



C4
WS

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HOMELESS PROJECT
ANNUAL REPORT 2018

“I would like to thank
C4WS for your **support**
 and **encouragement...**
 It’s been wonderful to
 have you guys and your
 support.” Sheshy



Introduction	4	Corporate Involvement	24
Shelter overview	6	Church Coordinator Stories	26
Home From Home	8	Finance and Fundraising	28
Jobs Club	10	Expenditure and Budget	28
Guest Story: Salah Abdu	13	Housing and Welfare	29
English Classes	14	Mayor of Camden’s Charity Appeal	30
Guest Story: Luka One Year On	15	Notes from a New Venue	32
Friday Club	16	Mentoring and Befriending	34
Community Involvement	18	Host Story	36
Wellbeing Tuesday	21	Giving	37
Guest Story: Dodzi One Year On	22	Guest Story: Mourib	38
CARIS Camden	23	Referral Agencies 2018	39



**C4
WS**

Author & Edited by:
 Nikki Barnett, Project Manager
 Jenna Roberts, Shelter Coordinator
 Sam Forsdike, Welfare Manager
 Laszlo Balla, Project Worker

Photos by: Felicity Crawshaw
www.felicitycrawshaw.com

Design by: Finch Studio
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.*



★ Introduction

For the seventh year in a row, the number of people rough sleeping across England has increased. The Borough of Camden has the second highest number of recorded rough sleepers in London, with the numbers rising to 784 in 2017/18. These statistics do not factor in the hidden homeless, especially young people, who are unable to find a permanent place to stay because they cannot afford soaring rents or house prices.

Those sleeping on the streets are exposed to challenges from sub-zero temperatures to violence and abuse, and fatal illnesses. They are 17 times more likely to be a victim of violence, twice as likely to die from infections, and nine times more likely to commit suicide.

The facts above are bleak, but they demonstrate how vital the work of C4WS Homeless Project is. With a small team made up of Sam Forsdike, our Welfare Manager and Jenna Roberts, our Shelter Coordinator, we were also pleased to

welcome Laszlo Balla this year as Project Worker.

By sharing the responsibilities across the team, we ensured that our guests were provided for, giving them shelter as well as the chance to access our Jobs Club, English Classes, Mentoring and Befriending Scheme, Wellbeing Tuesday and Friday Club.

This year, thanks to the hard work Sam put into making this happen, we were proud to run a pilot of our very own hosting scheme, 'Home from Home.' Our aim is to provide a short-term housing option for guests staying in our night shelter. If a guest can move out of the shelter and into a hosting placement this allows us to accept someone from the waiting list into the shelter - and therefore help more people.

We were also extremely fortunate to have the support of Councillor Richard Cotton in his capacity as the Mayor of Camden for the year. His knowledge of the issues

in the area were a huge advantage and his passion really shone through in the amount he was able to raise for C4WS at his many and varied fundraising events.

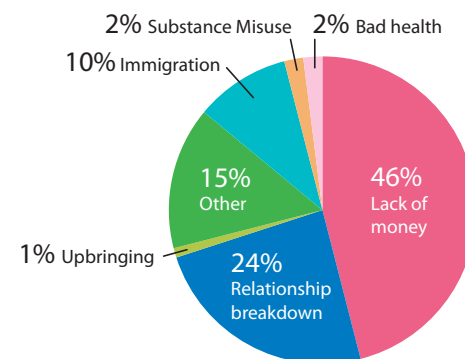
Season 14 marked the first in my role as Project Manager at C4WS Homeless Project. It has been an incredible experience and I have felt welcomed into a community of the most wonderful and generous people. **69** guests stayed with us this season and thanks to our incredible and dedicated volunteers, we offered them food, shelter and the chance to rebuild their lives. **91% of those who engaged with our service were supported into more permanent accommodation.** I have been humbled by the amount of kindness and goodwill there is for the project, which means that we can continue to help those most in need.

Thank you.

Nikki Barnett
C4WS Project
Manager



Primary Reason for Homelessness



“I feel fortunate for all that I am receiving. None of this would have been possible without your help.”

Juan

★ Shelter Overview

As we finish this year's winter shelter season, there is much for the C4WS team to reflect on. Season 14 presented challenges, changes and Christmas cheer. Our new Project Manager, Nikki and new Project Worker, Laszlo, were warmly welcomed by Church Coordinators and volunteer teams. They quickly learnt how much time, love and energy goes into creating a safe and warm shelter environment. We welcomed St John's in Hampstead to the shelter network on Saturday evenings between November and mid-January (Notes From a New Venue p.30). There was great enthusiasm from the congregation, many signed up as regular volunteers, helping to create, as one guest put it 'the best venue in town'. In total we had 257 brand new volunteers complete the online training, each looking to dedicate their free time to helping those in need. Several Coordinators commented on how they felt a shift within their church communities this year, expressed as an overwhelming enthusiasm to support the work of C4WS however they could - by volunteering at the shelter, fundraising



for new beds, washing 16 sets of bed linen each week or cooking delicious meals for our guests to enjoy.

What is the reason for this renewed passion to help? Is it the fact that rough sleeping is becoming increasingly more visible on our streets? Was it the Beast from the East? It is impossible to know. We accommodated people with a wide range of complex personal situations that led them to require our services. We continued to see high numbers of destitute refugees and asylum seekers, alongside people affected by the Windrush scandal, harsh benefit reforms and even young people affected by recent immigration reforms in the USA.

New referral partners came on board this season including Crisis, The Roundhouse Young Creatives scheme and the West Hampstead Women's Centre. Even though some of these didn't end up making referrals to the shelter, there was sufficient cause for concern for them to seek out a referral relationship. We saw an increased number of people attempting to self-refer to the shelter, and whilst this isn't C4WS policy, with the help of The London Jesus Centre, we were able to ensure that people in need accessed our services through the correct referral pathway. Despite this challenging environment, the highlight of the season was the festive period. Each of our churches provided a Christmas lunch with all the trimmings and the Wellcome Trust arranged



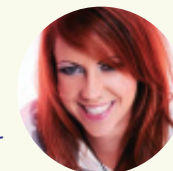
2,096 bed spaces were offered to the homeless and 4,192 meals were served

personalised gifts for each of our guests. During the Christmas week (23rd-30th December), our guests stayed at Crisis at Christmas. Going from sharing a church hall with 16 people to a centre with 250+ people can be a daunting experience, but it seemed to bring our guests closer together, with everyone looking out for each other and strengthening the bonds they made whilst staying with C4WS. One guest reunited with his family over the festive period which subsequently

resulted in him securing a stable home.

As always, we would like to say a massive Thank You to our Church Coordinators, our network of churches and our 800+ volunteers - without whom the work of C4WS would not be possible.

Jenna Roberts
C4WS Shelter Coordinator



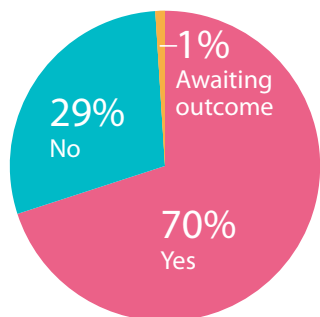
★ Home From Home

Over the last few years we have seen a huge increase of referrals for people with No Recourse to Public Funds (NRPF) - a trend that is reflected across the country and within the homelessness sector.

This includes the large number of asylum seekers, often waiting for their cases to be heard, and European Economic Area migrants who have been impacted by the changes to benefits entitlement.

One of the consequences is that it has become very difficult to resolve the housing of a guest who has NRPF within the limitations of their stay in our winter night shelter. To get around this we have welcomed the emergence and growth of hosting schemes. These are projects where people with spare rooms offer them to those with no other options and nowhere else to go.

Such hosting projects are borne out of human kindness and generosity where volunteers provide a solution to people



Benefits Status

“It was my best day ever in London. Thank you and thank you for presenting me to my hosts. They are awesome. What we did made me completely happy. **Thanks a lot.**” Ben

denied one by the system. In the last twelve months alone C4WS has used hosting schemes to provide an additional **1045 nights** stay for some of our refugee and asylum seeker guests. This equates to a **50% increase in nights of shelter** that we have been able to facilitate this season.

Due to the pressing need for such a service, which provides vital flexibility around the restrictions of when our shelter is open and capacity for bed spaces, we decided last year to develop and launch our own hosting project, called *Home From Home*, with the opening of this season’s winter night shelter.

This has proven to be an integral part of our ability to provide support to those in need, and for those guests accessing it an option where previously we would have struggled to find one. Home From Home

“My **host is extraordinary...** she gave me love that I missed from not having a mother.” Jack

has provided **251 nights of additional shelter** to guests - this is in addition to those guests accessing other hosting projects - this equated to an extra 12% of nights of shelter provided this season.

Whilst *Home From Home* has welcomed refugees and asylum seekers, unlike the majority of hosting projects we have also opened it up to other guests with NRPF. These have included:

- an Italian gentleman who started work found through our Jobs Club which provided him with a stable base to succeed in his new employment

- and enable him to move into his own studio flat
- a student from Uganda on an educational visa whose money was stolen leaving him destitute. Home From Home provided two sets of hosts to allow him to complete his studies and plan a route back home.

We have been overwhelmed by the support and care of our volunteer hosts who have opened up their homes to welcome our guests and make them feel part of their family. Shelter is essential, but companionship and feeling included - particularly when you have experienced being excluded - can have similarly powerful effects on our guests.

Although a new project, it has been inspiring to see how *Home From Home* has embodied all the core values of C4WS with volunteer hosts taking the heart and ethos of the winter night shelter, quite literally, into their own homes. It is an expansion of the shelter beyond our traditional understanding and is an innovation that demonstrates both the need for such a service and the compassion amongst human beings to support each other.

We’ve now hosted a couple of times and found it to be a fantastic scheme. Well organised, managed efficiently and incredibly enriching for our household.

We’ve met some wonderful people, who’ve been a pleasure to be with and it’s so nice to support the important cause and a brilliant organisation doing great things.

I’d recommend it to anyone who is interested and we are looking forward to hosting our next guest.

Godfrey’s hosts

Sam Forsdike
C4WS Welfare Manager



Jobs Club

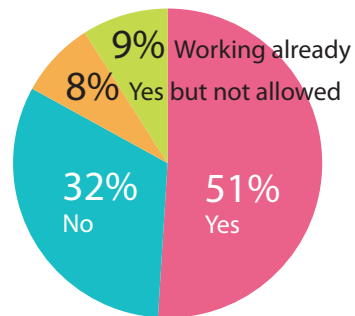
As a response to the complex nature of homelessness, C4WS created Jobs Club, 4 years ago. This is to help the guests who need support regarding employment, training or volunteering. In cases where a guest is 'employment first,' meaning the only option to move into permanent accommodation is to gain employment and save for a deposit, the work of the Jobs Club is invaluable.

This season 34 of 69 guests accessed Jobs Club. This increased demand for employability support meant that Jobs Club was extended throughout the summer for the first time.

The two main areas of help we offer at our Jobs Club are sharing appropriate opportunities with guests, and helping them regain their confidence. We have built up a useful resource of available courses, training, employers and other services, which correspond to the guests interests. We often find our guests have extensive work experience, but because of their current situation, can't fulfil their potential. Through time and commitment provided by our volunteer mentors, we can see the progress of our guests each week.

Ahmed used both the Jobs Club and our English Classes. With our help, he found an opportunity and started volunteering as a football coach.

Guests Seeking Employment



We wouldn't be able to carry out our work at Jobs Club without the volunteer mentors, who have one-to-one sessions with our guests. This year we had mentors from a wide range of local companies, including: Santander, Facebook, ASOS, Regents Place Community Fund, Wellcome Trust and Zenith. This year a total of 113 mentoring sessions took place.

"It is a complete eye opener to some of the problems we just don't notice. The fragility of people's lives and how they manage is something we should all be more aware of and then perhaps we can help to tackle some of the root causes.

I have found my experience as a mentor very rewarding and it has given me a much deeper understanding of issues I would not have otherwise appreciated.

Through the journey with my mentee I felt proud to have helped someone achieve their goal and hopefully obtain the job which will secure a more prosperous future."
Jobs Club Mentor

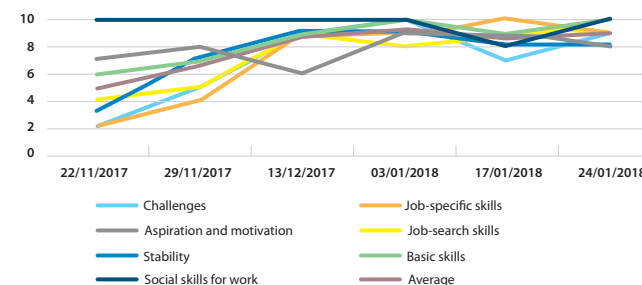
67% of Jobs Club users who were eligible and looking for work successfully found employment



A great tool to boost confidence and improve skills is our mock interviews. This year IPG Mediabrands hosted 11 guests for their interview sessions, which was hugely popular.

New partnerships were built with great employers and new initiatives. BEAM helped to crowdfund training for a guest; similarly, Regents Place Community Fund offered work experience placements and the King's Cross Construction Skills Centre helped source opportunities, as there was an increased demand for construction related work and training.

Ahmed's Outcome Star



We saw high numbers of refugees and asylum seekers in the shelter this year, with their own specific barriers to employment. A challenge for Jobs Club was to find activities and bespoke volunteering opportunities for guests with no recourse to public funds and no right to work, which we did with projects such as Migrateful, The Bike Project and the Kentish Town Community Centre.

Jobs Club helped those who were unfamiliar with working in the UK to find specific employability courses for refugees and to learn about how to access education, whilst our English Classes improved their language skills. For the first time, two volunteers gave one-to-one tutorials to a guest so he could prepare for his IELTS exam, required for a job as a Doctor, his original profession.

Laszlo Balla
C4WS Project Worker



After each session we asked our guests to fill out an Outcome Star form, to measure the guest's progression after each session. On a scale of 1-10, they give a score and evaluate their skills.

Jobs Club Mentor – Sophie, Facebook

C4WS provides a range of services to those battling homelessness; those who are not entrenched rough sleepers, but are at a life crisis point. The Job Club initiative pairs a Facebook employee with a guest hoping to find employment and who needs a little guidance.

My mentee was a 21-year-old woman from a conflicted country who had been homeless in the UK for one year. Having slept in a cemetery the night before I first met her, she was initially demotivated, cold and tired. C4WS had provided training already, and I was armed with a comprehensive and motivational booklet that helped us focus on her goals and how to reach them. There was always a member of staff present to ask if I ran into a barrier and needed assistance.

By the time our first session was over, she had the beginnings of a small smile peeking through.

The C4WS Jobs Club is organised so both parties feel safe and protected throughout. **And I made a difference!** We bonded so well over the 4 weeks, she asked, and I happily agreed, to continue meeting her as part of the Mentoring and Befriending scheme.

Working with people in crisis can be heart-wrenching and upsetting – I sometimes left our sessions feeling guilty and helpless. By joining a well-organised scheme and building up the relationship, I discovered I was able to make a lasting impact on one person's life, which is a pretty powerful feeling.

Jobs Club Mentor – Alice, Zenith

Mentoring a homeless refugee to help him find a job was a hugely rewarding experience. It opened my eyes to the reality and magnitude of the problem in London, and I learnt a lot about myself and others in the process. No one chooses to be homeless. Most of these people have had something terrible happen, which has left them with nowhere else to go. They are willing to work hard to improve their lives. The best way to give them a safe and stable future is to reintegrate them into society by finding shelter and work. C4WS do exactly that.

Mentoring at Jobs Club is a really rewarding experience, allowing the time to step back from our day to day work and create real value to those in need. It can be easy for us to lose sight of what really matters – human life, and everyone having access to basic support. Jobs Club is a way to reconnect with our duty within society, ensuring that people who are experiencing crisis are given hope, encouragement and practical support to help them reach a more positive place. **I thoroughly recommend becoming a Jobs Club Mentor to others.**

Guest Story



Salah Abdu

Having been out of work for a while, I came back to England to find that I had lost my property and I was homeless. I was very worried how I would cope, as winter was coming and I had nowhere to go. My friend recommended C4WS to me and said I should go to them. I called and spoke to a really helpful member of staff, who explained which agency to go to, to speak about a referral.

On my first night, I found the group to be very welcoming and soon I became a friend to everyone. It was so much more than just a place to stay as people experiencing homelessness, we became like a family. The atmosphere was warm, the C4WS staff and the volunteers in the different churches were so friendly and helpful.

C4WS helped me to find move on accommodation, but I stayed in touch

as I needed help to improve my English. Therefore, they set up one-to-one weekly English classes for me to do so. I have found them very useful, especially speaking and reading literature. I really enjoyed 'Lucky Jim,' because through it I started to understand the culture of this country.

C4WS is a very small organisation in terms of numbers, but they are doing such a big job. They help people not only with shelter, but also to find housing, training, how to write a CV and finding a job, as well as social activities. They helped me by giving me access to a gym membership, which I enjoy using as this is another place where I can go and helps me to make friends.

I am so appreciative of all the help I was given, bless you.

★ English Classes

With our shelters receiving guests from **27 different nationalities** communication problems are a common and understandable issue. This season **30% of guests identified as lacking English-speaking skills** and we were able to support them with weekly classes run by our fantastic volunteer tutor, Antony Bailiwick.

The classes are designed to be flexible to accommodate both the differing levels of English amongst our guests and the nature of the shelter which sees people arriving and leaving at different times, making a fixed programme difficult to facilitate.

It was incredible to witness the transformation in those guests who took up the classes over the course of the season. These might be little changes in day-to-day chat, marked increase in confidence and self-esteem or excitement about now being able to understand their own paperwork or start working with mentors at our Jobs Club.

Whilst each of these achievements is important to celebrate, the embodiment of the importance of this vital service was demonstrated in a young Ethiopian gentleman joining the group in November. At this point he struggled with basic conversation but even after

leaving the shelter to move into his new home he continued to come week after week. Four months later he stood up at our Service of Thanks to deliver a speech in English to a packed audience and a resounding round of applause!

Time has whizzed by and this was my seventh year helping out at C4WS - every single year has been an enriching and varied teaching experience and the team here have always been very supportive. Except for a couple, all the sessions were well attended this year with one or two students coming every week throughout the cold weather season.

Everyone who attended was motivated and interested and some students managed to start more regular English classes elsewhere. These extra classes are much needed for some of the students since it is tough to progress by just coming to one lesson a week. For this reason we regularly discuss daily exercises and tools that may be used outside of the classroom to improve reading, writing, speaking and listening. I am looking forward to meeting more keen students over the next season.

Antony Bailiwick, C4WS English Teacher

“I’m very good.
Everything is great 👍” Harry

Guest Story



Luka One Year On

Hi, I’m Luka, 28, from Georgia. I would like to tell you briefly about the assistance and support I have got from C4WS. I say ‘briefly’ as the present format does not allow me to cover the entire issue in the way it deserves.

After multiple attempts to find shelter in extremely cold winter nights – and being turned down because my immigration status did not allow me recourse to public funds or permission to work – C4WS was the last beacon of hope. No, it was more than a mere hope – especially when you start to realise what else might happen to you and that you might end up in an even worse situation.

To cut a long story short, the reality was very different from my expectations. After meeting the staff I was offered space in the shelter. It is beyond my ability to express my reaction and emotions in this moment. On reflection, if I had not been provided with care and support by C4WS

I find it almost impossible to say how I would have gone on.

It would be doing a disservice to explain C4WS’s support as a mere bed in the shelter. Based on my personal experience I find no difficulty in stating that each service C4WS provides was intended to prepare me and other beneficiaries for a stable future. Alongside accommodation, they helped me with other substantial needs and I benefited from their Jobs Club, English Classes, mock interviews, CV writing and the Mentoring and Befriending Scheme. That was not end of my journey. It is important to stress that C4WS did not stop their support after the closure of the winter shelter, as they managed to find me move on accommodation with the hosting scheme Refugees at Home.

I would like to take this opportunity to say a massive thank you to all of you for your openness and helpfulness over this period.

Friday Club

The Friday Club team discuss their experiences of working on the frontline

Every Friday, King's Cross Methodist Church hosts a warm and safe space for 50 people to share a freshly cooked meal, access shower facilities, pick up clean clothes and get professional welfare advice. What makes Friday Club special? The people! The sounds of laughter and chatter echo along Crestfield Street, as members, volunteers and cooking teams from local businesses share stories, jokes and offer support to one another. In a recent Members Survey, the overwhelming response to what members enjoy most about Friday Club was 'the safe and relaxed atmosphere' and 'a place where the people are friendly and the volunteers make you feel better'.

What does Friday Club mean to you?

Linda (Deacon at King's Cross Methodist Church): To be open to the community and to offer a safe and welcoming space available to anyone. The opportunity to get to know people and to build relationships, to offer help and to be open to the many different needs of our members. The involvement of local businesses and others to supply cooking teams adds greatly to FC. The changing teams add another dimension to FC - the members take an interest in who they are, what the menu is, knowing that it will be different even if it is the same as last week (which almost never happens)!

Andrew (Volunteer): Doing something worthwhile but completely different from my "day job"; an intellectual break, but often emotionally challenging.

Rose (Volunteer): Friday Club was my weekly placement for a psychotherapy and counselling course. While I wasn't in any official therapeutic role, my studies gave me a context in which I could listen to people when they wanted to talk. Over the course of the year I was lucky enough to meet some people I really admire and will never forget. I feel privileged to have been part of it.

Alex (Intern at King's Cross Methodist Church): Friday Club is a place to chill and get to know one another. A day for people to relax, have a cuppa and a good meal.

What do you like best about volunteering at Friday Club?

Bernie (Volunteer): Delicious food. Helping out - being able to give something back. Seeing people's faces when they come in looking a bit miserable and then after a hot meal and shower looking so happy.

Gezim (Volunteer): Helping the community and supporting vulnerable people.

Rose: FC has a real sense of community. I look forward to seeing many of the regular members, as I have got to know them better over time. I am grateful to have heard their stories.

Linda: Meeting all the people - volunteers, staff and members of FC. No two Fridays are the same! New people will come, new questions will be asked. It

feels as though what we are doing really makes a difference.

What do our members like most about Friday Club?

Bernie: The chance to shower, get some clean clothes, catch up with friends, have a hot meal in a place of safety for a couple of hours. Having a laugh and a joke.

Gezim: Delicious food, the company - most members know each other, opportunity for a shower.

What have you learnt whilst volunteering at Friday Club?

Linda: Everyone has different needs - some don't want to talk about them, others will tell you after a while, but never assume because it will always be wrong. Listening is so important.

Rose: I have learnt so much from the staff, volunteers and members. By talking to members, I am reminded that it can mean something to just be asked after, and this goes both ways. I have met people who I would never have had the chance to meet before and to see life through their eyes.

Alex: I learnt to open up myself to talk to people that I haven't met before and knowing how lovely they are.

Hardest thing about volunteering at Friday Club?

Andrew: It's physically demanding, and stopping myself (not always successfully) from delivering unwelcome advice on how to cook potatoes.

Alex: The hardest thing is not being able to provide everything to all members

The Facts

Lunches Served: 2237

New Members: 96

Welfare Assistance Given: 71

Services Offered:

Foodbank vouchers, prayer and reflection, photography competition, signposting to local services, hairdressing, access to free Osteopathy treatment.

due to limited supplies of donations, and when members arrive late and we are already at full capacity.

Favourite meal or Friday Club story:

Alex: Finding out 3 members speak Cantonese and using it to communicate with them, especially the one who isn't from China! Knowing what the members are capable of and how amazing they are.

Linda: English breakfast - UCL women's netball team. The cooking teams that come, always go away wanting to come again even after what might have been a stressful few hours in the kitchen!

Andrew: Must be the amazing Christmas dinner prepared by the professional chefs at St Pancras Renaissance Hotel.

C4WS would like to thank the Friday Club team for the time, love and energy they put into ensuring that Friday Club continues, particularly as we see an increase in demand for this service, with new people accessing the club each week.

★ Community Involvement

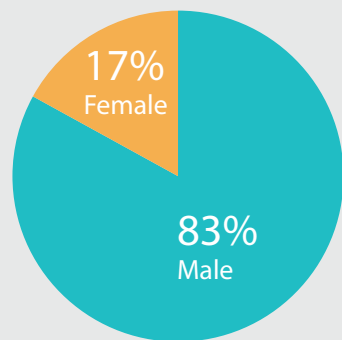
The first 'C' in C4WS stands for Community and from the beginning we have been a project that works in and for – and are supported by – the local community. This season we have seen continued help from community partners old and new coming together to make real change for our guests.

C4WS and the Regent's Place Community Fund

The Regent's Place Community Fund (RPCF) is a collaboration of businesses based at Regent's Place who have come together to make a real difference to our local area by supporting grassroots charities and community groups.

Under our employability theme we have provided funding to support C4WS' Job's Club and mentoring programmes and have also been able to build a strong relationship with the charity. Through our exciting partnership we ensure service users can benefit from the huge amount of resource and opportunity that exists here at Regent's Place.

We have launched a CV checking service so that guests can send theirs across and receive tailored feedback, donated computer equipment for the Jobs Club and Easter eggs and fruit for their Friday Club. Most excitingly we have offered work experience placements with our management team and with some of our supporting businesses for Jobs Club users. In the summer,



Gender of Guests

we had two candidates joining us for a Property Management placement and Community/Events and Marketing placement. Lendlease have kindly offered to host 4-6 placements at their Regent's Place office giving an overview of the construction industry and the range of different careers available within it.

We've also brokered further relationships with some of our other contributing businesses and community groups and we look forward to hearing more about how these relationships grow and some of the opportunities that arise.

It's important to note that colleagues across Regent's Place have also hugely benefited from our relationship with C4WS. We have recruited volunteers



Over **45** starter packs were given out to enable guests turn their new accommodation into a home

37 Foodbank Vouchers distributed

25 Sainsbury's Vouchers distributed to shelter guests, donated by Hampstead Wells & Camden Trust

from across some of our supporting businesses to take on mentoring roles in their Jobs Club, which they have found extremely rewarding.

"Mid way through the journey with my mentee I feel very proud to have helped someone to achieve their goal and hopefully obtain the job which will secure a more prosperous future." **Santander mentor**

This would not be possible without the professionalism, passion and expertise that C4WS embodies. We are so proud to be working with such a wonderful organisation. Our relationship with C4WS is forever evolving, by maintaining on-going dialogue with them we hope to be able to continue expanding our offering

and support and pool our resources together to make a real difference and drive real change.

Thank you to everyone at C4WS for the great work that you do and we hope to continue working together for many years to come.

Nicola Roberts
Community Fund Manager

Community Involvement

In 1844 the YMCA was created in part to offer support to young men coming to London from around Britain to live and work. They would have had no friends or family in London and the YMCA became a haven for many of them.

YMCA is now a worldwide organisation and although it no longer caters just for men, the main purpose of it being a place for people to meet and socialise remains, which is why collaborating with C4WS, and allowing their guests use of our Central YMCA Gym, is very much in keeping with our beginnings.

The work that C4WS does in helping young, unemployed and homeless



individuals cannot be overstated, and the guests that visit the gym show great enthusiasm for working out by themselves as well as taking part in exercise classes and socialising with other members. Although the relationship between the YMCA and C4WS is quite new, I believe that it is one that will continue for many years to come.

Des Byrne, YMCA Club, Central YMCA



Plan Zheroes is a small surplus food charity working to connect businesses with great left-over food to nearby charities who can use it. We run a free food donation platform and several volunteer led food collections from markets around London. One collection is at the Real Food Market outside King's Cross Station and since September 2017 we've been bringing a selection of surplus food to C4WS every Thursday evening. This food is then served at either the

winter night shelter or the Friday Club at King's Cross Methodist Church.

We're so happy to be working with such a wonderful charity. We always pick out a great selection of food to bring over to C4WS, but part of the fun is that you never know what you're going to get. Some weeks we collect hundreds of custard tarts, other weeks we might have huge boxes of meat pies! We make sure to bring over a good range of food including baked goods and sweet and savoury snacks. Without our volunteers, who collect and distribute the food, it would have to be thrown away. We're so pleased instead it's going to C4WS.

Alys and Lauren, Plan Zheroes

★ Wellbeing Tuesday

This year, we incorporated wellbeing services into the welfare support provided to our guests. Each week, we were pleased to offer these invaluable services from different volunteer organisations including Yoga Quota and BCOM.

BCOM was introduced to C4WS by the Mayor of Camden. BCOM is a healthcare and education charity, and welcomed the opportunity to provide osteopathy and soft tissue massage to C4WS guests. We arranged to take a team of supervised students to C4WS every fortnight, where we provided services to their guests. Any guests for whom a course of osteopathic treatment was recommended were then offered a complimentary course of treatment at the BCOM outpatient clinic in Hampstead.

Both staff and students commented that working with C4WS revised their understanding of "homelessness" from purely referring to people sleeping on the street to including people who have no permanent address or secure long-term accommodation. The struggles they face, including sleeping in different places each night and having to carry all their possessions around with them, manifest physically in their bodies as pain, aches, tight muscles and tension.



“Thank you so much for everything. I really appreciate the help.” Jacob

The guests who were treated by the BCOM team all seemed to require treatment and benefit from it. We hope that this contributes to their well-being and we believe it works well with the aim of C4WS trying to assist their guests in a holistic way. It was clear chatting to guests that they face many challenges, and permanent accommodation is only part of the picture. We identified guests who required onward medical referrals and C4WS arranged this, helping to ensure that a lack of permanent accommodation is not an obstacle to receiving timely healthcare.

Our staff and student feedback was that the experience of working with C4WS and their guests was wholly positive, and one which they would be happy to repeat.

Jemma Sager, Head of Clinic, BCOM



Dodzi One Year On

Hi there. I'm a young man of 22 years of age. I became homeless in October 2016 when the Home Office refused to accommodate me. I was referred to C4WS in November 2016 by New Horizons Youth Centre. I stayed in the shelter until 23rd January 2017, when I was finally accommodated by the Home Office. After I left the shelter I kept in touch with C4WS as they were so helpful and supportive. They helped me to provide statements to support my case, and I have now been granted leave to remain in the UK.

In July 2017, when I received my status, I had to leave the Home Office accommodation. I visited New Horizons Youth Centre for assistance and they made some referrals. One hostel accepted me. I contacted Sam at C4WS to let him know and he got me some starter packs! He also organised a taxi to take me to my new home. In September 2017, I started college. I'm studying Access To Engineering and hoping to go on to study Chemical Engineering at University.

I've gained work experience at Jollie Socks through Jobs Club. Sam introduced me to the Manager and I was offered a two-week internship. During this, I demonstrated my passion for the work and was offered a role as a Fulfilment House Apprentice! I passed this stage, and I'm now working part time at Jollie's alongside my studies. With my work experience and support from Sam, I've gained admission for a placement at Regent's Place in Euston.

I'm extremely happy to be part of the newly created Steering Group at C4WS which was founded with the aim of discussing the charity's work, sharing ideas and innovations on how to ensure the services fulfil the guests' needs.

I'm now living a happy life in the UK with the help of C4WS. I would like to say a big thank you to C4WS and its entire staff for making this journey a smooth one! I was about to give up, many doors were closed to me, but thanks to you I got a good job. I owe you one brother, I will always thank you.

★ CARIS Camden

The last year has been full of new and interesting experiences for me. My employers kindly allowed me to take a day off a week to work for CARIS, chiefly for C4WS and I've been helping at Friday Club, buying and chopping the fruit and doing the washing up, I calculate, about 3,000 mugs so far. I have enjoyed getting to know the members, and am glad to be there when they share the difficulties in their lives, although this often leaves me feeling like I would like to do more. It is salutary and helpful to be involved, at ground level, in one of the operations for which as a Trustee, I am ultimately responsible.

I did not know, when I took on Friday Club, that another opportunity for hands on involvement would arise. Building work at Holy Trinity, Finchley Road, prevented them from hosting the first Saturday night shelter in the 2017/18 season. St John at Hampstead, the church I attend, was kindly offered the opportunity to host instead. It had always been my hope that we might take on a shelter and the proposal was seized with enthusiasm by our new Vicar, Jeremy Fletcher, the whole church community and beyond. We harnessed the enthusiasm across a wide spectrum of ages.



For me it was an eye-opener into the amount of organisation, dedication, physical and even spiritual effort involved in running a shelter. Now when I say thank you to volunteers and staff, I really mean it!

C4WS is one of two CARIS Camden Projects, the other being Caris Camden Families. I am pleased to report that our attempts to join up the projects are beginning to take off, as we bring the skills developed in C4WS' Jobs Club to a club for the parents, mainly mums, of children attending CCF's after school clubs. These parents are often from cultures in which mothers are not expected to work but who will find life in London difficult if they are unprepared for work when their children are older.

Finally, I must say a huge thank you to Councillor Richard Cotton, Mayor of Camden in 2017/18 who chose C4WS as his mayoral charity and who could not have been a better advocate for our work with the homeless and a hugely successful fundraiser for us.

Andrew Penny
Chair of Trustees, CARIS Camden

★ Corporate Involvement

Camden has become a hotspot for businesses, particularly in the regenerated areas of King's Cross and Warren Street, and we have been hugely encouraged by the desire of such organisations to support C4WS as local neighbours and get involved in helping our guests.

The nature of this support takes on many forms, from volunteering to providing donations to raising money through grants and fundraising initiatives. We have been overwhelmed by the generosity of time and resources, and the engagement of the business community has opened up valuable new opportunities for both our guests and the project.



“The guests thoroughly enjoyed the food and were pleasant to chat to.”

Personnel from Santander UK have been delighted to be involved with C4WS, supporting the incredible work the charity does, supporting the homeless community in and around Euston and North London. The Santander UK involvement at Jobs Club has been an incredibly rewarding experience for all involved, as we have sought to help C4WS prepare their guests

for job interviews and life in working environments, and ultimately off the streets. Santander UK is committed to supporting its local communities, and C4WS is a fantastic example where dedicated and focused local action is having a real impact on the fabric of our society.

Santander UK

Over the past two years, we have had the privilege of taking part at Friday Club and organising the annual Christmas themed lunch at King's Cross Methodist Church. It is always such a delight to see so many engaged associates partake in this day of 'giving back' and supporting our local community. This year, our support has grown to include cooking at Friday Club and mentoring sessions at the Jobs Club. This weekly one to one session has not

only allowed the mentee to gain self-confidence and the foundations of job searching, it has also opened our eyes to the challenges at our doorstep.

C4WS shares so many of our values and we are so fortunate to have found them. We look forward to strengthening this partnership in the years to come.

St Pancrass Renaissance Hotel

PSP Investments has been volunteering at the C4WS shelter for two winters running. It is a truly heart-warming and humbling experience for us to get involved, although we realise that the real heroes are the local volunteers who are invariably available, cooking, hosting, fundraising, making beds, and treating guests with dignity and respect.

into groups of 5-7 people and prepare our menus, shop and cook - and we really enjoy tackling this as a team. Sitting down and having dinner together at the end is a great opportunity to talk to people from all walks of life and broaden our minds.

We'll be back next winter for sure.

We have been preparing evenings meals and breakfasts at the shelter. We split

PSP Investments

Friday Club was honestly such a great experience.

I must admit, what shocked me most was the amount of elderly people who attended the Friday Club lunch.

This experience really helped break the wall between seeing the guests as just homeless or as those in need, to actual people. Sounds ignorant and obvious, but I had a chat with an elderly gentleman and it felt like I was just talking to my granddad, which really broke my heart.

I would 100% love to cook at Friday Club again. It was an absolute pleasure taking part, and I'd really encourage people to get involved.

Zenith Media

★ Church Coordinator Stories

The Metropolitan Community Church of North London

Thirteen years ago, the United Reformed Church in Buck Street, Camden became involved with C4WS. The following year, The Metropolitan Community Church of North London joined with the URC, as we worship in the same building on a Sunday evening, in supporting C4WS in its work. I got involved in the second year when I volunteered for some overnight/morning shifts and got bitten by “the shelter bug”. The following year I helped to prepare the evening meal, while the URC volunteers covered the breakfast shift. In time, the URC volunteers were no longer able to continue supporting C4WS so MCCNL took over.

The next couple of years were quite challenging as I live some distance from the church - I took over the breakfast shift and getting up at 4:45am. on a Monday morning was my own personal challenge! I had my alarm, one of the overnight volunteers phoning me and BT calling me just to make sure I was up!! My commitment to the project grew, and I found myself as Church Coordinator. The rest is history - I'm still there 12 years later.

Many challenges have been thrown at us but with a bit of ducking, diving and creative thinking we have survived them all. The hardest challenge for MCCNL is that 98% of our congregation do not live in Camden or the surrounding area but



travel from Croydon, East London, West London and beyond. Their commitment to the Shelter overrides any long journey in to Camden, and later the long journey home. Three years ago, we survived several power cuts, thankfully the heating and cooking were powered by gas, but it led to a few “romantic” dinners and breakfasts by candle light.

Over the years, I have seen the number of beds increase from 12 to 16; the cause of the guest's homelessness change from financial issues, addictions and other issues, to include asylum seekers and those promised a new life here only to be let down when they arrived.

This year also presented a new and slightly challenging dynamic - age. Many guests were late teens and early twenties and they came with their own issues and concerns and to be honest with a couple, a little bit of “attitude”. But I think they took one look at my face, which has been around the block a few

times, and thought ‘I ain’t going there.’ We got on well because they realised I have one mouth and two ears - so listening was on the cards.

On reflection, none of this could have happened without the caring and selflessness of the volunteers who turned up Monday after Monday, Tuesday after Tuesday, year after year and in a few months’ time will be nagging me as to when the shelter is going to start again.

Sadly, I think there will be a need for

organisations like C4WS for a long time to come. Yet if we have guests like the gentleman who asked for a “pair of slippers,” to be told “sorry we are not the Hilton but we will do our best for next week,” there will always be a smile on our faces and a warm feeling in our hearts for our guests.

“When I needed a neighbour were you there, were you there?” Yes, you all were and made an amazing difference to another human being’s life.

Jen Ferguson, Church Coordinator

Bloomsbury Central Baptist Church

Bloomsbury Central Baptist Church has been part of the shelter network for the last seven years. Each Wednesday night we try to create a relaxing, homely, atmosphere away from the trauma and business of life, for both guests and volunteers.

At Bloomsbury, we are blessed with a large kitchen and eating area, and more importantly, a big screen and projector. Our first task before the guests arrive is to prepare the space, moving furniture and setting up beds. Our volunteers are a mix of young members of the church community, and those who have come directly to us through C4WS. We catch up with each other whilst chopping vegetables or putting on duvet covers (something I’ve still not mastered after seven years).

As the guests arrive, there is tea and coffee followed by the main meal and pudding. The pivotal moment of the evening comes when we vote for which

film to watch. The tyranny of the majority usually leads to an action blockbuster, though an occasional rom-com has been known to be screened.

There is a moment after the food has been served and just before the film comes on, when everyone is free to watch or read, talk or sleep. The evening gradually quietens until lights go out, when the only sound that can be heard (we hope) is the rumble of the last central line tubes deep below.

Then from 7am the shelter gradually wakes up until the last guest leaves at 9am. Later that same day, the process starts again, organising the volunteers for the following week.

I have been refreshed, renewed and changed by my time volunteering at the night shelter. I hope that is true for all those who walk through its doors.

Tim Jones, Church Coordinator

Finance and Fundraising

With thanks to our supporters

American International Church	Oliver Borthwick Memorial Trust
Belsize Residents	Pret Foundation Trust
Camden Giving	Project Dirt
Co-op Local Community Fund	RBS Skills & Opportunities Fund
Criterion Ices Ltd	Regent's Place Community Fund
Euston Town	St Giles in the Fields
Fleet Primary School	St Martin's Gospel Oak
Fortune Green Choir	St Martins in the Fields
French Huguenot Church	St Mary Brookfield PCC
Gilbert & Eileen Edgar Foundation	St Mary's & St George's Lutheran Church
GMS Estates Ltd	St Michael's Highgate
Goddard Charitable Trust	St Pancras PCC
Goodenough College	Streetsmart
Hampstead Chamber Choir	The Beatrice Laing Trust
Hampstead Parish Church	The Diocese of London
Hampstead Parochial School	The Foyle Foundation
Hampstead Wells & Campden Trust	The Francis Crick Institute
Jones Knowles Ritchie	The London Community Foundation
LHA London Ltd	The Mrs Smith and Mount Trust
Lloyds Bank Foundation	Verve Partners Ltd
Lumen Poetry	Voluntary Action Camden
Network Rail	Waitrose
North Camden Deanery Synod	Zurich Community Trust

Expenditure and Budget

	2017 Expenditure	2018 Budget
Staffing costs	£113,076	£129,897
Running costs	£31,283	£40,736
Guest welfare	£5,153	£16,000
Total	£149,512	£186,633

★ Housing and Welfare

The most significant trend that we noticed during this season was the number of young people who stayed with us. 44% of our guests this season were 18-25, which is a 6% increase from last season.

Significantly, **47% of guests within this age group were in their teens.**

Contributing factors to this growth in a distinctly younger demographic were the emergence of unaccompanied minors turning eighteen and losing the support they had previously had as children and a lack of transition between youth and adult support services with many people falling between the gap.

For these guests the trauma of becoming homeless was also tied in with lack of independent living skills. Whether leaving institutional care, escaping family breakdown or having just newly arrived in the UK, the lack of knowledge in basic daily living activities provided additional hurdles both for adjusting to the shelter and then moving on into new homes.

The gender ratio remained largely the same as previous years, **83% of guests were male** and **17% were female.**

With each year, despite the growing awareness of issues that face those experiencing homelessness, the challenges facing guests are on the rise. This year, stricter rules around benefits and the introduction of Universal Credit has meant that applications were drastically slowed down, particularly for those now required to submit Habitual

Residency Test paperwork following their initial application. In many cases, it was taking guests weeks to be approved for benefits and with this being an integral part of applying for housing it had a significant knock-on effect in delaying being able to apply for and access accommodation.

A lack of suitable move on accommodation options provided further challenges to the Welfare Team. This was reflected by longer stays in the shelter for some guests as they waited for their paperwork, the need for and implementation of Home From Home - our brand new hosting scheme (see page 8 for further details) - and the use of our Hardship Fund and grants from the Vicars Relief Fund, Hampstead Wells and Campden Trust. The crowdfunding website A Little Change was used by guests to help with deposits, those with no recourse to public funds and subsistence costs whilst in hosting.

The complexity of issues facing the guests this season cannot be underestimated. There were occasions when the Guest Agreement was breached, which caused the termination of their stay within the shelter. This is why we work with agencies across the borough, so no guest is left without a support network, even when they can no longer stay with us.

For those who did engage with our Welfare Team, **91% were supported** into more permanent accommodation. We are so proud of each and every one of these successes.



★ Mayor of Camden's Charity Appeal

The Mayor combines the role of Speaker (chairing council meetings, ruling on standing orders etc) with that of being the First Citizen of the Borough – an ambassadorial role. The Mayor is required to promote community cohesion and I interpreted that role to include those who are homeless not just those who live in the settled community. I therefore chose homelessness as the theme for my mayoral year and the focus for my fundraising activities. Each Mayor gets to choose a charity, which becomes the beneficiary of the Mayor's Charity Appeal. I made it clear that I wanted to choose a local grass roots charity and, for that reason, I chose C4WS.

There are charities, which help people with food, temporary shelter or other aspects of homelessness but C4WS

takes a holistic approach to the problem and one that helps homeless people re-integrate into the settled community. C4WS had a further advantage for me in that it is volunteer led with few full time staff meaning that monies raised go direct to the front line.

I am one of that lucky 'baby boomer' generation, which grew up in a secure, affordable council home built to Parker Morris standards. I want future generations to enjoy the same security as my family did but we currently face the worst housing crisis since World War 2 and the increasing numbers of homeless people are at the sharp end of that crisis.

During my mayoral year, I volunteered at C4WS night shelters at St Mary's Primrose Hill and Our Lady, Help of

My fundraising efforts have totalled just under **£45,000**

Christians. I visited the Friday Club at King's Cross Methodist Church and I volunteered at the Lunch Club provided by the Swiss Church, which is not part of C4WS but which performs a valuable service. It has been wonderful to see the dedication, commitment and love of so many volunteers and it proves that people really do care about the scourge of homelessness and want to do something about it.

My experience this year has taught me that there are almost as many reasons for homelessness as there are homeless people but people are rarely, if ever, homeless from choice.

I have met some wonderful people affected by homelessness. Early in my mayoralty, I met Francois Pierron at the Roundhouse (which is in the ward I represent). Francois had learned to play the piano on the public piano at St Pancras International Station and he was a previous guest of C4WS – proof of how much talent lies sleeping on doorways. He agreed to perform at my fundraising event with Alastair Campbell at Lauderdale House. He later performed for us at our fundraising Gala Dinner in March (which raised £18,000) where he was an honoured guest.

In addition to the event at Lauderdale House, I organised a number of other fundraising events including a dinner with Ed Miliband, MP, a dinner at Andy's Taverna celebrating my birthday, a series of sponsored walks, a quiz at Primrose Hill Library where I am a volunteer and a memorable 'Evening with Alan Bennett' at Friends House. I also organised an employability event at the St Pancras Renaissance Hotel bringing local employers together with C4WS Jobs Club graduates.

My fundraising efforts have totalled just under £45,000, which is more than any previous Mayor has raised. I hope that money will make a real difference to C4WS but, of course, it is not just about money. I have used the mayoralty to highlight the issue of the homelessness at countless events and in so many speeches. I will continue to be an advocate for the homeless and for C4WS.

Cllr Richard Cotton
Mayor of Camden



★ Notes from a New Venue

St John's Hampstead Parish Church reflect on their first season as a shelter venue, giving us insight to the history of C4WS and the meaning of the 4 C's.

I feel I have come full circle. Thirteen years ago an inspiring young man called Rory Paget-Wilkes sat in our sitting room telling a small group of us that Camden churches should be running a winter shelter. He had worked with the one in Islington and had seen what a benefit it was.

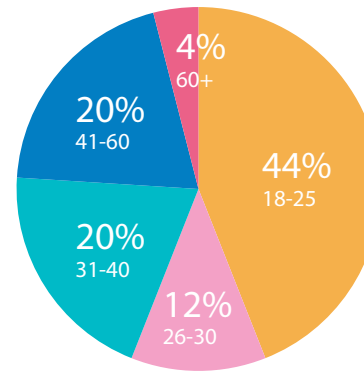
This was a new idea at the time, and I felt doubtful if 7 churches could be found who would be willing and able to host it. His powerful argument persuaded us and he became our first Project Co-ordinator. He knew how to fundraise, and recruited 6 churches from Camden and one in Clerkenwell. It became known as the Camden and Clerkenwell Churches Cold Weather Shelter - the CCCCWS or C4WS. A year later, as the Clerkenwell church dropped out, it was replaced by a City church, and later still by another



Camden church. Our 4 'C's have remained intact as the Community of Camden Churches Cold Weather Shelter. We not only had 7 churches on board for the 3 months of winter, but were able to extend the shelter from November to March, with another group of Camden Churches keen to take over for the second 3 months. I have been a Trustee and have volunteered in 2 shelters over the last 13 years.

My own church, could not offer a venue as our limited space was used by a nursery school. But 13 years later with no nursery school, a new and very enthusiastic Vicar and 2 Trustees in the congregation, Hampstead Parish Church hosted the shelter on a Saturday night. Proposed by Andrew Penny, the congregation was very much behind the idea, and preparations had to be made. The hot water system was greatly improved, we were allocated a lockable store cupboard and 2 other kitchen cupboards, and storage for 16 mattresses and bedding was found. We have a small kitchen and cooker and it was soon realised that food would need to be cooked elsewhere and then warmed and served once it arrived.

We were overwhelmed with volunteers. Whole families wanted to help, and some of them came in to set up the beds, with



Age Range of Guests

little children stuffing pillows into pillow cases. We discovered all possible ways of getting duvets into their covers. The evening volunteers followed on, setting the two large tables, getting the urn on and making sure everything was ready. How nervous we felt awaiting our first guests, but each Saturday evening we had Jenna or Laszlo with us, who not only ran through all the safety aspects but were always reassuring.

The moment arrived; we opened the door and our guests were outside waiting to be checked in by the staff. I showed them into the room with mattresses arranged around the edges, each one separated by a chair. I watched as they chose their bed, and immediately this little space they had claimed became theirs, a place of quiet and calm away from the noise and uncertainty of the streets. Female guests had another room, and our overnighters slept in the corridor.

The dining area, where tables had been arranged in two units, is a vaulted room with curtains and a low ceiling. Guests and volunteers mixed together as they ate wonderful food brought in by



parents from our church school, and the conversation flowed.

Each time I looked around in amazement and at that moment it seemed as if this was the best venue in the whole of London. Thankfulness and love seemed to fill the atmosphere.

Of course there were a few issues which needed to be dealt with, but these were handled with care, and could be discussed with a staff member when they arrived in the morning.

Our final volunteers took the bedding away to wash, always returning it in time for the following Saturday. So many people were involved, all happy to contribute in the way they felt comfortable. Of course, Nikki, Jenna, Laszlo and Sam, our staff, make it all possible, and to them we say a big thank you. I am so pleased that our church is on board at last and I thank God for all the love that was shown and experienced by all those involved.

Christine Risebero, Church Coordinator, and former Trustee at C4WS

★ Mentoring and Befriending

Moving out of the shelter and into your own accommodation is something to celebrate. However, the journey doesn't end here. Often, this is just the first step for our guests and our Mentoring and Befriending programme exists to provide a bridge to support them with managing the transition to independent living and rebuilding their life.

Mentors commit to meeting weekly for a six month period during which time they will offer support to their mentee. This might be providing a friendly face and someone to chat with over a coffee. Or it might be more practical skills such as managing household bills, setting up a budget, applying for courses or employment, looking after your health or creating new networks.

The important thing is acting as a reliable, caring and helpful point of continuity in a mentee's life as they go through this period of new change and adjustment. Whether this is being a sounding board, helping someone discover different opportunities or being the person in their life that doesn't let them down, we see time and time again the huge impact that the Mentoring and Befriending programme has for our former guests.

The most important of these is ensuring that someone doesn't return to homelessness or create a cycle of

homelessness, when the first few months of independent living can be critical in building a stable base. This might be simply through having the support of a mentor, or a mentor being able to flag issues of concern to the Welfare Manager that can then be resolved before escalating to a point of crisis.

Over the 251 mentoring sessions that were facilitated last year we have also seen guests take huge strides forward and achieve incredible things:

- a young woman start studying a business degree whilst securing new part-time employment to support herself through her studies
- a father realise his dream of becoming a taxi driver and supporting his family through his new income
- an asylum seeker being granted leave to remain and then be accepted to do a Masters
- a young gentleman reignite his passion for art and start drawing and sharing his work

A Mentor's Perspective

I had an incredibly positive experience on the Mentoring and Befriending Programme. I found the men and women in the programme to be truly outstanding individuals on the path to changing their lives. I appreciated the structure and skill

“Just had a great time with my mentor!” Khaalid

building that C4WS offered, which is why I volunteered to be a mentor. They found a very good match for me, someone with energy and colour. My proudest moment was watching the progress of my mentee, although at times it was hard for her to see it herself as she had been through so much. My role was to ensure she could see all she had achieved over the course of our time together. While seemingly different people, 'life' is what you have in common. I was very pleased to have had the opportunity to meet someone and share in the opportunity to develop together.



★ Steering Group

In a continued effort to improve the services C4WS offers, a Steering Group was established. Their main aim is to directly inform the C4WS Trustees and create new policies and areas of focus for the charity. The Steering Group is made up of a mixture of previous shelter guests, all of whom have different skills and insights to bring to the group.

The initial meeting caused great excitement among the staff team. We were incredibly impressed with the

suggestions put forward by the group, the addition of pizza may have helped! What was so striking was that many of the suggestions and ideas they suggested were along very similar lines to those the staff were hoping to implement. With their drive and ideas, the Steering Group will inform the discussion at the Trustee meetings, and will start to have impact on the services C4WS has to offer.

All we can say is, watch this space!

★ Host Story

I had been involved with C4WS for some years, since my church had been a host venue. I stayed in touch, and saw the appeal for *Home from Home* hosts. I live alone for most of the year, except when my daughter returns from the USA on university vacations, so I knew I could offer her bedroom and still have my son's room available for him and other visitors. My main reservation at the very useful briefing meeting was that I work more than full time and I am out or away quite a lot, so any guest would be alone in the house most of the time and I would not have the time, nor the experience to offer much support. My daughter and son were pleased that I was volunteering as a host, both being aware of London's housing problem and having volunteered at C4WS themselves. My friends, who acted as my references, were concerned, but I could tell them about how any female guests would be carefully vetted as they would be working with the Welfare Team whilst staying at the shelter.

Two potential guests were identified; the first fell through a few hours before my first home visit, so we went ahead

anyway and completed the DBS check. This proved worthwhile, as a guest arrived shortly before the end of the shelter, who needed somewhere to stay which she could continue her part-time job and engage with Nikki in finding permanent accommodation. She stayed a few weeks as arranged, before moving into a women's hostel.

My guest had lived in UK for some years, arriving as a refugee from Ethiopia, and was a very devout Muslim. We had some interesting talks over meals together, more restricted by her evening shift work than her vegetarian diet. She was quiet and considerate, having built up her social life around the mosque and work, and had support from a friend who was storing her possessions.

Home from Home enabled me to help C4WS in their continued support to my guest, helping her rebuild her life after becoming homeless, because Nikki had identified that she would benefit from what I could offer. I plan to host next year, given the care taken to make sure it worked for both of us.



★ 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.c4ws-homelessproject.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

txt

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



Mourib

When I was growing up, never did I imagine that one day I would be homeless and broke! But sadly, that reality came to pass in my life very recently – and it was the darkest and most horrible experience of my life. I used to sleep on the street – in the lonely darkness of the night. People ignored me, as if I didn't exist. I couldn't come to terms with the fact whether I was alive or dead?! Was I a ghost walking on the empty streets? Had I died somewhere along the way? I didn't even know which year it was! I was living in a nightmare.

Luckily for me, that nightmare ended. In the cold November nights, I found a night shelter to take sanctuary in. I was offered food and bed, during the morning and evening. The staff and volunteers at C4WS provided a lot of comfort and support. There were also others like me; other homeless people who had been through their own dark journeys. The shelter was our only chance of finding life, in the grip of death!

The people that welcomed me in were very friendly and caring – they were honestly there to support us in every way! Slowly, in the care of C4WS, my senses came back to reality. Within a couple of weeks, I got my grounding back. I was feeling well again, both physically and mentally. I felt that I was resurrected back from the dead. It takes a while, but C4WS provided me with every facility I needed! From help with my lost identity documents, to the recovery of my sleep and food, C4WS was there to look after me and the others in the shelter.

It's been more than six months that I have been in the care of C4WS. Even though the winter passed, and the shelter closed, C4WS found me stable accommodation through Home from Home, their hosting project, so I didn't have to return to the streets.

Today I am doing very well, and that nightmare-of-horrors is behind me forever. I have made a resolution with myself to never see those dark days again!



Referral Agencies 2018:

- | | |
|-------------------------------|-------------------------|
| Albert Kennedy Trust | Safer Streets Team |
| American International Church | SankTus |
| British Red Cross | Spectrum |
| CARIS Islington Shelter | The London Irish Centre |
| Crisis | The London Jesus Centre |
| Housing Options | The Manna |
| New Horizons Youth Centre | The Refugee Council |



HOMELESS PROJECT

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

f C4WSHomelessProject
t C4WSCamden
i @C4WSHomelessProject

Telephone 020 7278 6267
Email admin@c4wshomelessproject.org
Web www.c4wshomelessproject.org