



44 WWS

**HOMELESS PROJECT
ANNUAL REPORT 2016**

C4

**"I move
in on
Thursday.
Million
thanks!!"
Risto**

| | |
|--|-----------|
| Introduction | 4 |
| Guest story - Risto | 6 |
| Shelter overview | 7 |
| My time with C4WS – Volunteer story | 9 |
| Welfare and housing | 10 |
| One year on – Freda's story | 14 |
| Jobs Club | 16 |
| English classes | 20 |
| Friday Club | 21 |
| Long term welfare | 24 |
| CARIS Camden | 28 |
| Guest story - Orlando | 30 |
| Shelter Assistant | 32 |
| Community involvement | 33 |
| Corporate support | 38 |
| Giving | 41 |
| Finances and fundraising | 42 |

WWS

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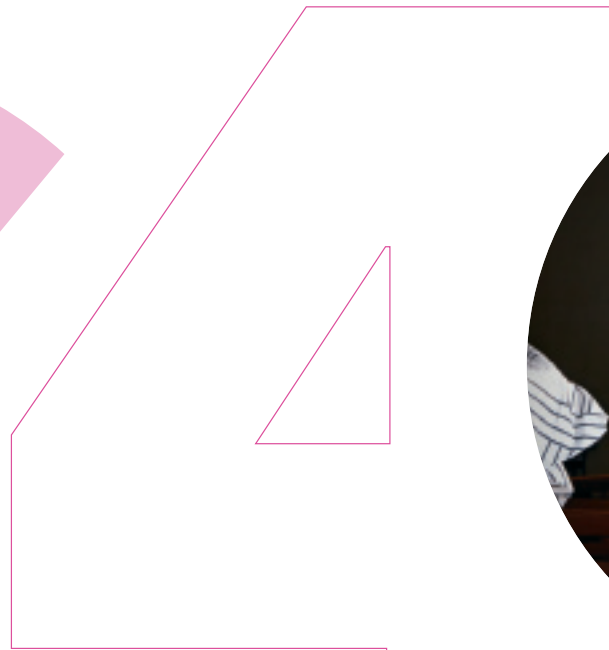


Introduction

C4WS Homeless Project was established in 2005 as a response to the homelessness issue that many churches were encountering and struggling to deal with in a way that made a tangible, lasting difference. We never imagined that 11 years later, we would be living in a time where homelessness is at an all-time high with the number of people **sleeping rough in England on any one-night doubling since 2010 and increasing by 30% in the last year.** It is now estimated that **2,569 people are sleeping on the streets in England** and that is not including the thousands of people that are classed as hidden homeless (sleeping on a friend's floor, sofa-surfing, sleeping on night buses) and therefore not included in these official figures. This increase has of course been reflected in the need for our service. **In the last three years, phone calls for bed spaces at our shelter have DOUBLED.**

In 2015/16 we received **478 phone calls** for bed spaces in just five months and were able to give shelter to **82 people from 33 different nationalities. 96% of those who engaged with our services were supported into more permanent accommodation.** This is a reflection of the hard work, dedication and the 'never give up' attitude of the C4WS Team, in addition to working in conjunction with specialist agencies and accommodation providers to make this possible.

C4WS Homeless Project from the outside looks like a small charity, and in many ways it is, but its impact is incredibly impressive. We may only be able to support approximately 300 homeless people a year through our various services, but when you consider there are only three permanent members of staff, running a night shelter for five months of the year, an all-year-round lunch drop-in club,



English classes, a mentoring and befriending scheme and an extremely comprehensive and successful

Jobs Club, the support we offer is

amazing. We could not, however do this without the incredible dedication and support of our incredible 700+ volunteer force. They are the ones that make everything work. **Without them, we simply couldn't exist.** They are the lifeblood of C4WS Homeless Project and they do so much behind the scenes which enables the professional staff to get on with the intensive welfare support that we offer each one of our homeless guests.

We live in uncertain times and homelessness is on the rise and C4WS



Homeless Project will be around for as long as it is needed. We will continue to support homeless people with the utmost dedication, commitment, professionalism and passion that we have for the past 11 years.

I hope you will enjoy reading about the impact that C4WS is having on so many lives and the incredible stories of the people that we support. Their stories are often harrowing but what runs through each one of them is **hope**...hope for a new beginning, for a different life and the determination to make it happen. They experience pain that most of us could never imagine but they face it with such grace and fight. They are what I think of as 'quiet heroes'.

Amanda Pickering
C4WS Project Manager



Risto

Guest Story



London wintertime. Wind is colder than -30 degrees back in my home country. At least that's what I remember.

Walking around day after day, with an injured leg and a broken wrist. I blocked all my thoughts. Bad ones and good ones. Makes the situation easier to survive. Standing in a row queuing for food with all the other homeless people. Some of them are nice but life had got them in a bad way. Others weren't so nice. I lost all positivity.

I kept going to a church but I was embarrassed because of my situation to speak to anyone. For some reason I opened up to an anonymous lady and she found a youth agency I could go to get some help. They provided lunch and advice so I kept going there every day, but each

night I was still homeless, sleeping who knows where and who knows how. Wet or dry. Sad or happy. Once I even got all my belongings stolen.

After two weeks the youth agency called me to say they had found me a place to stay with C4WS for 28 days shelter. My wrist was broken in several places so realistically I thought it would be enough time for my arm to get better and then at least I could cope with being on my own once again on those cold and ugly streets.

Each night I slept in a different church and they gave me dinner and breakfast. They were so friendly. Every day they saw me, the staff and volunteers smiled at me and always talked to me, even though there was plenty of other guests they

were working with.

C4WS also found me an apprenticeship opportunity with Pret a Manger where I could work after my wrist got better. And they didn't show me the door after 28 days, **they kept me in their system and they gave me all the support that I could think of.** Now, a few months later, I've successfully finished my apprenticeship and got a full time job with Pret a Manger - which I got only because of C4WS and their trust for me. I've worked myself up. **I've got my own job, my own home and my own LIFE!** One thing I know, I am never gonna find a proper way to thank these guys, amazing! Love you Sam, Amanda, Emily, Becky! Thank you!



Shelter Overview

The 2015-16 shelter season launched in November 2015 with our churches opening their doors to 16 guests a night, rather than 15 as in previous seasons. Whilst offering one more bed space a night might not sound like much, in practice this meant another 140 beds for our volunteers to make, and another 140 meals to cater for over the five month period of the shelter season. But our churches incorporated this step-up in capacity seamlessly into the service and welcome they provided for our guests, enabling us to offer help to more people and keep our waiting lists shorter, as demand for our services grows ever stronger.

In addition to our existing 700-strong volunteer corps, C4WS staff trained up another 156 new volunteers this season, who came to us from church congregations, local businesses and colleges, and ever-increasingly, through word-of-mouth amongst the wider north London community. Our volunteers' compassion and commitment is what makes the shelter the truly supportive as well as practical resource that it is for our homeless guests. Whilst C4WS staff

busy themselves with welfare support, our volunteers put love and care into providing a warm, welcoming venue each night that, despite its temporary nature, our guests regularly describe as a home-away-from-home. The volunteers offer a nightly distraction from the worry and hardship of the streets, with movie showings, table tennis and board games featuring amongst other activities, as well as the simple pleasure of a good conversation over a home-cooked meal. They take the time to provide a listening, non-judgmental ear, and with it the solidarity and companionship that helps people regain their dignity and sense of self. We're truly grateful as a small charity to have such voluntary support from our local community, and in manning our nightly shelter, for the life-changing work they make possible.

In the second half of the winter season we were delighted to welcome a new church on board to join our rotation: St George's Bloomsbury. Church warden Julian Sharpe had been a long-standing volunteer at another of our shelter venues, and he teamed up with Pat Day-Cobb at Goodenough College to provide an outstanding new venue, staffed by

volunteers working together from both St George's congregation and Goodenough College. Guests and staff alike appreciated the convivial atmosphere in the dining space of the vestry hall, and marvelled at the beauty of the Grade I Listed church itself, which acted as our men's sleeping area, complete with under-floor heating.

C4WS staff would like to say a special thank you to all of our Church Coordinators, in particular this year to Tim Chambers, Stephanie Kremmel, Patricia Doherty and Charmaine Doherty, who have worked with us for several years but are now moving on to pastures new. We look forward to working with their replacements, and to welcoming Emmanuel Church, West Hampstead, onto the shelter circuit for the first time this coming winter. Finally, our heartfelt thanks to our body of churches who have been part of the C4WS shelter scheme for many consecutive years. You are the backbone of our work, and are at the heart of everything we do.

Church Coordinator

Yofish Mohammed

Volunteering as the Tuesday night Church Coordinator helped me to understand the tremendous effort that C4WS put into helping their guests on a daily basis. Coordinating the volunteers and getting the venue ready each week gave me the opportunity to use my language skills, hone my ability to organize, and work as part of a team. I am very thankful to volunteer at C4WS – the experience made me more motivated to be involved in the future.

**We received
478 phone
calls for bed
spaces at
our shelter**



**My time with C4WS
– Kim Marren**

The week leading up to and even moments before my first evening at the shelter I had been wondering how I was going to be able to make the guests feel at home. It was my first time volunteering, I'd never met them and didn't know anything about anyone or where they were from.

Well, the moment I stepped into the room something happened. I stopped thinking, because I was greeted with a smile, then another, followed by someone asking me my name and offering me tea. "Would I like a biscuit?" someone else said, followed by another person asking me what I did. Five minutes in and I was sat down, smiling from ear to ear with a tea and biscuit and to top it off having my portrait drawn.

I hadn't just been greeted by a fellow volunteer but by the guests. **They had welcomed me into their home, a space C4WS has created and done so very beautifully.** It was a welcoming home, not just for its many lovely guests, but for the volunteers also. I don't think I stopped smiling that first evening. Being there had started to give me a sense of belonging I hadn't felt before and each evening

Volunteer Story

brought something new and unexpected.

One of the many lovely memories I have was collaborating to write poetry, something I really love. The aim was for myself and a few of the guests to come up with a short poem we called Empty Box. One of the poems we created for this, and that I will never forget, went like this...

**"An empty box filled with
Angel feathers to spread all
around"**

Moments like this add so much to my life. During my time volunteering I had a few personal troubles and I can truly say that each evening I arrived at the shelter it was as though they just disappeared. Someone once asked me where and what home is for me. Is it a place to live? A place where family and friends are? Is it inside of me? **For me, the shelter felt like what a home should feel like.** It made me feel a sense of true belonging and fulfillment that I hadn't experienced in my day-to-day life - and even in my own home. It was somewhere I could just be me.

I feel like I have been given so much throughout my experience and can't wait for the shelter to open their home again. Thank you so much to C4WS. To me you are all like angels.

Welfare and Housing

In our 2015/16 shelter we had 82 guests stay with us from 33 nationalities.

77% of our guests were male and 23% were female, which is a similar ratio to recent years.

We saw a 12% increase in 18-25 year olds who were homeless. They made up 48% of our guests this season which is a staggering and sobering number. The main reason for this is the lack of available housing for young people compared to just a few years ago and the changes to welfare rights for European Economic Area Migrants which many of our young people have been hit by.

Dean Harris, Advice Team Manager at New Horizons Youth Centre shares more:

"To have access to such a useful resource in this day and age is not only a huge relief, but unfortunately in a time of cuts, welfare benefit reforms, unrealistic rent charges and a general lack of accommodation, it is a necessary resource, as we desperately seek to take our young people off the streets and away from the chaos that comes with it.



C4WS HOMELESS PROJECT

82 guests were given shelter

C4WS transforms lives, as it welcomes clients into a safe and productive space where they can work on their self-esteem, attend college and take a respite from the streets.

The staff are client-focused, committed and have an excellent ethos which complements ours at New Horizon Youth Centre. The clients can move on with their lives whilst working on their needs, such as employment, education, training and socialisation skills, ultimately moving onto making a positive contribution to society and living a life they deserve.

It's a pity C4WS can't stay open all the year round as an emergency bed provider, as **the work it carries out is second-to-none. It is an invaluable resource** for both us as an organisation and the clients who live on the streets of London.

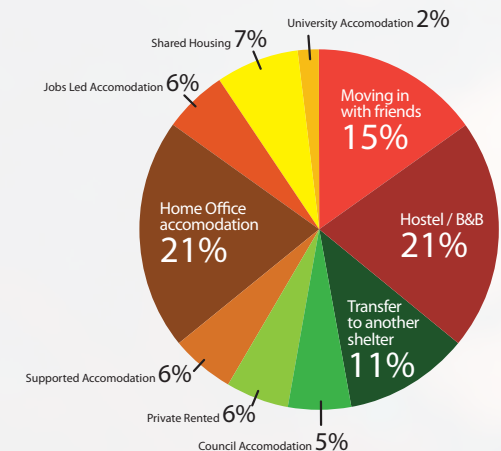
Thank you C4WS."

Perhaps one of the most shocking figures of all is that the percentage of guests ineligible for benefits has increased from 10% to 44% in the last 2 years. This has had a huge impact on how we support homeless people, in that almost half of our guests cannot access accommodation unless they are working. We have responded to this by substantially increasing our employment support and have seen phenomenal

success with housing the same number of guests as in previous years, even with this setback.

Our housing support has always been one of the most impressive parts of our welfare care package offered to all guests at C4WS. **96% of those that engaged in our service this season were supported into permanent accommodation.** It is important however to give the entire picture. Not every guest that asks for our help, has a positive outcome - 6 people were banned and 14 people disengaged from the shelter (i.e. stopped turning up for whatever reason). It is inevitable that for some people, being in a shelter can bring up emotions that they are simply not ready to deal with and they therefore leave, or for others, they find another form of accommodation and do not inform us. But for those that were ready to engage, we were able to support almost all of them. The type of accommodation is varied but below is a snapshot:

Accommodation Guests Moved Into

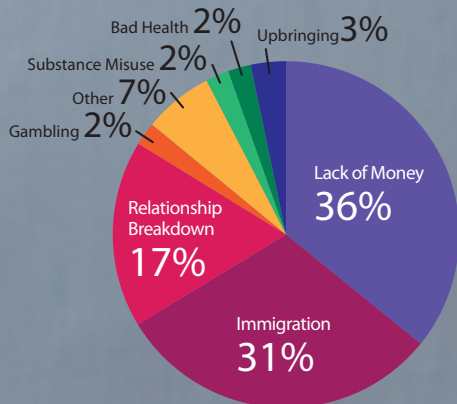


..Welfare and Housing

The support needs of our guests continues to rise in every area. Below are the statistics from this season compared to last season.

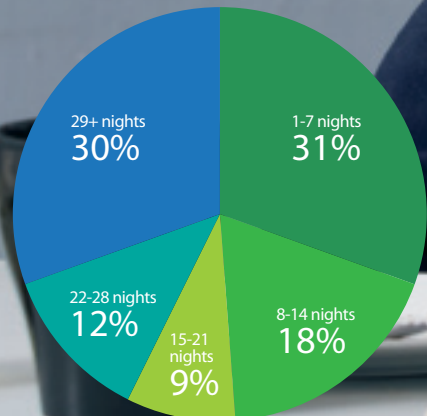
| Support needs of Guests | Season 11 | Season 12 |
|---------------------------------|-----------|-----------|
| Lack of English Speaking skills | 33% | 37% |
| Substance misuse issues | 10% | 17% |
| Physical health problems | 24% | 41% |
| Mental health problems | 28% | 38% |

Primary Reason for Homelessness



"I just got called this morning from YMCA. I'm here right now. Thank you so much for all your help. Please thank everyone for me" Alem

Average Length of Stay



As you can imagine, with so many needs and requirements to take into account, our range of in-house services combined with external support agencies is substantial. Here is just a snapshot of the type of support we make available to every homeless person we work with:



One year on - Freda's story

Guest Story

96% of those
that engaged
in our services
were assisted
in securing
accommodation

Last year around April/May, a lot of good things were beginning to happen in my life. C4WS had helped me secure a comfortable place to stay, they provided me with a set of kitchenware, toiletries and food to get me started in my new home. Additionally, I had been accepted to university to study Clinical and Community Psychology. However, I still had a lot of personal battles that I was facing and it was imperative that I overcome them or at least find a way of dealing with them.

Before moving on from C4WS Night Shelter and into the new-found accommodation, I was asked by C4WS if I needed a mentor who I would be seeing on a weekly basis and I agreed. I actually felt very blessed to be offered a mentor. Most importantly, it demonstrated that even though I was no longer at the homeless shelter, C4WS

was still there for me and it was quite reassuring to know that I was not on this journey alone. Especially since I had a lot of personal struggles: I was still battling with anxiety and depression, and I was also self-medicating with alcohol.

A year on: I have been meeting with my mentor every week for cake and coffee. It has been refreshing to speak to someone freely without any fear of being judged. And not only that, I remember the day I was going for my university interview and I had breakfast with my mentor. We discussed about academic interviews, and what is expected from an interviewee; what sort of questions to expect and more generally what effort I am ready to make as a mature student. She called me that evening and I shared that I had got in! We were both very happy. But that's not all - my mentor has supported me through my journey of recovery from depression and

anxiety as well as alcohol dependency. She has met me every week for the past year and is even so kind to wait when I am running late. She listens and is a friend. Whenever I am making important decisions, like when I was looking for accommodation before starting university last October, she dedicated her time (a whole day) and came with me to the open day at the university, and I tell you, **it felt like the mother I never had**. Then I started school and was struggling. She made sure that she checked up on me and to see if I was okay. We have been sitting in the cafe discussing and planning course work as well as exam revision. It does feel like we are both studying and to be honest given my background and how London life can be so hectic, **I am so honoured to have someone to mentor me and most of all to know that even though the C4WS staff and coordinators are not physically there, they are in the**

background... And indeed, she, my mentor, and C4WS have sowed a good seed in me because now I can brag about my results from my first year. I can brag that because of them **I did manage to get a summer job at a hospital and I have been able to build my confidence and know that I can have a family that I can count on always**. I can never say thank you enough...

Looking back, I cannot believe that I have evolved into the person I am today. I cannot believe that I was that low in a state of hopelessness. Thank you C4WS Homeless Project and all of you that support them for **enabling me to have hope again. I feel empowered and have a new motivation**.

Freda – guest of C4WS Night Shelter
2014/15

Jobs Club

A crisis happens and you end up losing your home. You're sleeping on a church floor, carrying all your belongings around with you day-to-day. As you try to start fitting together the pieces of your life you discover that your only chance of getting back into accommodation is securing a full-time job.

Sound like a nightmare? This, sadly, is the increasingly common reality for so many guests of our night shelter who simultaneously have to find solutions to being both homeless and unemployed. Over the last couple of years, changes to both the housing and benefits sectors have meant that an alarmingly growing number of our guests have no hope of escaping homelessness without first gaining some form of employment.

It is for this reason that our dedicated Jobs Club has become an integral part of the welfare work we now do with guests and one of the main ways we are able to help people off the streets and into housing. In many ways, this last season has seen us become a project that doesn't just alleviate homelessness but also now tackles unemployment.

Built from the same DNA as the night shelters, the Jobs Club is a service that empowers guests and equips them with the skills not just to solve the short-term problems they are facing but to make a long-term, life-changing difference.

The Jobs Club operates weekly where guests are given appointments with trained volunteer mentors who work with them in one-on-one sessions to achieve their goals. For some people this is finding work as quickly as possible so as to be able to move into housing. For others, such as asylum seekers who are unable to work, it might be securing volunteering opportunities that help them build networks, offer something meaningful to do with their time and develop job-ready skills for the future.

No two people coming into the Jobs Club ever have the same needs and our service respects and celebrates this. Whilst some mentors work with their guests on creating a CV, others provide invaluable IT support for those struggling to navigate the increasingly online world of job opportunities and applications. One week it might be carrying out research for an upcoming interview whilst the next is about making sure someone has all the right clothes and equipment for their first day on the job.

In addition to the work of the mentors and the staff we continue to offer Performance



Coaching workshops to help guests with their self-confidence and body language and also arrange for them to participate in external interview-practice sessions hosted by local companies.

The work of the Jobs Club continues throughout the year and with accommodated guests in training programmes at Margins, apprenticeships at Pret a Manger and starting new jobs with Connection Crew, to name but a few, we are continuing to support those taking the next steps in rebuilding their lives.

Practice Interview Sessions

Following the success of volunteering at our Friday Club and wanting to get more involved with supporting our work, local creative media agency IPG Mediabrands EMEA Hub hosted a mock interview practice day at their headquarters in Clerkenwell.

Six of our guests were invited to attend and participate in a series of interview sessions with panels of staff from across the company. This was a chance for them to put into practice the skills they had been learning in Jobs Club and benefit from the feedback of experienced employers and managers.

The day was a huge success with guests not just being able to take advantage of this situation but also the experience of visiting and conducting themselves in a work environment where they might have real aspirations of working.

Following the interviews, IPG Mediabrands EMEA Hub prepared detailed feedback documents which C4WS staff were able to talk through with guests who could see what they did well at and what they needed to work on. All of those who attended the session commented on how much they enjoyed and learnt from it – with several going on to successfully interview for jobs as a direct result!

Jobs Club Case Studies

Coded Welder

For every guest wanting a job as a barista or in construction work, there is someone qualified as a Chemical Engineer or wanting to get into medical school. When Ryan walked into Jobs Club and said he needed help finding Coded Welder vacancies our first port of call was hastily googling what a Coded Welder was...

As someone who struggled with computer literacy, Ryan was grateful not just for his Jobs Club mentor helping him find job vacancies in this field but also to begin to understand how to search for these by himself.

In their searches they discovered a job in a college looking for Teaching Support in an engineering class. Ryan had never considered this as an option before but with more than 20 years on-the-job experience and enticed by the idea of regular teaching hours he applied and was immediately offered the job being told he was exactly what they were looking for.

He started the next week and the shelters were fantastic in sorting him an early breakfast before he set out for work each morning. After a couple of weeks he had saved enough money to move into his own accommodation and repaid C4WS the money that had been loaned to him for travel to get to and from college.



Margins

The four month paid Kitchen Trainee programme offers those people who have been affected by homelessness an opportunity to learn skills, acquire qualifications and gain on-the-job experience. Over the years C4WS has referred many people to the project – some of whom have continued to develop a career in food and gone on to work as chefs in restaurants across London - and this year we were delighted to have two guests accepted onto the scheme. Both are benefiting from the guidance of the fantastic team at Margins where they are working hard to get their Food Safety certificate and helping prepare the food for those attending concerts and events at the Union Chapel.



4000 meals served

Stats

- 63% of those eligible and looking for work found employment as a direct result of Jobs Club

- We arranged 74 sessions for guests to work with Jobs Club mentors on their employment plans

- 81% of guests completed a CV who didn't have one before coming to Jobs Club

- 75% of those who were looking for volunteering opportunities were successfully found placements

Jobs Club Mentor – Cris

"I found that volunteering as a Jobs Club mentor was a very rewarding experience. I worked with different guests over a few months, and with one guest for a number of weeks.

Having had the experience as a non-British (I'm Spanish) arriving in the UK with a limited knowledge of English and an even more limited knowledge of the culture some fourteen years ago, and having worked hard through different jobs to my current position at a health-related organisation, I could help guests not just with the tasks of looking for a job and applying for them but, most importantly I found, with giving them the confidence that they too could make a way for themselves, drawing on their skills and positive attitude.

I found it personally rewarding to be able to inspire guests and give them hope that their situation can change, and since volunteering for the Jobs Club I have learned that some of the guests have been successful in securing a job. This was a brilliant opportunity to really make a difference."

English Classes

37% of our guests lack English speaking skills, enough so that it would hamper their abilities to secure employment or even study. Unfortunately, due to the welfare cuts, those that need English classes the most are finding it increasingly difficult to find colleges and learning centres that will accept them and give them the intensive support they need. We are very proud **we have been able to offer English classes to our guests free of charge for the last 5 years** and are incredibly grateful to Antony, our amazing volunteer English Teacher who gives C4WS his time, energy and expertise to teach our guests vital English language and literacy skills.

"Teaching English at C4WS is a fulfilling and gratifying experience and all the students I met over the last cold weather season and have met in previous years; sometimes just for one lesson, sometimes for half a dozen; are always motivated to learn and practice new language.

One of the main challenges I see faced by people I meet struggling to survive and find stability in this relentless city is the lack of services providing more intensive, targeted English language learning. There are some daily learning tasks that language students can do to improve their level of English but the structure of lessons and interaction with other students would help immensely.

As a teacher working one session a week it can sometimes seem to me that my

impact is negligible due to the fleeting moments I have with most individuals, but I hear positive feedback from some students and do try to sensitively tailor topic areas for relevant and fun lessons.

I anticipate another busy season at C4WS."

Antony Bailiwick - English Teacher

Friday Club

Friday Club is our weekly drop-in service run in conjunction with King's Cross Methodist Church that provides food, showers, clothing and toiletries, companionship and welfare support to those in need - including rough sleepers, shelter guests past and present and those living below the poverty line.

Each Friday we welcome up to fifty people to the Club who are able to enjoy a hot and healthy lunch cooked by our volunteer teams who come in from local companies and community groups.

C4WS staff are on hand every week to provide professional help and signposting for members, whilst we also work with local organisations to offer other services such as physiotherapy and even the chance to have portrait photos taken with a professional photographer.

30 homeless people supported with English classes

..Friday Club

FairCuts

The newest – and one of the most popular – additions to Friday Club is what's come to be known as **FairCuts** – our very own bespoke hairdressing service. This is something we have long wanted to facilitate with many of our members unable to afford regular haircuts or having suffered stigma attending salons which has deterred them from going back.

Set in the familiar and safe surroundings of Friday Club, members are able to enjoy a chop, shave, style and friendly natter with our fantastic stylist, Kim Marren (see Volunteer Story) and the length of the sign-up list for FairCuts is testament to both its need and popularity.

Quotes from Volunteer Teams

"It felt like we were extending ourselves and skills to a much larger family than our own, and we enjoyed every bit of it."

Patrice Adams, Origin Housing

"While we were cooking and serving we also had an opportunity to talk to some of the attendees at the Friday Club and we were blown away by their stories, resilience and humour! A number of us are already talking about going back – that is how much we enjoyed the experience."

Stella Ajuwa, Origin Housing

"It was a memorable experience for all employees, to date they still talk about their experiences with C4WS and having spent time with local charity members and residents. What we valued most was the interactions with the local residents that really allowed for us to understand the need and aim of this charity."

Samantha Wright, Vistaprint

"It was a great day, really rewarding, and definitely something which we would be keen on doing again."

Nicola Ellen, Shoosmiths LLP

"Sitting down for a chat over lunch with our guests was definitely the most interesting bit of the day. Everyone was welcoming, friendly, easy to talk to and was eager to ask us questions - there were so many fascinating stories we heard around the tables. There was also one quite memorable moment that happened as we were leaving the church afterwards. Many of us see homeless people on the street every day and often walk past without even glancing at them, yet as we headed towards the tube to leave, one of the guests from lunch was sat outside the station entrance on the pavement. As we walked past, he said hello, thanked us for lunch once more and bid us a cheery farewell, **instantly breaking down that invisible barrier people put up between themselves and homeless people.** It was the perfect reminder that at the end of the day, everyone enjoys meeting new people and chatting with friends over lunch, **and homeless people deserve to be treated with the dignity and respect you'd show any other person.** I think cooking lunch for the Friday Club definitely reminded us of that, and made a positive impact on the whole group."

Ian Trzcinski, Newton



Stats

- In 2015 we had 2127 visits to Friday Club

- There was a **65% increase** in attendance at Friday Club in 2015 from the previous year

- We welcomed **117** new visitors who signed up to become Friday Club members

- Due to an increase in rough sleepers we now offer **shower facilities** to those who otherwise don't have access to bathrooms

- The **Quaker Mobile Library** visits every month offering guests the chance to access books – and reading glasses!



predict when someone might call on our help, but knowing we will carry on that support is integral to ensuring prevention of a 'revolving doors' situation through our projects.

NB. Below are real stories of guests that C4WS has supported. We have changed their names to protect their identities.

One Day After Leaving The Shelter

Having checked out the facilities in her new accommodation **Esther** returns to the C4WS office to pick up her starter packs. These are boxes of food and essential household items including pots, pans, plates and bedding that helps Esther turn her new house into a home. C4WS provides transport for Esther to take her new possessions directly to her accommodation and that night she enjoys cooking her own dinner for the first time in months.



Long Term Welfare

It is always a moment for celebration when someone successfully moves on from our night shelter into their own accommodation. Whilst they are no longer homeless this is often only the start of a long process of beginning to rebuild their life – and one which we are committed to supporting for as long as necessary.

Having a place you can call your own and the security that brings is restorative in-and-of-itself. However, that does not mean that the reason you first became homeless has been resolved, or that automatically you will not return to a point of crisis in which you may become homeless again.

It is for these reasons that we believe in offering continued support to those leaving our shelter in order to bring about real and long-lasting change. Not everyone needs it and it is often hard to

One Week After Leaving The Shelter

Mohammed has found moving from the communality of the shelter - where there are other people to talk to and enjoy the company of each night - to his bedsit a bit of a shock. C4WS invites him back to the shelter to join everyone for the evening meal (our wonderful volunteer cooks not blinking an eye when we ask if it's possible to cater for an extra mouth!) With basic cooking skills Mohamed is grateful to enjoy a home-cooked meal and catch up with other guests and volunteers he has got to know during his stay. He leaves at the end of the night with a full stomach, a reminder that he is not alone and an invitation to come back again if he would like.

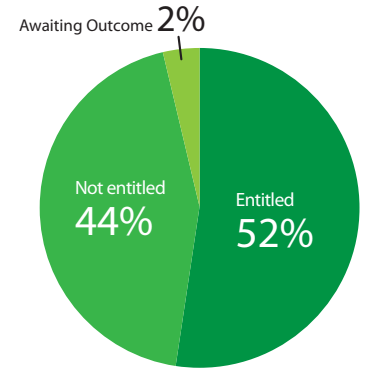
Whilst Mohammed is at the shelter that evening, the C4WS staff checks in with him about how he is managing his new home. He has brought some paperwork about his new tenancy that he doesn't understand and the staff member is able to help explain what it means.

Hana has moved into a hostel and is about to start an ESOL course next month but in the meantime continues to attend our English Classes where she has been progressing brilliantly under Antony's tuition!

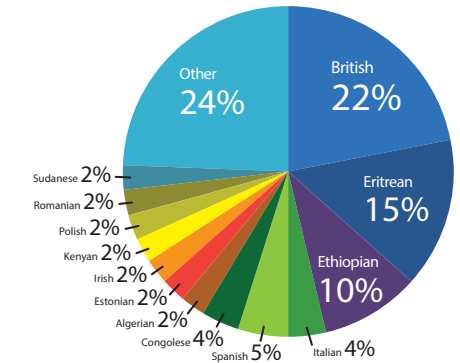
Karel has been coming to Jobs Club for several weeks now during which time he has secured an interview. He comes to Jobs Club to roleplay an interview scenario with his mentor in preparation and do some research that will help him before he meets his new potential

employer. He also dips into the Interview Wardrobe and picks up a smart shirt and trousers that he can wear to his interview.

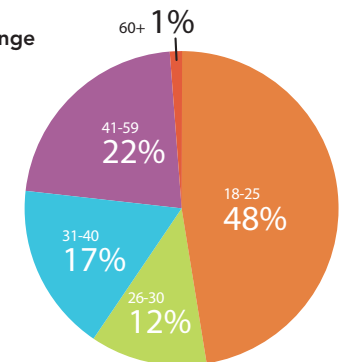
Benefits Status



Nationality of Guests



Age Range



..Long Term Welfare

One Month After Leaving The Shelter

Joe pops into Friday Club in a bit of a panic. He's just got his new mobile phone bill and can't afford to make the payment this month. A volunteer makes him a cup of tea and he sits down with the C4WS member on duty to work out a plan. They call the phone company, explain the situation and manage to get an extension on his payment. The C4WS staff member then helps Joe work out a simple budget plan so he can see all his incoming and outgoing finances that he needs to make provisions for. Joe goes away feeling calmer and promising to switch over to a pay-as-you-go contract where he can more easily manage his spending on his phone.

Faizel is a refugee who doesn't know anyone in the UK so we set him up with a trained volunteer from our Mentoring and Befriending Scheme who he can meet up with each week for a coffee and chat. His mentor also suggests that perhaps they can explore London together and they will show Faizel some easy and free activities he can do that will help fill his time and enable him to meet other people.

One Year After Leaving The Shelter

Larry has just lost his job and with his savings dwindling is panicking about how he will be able to pay next month's rent.

This is a similar situation that led to him becoming homeless a year ago but this time rather than burying his head in the sand, he calls C4WS. One of the Welfare Team is able to speak to Larry's housing provider about the situation and also suggests he come to Jobs Club where they have links to some ready-to-start-work-jobs. Larry aces the interview C4WS finds him and is able to start the job the following week. Sending proof of his new contract to his landlord, he is granted an extension on this month's rent until he gets his first pay package.

It's the first night of the shelter and amongst the volunteers sitting down for a briefing with the C4WS staff member is **Sacha**. This time last year she was sleeping on one of beds in this church. Now she has just helped set up sixteen of them for tonight's shelter! Her life has completely changed and she is excited about her first volunteer shift. As soon as the doors open she is the first in line with a big smile on her face as she welcomes the new guests, easing their worries, and then sits down to play a game of Scrabble with them.



C4WS HOMELESS PROJECT



96% of those that engaged in our services were assisted in securing accommodation



CARIS Camden

I hope that like me, reading this Report, you will have been struck by the breadth and the depth of the support which C4WS gives to people facing homelessness. I am impressed not just by the numbers of different people involved, the groups and individuals whose skills, energy and enthusiasm is harnessed into giving help, but also by the variety of the services offered. Most impressive, however, is the dogged determination to look for the causes of homelessness and the perseverance in finding remedies.

I would like to add my thanks, however, to another group: my fellow trustees who, on the whole, stay in the background but who try to support the staff with strategic guidance and some practical help. In particular, I should mention Geoffrey Browne whose tireless work as Treasurer is largely unseen but, of course, absolutely vital.

We are not just trustees of C4WS. CARIS has other funds and I am pleased to say that our search for a project to help homeless families in Camden, is coming to fruition. We hope that, before the

end of this year, we shall be running an after school club for the children of families living in temporary hostel accommodation in Camden. Like C4WS, we will certainly be seeking to harness the goodwill and generosity of our volunteers, companies and other groups in helping those facing homelessness and individuals in families in practical and appropriate ways.

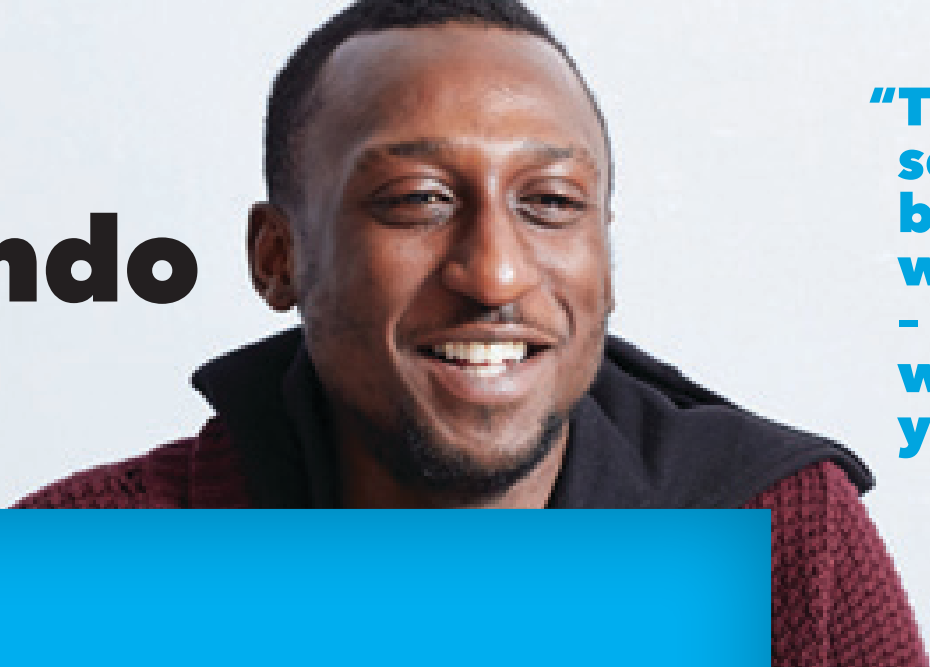
Thank you all for your help in our enterprise.

Andrew Penny
Chair of Trustees

48% of guests
were under **26**
years of age

Orlando

Guest Story



“Thanks for everything - got sorted in that hostel :) I will be up to you guys during the week to thank you properly - cant thank you enough. I would have been lost without you” Michael

I became homeless after falling into rent arrears. When it happened I didn't know what to do or where to begin getting myself out of this situation. I started to shut myself down and lose my confidence and did not want to socialise with anyone or do anything. I felt I was hitting rock bottom.

After a while I got in contact with the Albert Kennedy Trust. I told them about my situation and I was referred to C4WS. I was told what a winter shelter was but I didn't know what it was I was getting myself into. After the first couple of nights I began to settle in and it was a wonderful experience meeting people from all walks of life. It was comforting to know you're not alone and there are others going through the same situation as you.

Through the shelter I realised there are a lot of warm-hearted people out there who want to help in any way that they

can. The volunteers make you feel at ease and engage in conversation with you. **Sometimes in life you just need someone to talk to.** We would play bingo and other games after a hot meal which was fun and helped to take our minds off things. All the churches were great with delivering a good atmosphere and providing toiletries, showers and a warm place to stay.

I started to attend C4WS Jobs Club every Wednesday which was great for me. It kept my brain active and working alongside C4WS staff 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 Jobs Club, step by step I started to see my confidence building. C4WS would take us out to do mock job interviews with companies to help us practice our skills. This really helped me prepare for my interview for a three month paid

apprenticeship with Pret a Manger that C4WS had arranged for me. The interview went really well and I was offered an apprenticeship which turned out to be the best thing that could've happened to me. After completing my three months I graduated from the programme and **now have a full time job with Pret a Manger!**

I would like to thank C4WS for all that they have done. They helped me find accommodation, supported me back into employment and also provided me with start-up household items when I moved into my house. I would like to come back and offer my service and volunteer for the next winter shelter. **C4WS has made me see I have a future.**

“Orlando is an amazing person, caring and joyful and always ready to help the team.. He has a lot of pride about his work!

I can't say how thrilled I am to have him in my team and everybody in the team also loves him!

I feel so proud to see the amazing and professional person he became!”

Renata, Manager at Pret a Manger

Shelter Assistant

I joined C4WS in October of 2015, a few weeks before Season 12 of the night shelter commenced. I didn't really know what to expect from a 'rolling shelter', but my first impressions really stuck with me. On the first night I was taken aback by the way in which St Mary the Virgin, Primrose Hill had created such a warm atmosphere, and ensured that each guest felt individually welcomed with beautifully-prepared toiletry packs laid on every pillow. I was also overcome by how peaceful the evening felt and how guests immediately came together as a unit, supporting and reassuring one another.

From then onwards I found myself looking forward to these shifts, and specifically to signing in each guest and sharing dinner with them. The food was always delicious and prepared with so much care. Dinner time provided an opportunity for open conversations, and for guests, staff and volunteers to all come together. I also had the privilege of being involved in both Friday Club and Jobs Club. Friday Club was always lively, and every week was full of unique conversations. I have been overwhelmed by the uplifting atmosphere of this weekly drop-in; I always left feeling more positive about life than I did when I walked in.

Personally, Jobs Club has been a highlight of my time with C4WS, as it gave me the opportunity to spend one-on-one time with guests and learn about their future goals and aspirations. I was constantly

inspired by their determination to ensure obstacles did not get in the way of their return to work.

Overall, I have been so grateful for the support from all members of the C4WS team. Everyone looks out for each other, and the genuine care and concern for both me and for the guests has meant it has been a real privilege to have been involved. I wish all those involved a very successful Season 13.

**Emily Thompson, Shelter Assistant,
Season 12**



Community Involvement

C4WS Homeless Project was borne out of a desire by those in the local community to do something to support those they saw in need on their doorstep and this ethos remains the backbone of all our projects today.

As well as the support of our incredible volunteers, we are also hugely privileged to benefit from a wide, diverse and ever-innovative range of services delivered by local organisations. This generosity directly helps our guests and also enables us as a project to make the most of the talent and kindness of those who share our desire to make a difference.



**1990
bed spaces**

Kentish Town Primary School

"During the Go-Givers Campaigning week in June, Beech Class in Year 6 at Kentish Town Primary School decided to raise awareness and money for people who are homeless. The children had recognised this as a big issue in Kentish Town and talked about the number of homeless people in their local area. They decided they wanted to make a change and stand up for the rights of the homeless and disadvantaged in their community. The class invited Rebecca from C4WS Homeless Project into school to talk about its work. Beech Class decided to raise money for C4WS and for local food van Food for All by taking part in a sponsored sleep-out, to support both of these charities in their amazing work. The children arrived at the school

playground at 8.30pm on the night, armed with only a sleeping bag and a toothbrush, and generally all slept pretty well considering it was quite cold and the sun came up at 4am. Not only were they incredibly brave and mature, they also demonstrated a fantastic understanding of what life must be like for homeless individuals who are not able to access their rights. The only people who didn't sleep were the staff..."

Anna Hyde, Beech Class Teacher

Beech class at Kentish Town Primary School raised nearly £800 for C4WS through their sleep-out – many thanks to them all for their bravery and commitment!

..Community Involvement

"...am grateful for your support to me for everything, so thanks again." Zerai

Alexandra Park School

A group of Year 8 girls from Alexandra Park School decided to represent C4WS Homeless Project as part of the First Give Programme, which saw them compete for the chance to win £1000 for their chosen charity. The girls put together a fantastic presentation, and despite competing against groups representing well-known national charities, won us first prize in the competition!

"We chose to make our presentation about C4WS because they are a small and independent charity and not many people had heard about them. We also wanted to support a local charity that we could visit and know how the £1000 would be spent."

We interviewed the people who worked at C4WS and got some facts and figures from their website. In the presentation, we made a short video showing a homeless person getting in touch with C4WS and getting the help they needed. We included a lot of information about how many people they have helped with accommodation, and how they support people who are going through a difficult phase."

With many thanks to Maya and Ella, who wrote up their experience, and to all the girls who formed part of the C4WS campaign group.



Good Gym

"GoodGym Camden is a group of social runners who like to do good and get fit. We meet every Wednesday, and over the winter months we helped C4WS Homeless Project at the American International Church make beds for their homeless guests. We came around six times to help with this, and I know that each time the runners enjoyed it. Being able to neatly make between 10-20 beds for the evening was a very heart-warming thing to do and crucially it was



tangible in its achievements; we could see very quickly the impact we made for the

Project and the users. The work the Church, the Project and Shelter does in providing this service is fantastic, and we are very happy to continue to play a small role."

Paul Bown, GoodGym Camden Trainer



Yoga

This year we started working with Yoga Quota – a charity committed to bringing yoga to vulnerable people and those who can't afford to go to yoga studios. We held a number of sessions in our offices across the season so a range of guests could benefit from these free classes.

"It was nice being able to teach 1:1 as every guest had very different needs. I ended up doing quite different things with

each person which was really nice. For example, one of the guests was showing me some music he really liked, so we did a more flowing sequence to the music. Then one lady said she was having a lot of trouble sleeping, so I did some more pranayama and relaxation exercises with her to try to help her clear her mind before going to bed."

Chloe, Yoga Quota Teacher

Jollie Socks

Jollie Socks have generously sent us several batches of warm, brightly coloured and comfortable socks over the past year. These have been hugely appreciated by guests of our shelter arriving with damp feet and members of our Friday Club who after having a shower are able to throw away their old socks and put on a clean new pair.



UCL Women's Football Team

Over the last couple of years we have built up a great relationship with UCLWF Team who again have come in to cook at Friday Club and spend time with the members. With clockwork precision they run their Friday Club sessions in shifts, rotating what feels like several football teams' worth of players through the lunch!

"Everyone enjoyed being part of a huge team effort - planning the menu, shopping, cooking 50 meals and serving them too was a challenge but something everyone was up and ready to work for."

“Thank you so much for your support” Mai

Envision

Students from a local school approached us wanting to collect donations that would benefit those people accessing our projects. To ensure that the items they provided were those that were most needed, they came to our Friday Club with a questionnaire for members to list what would help them – and yes, one member did put down a wife and a Lamborghini!

The students came back a couple of weeks later laden with packs they had put together containing those much-needed items and which were very well received by our members.

"My experience of working with C4WS has been extremely enlightening. They were incredibly accommodating towards my students and their desire to have a more direct impact on the cause, and invited them to visit the Friday Club to speak to guests. The Friday Club itself possesses a warm and friendly environment, and my students learnt an incredible amount from having the opportunity to speak to guests first-hand. My students left feeling like they'd really made a difference, and this could not have happened without the friendly and open-minded nature of the Friday Club staff, and the relaxed and positive atmosphere in which it is run."

Sheetal Mistry, Envision Coordinator

Corporate Support

In the last year we have significantly developed our corporate involvement working with a wide cross-section of organisations who have provided financial and in-kind support, resources and volunteers.

22 different companies came to volunteer at Friday Club in 2015 including **Medequip, Barclays, Allied Irish Bank** and **The Pensions Ombudsman**. We also continued our very successful partnership with **GLG**, who come in every month to cook at the Friday Club, and were delighted to also welcome **IPG Mediabrands EMEA Hub** as a new monthly partner in 2016.

We were thrilled to once again be selected for Business in the Community's Give and Gain Day, with a team from **Carillion** preparing and cooking lunch at Friday Club. We were also very happy to be invited to be a benefactor of **Newton's** Christmas Volunteering Challenge with

employees taking on the task of preparing Christmas Dinner for all Friday Club members and creating goodie bags to hand out.

It has been a privilege to be one of **Pret Foundation's** charity partners through which we can refer guests to their three month paid apprenticeship scheme. This has been an invaluable opportunity to many of our guests and it has been incredible to witness successful graduates go on to achieve full time jobs with Pret a Manger as a result.

Our donations stock has been bolstered by the generosity of many local companies. **Timberland** have provided us with boxes of brand new clothing while **BAM Construction** have done a food drive and **Origin Housing** launched a social media drive called #socksforC4WS which resulted in bags and bags of socks we could dispense.

Virgin Trains supported C4WS with donations of hats and socks this Winter. They also donated £101 towards Christmas dinners at our shelters which we are very grateful for.

Peppermint Bars raised £859.52 for C4WS by donating tips collected by their staff and donating it to us. We are incredibly grateful for their support.

Waitrose, John Barnes have been amazing supporters of C4WS for many years and once again raised £385 through their Community Matters Scheme towards The C4WS Night Shelter.

Thank you to **Conway Van Gelder** for their generous donation of £500 which would normally go towards sending out Christmas cards. Their donation made a life changing difference to so many people experiencing homelessness at such a difficult time of the year.

"Over the last year Origin Housing staff have benefitted from helping C4WS support those experiencing homeless in the local community. The partnership has allowed staff to experience first hand how volunteering in the community can make a real difference to people's lives and given staff a sense of satisfaction from giving something back to the communities where we work.

We are looking forward to our continuing partnership with C4WS and helping support residents and the local community."

Frances Shank, Volunteering Coordinator at Origin Housing



"Sometimes you can get so absorbed in your work that it's refreshing to get out of the office and do something where you feel like you're making a real contribution for people that are so appreciative. Gives you warm fuzzies!"

Jacqueline Franco, IPG Mediabrands EMEA Hub

Night Shelter Referral Agencies

[Albert Kennedy Trust](#)

[American Church Soup Kitchen](#)

[British Red Cross](#)

[Camden Drug and Alcohol Service](#)

[Camden Housing Options](#)

[Holy Cross Centre Trust](#)

[London Irish Centre](#)

[London Jesus Centre](#)

[New Horizons Youth Centre](#)

[Refugee Council](#)

[Spectrum Centre](#)

[Women at the Well](#)

Giving

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

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



Give directly on our website by visiting www.c4wshomelessproject.org



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.

Finances and fundraising

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

- [Cimpress UK Limited](#)
- [Conway Van Gelder](#)
- [First Give \(Alexandra Park School\)](#)
- [Friends' House Local Quaker Meeting](#)
- [Hampstead Chamber Choir](#)
- [Hampstead Parish Church](#)
- [Medequip-UK](#)
- [Medici Choir](#)
- [Mrs Smith & Mount Trust](#)
- [Newton](#)
- [North Camden Deanery Synod](#)
- [Peppermint Bar and Events](#)
- [Sir Mark & Lady Turner Charitable Settlement](#)
- [Souter Charitable Trust](#)
- [St Anne's Church Highgate](#)
- [St Martins Gospel Oak](#)
- [St Mary Brookfield](#)
- [St Mary's Church, Holly Place](#)
- [St Michael's Highgate](#)
- [StreetSmart](#)
- [The Aldo Trust](#)
- [The Beatrice Laing Trust](#)
- [The French Huguenot Church of London Charitable Trust](#)
- [The Hampstead Wells and Campden Trust](#)
- [The Pret Foundation](#)
- [The Provost Trust](#)
- [The Upton House Charitable Trust](#)
- [The Vandervell Foundation](#)
- [Tim Taylor South Island Limited](#)
- [Together Limited](#)
- [Waitrose Limited](#)
- [Zurich Community Trust](#)

Expenditure and Budget

| | 2015 EXPENDITURE | 2016 BUDGET |
|----------------|--------------------|--------------------|
| Staffing costs | £86,079.81 | £96,061 |
| Running costs | £31,872.27 | £38,508 |
| Guest welfare | £4,129.86 | £19,756.82 |
| Total | £122,091.94 | £154,325.82 |



C4

WWS



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Web www.c4wshomelessproject.org