



C4WS HOMELESS PROJECT ★  
**ANNUAL REPORT 2017**



Introduction	4
Shelter overview	6
Jobs Club	8
English Classes	12
Friday Club	13
Friday Club Stories	14
Community Involvement	16
Corporate Support	21
CARIS Camden	23
Finance and Fundraising (List of Donors)	24
Welfare and Housing	26
Mentoring and Befriending	32
#noplacelikehomec4ws	34
Expenditure and Budget	36
Giving	37
List of Agencies	39

Authored & Edited by:  
Amanda Pickering, Project Manager  
Jenna Roberts, 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)

Names have been changed and  
the images used do not reflect the  
stories on the page to protect the  
identity of our guests.

*"I have moved in, I'm at a good  
condition now. I thank you all so  
much."* Paul





# Introduction

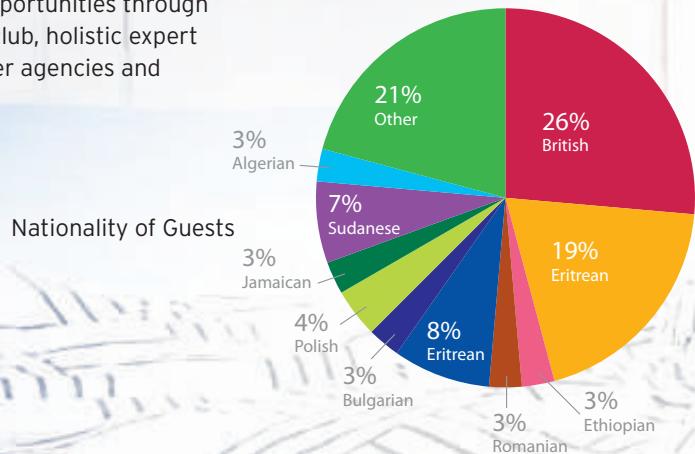
## This year has been an incredible year in the life of C4WS Homeless Project.

It was our 13th year of running our winter night shelter and since we started in 2005, we have supported well over **1000** people with shelter, food and hospitality in helping them to rebuild their lives.

This year has been the year of change. The homeless landscape continues to be one of uncertainty, greater austerity and less support for those who need it the most. However, because of the dedication and commitment of our amazing staff team, volunteers and trustees we have still been able to **support 92% of those that engage with our services into permanent accommodation** and much of this is down to Sam Forsdike, our Welfare Coordinator, who works tirelessly to ensure that every guest has appropriate accommodation for their specific needs. This is no easy task (although he makes it look that way!) and in addition to this he makes sure that those who need it have suitable job opportunities through our dedicated jobs club, holistic expert support from partner agencies and

extended provision once a guest leaves the shelter in the form of our Mentoring and Befriending scheme. With the addition of Jenna Roberts, our Shelter Coordinator, the project has skyrocketed in its professionalism and impact. She has been an amazing addition to the C4WS family and has brought with her a love, compassion and commitment to those we support and the charity as a whole that has been both inspiring and uplifting.

Our **700+** volunteer force give shelter, food and hospitality with a commitment and love that is astounding and humbling. We couldn't do this without them being willing to do the mundane tasks of making up beds, and turning a church hall into a home for the night. But most importantly and often most under appreciated is how they hold a safe space for our guests to talk, to open up and just be, whilst we work hard behind the scenes to help them rebuild their lives.



The C4WS guests show strength that is difficult to translate into words. They go through some of the worst tragedies and hardships that life can throw at a person and still smile, laugh and show such love, respect and concern to everyone around them.

They often feel ignored by the very services that are set up to support them but I hope that while being at C4WS, in some small way we have helped bring back a bit of hope in them that they may have lost along the way.

After 9 years at C4WS Homeless Project it is time for me to move on. I am incredibly grateful for my time with this project and watching it grow from its early infancy stages into the powerful and impactful project it has become, far exceeding what anyone involved in its inception could have predicted. I will always be a friend of C4WS and will remain connected to it as it has now become part of my DNA. I hand the reigns over to Nikki Barnett who brings with her a passion and commitment to homelessness which will ensure C4WS continues to grow and expand as it responds to the homelessness situation right on our doorstep.

**Amanda Pickering**  
C4WS Project Manager





# Shelter Overview

**The 2016-17 shelter season marked C4WS's thirteenth year of providing emergency accommodation and support to those facing homelessness in the borough of Camden.** Our community of churches opened their doors every evening from the beginning of November 2016 through to the end of March 2017, creating a warm and safe space for up to 16 guests to sleep each night.

Having joined C4WS in October 2016, this was my first season as Shelter Coordinator. Excited to be involved in the project but slightly daunted by the huge task ahead, I quickly began to learn how a small organisation is able to achieve big things. Amanda, Sam and Becky, our previous Shelter Coordinator, shared their years of experience and knowledge, and created a supportive environment that enabled me to build confidence in my new role - an ethos that is reflected in the welfare work of C4WS. I was introduced to the strong network of churches, volunteers, referral agencies, and local agencies that have been built up over the years, all of whom contribute to helping people rebuild their lives.

The 2016/17 season was also a first for Emmanuel Church, West Hampstead, who we welcomed onto the shelter circuit between November - January. Under the calm guidance of Father Jonathan, the team did a fantastic job and it is hard to believe that they hadn't done it before. Father Jonathan represents one of the

most inspiring groups of people in the C4WS network - our team of Church Coordinators. These are individuals, often volunteers with full time jobs, who take responsibility for managing the human and physical resources of the shelter. Their tasks range from volunteer rotas, food shopping, laundry, cooking, organising games of bingo, and all the other personal touches that transform an empty church building into a home for the night. Many of our Church Coordinators have been working with C4WS for years, offering a unique wisdom and insight into the shelter, while others are new to the role for this season, and bring fresh energy and enthusiasm (Please read Suzanne & Hilda's story on p. 33 and Jonathan's story on p. 25). C4WS are extremely grateful for their continued hard work and dedication.

An important part of my role as Shelter Coordinator is to ensure that all volunteers are trained and prepared for their shifts at the shelter. **The work we do would not be possible without our dedicated 700+ volunteer team made up of local people from our church congregations and the wider community.** This season we introduced an online training portal, allowing new volunteers to watch a series of training videos, which they need to complete before their first shift. 189 new volunteers joined us this season and their feedback on the training was encouraging. I'm constantly amazed at the warmth and



*"I am proud indeed of being able to follow the amazing help which you've been offering me since we met... and I will run towards that life"* **Sam**

love that the volunteers bring to the shelter. Even after a long day at work, people choose to spend their evenings (and mornings) serving, chatting and playing games with our guests, making sure that they feel welcome and safe.

**We had 72 guests stay with us this season - 72 personalities with 72 unique stories from 25 countries, all united by their C4WS experience.**

Spending time with the guests each evening is one of my favourite aspects of the Shelter Coordinator role. Welcoming them into the shelter on their first night, witnessing their journey as they work with our dedicated Welfare Team and seeing their confidence and hope increase day by day.

The work that C4WS does touches the life of all those involved - guests, coordinators, volunteers, churches, local community and the staff. It is an honour to be part of such a strong and dedicated team and I look forward with eager anticipation to the next season.

For 2017/18 - We say Thank You and Goodbye to Sylvia and the team at Holy Trinity, Swiss Cottage, who have been part of the shelter since 2009, and we look forward to welcoming St John's, Hampstead onto the circuit.

**Jenna Roberts**  
Shelter Coordinator





# Jobs Club


When our Jobs Club was conceived three years ago it was with the intention of providing a specific service for those experiencing the dual issues of homelessness and unemployment.

Since its inception, the need for such support has grown year on year and this season we saw **half of the guests in the shelter accessing the Jobs Club.**

During this time we have seen systematic and cultural changes that have increasingly driven an employment-first climate: one where for many people experiencing homelessness, their only option to secure accommodation is to obtain employment that will enable them to access and 'prove' they can afford housing.

Trying to find work can be challenging at the best of times. When you are homeless this can often feel a Herculean task, which is where the Jobs Club comes in.

As a stand-alone service that sits outside of the main body of work carried out by the Welfare Team, this provides a dedicated space where guests can come in and focus solely on their employment needs. This is done with the support of trained volunteer mentors who work in a confidential one-on-one capacity with each guest to help them identify realistic targets, develop pathways to achieve those and support them through every step of the journey.

**103** individual mentoring sessions 



Guests are encouraged to lead the direction of their work at Jobs Club and take ownership of their future. Consequently, each guest's journey is different because their needs and their skills are different. This season we had qualified engineers and lawyers working at the Jobs Club alongside refugees familiarizing themselves with employment practice in the UK and young guests with little or no employment history.

Of the 36 guests using the Jobs Club, **71% of those eligible for work successfully gained paid employment.** Other guests accessed training courses ranging from carpentry to food and hygiene certification, whilst many others obtained volunteering opportunities as a first rung onto the jobs ladder.

These successes of the Jobs Club do not just translate into the immediate short term advantages of accessing - and being able to sustain - accommodation but also provide financial independence, improved wellbeing and self-esteem. These are the foundations for true long term change that enable our guests to make sure that homelessness is truly something that belongs to their past.


## Jobs Club Mock Interviews - IPG Mediabrands


Following the success of last year's mock interview workshop, we at IPG Mediabrands were excited to continue our involvement and host another inspiring interview session at our Clerkenwell office.

Our mock interviews ran on four different days throughout the autumn/winter season and it was a huge success, with over 80 interviews taking place. We had a huge response from our employees, with so many wanting to take part. In total 35 IPG Mediabrands employees volunteered to be interviewers and 20 candidates from C4WS attended. The interviews are run in a style similar to speed dating, so once the C4WS guests finished one interview, they quickly moved onto the next room to meet new interviewers and put their newfound skills and confidence into practice.

On average each guest had four interviews throughout the afternoon, so it's certainly an intense but valuable experience. In addition to this, each interviewer completed feedback forms with tips and advice on how the guests can improve their interview techniques. The C4WS staff share this feedback with the candidates, giving them added value and a real insight into their individual strengths and weaknesses in interviewing, so that they can continue to improve for when they have real interviews.

Our business is extremely proud to be involved in this scheme. We believe that practising interview skills and helping people

**75%** of guests not eligible for work found volunteering opportunities 

**69%** of guests utilized the Jobs Club Workbook programme 

get an understanding of culture within a UK workplace is an invaluable part of helping them get back into permanent employment.

Geoff Copps, our Head of Research said: "I thought this was great, on all sides, well organised, and the candidates seemed to really benefit from the experience. I guess it helps simply to be in an unfamiliar environment and hold a formal conversation in English."

The positive feedback from our staff and the candidates has been really encouraging. Abby Pepper, Senior HR Business Partner said, "this is a great programme and I was pleased to have the opportunity to participate. The candidates had an equal impact on me."

Miles McDermott, Business Development Associate, said "I enjoyed taking part, thank you for organising, I think it is wonderful! I look forward to hearing how the guys all get on and I would love to be involved again in the future. Please feel free to contact me about anything of this nature in the future - I will not hesitate to volunteer!!!"

IPG Mediabrands' EMEA CEO, Caroline Foster Kenny, is in full support of this powerful initiative and we are looking forward to meeting and working with the C4WS guests again in the 17/18 season.



## Jobs Club

### Brittney Ferreira, Jobs Club mentor

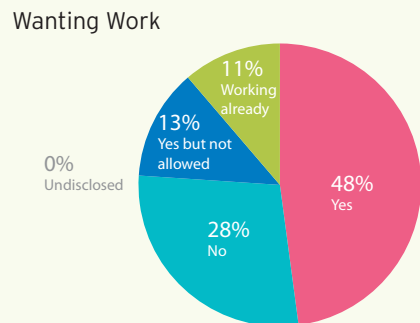
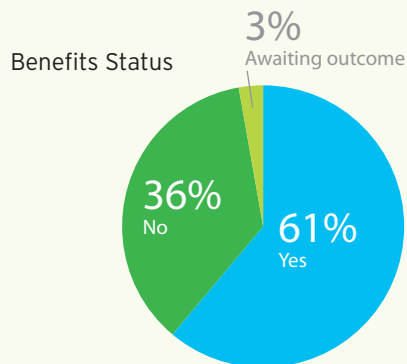
This year I had the enormous privilege of working with C4WS Homeless Project as a volunteer at the weekly Jobs Club. The Club organises one-on-one weekly pairings between guests and volunteers to provide help with all stages of the job search process, from CV creation and cover letter writing to interview preparation. For asylum seekers who cannot work, Jobs Club is a place to search for volunteer placements to grow confidence, build valuable networks and develop transferable skills.

The enormous impact of the C4WS Jobs Club, in conjunction with the project's other components, such as its English classes, the Friday Club and its Mentoring and Befriending Scheme, are undeniable: developments week-on-week in the guests' confidence and enthusiasm and of course in the many successful outcomes to searches for employment.

However, the benefits of the Jobs Club this year have been anything but one-dimensional. When trying to encapsulate my experience, what comes to mind

is inspiring; my own gains from my involvement cannot be overstated. I particularly enjoyed getting to know each of the guests I worked with, listening to their stories and to their aspirations. They came to C4WS with diverse interests, backgrounds and objectives, but they shared some traits in common and, as I confronted both personal and academic challenges this year, I found myself motivated by their incredible determination, moved by their resilience and uplifted by the positivity and hope they exuded in the face of their struggles. I looked forward each week to Jobs Club, with its welcoming staff and smiling faces to the unmistakable sense of support and community which the team at C4WS have so tirelessly and commendably worked to foster.

In the aftermath of shocking changes to housing and benefits provisions, C4WS is a project which goes beyond a quick-fix, beyond putting a plaster on the repercussions of homelessness, realising truly long-term solutions and tangible living improvements. I am inexplicably grateful to have worked alongside the dedicated team at C4WS this year and I cannot applaud their efforts enough.



72% of guests finalized a CV



GUEST STORY

# SHAWN

I was living a homeless life in central London, when the London Jesus Centre made a referral to the C4WS Winter Shelter on my behalf. I'd had some experience of staying at shelters in the past, and when I first joined C4WS, I didn't feel like talking to anyone. I just wanted to keep my head down. As the days went by, the warm and friendly atmosphere at the different churches enabled me to start feeling more comfortable. I felt that there was always support available when I needed it and always someone to talk to. My favourite memories are the laughs I've shared with other guests, volunteers and C4WS staff. Before the shelter I had nowhere to call home, but working closely

with my Welfare Worker, Sam, I was able to secure stable housing. If you are willing to engage with the team and help yourself, you will get somewhere.

Just before I got into the shelter, I had no motivation and a feeling that I was not quite there mentally. During my stay, I started to attend the CARIS Boxing Club every Sunday. I've met some really nice people and it has done wonders for my self-esteem. I still attend each week.

Another thing that I felt really benefited me, was attending Jobs Club on a Wednesday. Having someone to support you and look at where your interests are, helps you to

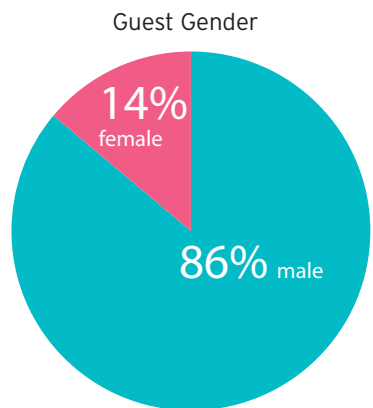
make plans for the future. My plans for the future are to work in the Homeless sector. I would like to be a Support Worker or something similar. Since leaving the shelter I have started to volunteer every week at the C4WS Friday Club. The results are very rewarding because I'm helping people that are in a position that I have direct experience of.

# English Classes

**With 40% of our guests struggling with English-speaking skills our weekly English Classes have, again, been a vital resource that gets them through on a day-to-day level whilst also forming the bedrock of their future hopes.**

The functions of the classes operate on a number of different - but important - levels whether it be reducing someone's sense of isolation, enabling them to manage their accommodation or access educational and employment opportunities.

This season **30 guests accessed English Classes**. There were a range of needs here that Antony Bailiwick, our long-standing and fantastic teacher, took in his stride. What was particularly evident this year was the increase in asylum seekers being referred to the shelter who due to ineligibility for public benefits are unable to access most English classes. That we are able to provide this much needed service for this demographic is a hugely



valuable resource that is testament to the pioneering ethos of C4WS and volunteers such as Antony.

"It was another rewarding year for me teaching at C4WS. The students I had this year were focused and motivated to improve their English and I was happy to hear that some have started full-time English classes. I understand that some of the students have had a traumatic journey so I feel privileged to be able to help them adjust in a small way by learning some practical English.

Due to the nature of having just one lesson a week and the sometimes challenging mix of levels of English it is not possible to follow a traditional course book so instead we focus on practical topic areas such as employment, flats and houses, time and numbers with an emphasis on getting people speaking.

It is wonderful to witness C4WS flourishing and to be part of such a positive and hard-working team."

**Antony Bailiwick**  
C4WS English Teacher



# Friday Club

**Every Friday, C4WS and Kings Cross Methodist Church welcomes 50 people to join us for a freshly cooked lunch.**

Our Friday Club members include former shelter guests, rough sleepers, people who are vulnerably housed, and those who are socially isolated. We offer a warm, welcoming, safe environment where members can help themselves to hot drinks, biscuits and fresh fruit. They can have a shower, choose from a range of donated clothes and toiletries, and sit down and relax while reading the daily newspapers. C4WS staff are on hand every week to provide welfare advice and support. We assist with phone calls and form filling and are able to signpost our members to professional agencies best suited to their needs. We have been able to offer free haircuts, physiotherapy and access to the Quaker mobile library with the option of free reading glasses. We regularly ask our members for feedback on Friday Club, and are currently looking at ways to provide more services and activities. Watch this space...

## Professional Portraits

One of the most unique services we are able to offer our members is the chance to have portrait photos taken with a professional photographer. At least once a year, Felicity will join us at Friday Club armed with her camera and backdrop and our donations room is transformed into a studio for the afternoon. It is always very popular with our members - both the act of being photographed in this way and the quality of the pictures they receive.

Felicity's portraits are full of emotion and shine a light on the true essence of a person. This can be quite a profound experience for our members.

## The Food

The Friday Club meals are prepared each week by a team of volunteers from local companies and community groups. They work incredibly hard to create a healthy main course and dessert for fifty people which is no easy task, particularly with our newly formalised set of Health and Safety rules that the teams meticulously stick to. We are continually amazed at the dedication and effort that the teams put into their cooking, and the high quality of the meals produced. A firm favourite is sausage and mash, as is the chicken and chorizo tray bake. Once the teams have prepared the meals, they serve our members who are never shy in showing their appreciation - each week there is a round of applause for our cooks. The teams always leave with a smile on their face and are often eager to know how they can sign up for next time.

**2,131** number of guests



Each Friday Club is unique. We tend to have between 1-4 new members each week, meaning that we are seeing regular numbers but with changing members. Many people come every week, while others will pop by when they are in the area. They are always happy to see a familiar face - as are we.



## Friday Club Stories

*"Staff are extremely engaging and helpful in all areas and will always spend the time"*

**We asked:**

*"What do you like most?"*

*"When the door opens"*

*"Company, camaraderie and not being alone"*

*"The people and atmosphere. Everyone is chatty and easy to talk to in non-judgemental conversations"*

*"Keep going for many years"*

*"I'm grateful for the nice healthy meals, the shower facilities and the donations on offer"*

*"It's been a pleasure to come here most Fridays"*

*"Very pleasant and relaxed. Safe and warm venue."*



**"TimeBank is a national volunteering charity**

that runs its own volunteering projects and also works with businesses who want to engage their staff in volunteering. When I heard about Friday Club, I knew it was an ideal opportunity for volunteers from Telegraph Media Group. While they enjoyed cooking, what they found truly rewarding was chatting and laughing with the guests as they served food and ate together. At the end of the day, all the volunteers were eager to come back and were full of stories about the experience. A big thank you to Sam and the rest of the team at C4WS Homeless Project for being so welcoming and ensuring the day ran smoothly!"

Calley Clay, Timebank



**"It was a great day and a truly memorable**

experience for everyone who took part, so much so we have 3 further dates already booked in! It was really rewarding and we would encourage anyone to get involved and help this amazing charity. We had the chance to sit and chat to the attendees and the interaction made the day even more meaningful."

Laura Searle, Aviva



**"Last December, some associates of the**

St. Pancras Renaissance Hotel came to cook all of them Christmas lunch. It was a really great volunteer experience for all of them during this festive season to show how they could be highly united and committed. Globally this initiative was part of the actions that the Marriott Hotels London realise along the year through the Marriott Business Council South UK to act in favour of London society and associations."

St Pancras Renaissance Hotel







# Community Involvement

**When people find out how small our staff team is and ask us how we manage to achieve so much, our answer is simple:** we're great at asking people to help us and those people we ask have a wealth of skills and passion that truly enable us to punch above our weight as a project.

This season has been no exception as we have received help from far and wide, welcoming new faces alongside familiar long-standing supporters. This help comes in many forms from running-bedmakers at the shelters to provision of vital health and leisure activities that our guests can access.

*"Thank you one more time for everything you are doing for me and I really appreciate the help"* **Milos**



## Physiotherapy - Ben Zammit



Homelessness in London appears ever-present and insurmountable. I think that I'm not alone in finding it to be an issue which is much more visible than in most other cities. Walking down the street, we can feel a sense of helplessness in the face of those sleeping rough. It can be an uncomfortable feeling and can compel you to want to find a better way to help.

So, I felt that it was a pleasure to be able to volunteer with the energetic (and effective!) C4WS. After getting in touch with C4WS on arriving to London and having trained and worked as a Physiotherapist, I found myself at the office for a few hours each week to work with some of the guests of C4WS. I would fold out the

treatment bench to see a few people who had requested Physiotherapy. Mostly, the work involved giving exercises and explanations to help people understand and deal with their pain. Sometimes (for the lucky ones!) it involved giving a massage to help soothe sore areas. Occasionally it involved connecting with medical staff to suggest getting something investigated in further detail. Always, though it would involve a good chat, so over time I got to know the stories of some of the men and women who were accessing the C4WS service, and the lovely staff who coordinate it.

I was really enjoying heading in on a Tuesday morning. Everybody had taken a different journey to end up on the Physio bench, some had interesting injury stories and others

had backs and necks which had been aching for years. Some people had recently come from across the world and others came from across town. It seemed to me that chronic pain is, for many people, a part of the experience of homelessness in London. You can imagine why - carrying all of your things around all day, often sleeping poorly and taking on the stress of an unpredictable way of living are all likely to cause or contribute to a painful body. I've also learned ways in which this can be a big barrier to finding the stability that comes with employment and housing - it's hard to work, or sometimes sleep, with ongoing disability and pain. After

some time, I was delighted (and maybe a bit surprised!) to see that many people were getting better too!

The guests and staff of C4WS have been marvellous to work with. People have been kind, open, hard-working and appreciative. I feel glad to have been a part of the service and to have been able to use my skills to contribute in a small way. As you can see through their statistics and the stories, it is such an impressive organisation, achieving so much and touching so many lives. Thanks so much for letting me be a part of it!



## Community Involvement



### Good Gym

My name is Paul Bown and I am the Trainer for GoodGym Camden. We are a group of runners who volunteer in our wonderful borough of Camden.

Every Wednesday evening we visit local projects and charities helping them with some sort of physical work. From January-March 2017 we visited the American Church to help C4WS make beds for the homeless. To me this is the best task and most good we ever do. Don't get me wrong gardening for old people is important, but making a bed for someone to

sleep in that night is paramount. Several times over that three month period when speaking to my group of runners, I explained that not only are we making a bed for someone to sleep in but we are also saving C4WS volunteers and staff so much time. 15 GoodGymers can make 15 beds in less than 10 minutes, the same task would take 1-2 C4WS volunteers over an hour, we are making a huge impact in a short period of time and I love that, we love that. C4WS are an amazing charity and I hope we can come back next year to make more beds and do some more good.



### Parliament Hill School

The First Give Programme encourages an entire year group of students to identify social issues in their area and engage with local charities that address them.

"We chose to make our First Give presentation about C4WS because homelessness is such a significant and widespread issue in Camden. When researching local homeless charities, C4WS seemed the most friendly and approachable, and fundamentally, the most successful,

with 92% of those enrolling in C4WS services assisted into permanent accommodation. Our presentation included many facts and statistics about homelessness in Camden and the particular services that C4WS offers.

We talked about how you help vulnerable people with things like English classes, Jobs Club and other services. We did our research using the C4WS 2016 Annual report, Gov.uk, Camden Council and Crisis websites."



### CARIS Boxing Club

This season we have been very lucky to link up with Caris Boxing Club, who offer free boxing training sessions every Sunday. They are the first boxing club for the homeless to be registered with the Amateur Boxing Association and support people of all ages suffering from depression, addictions or with a history of homelessness. The founder, Sam Hadfield, works tirelessly week in and week out to create an environment where people feel comfortable to be themselves, are supported by other members of the club and gain expert coaching from

professional trainers. For our guests, the club offers a chance to improve their fitness, but more importantly it gives them a sense of belonging, and something to feel proud of. Even since the shelter closed, several of our guests continue to access the club every week. We look forward to continuing this relationship next year.



### Church Coordinator Stories

We did not really know what to expect when we took over the coordinating role at the Cold Weather Shelter in Kentish Town. However, with the help of our amazing volunteers and guests we provided a warm and welcoming place for everyone. We laughed, ate healthy meals, shared stories, played bingo and table tennis/football together as one big happy family. We met such amazing guests this season, with their infectious smiles, optimism and resilience despite having

been through some very difficult times in their lives - we were truly humbled. We feel privileged to have been part of their journey to a better life and we look forward to continuing this most rewarding work where you can see human nature at its best.

**Suzanne and Hilda**  
Our Lady Help of Christians,  
Kentish Town





GUEST STORY

# MIKE

Late in 2016 I arrived in London after a number of years overseas, homeless, with no funds, serious issues with stress and alcohol and no experience of obtaining support both from a financial and health aspect. After some time I connected with C4WS and joined their winter shelter program which provided me with a place to sleep, a hot meal in the evening and companionship. However they offered much more - guidance on the benefits system, assistance on starting on the road to health recovery and

in finding more permanent accommodation. All these aspects, with their help, have now come to fruition and I am now in a hostel, claiming appropriate benefits and undertaking a recovery program. None of this would have been possible without the C4WS personnel. The work they undertake, with limited resources, is essential in the present social environment of homelessness, physical and mental illness and lack of state resources. I will, I hope, in the future, to be able to personally support their efforts.



## Corporate Support

Corporate Support can take many different forms and over the past year we have been fortunate to receive a wide array of assistance from businesses in the local area wanting to play their part in helping those who are homeless in the areas that they operate.

We received financial donations from **RBS, Regents Place Community Fund, Pret Foundation, Marine Ices** and **Medequip** and an assortment of clothing from **ASOS** and socks from **Wunderman UK's #giveasock** campaign.

At our Friday Club we were delighted that both **GLG** and **IPG Mediabrands** renewed their partnerships, committing to provide teams to cook once a month. Other companies that lined up in the kitchens included **Zurich, Allied Irish Bank, Origin Housing, Barclays, Carillion, JMI, Lloyds, Aviva, Telegraph Media Group** and **Renaissance Hotels**.

Once again we enjoyed a successful relationship with the **Pret Foundation's Rising Stars programme** providing three month paid training placements in their shops, offering guests the chance to enter the employment market in a supportive environment.

At our Jobs Club we established new partnerships with **Addleshaw Goddard, ASOS, Wellcome Trust** and **Network Rail**, training their employees to become mentors and work one-on-one with

*"Hi. How was the first night in your new place?" "Like heaven, thank you." Pete*



guests to support them in achieving their employment needs. Such was the commitment of these volunteers that mentors from **Addleshaw Goddard LLP, ASOS** and our already established partner **IPG Mediabrands** then went on to complete training with the **Mentoring and Befriending Scheme** and are currently continuing to support guests through this project.

The **Jobs Club** also benefited from visits by **Greggs**, who ran an employability session for guests, and **Westminster Kingsway College**, who helped guests with education and employment-training programmes.



*“My million thank you (sic) for your support and generosity. Thank you to the entire C4WS team who accepted me into your family for life-changing assistance.”* **Mali**



## CARIS Camden

The winter of 2016/17 saw some exciting changes and developments for C4WS and its parent, CARIS Camden. With the particular help of our new Shelter Co-ordinator, Jenna Roberts (and, of course, the other staff and several hundred volunteers) we arranged another successful shelter, which you will read about elsewhere in this report.

We were sorry to hear that Amanda Pickering had decided to leave after leading the project for 5 years; Amanda is going off to run her own business and while we wish her well in that, we are sad to see her go. She did however give very long notice and we had plenty of time to appoint Nikki

Barnett to lead the project. Nikki comes from JW3 where she was especially involved with fundraising, and having been appointed the Mayor of Camden's Charity of the Year, we are quite sure her, and all our work is going to be cut out making the most of that opportunity. Nikki is passionate about homelessness and will ensure that passion, hand in hand with the professional efficiency which has been a hallmark of Amanda's management continues to guide C4WS.

This piece in previous reports has mentioned CARIS' work with families, and now I can report Becky Walker's success in establishing an after school club twice a week for younger children in a temporary accommodation hostel and a homework club for older children in another. It's already clear that there will be opportunities for the two branches, C4WS and CARIS Camden Families, to work together especially in the welfare field and in help finding employment.

Thank you to all our supporters, giving money, time and expertise; to our dedicated staff; and to the guests and children who contribute to our success.

**Andrew Penny**  
Chair of Trustees CARIS Camden

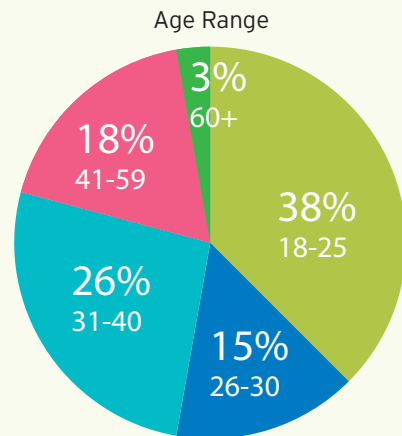


# Finance and Fundraising

- [Aldo Trust](#)
- [American International Church](#)
- [Gilbert & Eileen Edgar Foundation](#)
- [Goodenough College](#)
- [Guiding Light](#)
- [Hampstead Chamber Choir](#)
- [Hampstead Parish Church](#)
- [Hampstead Parochial School](#)
- [Hampstead Wells and Campden Trust](#)
- [Kentish Town Primary School](#)
- [London Medical Orchestra](#)
- [Lumen Poetry](#)
- [Marine Ices](#)
- [Medequip](#)
- [Newton Europe](#)
- [North Camden Deanery Synod](#)
- [Oliver Borthwick Memorial Trust](#)
- [Pret Foundation Trust](#)
- [RBS Skills and Opportunities Fund](#)
- [Regent's Place Community Fund](#)
- [Souter Charitable Trust](#)
- [St Anne Highgate - Donation](#)
- [St Anne Highgate - Donation](#)
- [St Mark's Roman Catholic School](#)
- [St Martins Gospel Oak](#)

- [St Mary Brookfield](#)
- [St Mary's and St Georges Lutheran Church](#)
- [St Michael's Church, Highgate](#)
- [StreetSmart](#)
- [The Ashden Trust](#)
- [The Beatrice Laing Trust](#)
- [The Francis Crick Institute](#)
- [The Mercers' Company](#)
- [The Provost Trust](#)
- [The Thanet Trust](#)
- [Tim Taylor South Island Limited](#)
- [TSB](#)
- [Upton House Charitable Trust](#)
- [Vandervell Foundation](#)
- [Waitrose](#)

*"Dude we got the job!!  
Monday in the shop  
+ move into the room.  
Wow." Simon*



## Church Coordinator Stories

Having already volunteered with the shelter at the American International Church for the past couple of years, the experience of being heavily involved in the night-to-morning workings of the shelter was not all that new. Stepping into the Church Coordinator role this year, however, did present the challenge of being the point person for when anything was not going quite right – or, hopefully, when things were going well! I would like to think that we did more right than wrong, but that result rests solely with our amazing volunteers, the great guests that we had and the support provided by the team at C4WS. Through the help of all of them, we managed to handle any curveballs thrown at us throughout the season, from delivery trucks with flat tyres to missing linens and everything in between.

Beyond all of the ordinary week-to-week dealings and challenges though, coordinating the American International Church's shelter proved to be an incredibly moving experience. Many of us at the church have come to London from other countries all around the world, but unlike some of the guests who pass through the shelter, our choices to move here were usually consciously comfortable ones; we did not come to London without a home or a network of resources to help us start



out. To be able to provide this for the guests who pass through our building, then—even if for a day—has been a great way to give back and show our thanks to God and each other for all the provisions that we have been afforded.

For those of us who come from the United States, living in London and working with C4WS confronts us with the truth that homelessness is, in actuality, all around us and that it is a stark reality for many of our neighbours. Coordinating the American International Church's shelter has provided me with that reminder every single day, through our great team of volunteers, I hope that we have been able to, even if in a small way, provide a warm community and a bit of relief in contrast to the daily struggles of so many who live amongst us.

**Jonathan Miller**  
Missions and Ministry Intern,  
The American International Church



# Welfare and Housing

**This season we welcomed 72 guests into the shelters from 25 different countries.**

We noticed a significant change in the gender ratio with **86%** of our guests male - a **9%** rise from the previous season - and **14%** female.

We continued to see a high rate of young homelessness with more than half (**53%**) of our guests being 30 years old or younger. The most significant change in age range this season was the rise in 31-40 year olds which grew by **9%**.

As in recent years, the combination of housing shortages, changes to the benefits system and complications with the immigration system has meant sourcing appropriate housing has become increasingly hard to acquire. Consequently, this season we saw a **10%** rise in guests staying 29 or more nights at the shelter, which reflects the difficulties facing the Welfare Team in securing housing for our guests.


The nature of the housing found for our guests also reflects the impacts of these systematic changes. The proportion of those accessing private rented accommodation more than doubled this season which is in part due to the lack of public benefits available to many of our guests - particularly those coming



from the European Economic Area. At the other end of the spectrum we also found a significant rise in the need for housing which rose from **6%** of guests last season to **15%** this year. Again, this reflects the growing complexity of, frequently multiple, needs presenting in our guests and the necessity of finding accommodation that comes with floating support workers who can continue to provide assistance to them in their new homes.

In spite of these problems **92%** of those guests that engaged with the Welfare Team were supported into permanent accommodation. As a person-centred project that works on the principle of doing what is best for the individual and not achieving quotas we are incredibly proud of these successes. However, we



**92%** of those guests that engaged with the Welfare Team were supported into permanent accommodation 

## Support needs



	Season 12	Season 13
Lack of English-speaking skills	37%	40%
Mental health problems	38%	38%
Physical health issues	41%	37%
Substance misuse	17%	17%

also believe it is important to reflect the reality of our work which does not always result in positive outcomes. Some guests, for often unknown reasons, stop coming to the shelter and on rare occasions we do have to ban some guests for failing to comply with the simple conditions of their Guest Agreement. But for those who are willing to engage in our services and seek change in their lives we are able to support nearly all of their housing needs.

*"Hi Jenna..good news I submitted my passport application this morning, yay!"* Ben



## Welfare and Housing

### London Jesus Centre

"C4WS has been vital to us as a drop-in day centre for many years now. I continue to be impressed by their unique combination of professional work ethic and genuine warmth and concern for each client referred.

We encounter clients for whom the process of coming out of homelessness is often as life changing as the outcome itself. As a referral agency, we have always felt confident that from the beginning to the end of this process, our clients would be treated as people and not mere boxes to be ticked. C4WS truly excels in creating a culture of the personal touch, where hope can come alive again and lives can be rebuilt. We look forward to the days ahead!"

**Jon-Jon**  
London Jesus Centre

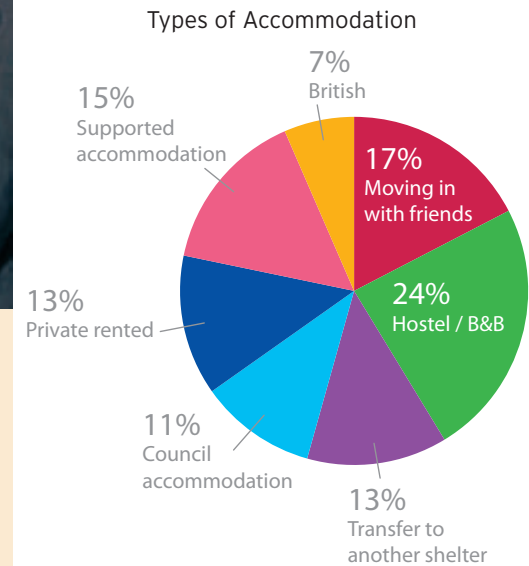
*"It was a great experience and you guys actually saved my life and I'm in deep gratitude for everything you did for me."* **Kate**



### New Horizons Youth Centre

Over the years of working with C4WS, the partnership between us has become more valuable and precious as the housing crisis continues to affect young people in their everyday lives and sleeping on the streets becomes more of a reality that can blight their lives. C4WS continues to offer respite and support to the most vulnerable of our clients, not just by providing emergency accommodation, but by giving support and care in all the aspects of the young people's lives. This complements the service New Horizon Youth Centre already provides and is invaluable to the clients we refer to C4WS.

Whilst staying at C4WS the young people tell us that they are made to feel welcome, it is a homely environment and they experience new food, culture and fun things such as bingo. These very 'normal' things most of us experience, are vital to young people, who due to circumstances out of their control may never ordinarily



experience. The interactions with staff and volunteers are highly praised and the young people feel reassured by all who work there.

NHYC staff have great communication with C4WS staff, which means no duplication of work or resources, which in turn means the young people move on with their lives in a much more seamless manner and in an acceptable time frame.

Thanks you C4WS for providing a vital service in the long cold winter months.

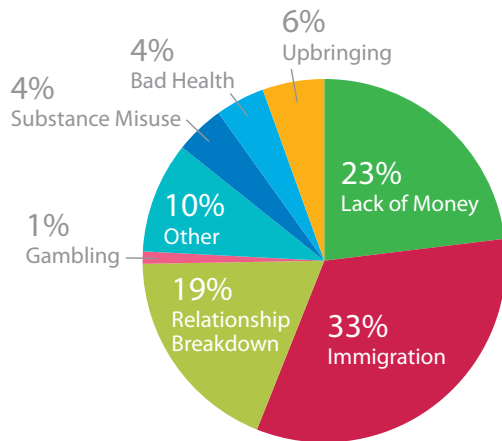
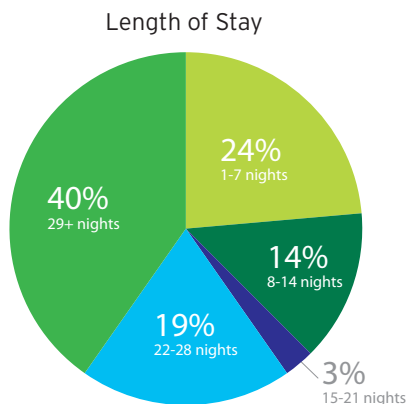
**Dean Harris**  
Operations Director  
New Horizons Youth Centre

## Welfare and Housing



*"I can't believe!! I will take my key tomorrow. It's real? I'm so glad!! Shelter Forever!!"*

Janet



Primary Reason for Homelessness

## GUEST STORY

# SALIM

I am an asylum seeker from Ethiopia. My father was Eritrean and my mother Ethiopian. There was a war between the two countries and after my father was deported, we fled. My journey to the UK took three years. I arrived here alone, when I was 17.

I received help from the government until the age of 21. After this, because I still had no papers, life became very difficult. I became homeless and slept in parks and on buses. The winter was especially hard. The Red Cross

directed me to C4WS and they started to help me. They helped me to stay in various shelters where I could have dinner and breakfast. They also helped me with some clothes and a bus pass to help me get around.

C4WS also helped me to find a solicitor and have helped greatly with the legal side of things. Now I am living with a host family, arranged by C4WS. Having a regular place to stay has made a big difference. My situation is better now and I am able to do more things

without worrying about where I will sleep.

C4WS have also arranged for me to have a mentor. We meet once a week and talk. It's really good to have someone to talk to about my situation. C4WS have always treated me very well and the best thing about them is that they treat everybody the same.





# Mentoring and Befriending Scheme

The C4WS Mentoring and Befriending Scheme is managed by the Welfare Coordinator and provides a safe and supportive space for those that have moved into permanent accommodation from the shelter to meet with a trained volunteer mentor, once a week for six months. It was set up to support guests with the often bumpy transition that can occur when one moves from being homeless into their own accommodation. Loneliness and isolation can set in as well as the emotions of what they just went through, that when in the thick of a desperate situation isn't always realised or dealt with.

Our mentors meet with former guests in a public space to 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 being there for a former guest when they are transitioning back into 'normal life' and supporting them in a



gentle but structured way. The type of things our mentors can help guests with are:

- Tenancy sustainment
- Setting up a system to pay bills on time
- Budgeting
- Signing up for courses
- Applying for and securing employment
- Reconnecting with estranged family members
- Looking after their physical, mental and emotional health
- Looking at recreational activities to reduce isolation

*"A million Thanks. Keep up the good work! May God Bless you all!"* Chris



## James and Hayat - Jobs Club and Mentoring and Befriending Scheme



We met at the beginning of December last year through the Jobs Club initiative at C4WS. Hayat (originally from Eritrea) had only just arrived in London, and was a very gentle and softly spoken young man staying in the winter shelter and seeking educational opportunities in London. In Sudan, he had worked as a carpenter, and had used his skills to help build temporary homes and a church in the Calais refugee camp.

Within a month of working together, we had secured Hayat a place on a three-month course at the King's Cross Construction Skill Centre, where he has thrived: winning a carpentry competition, and getting invited to interview for various apprenticeships as a result.

Alongside Hayat's success, the two of us developed a wonderful friendship, and were asked by C4WS to participate in the



Mentoring and Befriending Scheme. This has allowed us continue to see each other in a more relaxed environment. It quickly became apparent that the Mentor-Mentee dichotomy suited us less than a more informal befriending one, but advice is always given when sought (and usually it is Hayat giving advice to James!).

James has been able to show Hayat the London he knows, and Hayat is beginning to show James the London he is getting to know - in fact, our new favourite lunch destination is an Eritrean restaurant that Hayat discovered in South London.

We both believe that engaging in both Jobs Club and the Mentoring and Befriending Scheme have taught us a lot about ourselves, as well as each other. For any prospective mentors, this really is a chance to get to know somebody from the other side of the world, someone who will have an entirely different experience of life and a bottomless well of stories, extraordinary and heart-breaking in equal measure.

The Mentoring and Befriending Scheme requires, as a minimum, only one hour a week. No matter how busy you are, everybody can spare that.



# #noplacelikehomec4ws

## Jones Knowles Ritchie (JKR)

**This year, we launched No Place Like Home, an initiative created in collaboration with C4WS Homeless Project.**

For 27 years, we too have called Camden home and so have seen the rising issue of homelessness in the borough first-hand.

Which is why, way back in the winter of 2015, a team from JKR came to visit C4WS, looking to find out more about who they are, what they do, and ultimately, what we could do to help.

That afternoon, it became clear that what they needed was far more than any single donation could achieve.

Instead, our shared goal became far more wide-ranging. Together, we would work to truly change perceptions of homelessness in Camden and beyond.

Our initial focus would be Christmas, right in the midst of the cold weather shelters opening, and a time of year when there truly is no place like home, especially for someone without one.

And that is where No Place Like Home comes in.

With our vision in mind and the time set, JKR briefed their entire studio to create an idea that could change perceptions, generate awareness and raise much-needed funds in our mission to help people rebuild their lives.

### The winning idea? A little bag.

But as C4WS see everyday in their work: sometimes a little bag can make a big difference.

With a beautiful illustration provided by Sarah McMenemy and all proceeds going to C4WS, the bag is a powerful gift for someone you know... and someone you don't.

But even more than that, the bag also helps to spread the word all-year round, proudly displaying the new C4WS logo for all to see.

If you'd like to learn more about the campaign and support us by buying a bag, head to: <https://www.noplacelikehomec4ws.org/shop/>

You can also see the designs and inspiration for the bags incorporated into this Annual Report!

## The bag design



#noplacelikehomec4ws



**Support us by  
buying a bag:**



<https://www.noplacelikehomec4ws.org/shop/>

# 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:

## Expenditure and Budget

	2016 Expenditure	2017 Budget
Staffing Costs	£96,872	£107,076
Running Costs	£25,072	£44,996
Guest Welfare	£5,686	£13,050
	<b>£127,630</b>	<b>£165,122</b>



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.

pp

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

txt

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



# NAOMI

I became homeless after falling into rent arrears. When it happened I didn't know what to do or where to begin to get myself out of this situation. For a couple of months my boyfriend helped me financially, but this was only temporary. I got in contact with the Albert Kennedy Trust, told them about my situation and they referred me to C4WS. I had no idea what a winter shelter was, and they prepared me for what I was getting myself into. After the first couple of nights I began to settle in and it was a wonderful experience meeting lots of people from all around the world. It was good to know that you are not alone anymore. It was temporary accommodation but those 2-3 months in the winter shelter were awesome. I met lots of

warm hearted volunteers who showed understanding of my situation. They are very open with you and are there to talk about your day, the weather, whatever you feel comfortable with. All the churches were great with delivering a good atmosphere and providing toiletries, showers and a warm place to stay.

I attended C4WS Jobs Club every Wednesday which was great for me. It kept my brain active. Working alongside C4WS staff and the Jobs Clubs Mentors was amazing- they want to bring the best out in you, which in my case was about regaining my confidence and knowing that I could achieve what I wanted. By attending the Jobs Club, step by step I started to see my confidence building. I was

given some coaching for my interview for a three months paid apprenticeship program with Pret a Manger that C4WS had put me forward for. I was accepted and completed the apprentice program a couple of months ago. I am currently working as a promo waitress/ barista and part-time actress. It is a great experience and I really like this job.

In the end I would like to thank C4WS for all that they have done. Short and simple, they helped me with everything. I would like to come back and offer my services and volunteer for the next winter shelter. C4WS has made me see I have a future. The future to be a popular actress.

*"Soo happy with this stuff (Starter Packs). Will send photo when I have the pictures up."* **Jeff**

#### Referral Agencies

- [Albert Kennedy Trust](#)
- [American Church Soup Kitchen](#)
- [CARIS Islington Shelter](#)
- [Holy Cross Crypt Trust](#)
- [Housing Options](#)
- [London Irish Centre](#)
- [London Jesus Centre](#)
- [New Horizons Youth Centre](#)
- [Red Cross](#)
- [Refugee Council](#)
- [Safer Streets Team](#)
- [Spectrum](#)
- [Women at the Well](#)



HOMELESS PROJECT

**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)