

# ANNUAL REPORT 2023



# We are C4WS Homeless Project.

We are a small charity based in Camden and have been operating a winter night shelter for the last 19 years.

We provide temporary shelter for those who have nowhere else to go. We also provide ongoing support to help them move into more stable accommodation.



# AIMS AND OBJECTIVES:

**C4WS Homeless Project exists to help those without a home to rebuild their lives, we do this by:**

- Offering holistic support to guests
- Via a network of Churches
- Run by several teams of incredible volunteers
- Managed by a small team of staff
- Overseen by a board of Trustees

We have recently completed our 19th shelter season, welcoming **65 guests over 5 months**. This year we were truly grateful to our incredible network of Churches across the Borough of Camden who came together to host once more.

We help those who have nowhere to go to the best of our ability.

As a team, this means offering shelter, stability, welfare and wraparound services to each guest who engages with us. We do this by delivering a programme of care, starting via giving shelter: helping to find permanent accommodation for our guests in order to move them on to another stage of their lives, supporting them through mentoring, employment, immigration issues, offering language classes to the non-English speakers, and offering the hospitality and fellowship of a lunch club and somewhere to go on a Sunday to relax, watch a film and do laundry.



# STAFF

**Nikki Barnett** | Director

**Sabrina Palmer** | Welfare Manager

**Curd DeVries** | Welfare coordinator

**Marc Mora** | Employment coordinator

**Lorraine Kinnear** | Shelter coordinator

**Rahel Tadesse** | Project worker

**Bernadette Dixon** | Bookkeeper

# TRUSTEES

**Andrew Penny** | Chair

**Henry Wilson** | Treasurer

**Geoff Brown**

**Max Mills**

**Lauren Pleydell-Pearce**

**Nick Price**

Photography by Felicity Crawshaw [www.felicitycrawshaw.com](http://www.felicitycrawshaw.com)

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



# WINTER SHELTER

Lorraine Kinnear: Shelter coordinator

Being part of the C4WS team to deliver the shelter for the first time is something I will cherish, due to the difference this work makes via the dedication of the Camden Churches and their community of volunteers.

After two years of running the night shelter from a hotel it has been wonderful to be back in our incredible network of Churches who were able to host again this season.

Throughout the shelter preparations, we could sense the excitement from our coordinators who were eager to return the Church rotation model within their community. We trained over **180 volunteers** on shelter protocol and safeguarding, **27 coordinators** and staff in first aid and emergency response and all staff in fire safety training. The feedback from volunteers was that this training was very beneficial and prepared them well for volunteering at the shelter.

From when the shelter opened, it was obvious that the guests appreciated the kindness and warmth they received from all volunteers, Church clergy and staff. They were well cared for; showers provided, clothes and toiletries donated, their dietary needs met with a diverse range of meals provided, including some themed nights. The overriding take away from being back at the Churches was the feeling of the return of community based shelter, this shone through in everything that each Church provided, with each volunteer going the extra mile to ensure an individual's needs were met.

The Church shelters provided the space for social activities and games were popular, with bingo, Uno and some lengthy (in terms of time and height) Jenga towers bringing the diverse group together. For me, I really valued these moments, as they provided opportunity for those for whom English was not their first language to feel involved. Many of our guests spoke limited English and it was important for them to feel accepted. Throughout the season, guests participated in these activities, joining in and learning new games, engaging in friendly competition. Many Churches went out and purchased new games as they observed the joy and enjoyment on the faces of guests and volunteers were encouraged to engage with guests, as it broke down the language barriers where conversation was difficult. Following the end of the shelter, our inaugural event in our new space was a games afternoon for guests, so key was their influence this season.

As it was the first time in the Church venues for over two years, we were inevitably presented with challenges such as lost beds, tired mattresses and last-minute venue changes. Through it all, C4WS was so grateful to Churches who went the extra mile and coordinators who managed those changes with calmness and understanding.

The shelters provided a safe space for guests to express their individual beliefs, cultures and languages. Prayer spaces were provided on request, translators booked when required and religious dietary

requirements catered for as needed. The shelter provided a space to enable a wonderful blend of cultures and nationalities to coexist. This was not only seen in our guests, but also the volunteer teams with each conversation providing a beautiful rainbow of stories about travels, education, food, football, and past lives. In the sharing of these stories there was also trauma, desperation, and hopelessness, however in response guests received warmth and understanding. Feedback from volunteers was that they would often leave humbled and challenged but also encouraged that they had seen guests come into the shelter feeling despondent about their situation, but once settled they would begin to see joy and hear laughter as they were treated with respect and kindness throughout their stay.

**Thank you to everyone who was part of our network and community this season, we can't wait to do it all again come November!**



# JOBS CLUB, ENGLISH CLASSES AND CONVERSATION CLUB

**Marc Mora** | Employment Support coordinator

Helping guests and ex-guests access employment, education, and volunteering opportunities.

Jobs Club is back with a new coordinator but the same goal: to help people get back into employment, progress in their careers, or access education through 1 to 1 mentoring and tailor-made support.

Over the season, 25 guests joined our Jobs Club and participated in 44 individual mentoring sessions, with the support of 8 Mentors.

Our volunteer mentors are from local businesses, who are always happy to help our guests in their search for employment and training. We really enjoyed working with them and the opportunities they presented, and look forward to partnering again next year.

One of the key elements for our guests to be able to progress in their careers has been the access to laptops and phones, thanks to our partnership with Social Box Biz. They were able to provide our guests with refurbished tech, which helped facilitate their job search and follow up with their employers once in their new roles.

Another key element has been the English Classes provided through Speak Street, that we could not have run without the generous sponsorship of Savills, who also assisted us with mentors for our Conversation Club. Both endeavours helped guests with their confidence in spoken and written English, where it is not their first language.

**Thanks to the combined efforts, 6 guests successfully secured employment and 4 of them accessed education. This is just the beginning, as we will keep working with our guests during the summer to help them achieve their goals.**

**"I was referred to C4WS shelter in March and the experience I had was beyond what I expected..."** TS



# FRIDAY CLUB

After 11 years of running Friday Club in partnership with King's Cross Methodist Church, January 2023 saw us relocate to a new premises in Chalk Farm in partnership with the Salvation Army.

We are truly grateful to them for the time spent at the Church, and for the wonderful memories we made there. However, we couldn't put off the search for a new venue any longer, as there is large scale redevelopment happening in the King's Cross area, which was starting to impact the delivery of the club from this venue.

We were therefore extremely happy when The Salvation Army Chalk Farm offered us their space and an opportunity to work alongside their already established work with the homeless and vulnerably housed. We also brought them on board as referral partners into the Winter Shelter for the first time this year too.

The transition has been remarkably smooth with all our corporate cooking teams moving venue with us. Our regular members have stayed with us and enjoy attending our new premises. We operate under the same format, as this was important to us for continuity for our members.

Members can partake in a shower, receive new clothes and enjoy a home-cooked meal whilst

watching TV or reading a paper and also enjoying friendship and conversation with other members and volunteers. There is always a C4WS staff member in attendance to respond to any welfare needs which may arise.

Since our relocation our numbers have been steadily rising from between a weekly total of 20-25 growing to between 30-35 every week since February. At the time of writing, we have seen over 300 members join us, and the feedback from them has been overwhelmingly positive, many of them have said how much they enjoy the café style and openness of the new venue. We continue to welcome in new corporate cooking teams who want to support C4WS, and we are grateful for their continued support.

**We would also like to thank our small team of dedicated front of house volunteers, whose commitment week on week ensures Friday Club runs smoothly and the needs of our members continue to be met.**



# WELFARE AND HOUSING

## A CHALLENGING YET REWARDING SEASON - OVERCOMING OLD AND NEW OBSTACLES

Guest Welfare is at the forefront of the work we undertake at C4WS.

Going into this shelter season, we were faced with the start of the cost-of-living crisis, and the unknown impact this might have on the referrals we received into the shelter. This, combined with the post COVID landscape of the hotel scheme 'Everyone In,' having come to an end, was definitely reflected in the demographic of guests referred to us.

Figures provided to C4WS from Routes off the Streets (RTS), the Camden Outreach Team, in August 2022, showed a stark picture. Across the borough 69 rough sleepers were reported. 28 were UK Nationals, 34 were non-UK Nationals and 7 were of unknown nationality, in 1 night. Usually, the team sees around 100 - 120 rough sleepers across the Borough each month.

In the most recent figures published by DHLUC, rough sleeping increased in every region of England compared to the previous year. The largest increase in the number of people

estimated to be sleeping rough was in London, where there were 858 people this year compared to 640 people last year, an increase of 218 people or 34%. Most people sleeping rough in England are male, aged over 26 years old and from the UK. This is similar to previous years. (Figures Published February 2023)

Within the night shelter network, there has been a noticeable drop off in projects providing accommodation in recent years. Figures circulated by Housing Justice in August 2022, showed that there were 141 providers in 2019/20 compared to just 81 in 2021/22. This is reflective of the challenges we have all faced, plus the hugely increased costs to small organisations like C4WS that come with providing static, self-contained accommodation. This is why we chose to return to the Church network this season, and focus our work on providing the holistic care our guests need, delivered by a new and invigorated Welfare Team.



39

Guest counselling  
sessions



27

Guest massage  
therapy



102

Guest welfare  
appointments

Moving on from the static shelter, we were delighted to return to the rotating Church network. Guests mental wellbeing was noticeably improved from previous years, as they were able to mix with their peers, volunteers and staff each night.

With this, came better engagement with the C4WS services on offer. We witnessed first hand how broken, tired and hopeless guests were when they first entered our shelter and how over time they began to trust again.

We supported guests from a wide range of backgrounds this season. Noticable trends were higher number of women being referred to, and staying with us, more couples, and a worrying trend of those over 60 that were also NRPF.

Even though some guests presented challenges through language barriers, no recourse to public funds, and an overall lack of understanding and

trust in the system due to their experience and past trauma, the team worked through a trauma-informed approach system alongside the support and joint venture of our wonderful referral partners and external agencies, enabling us to reach the best decisions and support offered to our guests.

**"Thank you so much Miss\*, I will never forget your kindness to me'."**

Adnan



# GLORIA'S STORY

Being of pensioner's age, Gloria should by now have found a secure place to live in peace. Unfortunately, this is not Gloria's story...

Gloria has been homeless for several years.

During that time, she has managed to get a grasp of the network of London's various charities and organisations that provide help for the homeless. In January, Gloria found respite in our shelter, and even became an anchor for many of the younger guests. Her ability to find kind people everywhere reflects how she herself treats people. 'Everybody' wants to help Gloria! Unfortunately, the harsh reality is, that for those that have 'No Recourse for Public Funds', there just isn't a long-term solution. Any charity needs to, out of fairness to all, divide the available resources fairly.

C4WS was no exception.

However, as the Shelter season was finishing, we did all we could to make sure Gloria wasn't going to return to homelessness. This worked out better than expected.

At the time came for our shelter season to come to an end, things came together for Gloria. Through the support of the many connections she has made over the years with various organisations, all the criteria were met for a grant to be accessed.

We worked in partnership with Housing Justice and The Marylebone Project to secure funding for a placement over the summer. This has given her the time and space she required to address her immigration status with our assistance.

C4WS will continue to work with our partners to support Gloria in regularising her status, and continuing her journey to finding a secure place to live in peace.



# MARVIN'S STORY

He stayed at our Shelter for a period of 52 days, before moving into one of our placements as part of Home from Home.

During his initial days at the shelter, we found him to be quiet and even a little withdrawn. The kindness and friendliness of the volunteers helped him to settle in and soon he was very much part of the group.

He sent us the below to include in the report this year:

"Thank you for your support during my stay at C4WS.

The organisation changed my life in ways that I never thought possible. The staff members were incredibly warm and welcoming, making me feel like a part of their family. Even though I was staying in a shelter, I never felt homeless or alone.

The staff were always there to listen kindly when I needed someone to talk to. They were also able to inspire me and help me to relax, even giving me gaming ideas and practical help. The board-games we played at the shelters helped me to form a special bond with people after a long period of feeling very alone.

Although the shelter is no longer open, I will never forget the kindness that was shown to me during my stay. Thank you once again for everything you did for me.

After the shelter closed, I was helped by the 'Home from Home' hosting Programme. This arrangement kept me from becoming homeless again, which was a huge relief.

My host has been very generous and hospitable. His kindness has made my stay here comfortable and enjoyable. I feel lucky to have met such wonderful people who go above and beyond to help others. The C4WS team's assistance has been invaluable.

They were there for me in a very uncertain time in my life.

Once again, thank you for being there for me when I needed it the most. Your support means the world to me!"

**We are continuing our work with Marvin, supporting him with access to grants, and immigration advice to help regularise his status in the UK. He has already been in touch with us now that he is in Home Office supported accommodation to ask how he can give back and start to volunteer with us to show his gratitude.**



# REFERRAL PARTNERS

The following organisations partnered with C4WS Homeless Project in our 19th Season, and successfully placed guests in our shelter:



# LAUNCHPAD

Launchpad is a social lettings project where former C4WS shelter guests could stay for 6-9 months, providing a bridge between our 28-day emergency shelter and living independently. Launchpad is designed to give someone time in a supported environment, and space to have more autonomy over their day-to-day living.

C4WS aim is to lease a 3- to 5-bed property from a landlord and then sub-let to guests on a rolling licence agreement, which would be renewed depending on the guests' situation. C4WS will act as the managing agent with a dedicated housing manager, responsible for collecting rent and service charge payments due from guests. The Housing Manager would also be responsible for Launchpad guests' welfare support and move-on plan.

The cost-of-living crisis impacted the delivery of this project, as despite extensive searches conducted by our internal team, we were unable to secure a viable property from which to run a social lettings service. Due to the requirement of keeping our work in borough, prices were prohibitive for rent alone.

**We have recently secured the assistance of a consultant at Impact Spaces, Will Stinson, who provide bespoke services in commercial space occupation, location finding, corporate social responsibility consultation and project management. We are hopeful that they will be able to source a location from which this project can take place from Spring 2024.**

# NEW SPACES

After an extensive period of building work, we were proud to launch the new 'C4WS Community Room', in January 2023.

In spring of 2022, we were informed that the Euston Foodbank, who shared the premises with us in Lancing Street, were moving to a larger space due to the increased demand for their service.

We took this opportunity to take on this space, with the aim of creating a day centre. This space will enhance the quality and availability of support services provided by C4WS staff, and by wider

extension, our volunteers, who come from the faith and community sector.

Operating a static shelter during COVID, and then moving back into the rotating format, meant that we lost several of the amenities that were available to guests when we were in one location.

**"Thank you for your assistance in our lowest times in life, people get to know each other in different situations, I'm happy to cross paths with you, thank you very much."** Edward

In addition to these features, the space has been split into two, where the open area will operate as a dedicated space from which to offer intensive support and signposting for rough sleepers for whom connecting with statutory services is challenging. We aim to create a welcoming space, so everyone can access the help they need. We will expand our holistic welfare by partnering with external agencies to deliver dedicated sessions on budgeting, immigration advice, benefits advice amongst others. We will ask our current Friday Club members to complete a survey on the services they would most like us to offer, and aim to convert their suggestions into a reality by winter 2023.

We have already begun to use this space, with a few 'soft-launch' events for Shelter Guests from Season 19. These events have included a games afternoon, and a Women's Day. We look forward to this becoming a hub of activities for our guests and members, and are extremely grateful to Euston Bid for their financial support of this project.

## Our new space has:



1 Shower unit



1 Washing machine



1 Tumble dryer



4 Shelving units



20 Lockers



1 Changing room

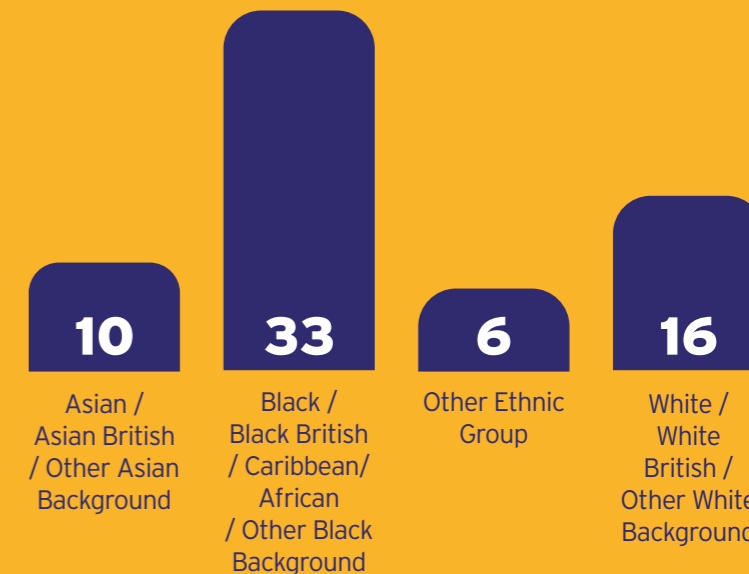


# FACTS AND FIGURES

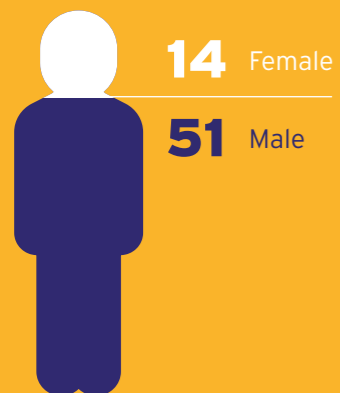
## 65 GUESTS FROM 28 COUNTRIES



## ETHNICITY



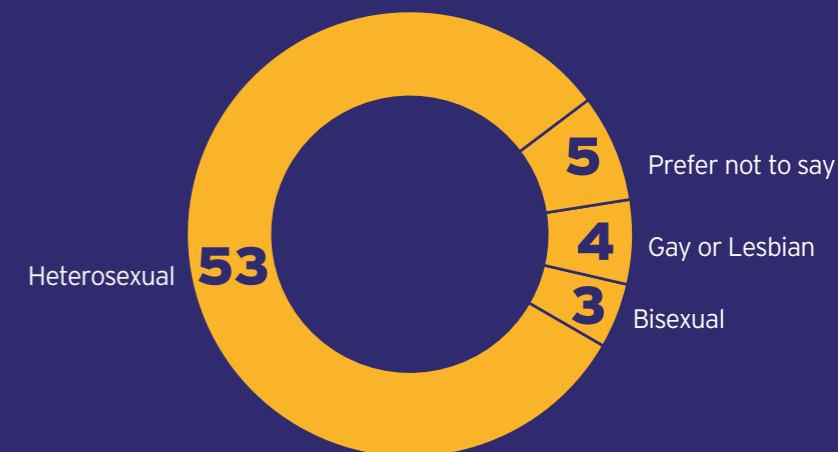
## GENDER



## AGE GROUP

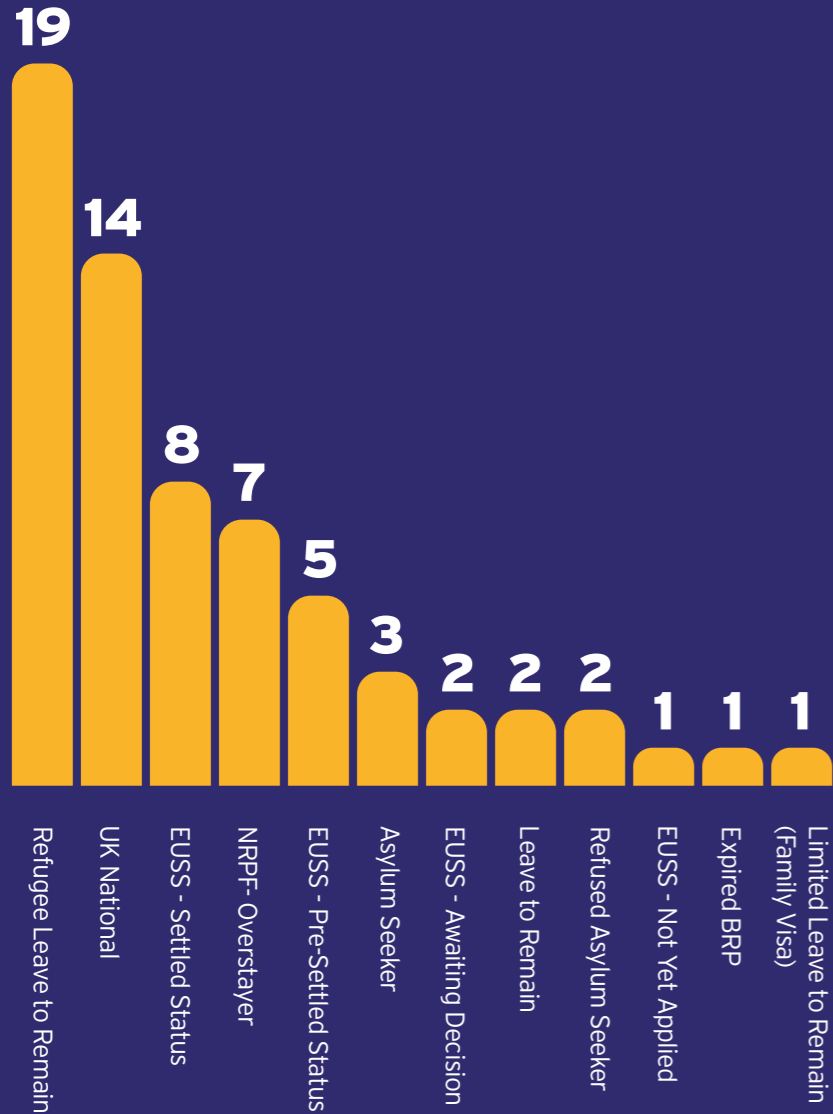


## SEXUAL ORIENTATION

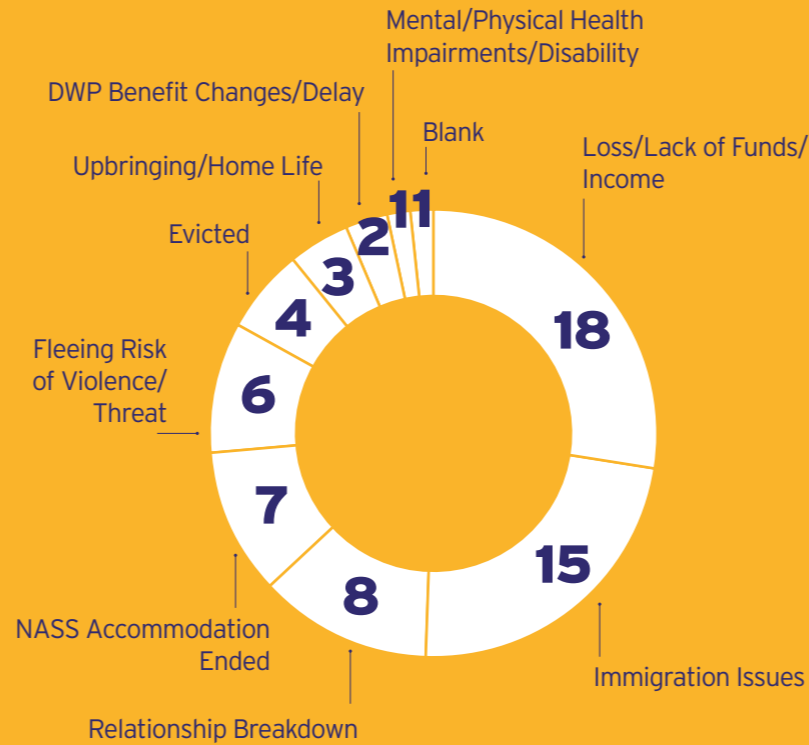


# FACTS AND FIGURES

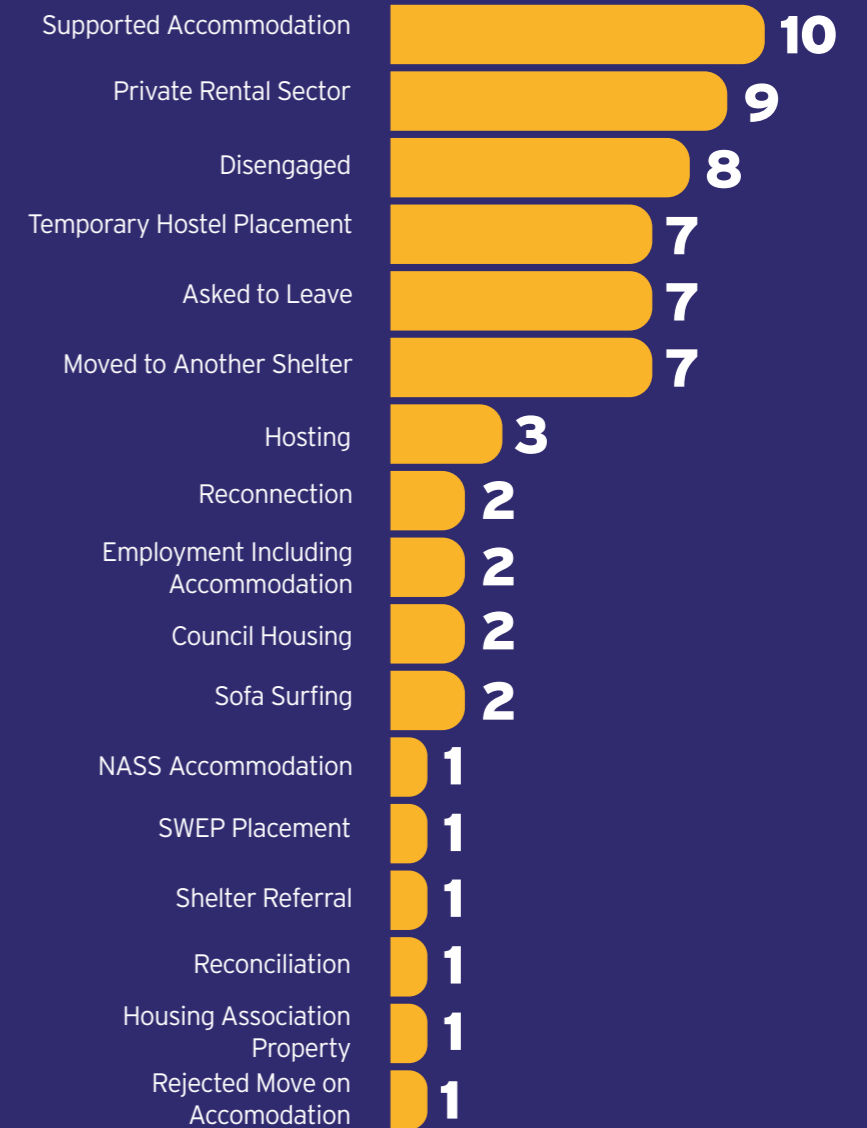
## STATUS INFORMATION



## PRIMARY REASON FOR HOMELESSNESS



## MOVE ON OUTCOME



# C4WS HOMELESS PROJECT DONORS 2022/23\*

A project like ours would not be able to function without the generous giving of charitable trusts, Churches and individuals. Thank you to everybody who has given which enables C4WS to continue to support homeless men and women. We simply would not be able to exist without you.

Joseph Adebisi  
 Luke Adeney Jones  
 Mary Afonja  
 Andrew Allen  
 Amazon Smile  
 American International Church  
 Apple  
 Shady Bajelvand  
 Benefact Trust  
 Kiran Borparal  
 D Bruton  
 Catherine Budgett Meakin  
 London Borough of Camden  
 Camden Giving  
 Central District Alliance  
 Camden Community Fund  
 Church Homeless Trust  
 Leighton Cole  
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 Peter Ginnings  
 Global Charities Ltd  
 GMS Charities Ltd  
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 RL Gray  
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 PJ Harvey  
 Hinduja Community Fund  
 Professor Geoffrey Hoskin  
 HS1 Ltd  
 Rhiannon Hyde  
 Claire Julian  
 Martina Juvara

Mirima Katz  
 Sarah Kessler  
 L Khailany  
 King's Cross and St Pancras Church  
 C&H Kitching  
 Donation in memory of Jennifer Kohler  
 Alistair Laban  
 Kai-Yen Lau  
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 Miguel Lopez  
 Andrey Makiyevskiy  
 Craig McCracken  
 Peter McDonough  
 Jessica Moore  
 Josaphine Owens  
 Paul Hamlyn Foundation  
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Susan Seymour  
 Sharegift  
 Gerrard Smith  
 Somerstown Community Association  
 Speeddomick Foundation  
 St Giles in the Field  
 St Mary's RC Church  
 St Michael's Highgate  
 Adrian Stannard  
 Handley Stevens  
 Take2Games Ltd  
 The Hampstead Wells and Campden Trust  
 The Pret Foundation Trust  
 Vicars Relief Fund  
 Nick Walser  
 Hampstead Choir  
 Gemma Wardle  
 Emma Warren Jones  
 Matthew Watts  
 Concert for Homeless

\*For C4WS accounts purposes, the list of above donors supported our project between January 2022 and January 2023

## ACCOUNTS



In 2022/23 there was a funding shortfall of £102,553.

£50,096 of 2022-23 expenditure relates to the incremental cost of hosting the cold weather shelter in hotel in February and March 2022, a cost not currently expected to be incurred in the future.

# GIVING

Every penny donated to C4WS Homeless Project is greatly appreciated and used to support homeless people. If you would like to contribute and help raise funds for us you can do so in the following ways:



See how to give directly [CLICK HERE](#)



Give online via CAF Donate [CLICK HERE](#)



By bank transfer to C4WS Homeless Project, Account Number: 00033607, Sort Code 40-52-40 at CAF Bank Ltd



Support us by using 'Amazon Smile' and choosing to donate to C4WS Homeless Project [CLICK HERE](#)



Write a cheque payable to C4WS Homeless Project



Support us by purchasing one of the essential items from our Amazon Wishlist [CLICK HERE](#)



**"Just wanted to say thank you for all your support. Without your help this wouldn't be possible."** Aslan





HOMELESS PROJECT

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**"Thank you to the C4WS team, it has been fun working with you all, we look forward to the next shelter season. All the very best."**

Rosslyn

