



HOMELESS PROJECT

# ANNUAL REPORT 2022



**We are C4WS Homeless Project,  
and we help people experiencing  
homelessness.**

**We are a small charity based in  
Camden and have been operating  
a winter night shelter for the last  
last 18 years. We not only provide  
temporary shelter for those who  
have nowhere else to sleep, but we  
provide ongoing and sustainable  
support to help them move into  
permanent housing.**

**Operating for the last  
18 Years**



## **We provide holistic support.**

We recognise that there are many ways in which people become homeless. Our services are designed to cover a variety of needs as we work with a diverse range of people.

## **We apply person-centred help for our guests.**

Each year, people stay with us from any age, gender, nationality and cultural background. We know it can only take one small setback for a person, which can then spiral into a bigger crisis of being homeless. When it comes to getting out of it, there is no one size-fits-all approach. We pride ourselves in tailoring our work to each individual and try to help them during their moment of crisis.

## **We rely on community.**

Our charity consists of 6 paid members of staff. This is currently the biggest team in our 18 year history. During the most recent shelter season, we hired two temporary staff, our Night Managers, to assist with the running of the shelter shifts. We also work closely with churches, organisations, and other charities and agencies in the borough. We nurture partnerships with companies who dedicate their resources to help us, and at the core of our work we receive an enormous amount of time and energy from our incredible volunteers.

## **We offer:**

- Welfare support  
(housing, benefits, debt management)
- Jobs Club - employment, education, training and volunteering support
- Legal Clinic
- Counselling
- Therapeutic massage, yoga, gym membership
- English Classes
- Conversation Club - one-to-one English mentoring
- Mentoring and Befriending - mentoring for people who settled in their new place
- Home From Home - hosting scheme
- Starter Packs of household items, for our guests to make their new house a home

# POSTS:

**Nikki Barnett** | Director

**Sabrina Palmer** | Welfare Manager

**Rachel Hamilton** | Welfare Coordinator

**Laszlo Balla** | Employment Support Coordinator

**Harry Bateman** | Shelter Coordinator

**Cameron Taylor, Rahel Tadesse** | Project Workers

**Michal Jedrejewski, Mark Bolton** | Night Managers

**All of our wonderful volunteers,  
Church Coordinators and Trustees**

# SEASON 18 IN NUMBERS:

 **64**  
GUESTS  
(OVER 5 MONTHS)

 **1,667**  
NIGHTS

 **3,334**  
MEALS SERVED

 **146**  
WELFARE  
APPOINTMENTS

 **5**  
NEW BANK  
ACCOUNTS

 **24**  
COUNSELLING  
SESSIONS

 **12**  
BCOM (THERAPEUTIC  
MASSAGE) SESSIONS

 **52**  
ACCOMMODATED

 **12**  
DISENGAGED

# WINTER SHELTER

Harry Bateman | Shelter Coordinator

**C4WS Homeless Project is pleased to have completed another successful shelter season during the Covid-19 pandemic. The winter shelter operated out of The County Hotel in Euston as it had in the previous year to mitigate Covid-19 risks. A total of 64 guests came through the doors of the shelter and were provided with their own room, a welfare caseworker and a welcoming atmosphere.**

In the lead-up to the season, C4WS was very fortunate to have been contacted by the volunteers of Lendlease who vastly improved the aesthetics and warmth in the shelter communal space. Dozens of Lendlease employees volunteered their skills to improve the shelter through painting and decorating, electrical improvements and donating furniture. We extend our thanks to them all; it was a space very much enjoyed by guests over the shelter season.

An independent volunteer and his wife led guests in improving the outdoor courtyard area. Two days were spent weeding, stripping and reapplying paint to make the space more inviting. The outdoor activities are always welcomed by guests, despite the British weather! A special mention must be made for the management and staff of The County Hotel who were very

accommodating to C4WS and its guests over the past two shelter seasons. Thank you for treating our guests like you would any other, and for supporting C4WS staff during a challenging two years.

The shelter is reliant on the goodwill of volunteers, donating their time to the service and providing a comfortable guest experience. We would like to thank independent volunteers coming into the shelter on weekdays to help serve food, interact with guests and lead activities like Bingo; a firm favourite amongst guests. We have also been supported by the backbone of C4WS, the Camden church network comprising of 12 churches. Over the five-month period in which the shelter operated, our supportive church network took it in turns to staff weekends and make them greatly enjoyable for guests. The weekends saw culinary delights, activities

and groups of volunteers ready to create a positive atmosphere in the shelter communal space. We would like to express our thanks to all volunteers that have contributed to the winter shelter service. We hope that you enjoyed your experience volunteering with C4WS and will continue to volunteer in the years to come.

C4WS is now planning the next Winter Shelter season and we are very excited to announce our return to our supporting churches who are renowned for the warmth, atmosphere and comfort provided to guests. The churches and their congregations will support C4WS on rotation in hosting our guests in their respective church as they had done pre-pandemic. We look forward to returning to our roots and the source of what made the C4WS Winter Shelter the service that it is today.



# SUNDAY CLUB, THE RETURN

**Back again for Season 18, Sunday Club provided a safe space for guests to come and relax on a Sunday morning alongside our volunteers.**

It gave them somewhere to go outside of the hotel, and away from the demands of the rest of the week, to do their washing, read the paper, play games and relax. We are grateful to The Living Centre, for allowing us to return to the space, and to Mark Bolton, our caretaker, who once again went above and beyond to create a welcoming atmosphere for our guests.



# JOBS CLUB

**Jobs Club is C4WS' employment, training, education, and volunteering service. Managed by our Employment Support Coordinator for the last 3 years, overall it has been running for 6 years, and has helped many people to work towards their employability aims.**

Our mentoring service is run by trained volunteers who help people return to employment, undertake training courses, to get some work experience through volunteering, or even just through finding an activity that helps them to feel better connected to society.

Jobs Club can be of vital help to our guests, as shown by:

Szymon<sup>1</sup> a Polish gentleman in his 40's who was sleeping rough before he came to our shelter. He has been to the UK for many years, working in poor conditions for cash in hand. He also didn't have his Settled Status, without which he was unable access benefits. This means he had only one route into housing, which is by finding employment.

Jobs Club helped him to find a stable and contracted job. This not only helped him financially, but once he was able to show three months' worth of payslips to a prospective Landlord, he was able to start renting privately.

Peter had experience of working in construction before becoming a carer for a family member for many years. When faced with a sudden relationship breakdown, he had nowhere to go. With no savings, he couldn't afford the fees for the courses to refresh his knowledge in construction and get the right certificates to start work. C4WS secured funding for him to cover these, which enabled him to find employment once more.

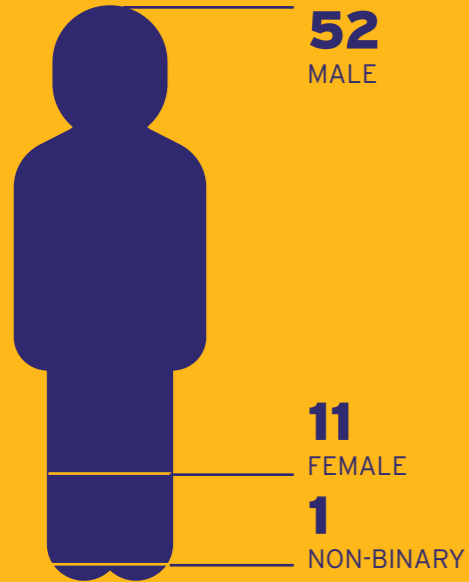
Kedija is from an African country and was seeking asylum in the UK. Upon receiving her refugee status, she was keen to improve her English and to start work quickly. Jobs Club helped her to get into college where she studied ESOL and to become a beauty technician. Our support work will continue once she has finished her college studies.

In 2021/22 we had 17 shelter guests who received mentoring via our Jobs Club, and we had 4 successful job placements.

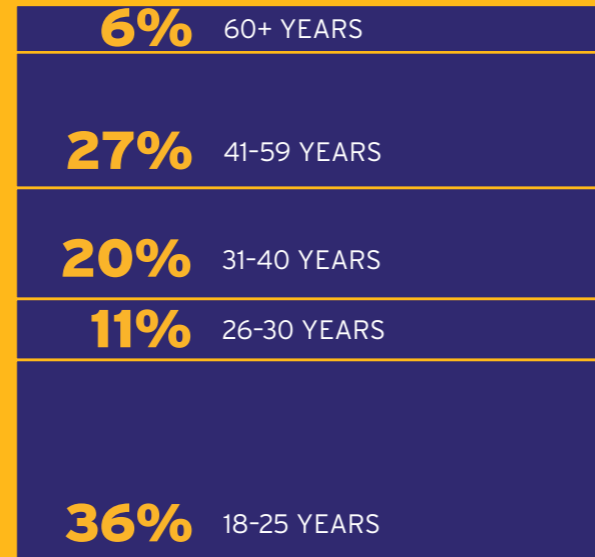
<sup>1</sup> All names and biographical details have been changed.

# FACTS AND FIGURES

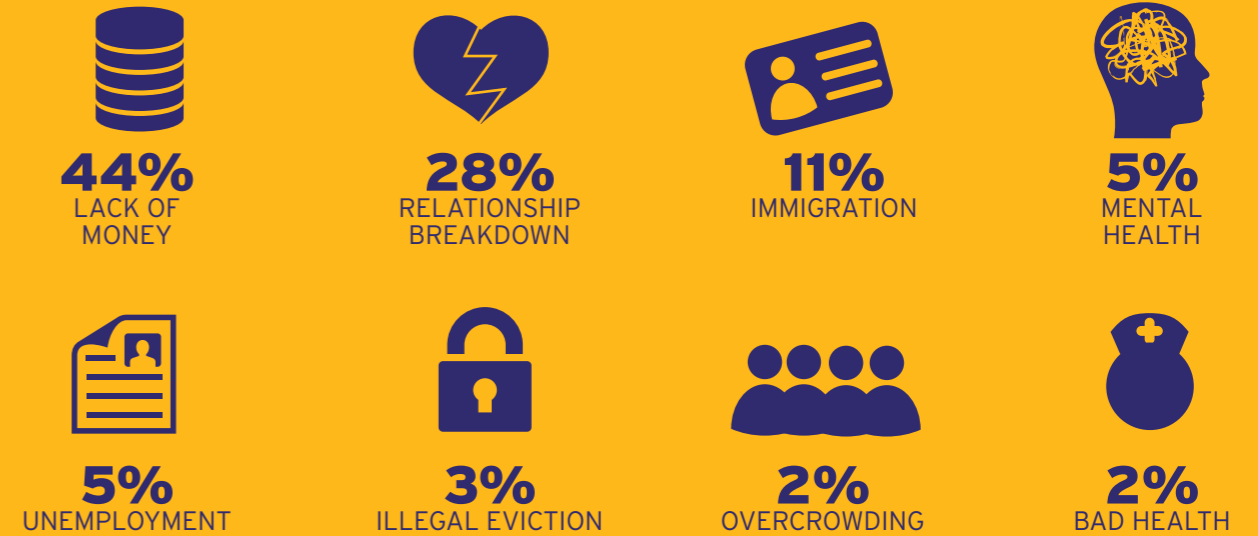
## GENDER



## AGE



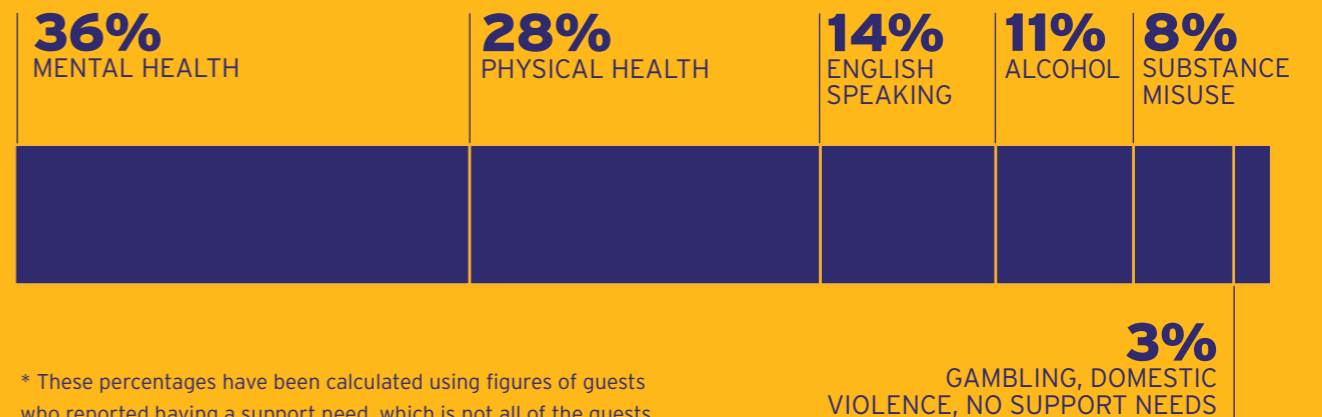
## PRIMARY REASON FOR BECOMING HOMELESS



## BENEFIT STATUS



## SUPPORT NEEDS\*



\* These percentages have been calculated using figures of guests who reported having a support need, which is not all of the guests who stayed in the shelter this season.

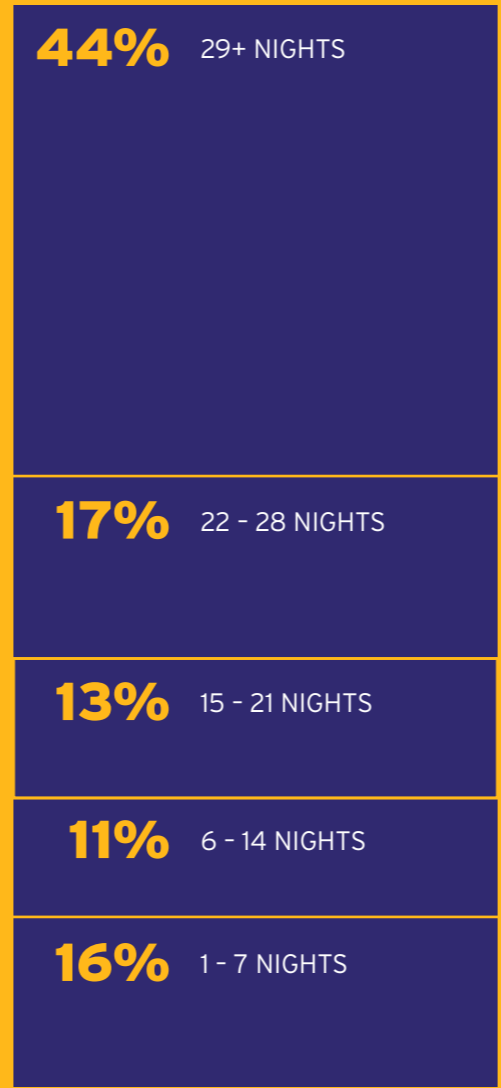
# FACTS AND FIGURES CONT'D

## NATIONALITY AND NO OF GUESTS

 <b>18</b> BRITISH	 <b>5</b> SUDANESE	 <b>4</b> LITHUANIAN
 <b>3</b> IRANIAN	 <b>3</b> POLISH	 <b>3</b> ERITREAN
 <b>3</b> FRENCH	 <b>2</b> ETHIOPIAN	 <b>2</b> CANADIAN
 <b>2</b> HUNGARIAN	 <b>1</b> AFGHAN	 <b>1</b> BANGLADESHI
 <b>1</b> BULGARIAN	 <b>1</b> IRISH	 <b>1</b> ITALIAN
 <b>1</b> JAMAICAN	 <b>1</b> MOROCCAN	 <b>1</b> NICARAGUAN
 <b>1</b> PORTUGUESE	 <b>1</b> ROMANIAN	 <b>1</b> RUSSIAN
 <b>1</b> SAINT VINCENTIAN	 <b>1</b> SIERRA LEONEAN	 <b>1</b> SLOVAKIAN
 <b>1</b> SOMALI	 <b>1</b> TURKISH	 <b>1</b> UKRAINIAN
 <b>1</b> UNKNOWN	 <b>1</b> ZIMBABWEAN	

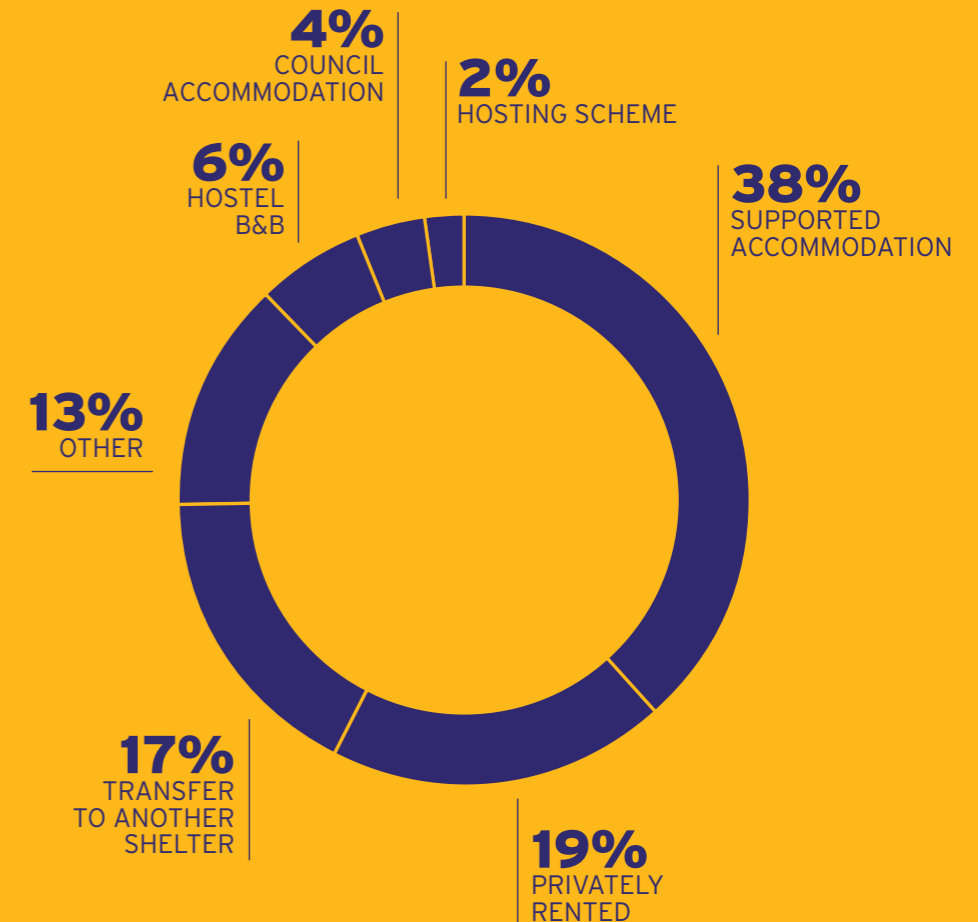
TOTAL GUESTS **64**

## LENGTH OF STAY\*



\* Average length of stay this season was 26 nights, a total of 4 less than the previous season.

## TYPES OF ACCOMMODATION





# GUEST WELFARE IN UNCERTAIN TIMES **SABRINA PALMER** | WELFARE MANAGER

## One of the benefits of post shelter season is time to reflect. There were many positives of our 21/22 Shelter Season, but I keep coming back to our guest's welfare during COVID-19 and the mental health impact over the past 2 years.

When C4WS were faced with the government restrictions and guidelines over COVID-19, we partnered with The County Hotel to provide private rooms for our guests. Like many, I championed for this change to become permanent. I felt that it was the right option for our guests and would help with their move-on to permanent accommodation. In the aftermath of the past two seasons, it's clear that while the physical need for private rooms under guidelines was provided, many of our guests and staff found this format challenging.

Many guests face isolation because of social barriers they come up against. They face attitude, physical, institutional and information barriers, which can leave them feeling detached from the local community and support networks. In previous seasons, guests had the support and communal interaction with volunteers and churches. It was a part of the social healing and interaction they needed to feel safe and supported. It helped build a sense of belonging and helped build a foundation in their move-on

journey. It also gave an opportunity for churches within the community to contribute and provide Godly love in a practical way.

Suddenly our guests no longer had this support and connection. We were able to provide a communal area for dinner and activities in the evening, but many guests quietly ate and went to their rooms. Over the season, we witnessed mental and even physical health declines in some guests. In the previous years before COVID-19, the average percentage of guests with mental health support needs was 27%. For the 21/22 Season, guests who experienced mental health support needs rose to 50%. During their stay, some guests became despondent, and we saw an increase in feelings of hopelessness, suicidal ideation, self-harm, self-neglect, hoarding, and increased alcohol and drug consumption. Those who came through with physical impairments saw their health impacted and needed additional treatment. We saw guests refusing to move-on and a resistance to leave the shelter environment. Many did so out of fear.

All of this had to be shouldered by our staff and volunteers. Several guests we had to support quickly, transporting them to medical facilities and ongoing treatment. The trauma and stress of that responsibility impacted us all. It highlighted the need for the churches and volunteers in providing a safe and supported environment for guests.

In reflecting of this, I realise I was close to sliding into the mentality that I knew what was best for our guests. Through my spiritual journey and guidance through God, I have always worked very hard at actively loving others. I viewed the option of private room emergency accommodation as a way of providing a level of dignity that I personally would find important. I was approaching the option of a private room from my own preferences, with the security of my social network and supports. I lost sight that what was important should not be from my point of view, but from our guests. I have been humbled in this and now reflect on what is essential to guests' overall wellbeing.

How then do we effectively show love and support towards our guests? For me, I look to God and his direction for us. Many scriptures come to mind; but the one passage that resonates is **Ecclesiastes 4:9-12** 'Two are better than one, because they have a good return for their labour: If either of them falls down, one can help the other up. But pity anyone who falls and has no one to help them up. Also, if two lie down together, they will keep warm. But how can one keep warm alone? Though one may be overpowered, two can defend themselves.

**A cord of three strands is not quickly broken.'** This verse reminds me that there is a strength that comes in fellowship. While staying with us, guests gain the benefit of a cord of strength built from many strands. It reminds us that their wellbeing is not just physical surroundings. C4WS guests have always been given respect and dignity in the shelter. What was our biggest success was the strength built with community support, on a foundation powered by God.



# AYANA'S STORY

## Ayana<sup>1</sup>, a young woman in her 30s, came to our shelter in December 2021, referred by Crisis.

She had moved from Manchester where she was evicted from her Home Office accommodation following getting her Refugee Status. After some time rough-sleeping on London buses and in parks, she felt anxious and depressed, especially as she had a physical health condition that had worsened during her period of rough sleeping. This was when she sought support and advice from Crisis, who then referred her into the C4WS Winter Night Shelter.

In their first meeting together, Ayana and her C4WS support worker formed a plan that would support her mental and physical wellbeing, and which ultimately worked towards resolving her homelessness. C4WS supported her to access the local GP, with her support worker going with her to the initial appointment. Ayana also signed up to English classes and the C4WS Women's Group with the aim of building her confidence with English and widening her support network.

During her shelter stay, Ayana and her support worker spoke about a local housing project specifically for women and a referral application was submitted shortly after. Ayana started 2022 with the positive news that she had been accepted into the housing project and so after C4WS paid her move-in costs through the Housing Justice move-on fund, Ayana was able to move into her new home in early January.

Since moving into her own home at the start of the year, Ayana has still kept in touch with C4WS. She attended our English classes that happened throughout the shelter season, taught by Speak Street. When the classes finished, she engaged in the C4WS Conversation Club, where she continues to learn English and build a relationship with one of the C4WS volunteers. Ayana also attends C4WS's fortnightly Women's Group where she keeps in touch with other women in the C4WS network and connects through different activities, including arts and crafts, trips to the spa and jewellery making workshops. Looking forward, Ayana is studying English at college and in the long-term would like to become a nurse.

<sup>1</sup> All names and biographical details have been changed.



# SANKA'S STORY

**Sanka<sup>1</sup> was referred to us by Crisis and came to stay with C4WS in December of 2021. He is a Jamaican man in his mid-thirties, who has been in the UK for 19 years.**

In addition to his referrer, he was being supported by his solicitor who was in the process of submitting an application for leave to remain in the UK. Sanka has no recourse to public funds, and is limited in his move-on options. As of June 2022, Sanka is eligible to apply for leave to remain under the 20 Years Long Residency Scheme.

Sanka is partially blind in both eyes. In 2020 he also badly broke his ankle, which required surgery. He struggles to stand for long periods and uses a crutch to get about. When he came to C4WS, he was able to care for himself and brought a positive outlook and personal strength to his meetings with his case worker. He is articulate, friendly and always smiling and like to help other guests, as well as getting involved with the Gardening Club each week.

Sanka stayed with us for one month, as we looked for move-on opportunities through various hosting schemes. However, Sanka's health deteriorated in mid-January 2022. It was observed that he was in extreme pain and struggled to walk. Sanka went to hospital and thought of rough-sleeping with his urgent medical needs.

After a safeguarding assessment by his case worker, it was determined that the shelter environment was no longer safe due to his needs. He could no longer access the stairs to obtain his meals or access the toilets and the showers. He was essentially trapped in his room. It was determined he could no longer stay at C4WS, but that he needed specialised advocacy service to ensure his personal safety going forward.

As a qualified advocate, his case worker alongside his referrer from Crisis, arranged for him to stay in an accessible room at a local hotel. A request was submitted for an Emergency Assessment by the Camden Adult Social Care Team. C4WS was able to provide the advocacy service and a physical presence during

Sanka's assessment, to secure a duty of care. C4WS helped support his move-on, providing necessities, transportation, and evening meals. We continue to provide him with subsistence funds, via a grant from Housing Justice, which has helped maintain his health and safety.

It is very evident had C4WS not provided advocacy support, Sanka would have faced rough-sleeping with his urgent medical needs. This would have posed a severe health risk to him that could have resulted in further harm. Grants and sponsored money have enabled him to receive the support and resources he has needed for his health and stability.

Sanka is still awaiting the outcome of his case. Through it all, he continues to bring a positive outlook and joy to his situation. His personal contribution to C4WS is immeasurable and benefited everyone who met him. It is an honour to know that through the hard work and dedication of C4WS staff and volunteers, his health is being taken care of, and he has stayed strong through adversity.



<sup>1</sup> All names and biographical details have been changed.

# REFERRAL AGENCIES:



New Horizon Youth Centre



The Manna Society  
Running a Day Centre for homeless people near London Bridge



Routes Off The Streets  
Camden



# STEPPING INTO THE FUTURE WITH LAUNCHPAD

It has been our hope for many years to have a C4WS 'house' where guests can move into after their stay at the shelter, and can continue to be supported by our Welfare Team, to make a sustainable step into long-term, private rented, housing.

In 2021, we were fortunate to secure several grants which brought us closer to our final goal. These helped us to plan this project and to begin searching for the right property and new member of staff to manage it.

Unfortunately at the start of 2022, the house we were looking at fell through, and we went back to the drawing board. Fortunately, we had employed our Launchpad Manager, who was able to start

all the work associated with this project, who is supporting our guests who have moved into PRS to ensure that their future is secure.

In addition to this work, they are searching for the right property in the hopes that it can run alongside the shelter for our 19th season.

If you know of a vacant site, of up to 5 bedrooms within the borough, we are keen to hear from you. We are currently exploring options with local housing associations as we would be happy to work with an existing provider.

Please do get in touch if you would like to know more:  
[admin@c4wshomelessproject.org](mailto:admin@c4wshomelessproject.org)

# C4WS HOMELESS PROJECT DONORS 2021/22\*

**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.**

ACTS 435  
A & E Tucker  
Amazon Smile  
Anglo American Charitable Foundation  
Apple  
BEE Midtown  
Camden Giving  
Capital City College Group  
Charities Trust  
Church Homeless Trust  
Commonweal  
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GMS Estates Ltd  
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Hampstead Parish Church  
Harvey Lane Community  
Highgate URC  
Homeless Link  
Hornsey Lane Estate  
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King's Cross Development Fund  
Leo Goldsmith  
LHA London  
LHF London Housing Fund  
Lloyds Bank Foundation  
London Catalyst  
London Churches Refugee Fund

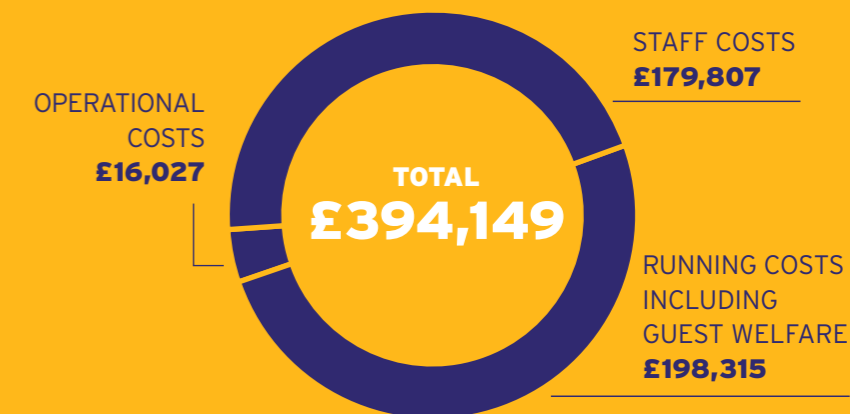
Lumen Poetry Society  
M I Hall  
Matthew Watts  
MCC Cold Weather Shelter  
Oscar Hill  
Ove Arup Partnership  
P J Aston Legacy Donation  
P J Harvey  
Paul Hamlyn Foundation  
Paypal Giving Fund  
PCC St Mary Brookfield  
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RL Gray  
S G Kessler  
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S M Seymour  
Somers Town Community Association  
St Andrew Holborn  
St George and Dragon Trust

St Giles in the Fields  
St Martin in the Fields  
St Mary's Church  
Hampstead  
Starlizard/The Bloom Foundation  
Streets of London  
The American Church  
The Barrow Cadbury  
The Biscuit Fund  
The French Huguenot  
Church of London  
The London Community Foundation (LCF)  
The Pret Foundation  
UK Online Giving  
Foundation  
Vistex UK Ltd

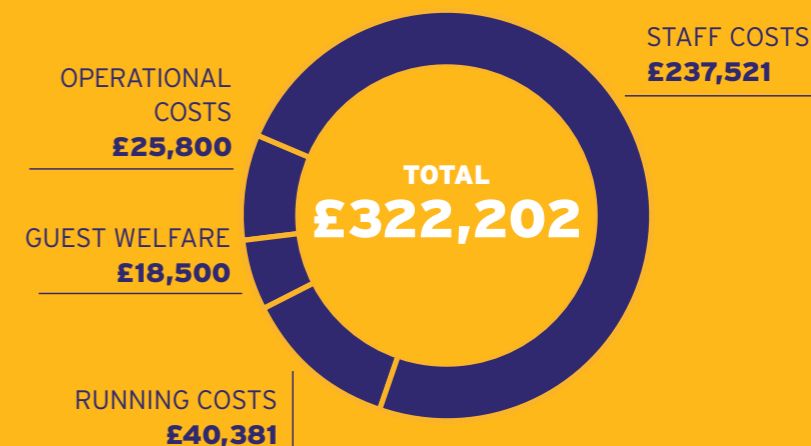
\*For C4WS accounts purposes, the list of above donors supported our project between January 2021 and January 2022

## ACCOUNTS

### EXPENDITURE February 2021 to January 2022



### BUDGET February 2022 to January 2023



The biggest change to our budget for 2022/23 is for running costs. This is because we will no longer be paying for hotel rooms and food for five months for our guests, as we are returning to the rotating chuch model. Instead, we are budgeting for additional staff costs, as our aim is for the the generous donations and grants that we recieve to be spent on activities which directly impact the welfare of our guests and ensure a positive and sustainable move on for them, once they leave our shelter.

# 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



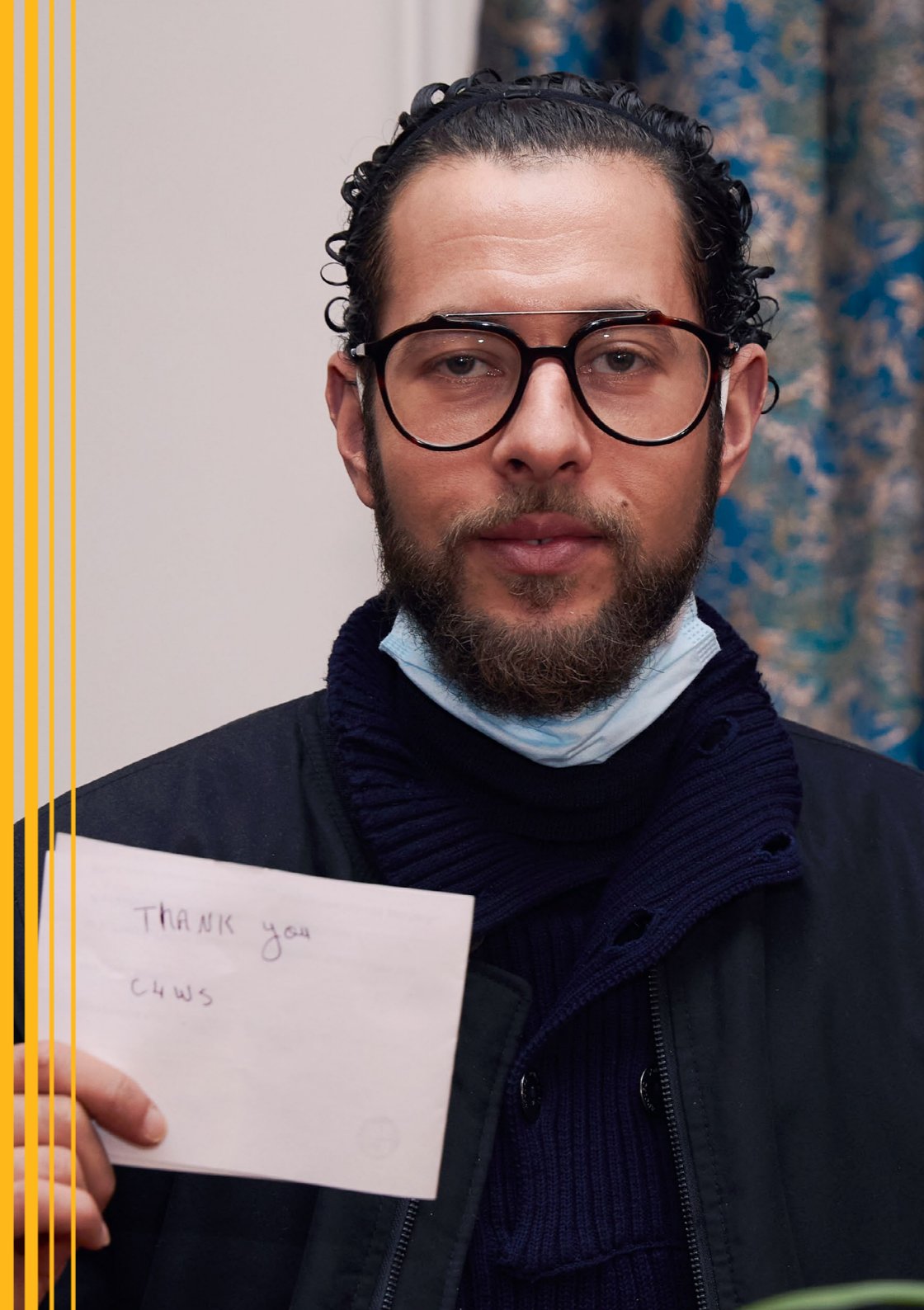
Support us by using 'Amazon Smile' and choosing to donate to C4WS Homeless Project [CLICK HERE](#)



Write a cheque payable to C4WS Homeless Project



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



## QUOTES FROM GUESTS:

**My name is Kostyantyn<sup>1</sup> and I am an Ukrainian. Please, let me say huge Thank to C4WS, all staff and management. Guys you are amazing... I have never seen staff like that, friendly, helpful, straight and honest, intelligent and, of course, professionals! To be professional is very important, as not everyone can be. You may do your job for many years, and do your job well, but never be a professional. And this is a very important point, which may help direct the right way, or even save a life. I say thanks to God for C4WS... God Bless You C4WS... Thank You C4WS.**

**I am so grateful for what C4WS has done for me. I was literally on the streets with nowhere to go in the middle of January freezing cold and then came the C4WS Winter Shelter. But it was more than just a shelter. Not only did I have a bed and some hot food, the staff, volunteers and other homeless people in the same situation were so helpful and kind. They also put on lots of group activities, which I enjoyed participating in. My welfare worker went the extra mile to help me out in the midst of my predicament, which I am so grateful for. I now have a fixed address to live and some extra help thanks to C4WS. Harry<sup>1</sup>**

**My time at C4WS was very good. Most of all I was feeling very happy in a time where my mental health and physical health was very poor and I was homeless. Thanks to C4WS, they made sure I wasn't feeling abstract thoughts to commit suicide. I'm very grateful for all the hard work that they did for me and others and are still continuing to do. I was welcomed by Harry the first evening I went there and his energy made me feel the happiest I have been in years. And then I met Bree, the Welfare Manager the next day, aka my Angel. She's the most optimistic person I have ever met in my life. Her hard work and dedication transforms people's lives for the good in all that she does. I'm very blessed I got referred to C4WS and met such a beautiful soul and positive energy, at such a low time in my life. I felt like I could have died if it hadn't been for their help. Thanks to all the team at C4WS that made me feel like a human. Love and appreciate you all thank you very much One Perfect Love. Sanka<sup>1</sup>**

<sup>1</sup>All names and biographical details have been changed.





HOMELESS PROJECT

C4WS Homeless Project  
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London  
NW1 1NA



[www.c4wshomelessproject.org](http://www.c4wshomelessproject.org)



020 7278 6267



[admin@c4wshomelessproject.org](mailto:admin@c4wshomelessproject.org)



C4WSHomelessProject



C4WSCamden



c4wshomelessproject

**"It was an amazing experience, more than grateful for the volunteers and staff to be so overwhelmingly kind and supportive."**

Wajahah<sup>1</sup>

<sup>1</sup>All names and biographical details have been changed.