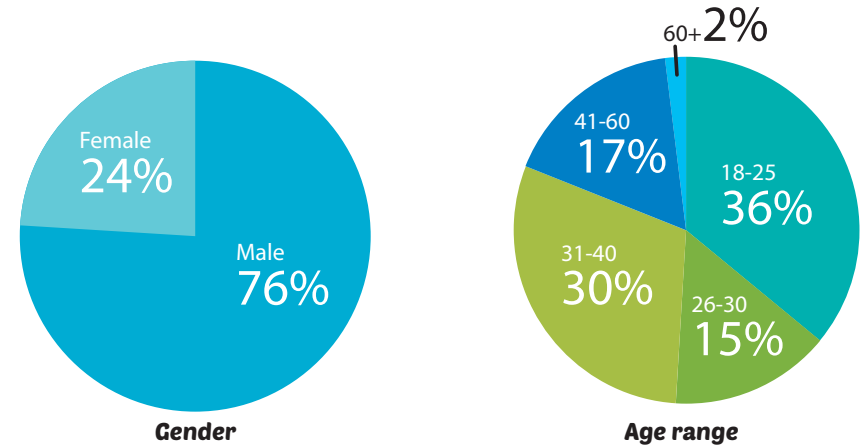
- A mixture of men and women (women make up ¼ of our guest make-up)
- A large amount of young people between the ages of 18 and 25 (36%)
- Failed asylum seekers
- Refugees
- Economic European Migrants
- Pregnant women
- Those with various and multiple substance misuse issues
- People suffering with varying degrees of mental illness
- Those with mild – severe physical health problems
- People struggling with gambling additions

This year we noticed some significant changes in the make-up of our guests compared to 2014...

- **Employment** - There were more people wanting to work but less help available – 55% wanted to work (up by 5%) and 21% wanted to work but were not entitled to (up by 11%)– the main barriers were no fixed address, English

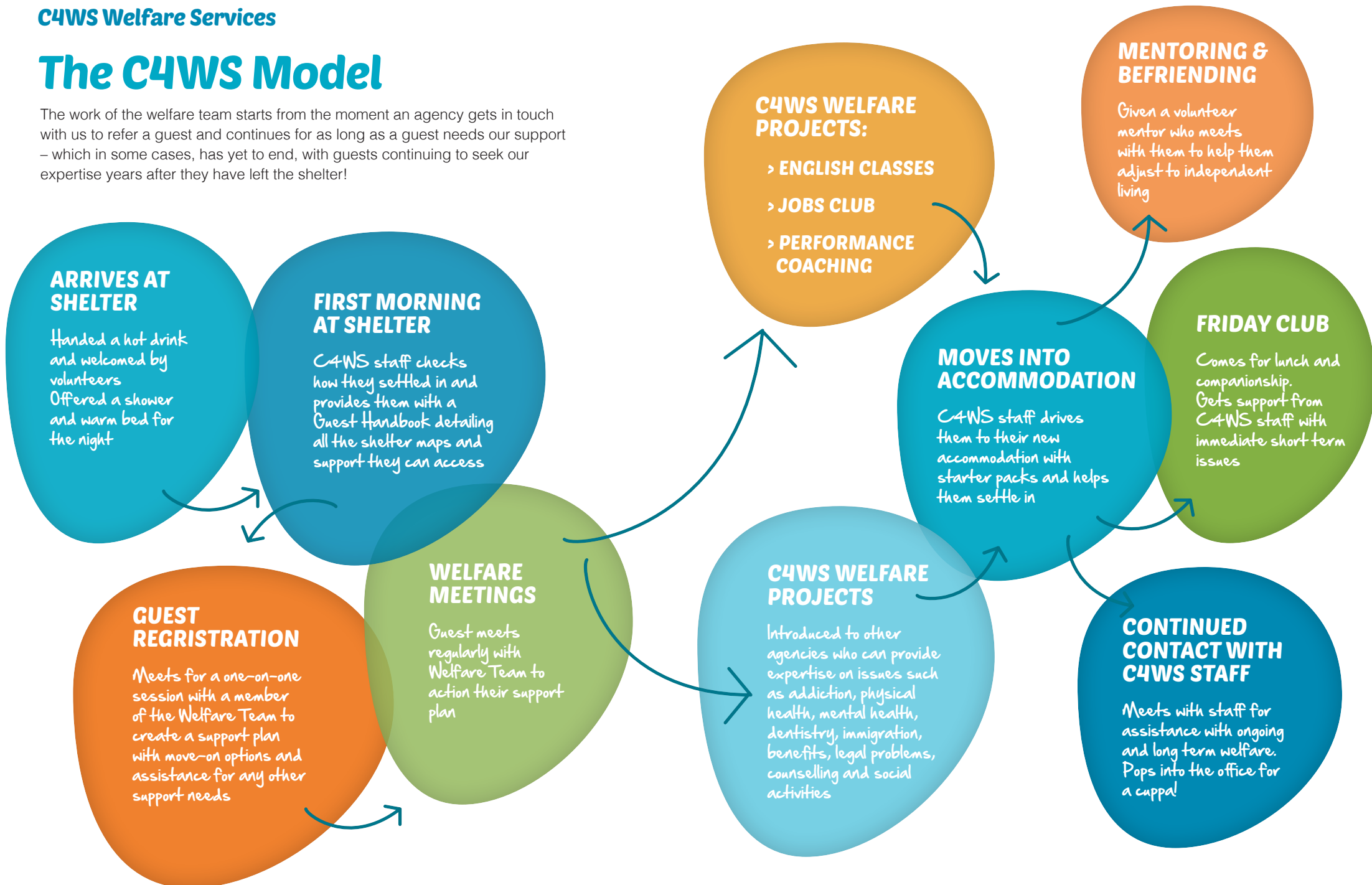
language proficiency and often a lack of support from the Job Centre.

- **Eligibility for benefits** - this dropped from 85% to 49% - this has had a MASSIVE impact on our Jobs Club and housing options.
- **Types of accommodation** – There was an increase by 12% of people moving in with families and friends and a decrease by 12% of people moving into hostels – this is due to the demand for hostel accommodation being extremely high and more young people from Europe who have restrictions to accessing housing benefit. We saw a 14% decrease in guests moving into the private rented sector. This is due to a lack of affordable housing even with our hardship fund as deposits are often upwards of £2,000!
- **Age range** – Those between the ages of 31-40 was triple what it was the year before and this group made up 30% of our overall age range of guests.
- **Primary reason for homelessness** - Lack of money as the primary reason for homelessness increased by 17% which relates to loss of jobs and fewer benefit entitlements.



# The C4WS Model

The work of the welfare team starts from the moment an agency gets in touch with us to refer a guest and continues for as long as a guest needs our support – which in some cases, has yet to end, with guests continuing to seek our expertise years after they have left the shelter!



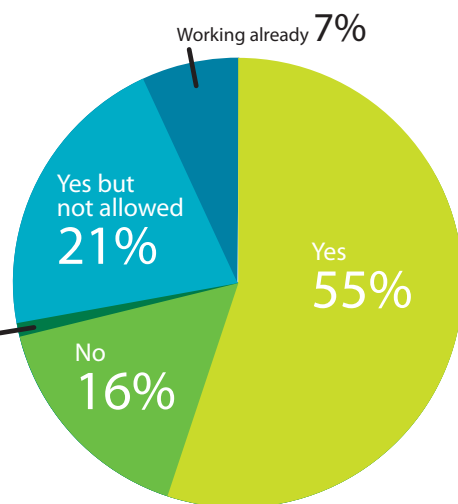
# Jobs Club

**Each year when our winter shelter opens the only thing we know for certain is that our services will be needed. The challenges faced by those who are homeless are constantly changing and require us to remain vigilant and prepare new ways of working to respond to them.**

Unemployment is a common factor both in contributing to some of our guests becoming homeless and impacting on their ability to secure accommodation. However, the latest welfare reforms – restricting Job Seekers Allowance and Housing Benefit entitlement for European Economic Area Migrants - that came into effect in two stages in 2014, meant that we have seen a significant rise in guests with no access to any form of housing unless they are able to prove they are in paid employment at a certain threshold.

Whilst we have always offered assistance around employment to our guests, in anticipation of these welfare changes we launched a formal Jobs Club at the start of the shelter season, which had two simple aims:

- 1) Help those guests needing to be in employment in order to obtain housing find suitable jobs
- 2) Assist guests searching for employment in becoming job-ready by guiding them through how to look for appropriate work, creating a CV, writing a cover letter and filling out application forms and preparing for interviews



**Guests seeking employment**



Each person coming to the Jobs Club was given a Workbook - designed by the C4WS staff for the specific needs of our guests - and a volunteer mentor to support their progression through the weekly sessions.

Over the shelter season **20 guests accessed the Jobs Club with 60% of those gaining employment or training programmes as a result.** In addition, **thirteen guests created a CV and nine guests benefited from our Performance Coaching workshops.**

As part of the Jobs Club, attendees are also able to access our Interview

Wardrobe where they can obtain clean clothes suitable for attending a job interview or beginning work. This is vital for guests who are dependent on carrying their belongings with them from shelter to shelter and who lack the money to be able to purchase such items.

The Jobs Club has established ties with a number of companies providing work and training for our guests including the Pret a Manger Foundation, Ready for Work, Mace and Camden PAs. It also benefits from the support of Westminster Kingsway College with educational and employment-based courses on offer to attendees of the Jobs Club.

## Performance Coaching

**One of the biggest barriers for our guests that we come across time and time again is a lack of confidence. Crises that have led to them arriving at C4WS can be further impacted by coming to terms with being homeless and the sense of despair as to how they are going to get out of their current situation.**

Often, such worries are manifested physically and this can be a big problem in situations like a job interview or a training programme when first impressions really count. Especially when someone knows that this could be a route out of their problems and places even more pressure on themselves.

To support guests whose struggles with their confidence were holding them back, we hosted a series of Performance Coaching workshops at our Jobs Club. Drew Caiden delivered the workshops, an independent Trainer experienced in teaching people simple techniques to overcome their nerves and help them present well in new and stressful environments.

Drew's workshops were tailored to the very specific needs of our guests.

They broke down the basic elements of presenting for an interview and how best to prepare for and perform in such scenarios. Role-playing was crucial to putting into practice what had been learnt and offered guests plenty of vital rehearsal time before attending their interviews.

Whilst these workshops – delivered in both group and one-on-one sessions – were hugely beneficial to those guests applying for jobs, the impact they had extended beyond the workplace. Those who had encountered difficulties with low self-esteem commented on how they felt more confident in approaching people and holding conversations whilst one former guest credited her successful university application to putting into effect the tips she had learnt at the workshop before stepping in for her interview!

## Former Guest's Poem - One Year On

I wandered aimlessly in the ruins of my life  
In this fog I became a stranger to myself  
I no longer knew the difference between image and reality  
Like the shadow I was and I was not  
Because of you I have broken with my past  
Just knowing you keeps me in this moment  
My passion gives me courage  
I look for you in my innermost being  
I used to dream the myths of happiness  
Now I have become the mythical believer

## Neil's Story

Neil came to C4WS Homeless Project as a referral from the council. He had been in prison for some time and then detox battling a strong cocaine addiction. We were able to ascertain that he did in fact have accommodation but due to his previous addictions he didn't feel safe there. It was also uninhabitable due to be taken over by squatters whilst he was away in prison and then detox. He had a young son, which he hoped could visit him as he was now on the road to recovery but being homeless that made his wish impossible.

Our welfare team coordinated a plan to regain control of his accommodation by being the link between his probation teams, support workers and the GP and an advocate for him to the council. We were able to help him put a plan in place that was acceptable to the council to start paying towards rent arrears which resulted in the council agreeing to deep clean his whole flat and install security measures that allowed him to feel safe.

We are pleased to report that Neil moved back into his home shortly after, our starter packs in toe and has never been happier!

## English Classes

**With 31 nationalities represented amongst our guests and over 50% not speaking English as their first language, this really brought the support we offer through our English Classes to the forefront.**

This is not an added on service; this is essential! We were caught in a Catch-22 situation this year as many of our guests who didn't have a good level of English were often the same guests that weren't entitled to out-of-work benefits. This meant that they had no choice but to work to live – as you can imagine this is very difficult if your English proficiency is low! Whilst helping these guests with job searching we encountered first hand how difficult it is to write a CV, apply for jobs or even think about an interview if you don't understand the language! Therefore it was vital that our guests get adequate support through our English classes to be at a level where they could compete in the current job market.

This is what our English Teacher Antony had to say:

“This season saw an increase in students with most classes attended by three or four people with one or two sessions

topping out at a record (for me) six. The level of English was lower intermediate but the enthusiasm and motivation level was advanced.

The lessons' ambiance and delivery have been hugely improved with the new communal space in Lancing Street. It is an excellent addition to C4WS's service and I shall enjoy teaching there with the team next season.”

**Antony Bailiwick**

# 30

**homeless people took part in our English classes to help improve their chances of accessing employment, education and training, as well as improving their confidence and language skills.**



**Thank you Antony for your years of service to C4WS and for believing in our work. We hope next year to be able to provide additional classes throughout the week, as the situation we encountered this season will only be magnified in the coming months.”**

**Amanda Pickering**

## Mentoring and Befriending Scheme

**The C4WS Mentoring and Befriending Scheme provides a safe space for those that have moved on from the shelter into more permanent accommodation to meet with a trained volunteer mentor, once a week for 6 months.**

They talk about problems that arise, goals for the future and small or sometimes very large victories that come about as our guests heal and recover after a period of homelessness.

At its core, mentoring is very simple. It is about coming alongside a guest and supporting them in a gentle but structured way to believe in themselves again and when this happens the outcomes are incredible. These have included:

- Getting the confidence to apply for university degrees (and being accepted!)
- Applying for and successfully securing employment

- Reconnecting with estranged family members
- Getting rid of toxic relationships that were holding them back
- Looking after their physical health by joining the gym and eating healthily
- Addressing problems with housing providers in a sensible way which results in less abandonment of tenancies

Whilst staying at our shelter, the focus when working with those experiencing homelessness is on securing permanent accommodation and for good reason! However the stress and overwhelmingness that can come with moving into one's own place after a traumatic period in life can often be forgotten. This is where mentoring is so valuable, in providing a safe, reliable space to explore life after homelessness and all the ups and downs that come with that.

C4WS successfully assisted many guests with complex support needs:

**28%** of guests had mental health problems

**33%** of guests lacked English-speaking skills

**24%** of guests had physical health issues

**10%** suffered with substance misuse

## Friday Club

**Our commitment to supporting those in need in the local community extends beyond the remit of our winter night shelters. Every Friday, throughout the year in conjunction with King's Cross Methodist Church we open the doors of the building between 11am and 2pm to provide a drop-in Club to anyone wanting help.**

In 2014 we received **1288 visits** from both those experiencing homelessness and those in housing who feel isolated or struggle to make ends meet. The Friday Club acts as a safe space where people can come together, take advantage of a hot shower, enjoy the company of each other and our volunteers and share a warm and healthy meal. More importantly, and uniquely for a drop-in service, the emphasis is on creating a place that members feel ownership of. Visitors are consulted on the running of the club and the peer-led atmosphere is crucial to the identity of the Club and its enjoyment by those who use and depend upon it.

Members of the Club can also access confidential and professional welfare support provided by the C4WS Homeless Project staff. Last year **64 members**

**sought help with issues through the Friday Club**, ranging from tenancy management and financial issues to assistance with paperwork and advocacy for healthcare and legal matters.

At the heart of the Friday Club is the ambition to help the local community by utilising the talents and resources of the local community. The Quaker mobile library visits every three weeks and local volunteers provide invaluable services including physiotherapy, hairdressing and health screening. We are currently in the process of setting up a computer outreach programme that will be delivered by a neighbouring agency.

The weekly meals are provided by volunteers including businesses, local groups like the UCL Womens Football Club and committed regular individuals who have been longstanding supporters of the Friday Club.

We were delighted when one of our corporate volunteer teams, GLG, said that they had enjoyed their experience so much they wanted to become a regular partner. Not only do they now provide all the food on the last Friday of every month but they also organize rallies within their company for donations of clothes and toiletries.

"We originally connected with the CW4S Friday Club in a one-off volunteer event last year. The team that attended had a great time helping out and particularly enjoyed meeting and speaking with the members attending the lunch. We quickly decided to make the Friday Club a regular event in our volunteering calendar.

It's a fantastic opportunity for GLGers to work together in a completely different environment to achieve a shared goal. And cooking up lunch for approximately 50 people on time and with limited time requires the very best teamwork. We greatly look forward to continuing our work with the CW4S Friday Club and cooking more delicious meals for the members!" (Nick Scott, GLG)

### GUEST QUOTES:

"(FC) is very good, many of my friends come here and it's a good way for me to make friends and relax."

"The atmosphere is so chilled and relaxed. I can see how other service users and staff all feel at home here."



**Very nice and friendly with clear and precise useful information that is helpful to the individual's needs."**

**Guest**

# Hardship Fund

**In 2014 C4WS Homeless Project formed a partnership with Bloomsbury Central Baptist Church to offer a hardship fund to guests who needed help with financing a move into accommodation, obtaining essential ID and paying for employment, education and training.**



This fund has been a lifeline for our guests as there has been a rapid reduction in financial support offered by the government.

In the last 12 months the C4WS Hardship Fund supported people around the following:

- We provided loans for **7 people** who needed deposits and rent in advance for private rented accommodation
- We paid for **1 person to obtain essential ID** which secured employment for him
- 1 person renewed his **Security certificate** allowing him to stay relevant and up-to-date in his field of expertise

- We paid the phone bill of a guest who had no recourse to public funds so that he could continue to keep his mobile line live to receive phone calls from prospective employers (it paid off, he now has a job!)

We are so grateful for the fantastic relationship we have with Bloomsbury Central Baptist Church and for their giving C4WS the resources to support people in a very tangible way that will change their lives.

## Ed's Story



**Ed arrived at C4WS Homeless Project after losing his job and becoming unable to support himself. With longstanding physical health problems his time on the streets had left him poorly and frail making even traveling between the shelters a hard task.**

After a few nights at the shelter where the security of a roof over his head and two hot meals a day were guaranteed he was soon back on his feet and threw himself into the shelter family, proving to be a mean cardsman as only too many volunteers would attest to!

Owing to Ed's visa restrictions he was ineligible for any state benefits and his only options for housing was through securing work. Attending Jobs Club every week he and his mentors worked tirelessly on searching and applying for work.

He successfully gained a placement with Ready for Work where he spent two weeks working in a busy law firm gaining vital experience and skills. He also had a private session with our Performance Coach to help him work on improving his interview technique.

With no money we also assisted Ed in securing a hardship fund that allowed him to travel to interviews for work and also keep payments up on his phone contract which were necessary for him to be able to make job enquiries, conduct telephone assessments and be able to receive calls back for roles he had applied for.

At the end of the season Ed was able to secure a place in another shelter and at the same time gained a full time job. Things couldn't look more different from when he first arrived at our shelters! Able to save some money he is now looking to move into a place of his own whilst continuing with work and feeling able to plan for his future for the first time.



# Corporate Support

**C4WS Homeless Project has always benefited from the support of those in the local community wanting to help those they witness in need within the area they live in.**

Whilst this has traditionally been provided from within our church communities, in the last year we have started to extend this reach to local businesses to benefit from the generosity of their resources and the expertise they are able to bring to our projects.



## Shelters

**Many of our venues and ever innovative Church Coordinators have long done a brilliant job in sourcing support for their venues from local businesses, whether this be bakeries providing breakfast goodies or volunteers obtaining food vouchers from local supermarket branches to fund meals at their churches.**

- We were thrilled this season to welcome back local engineering firm Edge Structures. Not only did they provide volunteer teams to single-handedly staff individual shelter nights but they also sourced unique employment opportunities for those guests accessing our Jobs Club.
- After responding to a request from Rainbow Wave whose staff team was keen to get involved with supporting the homeless within the community in which they worked, we recruited a band of new volunteers who were amongst the first to offer regular weekly support at one of our pop-up shelters.



# 1,288

The C4WS Friday Club provided 1288 hot lunches in 2014 to 150 people in need from the local community

## Friday Club

**Our corporate volunteering programme has gone from strength to strength with a host of local businesses coming in to cook the weekly meal. In recent months we have seen visits from Friends Life, Amey International and Postcard Productions.**

Teams from each business prepare, cook and serve the lunches ranging from themed meals for special occasions such as GLG's Thanksgiving meal to inspired menus such as Amey International's All Day Breakfast which still lives on in Friday Club lore!

The popularity of this programme has seen the Friday Club win several corporate bids.

- In December, we were the recipients of Zurich's Festive Challenge which saw their team come in to decorate the Club, serve up a Christmas feast with all the trimmings and provide presents for all our members.
- In May, we were selected by Carillion as their project of choice for National Give and Gain Day, who on top of a three course meal also sourced goodie bags for each guest containing toiletries, food and clothing.

"I realised how important charities were such as C4WS, to provide facilities for a few hours to people to do what many of us take for granted each day, sit down read a paper with a cup of coffee!"

**Carillion**



"It was an enriching and humbling experience."

**Carillion**

"An extraordinary project which highlights the benefits just a couple of hours can provide. Fantastic cause, lovely team and the most rewarding afternoon. The work of C4WS is exceptional."

**Postcard Productions**

"Supporting the Friday Club was a real pleasure for the Amey team and is something we are thankful for being able to participate in. Meeting and talking to the guests was the stand out highlight. The smiles, stories and wonderful characters made it a fun and entertaining day of volunteering... and we're delighted that the 'Amey all day breakfast' was a talking point for the Friday Club guests!"

**Amey International**

.....  
"I enjoyed talking and listening to the people about their life experiences. I learnt that people can be unfortunate and fall upon hard times, but how you conduct yourself in those circumstances is a real test of a person."  
.....  
**Carillion**  
.....

## Corporate Support

# Jobs Club

The launch of this new initiative has been supported by the sourcing of a range of partnerships with local and national organisations.

- We were delighted when the **Pret Foundation**, a long-time supporter of C4WS Homeless Project, made us one of their charity partners, enabling us to refer into their apprenticeship scheme where guests can obtain a three month fully paid training programme with a Pret a Manger shop.
- **Westminster Kingsway College** have provided fortnightly advice sessions at our Jobs Club with their Employability Team to offer guests educational and vocational courses and training and work programmes with a range of industries.

# Corporate Fundraising

We have also continued to expand our corporate fundraising programme securing vital financial support for our work from a number of organisations including Lloyds TSB, Leeds Building Society, Zurich and Sainsbury's.

# 55%

of our guests were actively seeking employment

# 21%

wanted to work but were not entitled to

# 7%

were already working

# CARIS

You will have the impression reading this report, that C4WS is a small charity with big ambitions. So we are.

We hope to increase the number of guests whom we can accommodate per night from **15 to 16 next season**. But we are aware that compared to the statistics, this is a drop in the ocean, worthwhile, indeed vital, to those **85** we have helped, but not numerically very significant in the wider context. Constraints of space in the shelters mean this cannot change much. What we can do, however, is deepen and broaden the ancillary services that we provide, and you will have read about the crucial work we are doing to try to ensure that those for whom we find settled accommodation, will stay there on a sustainable basis; this is the particular value of the Jobs Club (also vital for some to find accommodation) and other courses we offer. In the work of the Friday Lunch Club we are trying to reach more homeless people whom we can't receive as guests, but can help in other ways. Friendship, constructive care and encouragement, mostly provided by volunteers (but structured by our staff) are all vital parts of the experience guests can expect in the shelters, but C4WS is not about palliative care; we want to get to the underlying problem and attempt to address it, and bring those skills and experience to help a wider group of homeless people. This is what makes us special, not wholly unique, but certainly



an example to others and more significant than our numbers of beds or staff make us seem.

This report is about the work of C4WS, but a small reminder is appropriate that C4WS is part of a larger organisation, CARIS Camden which tries to be a Christian action and response in society. Currently we are exploring the ways we can use a windfall to help families in need in Camden and we hope to find ways in which C4WS's experience and resources can work together in this. Unfortunately, the family fund is not available to give financial support to C4WS, which is always in need of extra funding. If you are impressed with what you read about in this report, as I am sure you will be, please think about supporting us; it will be money well spent!

**Andrew Penny**  
Chair of Trustees, CARIS Camden

# Albert Kennedy Trust

## **We work with LGBT young people who are 25 and under.**

Going to a shelter is daunting for everyone, our young people come with the added worry that they are going to be bullied or attacked because they are LGBT.

It's a testament to C4WS that they are one of the first shelters we call for spaces based on what our clients have told us about their experience at the shelter, that they feel safe and welcome.

Having visited the shelter myself and eaten dinner there I have first hand experience of how well it is run, including the amazing volunteers, the tasty food, the cleanliness and the ongoing welfare support that is provided.

The service is invaluable and a lifeline to our young people and during the winter months, it's hard to imagine without it where we could safely get our young people off the streets.

No other shelter has been so proactive about being inclusive of young transgender people in particular. It was really reassuring to be sure that, unlike at some other shelters, young people weren't facing invasive questions or

judgement from staff because of their gender identity, and that we knew that C4WS would stand up for them if they faced any problems from residents. Its really important for a space like that to exist for a group of people who are often unsafe on the street and in homeless services, so as an organisation we greatly appreciate that.

**Lisa Davies**  
Senior Practitioner

**Nicholas Coomber**  
Caseworker

“

**I received so much from C4WS and I wanna let every (one) know that.”**

**Guest**

# Red Cross



## **London Refugee Support has worked for several years now with C4WS.**

Many of our clients have suffered ill treatment, abuse and torture in their own countries; they may be suffering secondary trauma by their experience of the asylum process in the UK; there may be language difficulties, religious and cultural differences to negotiate. When one of our clients is accepted into the C4WS shelter, we know that they are in the safest of hands. We know they will be treated with patience, dignity and respect and that we will be able to work closely with the C4WS team in trying to move people on. This is where the link is so vital for refugee organisations such as ourselves; we do not have the necessary expertise or contacts within the housing sector to help our clients into more permanent accommodation, so the move-on work that C4WS does is often a vital starting point of a refugee's long integration journey.

Other times, the team are able to offer shelter to those that are waiting for an application for support to the Home Office to be processed. Long bureaucratic delays mean that someone could be street homeless for nearly two months

while they wait. This is where C4WS' emphasis on understanding the work and capacity of referral partners is so important and impressive. It means we can all work to our strengths, understanding the limitations of each other's services, and work together to provide the best possible support to beneficiaries.

Over the last year, London Refugee Support has strengthened our relationship with C4WS and we feel privileged to work with a team who is dedicated, thoroughly professional and has at its heart something everyone working with dispossessed, vulnerable people living at the very margins of society has; it is also one of the seven fundamental principles of the international Red Cross movement: humanity.

On behalf of everyone at the London Refugee Support team, many thanks to the C4WS staff team and volunteers for your help in the past year and for looking after our clients so well. You do a truly fantastic job!

**Emma Renshaw**  
Refugee Support Service Manager  
British Red Cross

# Our Churches

**A special thank you has to be said to all of our incredible host churches who fund their own shelter nights, paying for the food, utilities and bedding and largely supplying their own volunteer force. The C4WS model would not work without you!**



St Mary-The-Virgin, Primrose Hill  
Bloomsbury Central Baptist Church  
Kings Cross Methodist Church  
Rosslyn Hill Unitarian Chapel  
Holy Trinity Swiss Cottage  
Highgate United Reform Church  
Metropolitan Community Church, Camden  
Our Lady Help of Christians, Kentish Town  
American International Church  
St Mary Brookfield  
St Mary's Church, Somers Town

# 17

**C4WS accepted referrals from 17 agencies in Camden: from day centres to hospitals, the police, council and churches.**



# Giving

**Every penny that is donated to C4WS Homeless Project is not taken for granted and is used to support homeless people.**

If you would like to contribute and help raise funds for C4WS Homeless Project you can do so in the following ways:



Give directly on **our website** by visiting [www.c4wshomelessproject.org](http://www.c4wshomelessproject.org)



**Bank transfer** to CARIS Camden, account no: 00019217, sort code: 40-52-40 at CAF Bank Ltd



Make a **cheque** payable to 'CARIS Camden - C4WS'

**1,2,3**

Set up a **regular donation**

**www**

Give **online** at BT My Donate  
100% of your donation comes directly to C4WS Homeless Project



Donate a percentage of your profit made on selling an item on **Ebay**.



Give by **paypal** to CARIS Camden – C4WS or by searching for C4WS under 'charities' at [www.ebay.co.uk](http://www.ebay.co.uk)



**Text** CAMD13 and the amount to 70070  
eg. CAMD13 £10.

# Finance and Funding



Thank you to all the charitable trusts, individuals, community groups and companies that keep the work of C4WS alive. Without you we couldn't help the 100s of people we do every year – thank you!

29th May 1961 Charitable Trust	Oliver Borthwick Memorial Trust
Addison Lee	St Anne Highgate
Albert Hunt Trust	Pret Foundation Trust
Aldo Trust	Salvation Army
Beatrice Laing Trust	Santander
Cantenian Association	Souter Charitable Trust
Cheltenham Poetry	St Alban's PCC
Churches Together in Hampstead	St John's Church, Hampstead
Forsters Charitable Trust	St Luke's Church, Kentish Town
Friends' House Local Quaker Meeting	St Martin's Gospel Oak PCC
Garfield Weston Foundation	St Michaels Church, Highgate
Gilbert & Eileen Edgar Foundation	StreetSmart
Guiding Light	The Allan Charitable Trust
Hampstead Parish Church	The Archer Trust
Hampstead Parochial School	The Ashden Trust
Hampstead Wells & Campden Trust	The Book People Ltd
Leeds Building Society	The Church Urban Fund
Lloyds Foundation	The Thanet Trust
Lumen Poetry	Vandervell Charitable Foundation
North Camden Deanery Synod	Waitrose Ltd



## Income Breakdown

Charitable Trusts	£108,001.85
Community Fundraisers & Donations	£9,097.17
Private Donations	£6,287.46
Carried over from previous season	£15,962
<b>Total</b>	<b>£139,348.48</b>

## Expenditure and Budget

	2014 expenditure	2015 budget
Staffing costs	£92,808.09	£99,610.00
Running costs	£35,648.81	£37,820.04
Guest welfare	£3,947.69	£9,250.00
<b>Total</b>	<b>£132,404.59</b>	<b>£146,680.04</b>



**C4WS Homeless Project**  
St Pancras Church House  
1 Lancing Street  
London NW1 1NA

Telephone  
020 7278 6267  
Email  
[admin@c4wshomelessproject.org](mailto:admin@c4wshomelessproject.org)  
Web  
[www.c4wshomelessproject.org](http://www.c4wshomelessproject.org)