



C4WS

Homeless project

ANNUAL REPORT 2012



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* A guest refers to anybody that uses the C4WS Homeless Project service
 * PM – C4WS Project Manager
 * WM – C4WS Welfare Manager

Introduction

Homeless is a word that really defines somebody's standing in the world. In the past some people may have associated the word with somebody who is drunk or using drugs, scruffy, has a beard: 'it's their own fault'.

Thankfully due to an increase in awareness, the public are starting to realise that it can happen to ANYBODY and it really can. Reading this report you will see a cross-section of people from all over the world who have used not only our shelters in Camden but across the UK. This problem is not going away anytime soon, and with cuts to council funding and the many obstacles put in the way that stop people accessing adequate accommodation, it is clearly going to get worse. What we can do at C4WS Homeless Project is try and make a difference to each individual who comes through our doors. We do not



claim to have all the answers but our experience and feedback from others tells us what we offer does change and save some lives. This is what gives us the energy needed to carry on walking alongside society's most vulnerable and make that little bit of a difference. This report is dedicated to all the services, trusts, volunteers, churches, companies and individuals that work with us. To our past guests: keep strong and we pray you are in good health; our door is always open, and to future guests: you are most welcome, we hope to be of assistance.

Jamie Nalton
Project Manager

While the C4WS staff have put this report together, this year especially we have given space to the many organisations and individuals that make up our charity. We felt this would give a more complete reflection on who we are.

“Not just a homeless shelter but an entire programme that supports individual needs with one to one advice and support to get you out of the cycle of homelessness”

Guest quote

A word from CARIS

CARIS Camden will be familiar to most of you as the legal vehicle through which C4WS operates; it is CARIS, which employs the C4WS staff, and CARIS, which insures the shelter operation.

Although C4WS is CARIS' largest operation, it is not its only activity. CARIS was originally established as a distinct company and helps mothers and children in need in Camden, but this has been widened to include families more generally.

We hope the impressive cross-denominational network that makes up C4WS can give an ecumenical flavor to CARIS itself. At present all the trustees are members of Anglican Churches but

we hope to recruit suitable trustees with the skills we need from other churches and to raise the profile of Christian Action in Society behind the flagship success of C4WS.

Finally, having taken over as Chair of trustees this year, I want to thank Bill Risebero, with Christine always at his side, for the huge amount of work and energy they have put into CARIS and C4WS. Happily (especially for me) both are still closely involved.

Andrew Penny
Chair of CARIS Camden



Guest poem

“Shelter Me” - My rhyme from the street

Where is it tonight I hear you say??

Kings Cross, Camden Town or Kentish Town, The American Church and posh Highgate too, Munster's Square or Somers Town have given shelter to me and you.

My fellow guest on the C4WS Homeless Project many faces, many needs, one common issue.

Nowhere to call home.

But given time to trust and to work towards a better future.

Thank you all at C4WS and all the many kind helpers at all the venues.

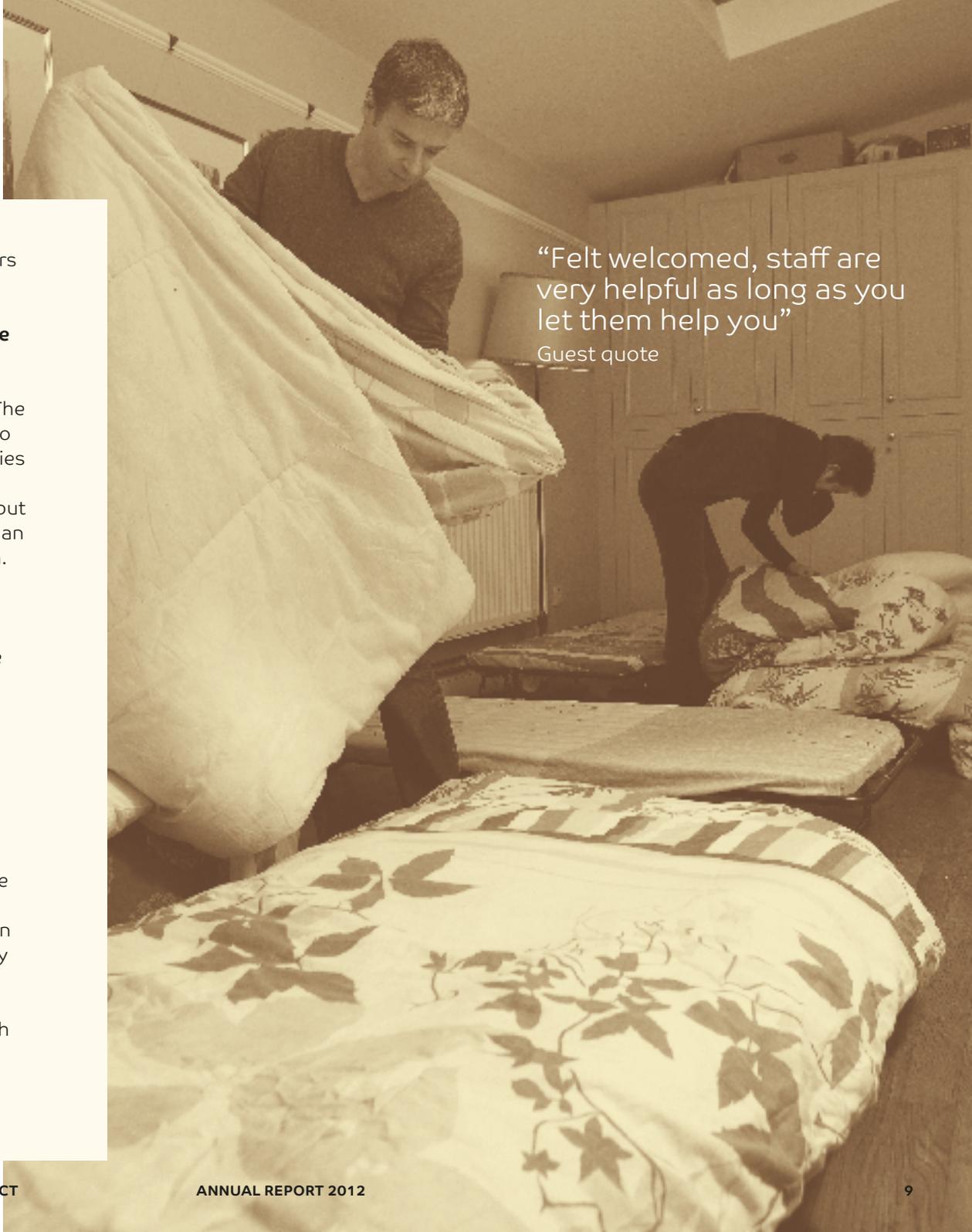
Our shelter

C4WS began in the winter of 2005 in response to the ever increasing number of homeless in the Camden area and beyond, and the fact that there was very little in terms of direct accommodation for anybody who had suddenly found themselves without a home or any kind of shelter.

This was costing people their lives, especially during the cold winter months, so we used a model that was happening in the neighbouring borough of Islington which involved seven churches operating a rolling homeless night shelter where each church would take up one night every week in the months January-March. The guests would turn up at each venue in the evening at an agreed time, have an evening meal and companionship from the volunteers, who were mainly made up from the churches' congregations. The guests would sleep on mattresses inside the church, have breakfast and then leave for the day until the next church opened its doors the following evening.

The first year of the Camden shelters proved to be a success, but as you would expect it was not without its problems. **However 93 people were given accommodation, food and warmth. Some were even helped with long-term accommodation.** The churches took a huge leap of faith to open their premises and communities to a problem that often brings up images of the negative side of life, but when they began it quickly became an important part of their social action. It also helped strengthen the ties amongst them.

The project has not stood still since our very first season. Seven years later we operate church shelters between November and March, **over 20 churches from different denominations make up the family, with over 300 volunteers, universities, colleges, schools, businesses, and other charities contributing to our cause.** We have partnerships with various council and charity services that work within the homeless sector and we employ a full time Project Manager and Welfare Manger. Guests are given an individual welfare package, which equips them with the best possible tools so not to return to the streets once they leave C4WS.



“Felt welcomed, staff are very helpful as long as you let them help you”

Guest quote

Boundaries for guests

The safety of our guests and volunteers is our primary concern and so we cannot admit anyone to C4WS who is not prepared to respect the following conditions of our hospitality:

- 1. NO ANTI-SOCIAL BEHAVIOUR & OFFENSIVE LANGUAGE**
- 2. NO CONTROLLED DRUGS**
- 3. NO ALCOHOL**
- 4. KEEP WITHIN OUR TIMETABLE**

Shelter timetable

6:30pm	Evening Volunteers & Cooks arrive
7:30pm	Doors Open, guests sign in and are given a bed
8:00pm	Deadline for all 15 booked in guests to sign in
8:20pm	Dinner starts
	After dinner guests can chill out, chat, play games, sleep, wash, read & watch TV
11:00pm	Lights out
7:00am	Breakfast team arrive
7:15am	Lights on, Guests are woken up
7:45am	Breakfast starts
8:45am	Doors close

Welfare and guests

A note from Amanda Pickering, C4WS Welfare Manager

When I first joined C4WS in 2008, I believed that I was going to make a difference in the lives of the people who walked through C4WS' doors. I wanted to 'fix' everything for them and make it better. Four years later what I have concluded is that in fact, they have changed MY life. Their stories, courage and resilience in their circumstances has taught me much about what real strength of character is and the ability of a human to survive in the most harsh of conditions, yet still be courteous, friendly and supportive of others that are in the same position as them. I am no longer the same because of them and I hope that in some ways they can say the same of us.

I want to highlight here the diversity of guests that stay at our shelter from all walks of life, and rather than quote thousands of statistics that you will forget within a few minutes of reading this report, I want to leave you with one of the incredible stories of those that have survived homelessness and come out the other side stronger.

Rebecca is a young lady from India who is extremely intelligent, studied in England, gained a degree from a reputable university and had a

well-paid job. However years into her career and a seemingly normal life, Rebecca's world came crashing down around her when she was hit with a debilitating mental illness that constricted her from carrying out her normal day to day movements in life. This resulted in her not filing for her visa extension on time and therefore she became what is classed as an 'overstayer' in the UK. She lost her home, her job and her friends... but not her will. Rebecca stayed at the shelter longer than anyone in the history of C4WS, 152 nights. She had no real options of accommodation but did everything in her power to get her life back on track. The biggest obstacle in her way was raising over £1000 to make a fresh visa application to the Home Office. We were able to support Rebecca in applying to charitable trusts for financial assistance and within a record 3 weeks we had helped Rebecca raise over £1000 towards her visa application. She even got 100% on her life in the UK test and made her application within weeks of the shelter closing. Although we do not know the result of the application and therefore could not make any long-term accommodation efforts, we were able to secure a place for Rebecca in stable accommodation for 3 months while her application was being processed. There are no stories that can be neatly packaged

and concluded whenever people are involved. Rebecca's story continues but it is now one of hope rather than despair.

Every guest as C4WS is offered the same tailored service to support their needs. We do not claim to be able to sort out every problem in their time with us or pretend to have the expertise to deal with every issue, however alongside our own experience and knowledge we partner with some fantastic organisations that support our guests in amazing ways...

C4WS & JOBCENTRE PLUS 2011 – 2012

Jobcentre Plus provided a service to C4WS throughout 2011 and 2012.

130 interviews were conducted which prompted 280 interventions e.g referrals to health care professionals and accommodation.

Benefit claims were made and maintained in collaboration with the C4WS staff team. This ensured clients placed into accommodation could remain there.

24 rough sleepers were placed into accommodation.

4 clients found employment.

5 clients were receiving the incorrect

amount of benefit and this was addressed also.

NEW HORIZONS YOUTH CENTRE

Yet again C4WS comes to the rescue. In this day, of little appropriate emergency accommodation for young people, C4WS with its doors open wide, hospitality on a plate and expertise at hand saves the day for many.

Without C4WS' intervention, NHYC would be fighting a much harder battle to assist young people off the streets and into a more settled environment where they can turn their lives around, focus on employment, work on their self esteem and become part of the community. Year after year C4WS come up with the goods and provide an excellent service for all.

The young people who access C4WS and NHYC benefit from both services working together to provide a full holistic service and a support network which goes beyond accommodation. I hope to work with C4WS for a long time to come and to continue producing the outcomes for young people we have become accustomed to.

Well done and thank you C4WS

Dean Harris

Welfare and guests

FOCUS

Over the years, the Focus Homeless Outreach Team has worked in conjunction with C4WS Homeless Project, working with homeless adults who have or who are recovering from mental health problems. We view the project as a valuable resource in terms of providing emergency shelter to some of our most vulnerable clients during the cold weather spells.

The project is easily accessible, often providing shelter when no other service has been readily available. Once placed, the team have a sound track record of moving people on into more secure accommodation where there are opportunities for self development and to enhance their mental health wellbeing.

Nathan Servini

Social Worker
Focus Homeless Outreach Team
London Borough of Camden

“I have had the privilege of spending time with the guests. I always value it’ volunteer

WELFARE AT C4WS NIGHT SHELTER

When a guest first comes to C4WS, they meet with the WM within two days of staying at the shelter. An in-depth registration form is filled in with them, detailing their employment, housing and health history among many others. The focus of the meeting is the guest and their needs. From this premise the WM and guest put a support plan in place together of how best to move forward and it is from this plan that the WM works for the remainder of the guest’s time at C4WS shelter. A decision is never made on the guest’s behalf. This is always done in partnership however we are realistic in what can and can’t be achieved. Every guest comes from a different background, experience, they are different ages, nationalities and religions and a one-size fits all approach simply does not work. Therefore every guest is treated on their own merit and the support is tailored to their specific needs and circumstances. We hope that by using this approach every guest feels respected and understood.



Guest

“I came to C4WS on 25th of Jan 2012. I was greeted at the American Church by Jamie and later told that I would meet Amanda the next day to have a chat on how they could help me. I went to Kings Cross the next day and met Amanda. For the first time, she asked me about my situation. I’d lost my job and as a result later couldn’t keep up with my mortgage payments, had the house repossessed and found myself with nowhere to live. I rubber balled between friends’ sofas for a while. I was having problems trying to claim my benefits entitlement but with C4WS’ help finally managed to sort it out after two months. C4WS got me a place on a course at The House of

St Barnabas, which would help my job search and helped me update my CV.

Then after about 27 days I got the call that everyone wants ‘Can you go to see a place if you’re interested?’ I viewed a bedsit in North West London and liked it. I went back to the office to see Amanda. She was as pleased as I was when I said that I was taking the place. She then helped me to sort out my Crisis loan for a deposit on the property (After 3 hours and 3 calls I managed to get it).

I didn’t have a drink or drug problem and was not mentally ill. I was just jobless, homeless and did find it hard at first to adjust but at every shelter the volunteers would ask you how you were and how you

were getting on and it was nice that some had been on the project previously and had come back to help. As it is I’ll be volunteering myself.

Without projects like C4WS, who knows where I might of ended up? The homeless and those being made homeless are increasing and these safe havens are and will be even more in demand. Even after leaving the project, if I’ve not popped in to see them on a Friday I’ll get a call to see how I’m getting on.

Thanks Amanda, Jamie and Stanley for all your help, and to the volunteers for making a difficult time bearable.

Steve

The stats

We received 299 calls for a bed space and 85 people stayed at our shelter. That's 3.5 times the demand for the bed spaces available

69% of our guests were male and **31%** female, **4%** more than last season

37% of guests were between 18 and 25 and there was a **7%** increase of guests over 60 years old from last season.

The primary reason for homelessness was lack of money/loss of job at a staggering **34%**. Relationship breakdown had dropped by **10%** in the last year.

There were over **25** nationalities represented at the shelter this season. **26%** of our guests were British. **5%** less than last year, closely followed by **17%** from **A10** countries, **6%** up from last year. This may be due to the changes in law for many of the EU ascension countries. **14%** were from Eritrea, the same as last year.

The average stay at our shelter was **24** days with the longest stay being the full **152** days that we were open. **29%** of guests stayed over the usual **28**-day stay due to the complexity of their circumstances.

26% of guests had no recourse to public funds

97% of guests that engaged in our service were found accommodation

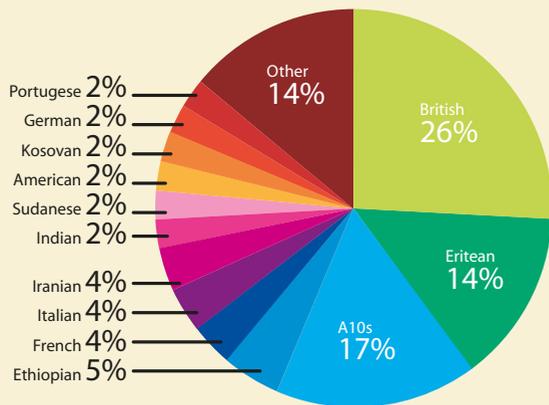
Support needs of Guests	No of guests
Lack of English speaking skills	26
Mental Health	18
Physical health	7
Alcohol misuse	5
Repeat offending	7
Gambling	3
Domestic violence	3
Learning difficulties	2

There was a large increase in those with a lack of English speaking skills and mental health problems compared with previous years. With the introduction of our own English classes and good links with the community mental health team we felt well placed to support people with these needs.

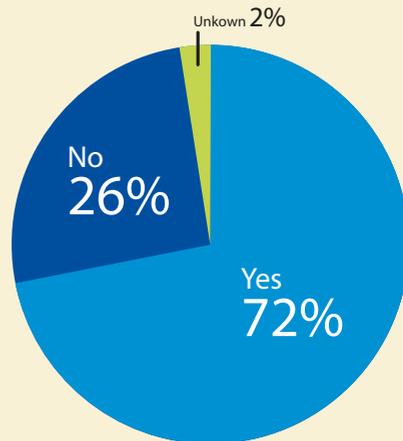
Referral Agencies

- Albert Kennedy Trust
- Alone in London
- American Church Soup Kitchen
- British Red Cross
- Camden Health Improvement Practice
- Connect Camden
- CRISIS
- Focus Mental Health Team
- Growth
- Hope Worldwide
- ICCWS
- New Horizons Youth Centre
- Office
- Police
- Robes Project
- SANKTUS
- Waging Peace
- Whitechapel Mission
- Women at the Well
- University College Hospital

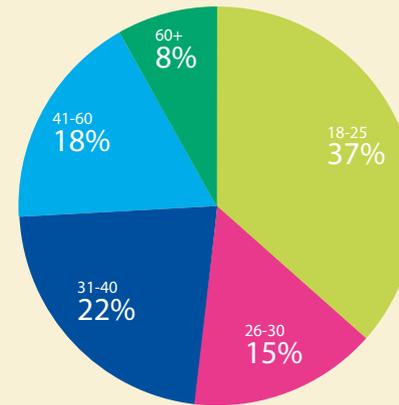
Nationality of guests



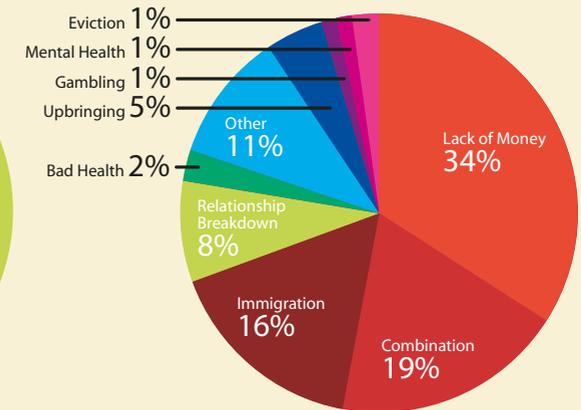
Recourse to public funds



Age range



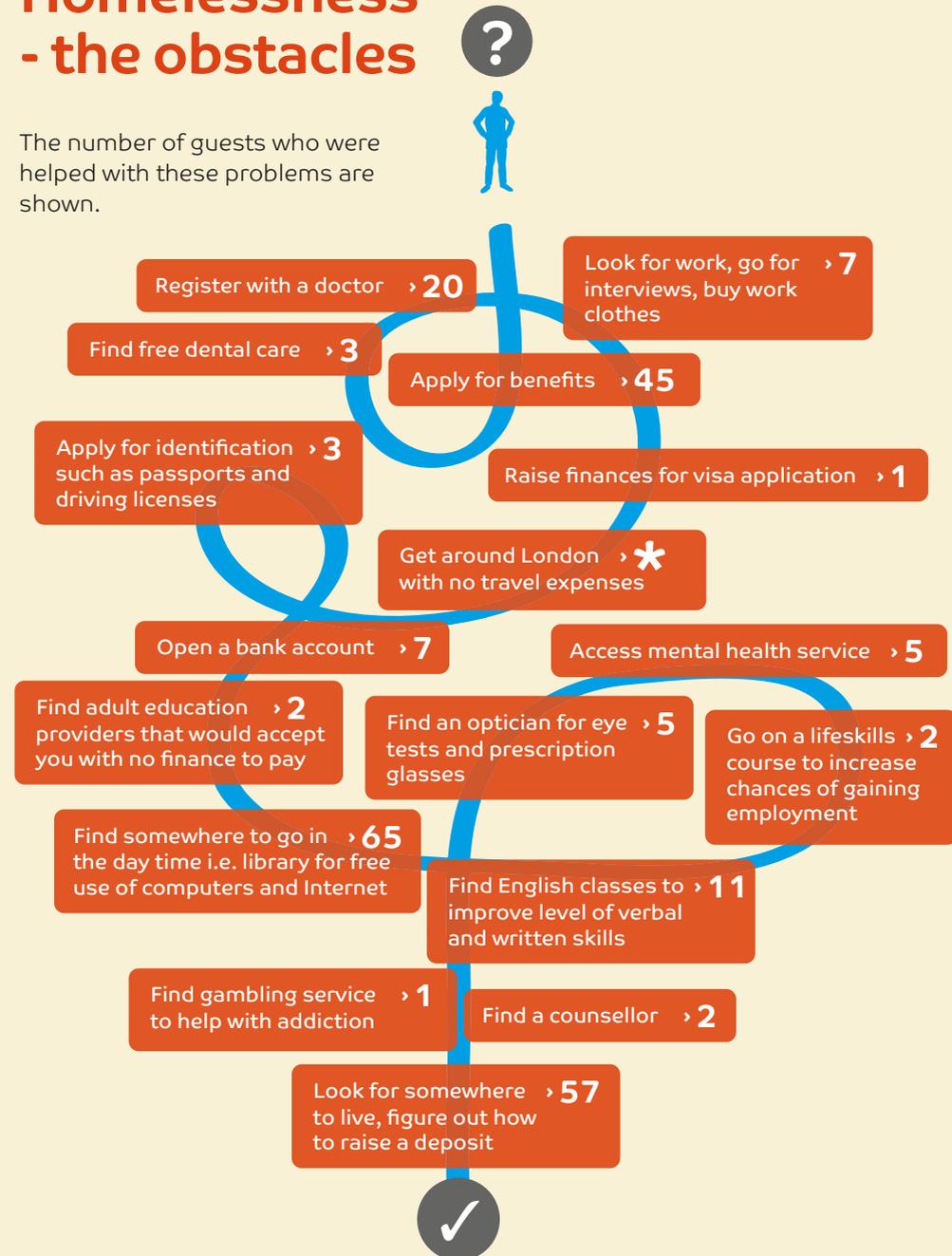
Primary reason for homelessness





Homelessness - the obstacles

The number of guests who were helped with these problems are shown.



* C4WS gave out over 300-bus saver tickets, 60 weekly passes and 40 daily passes to help guests make journeys for essential appointments.

Mentoring and befriending scheme

The C4WS Mentoring & Befriending Scheme was born in September 2010. It was developed to support former guests of the C4WS Night shelter and neighbouring agencies with the often-bumpy transition between being homeless and housed.

Two years on and:

28 people have been trained to become mentors

5 successful mentoring & befriending relationships have been formed

3 relationships are currently in full swing

10 mentors are ready for those that will access the C4WS Night Shelter in 2012/2013

We provide each guest who requests it with a trained mentor to support them (for six months) in the following ways:

- Providing life skills support centring on aiding people into independent living i.e. learning how to cook and budget
- Providing tenancy support e.g. advice on paying bills on time
- Providing employment support e.g. helping write CVs, looking at

- interview techniques
- Providing social support
- Providing educational support

Over the past two years we have found that a mentor may help with one or all of the above. This is because as the relationship develops so does the trust between the mentor and mentee as one mentee describes:

MENTEE STORY

CW4S has been the biggest help to me since finding my self homeless. Not only putting me up but finding me a place to stay and even helping me after I had been placed, on top of which they provided me with a mentor who I would meet with once a week for a coffee and chat. This has been great and something I look forward to each week.

To be able to know someone outside of the normal circle of people I would associate with has helped me enormously; a sensible person you might say. She has played a big part in my life over the last year, helped way beyond her role as a mentor, been there for me when I was ill, helped me to hospital, even visited me there, and helped when I was feeling down (a lot of the time), always has something positive to say and has become like a friend. I

“Fantastic, the atmosphere is always warm, welcoming and supportive” Volunteer

know it must be difficult giving up her free time and to have to listen to me go over the same old issues week in week out but she has stuck at it and been there for me. So I would love to say thank you to CW4S and my MENTOR for everything they have done for me.

The Only Way Is Up... Thanks again

MENTOR STORY

I have been mentoring for about 6 months now. My mentee has had a lot happen to her with her education, her health and her home. Over the months she needed someone to talk to and to go to for support. Even when her life was stable I felt that she needed me because I was there to listen to her views, to acknowledge her as a person, laugh with her and to be a friend. She has no family and very few people to talk to about her health, her

secrets and her dreams so our time together was never long enough and always full of conversation. I have felt that with our meetings, she has become more open, more confident and more optimistic. And all I have offered is my time. It has been so good that I wish to continue. I'm proud of myself but I'm not proud of what I have done, I am proud to be a friend of my wonderful mentee who is an ongoing inspiration to me and to herself...she just hadn't realised it yet.



English classes

‘Go the end of the road and turn left’, ‘Just ask the bus driver to drop you off at Kings Cross?’, ‘Tell the doctor how you feel’. Simple phrases to most people but to someone who doesn’t understand a word of English or has extremely limited English skills, it’s like scaling a mountain.

C4WS recognised the need for English classes to be offered to our guests two years ago when Government cuts meant that those that needed them the most could no longer access them. We therefore decided to start our own classes and it has gone from strength to strength.

THE BASICS:

We offer English classes to any homeless or recently homeless person to help:

- Improve their chances of finding and securing employment
- Access training and education possibilities
- Build confidence
- Integrate into society more successfully
- Generally improve skills

62% (53 people) of those that stayed at C4WS night shelter between November 2011 and April 2012 were from a country where English was not their first language

26% had no recourse to public funds which means they will not be eligible for accessing mainstream English classes

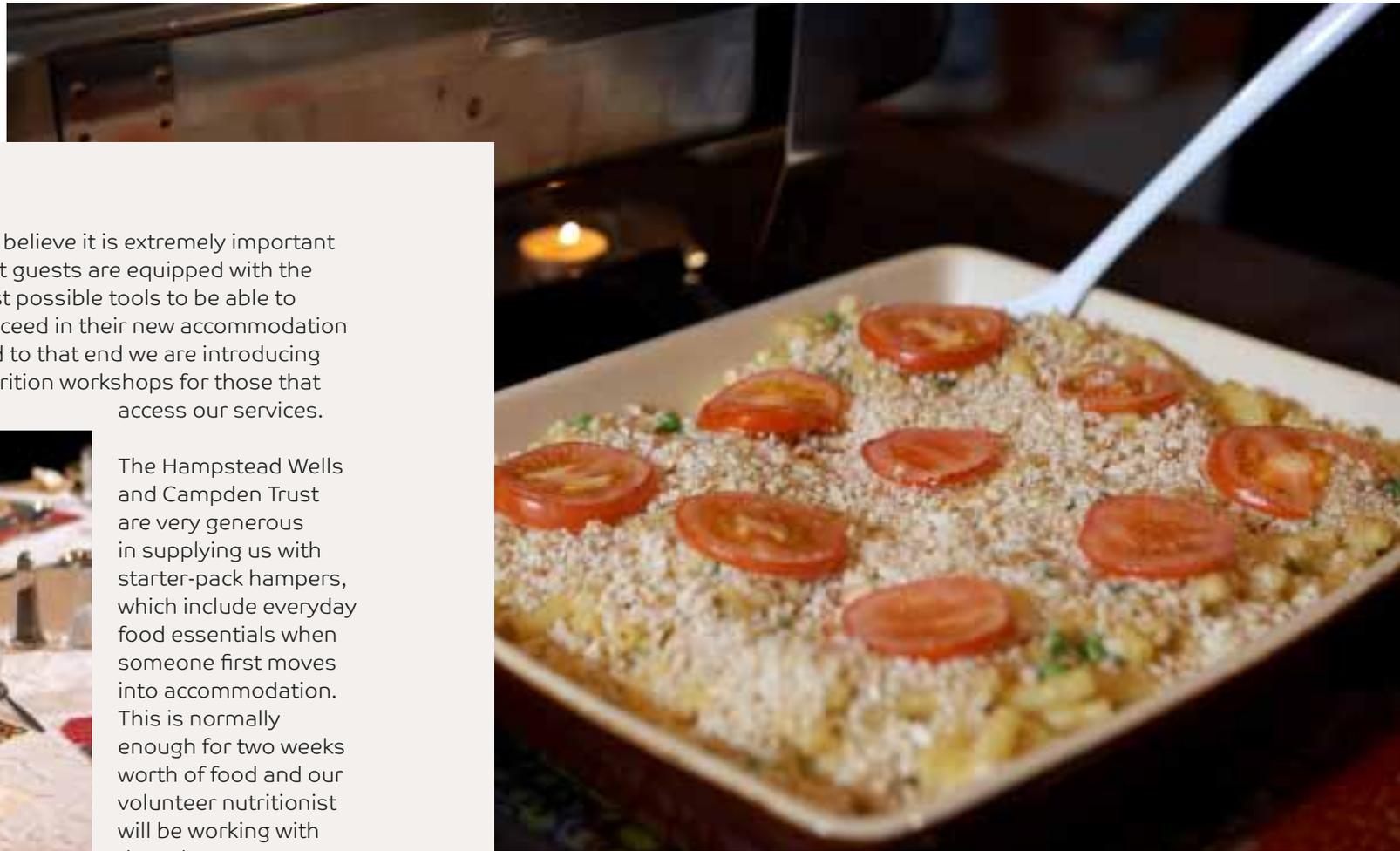
In 2011/2012 we offered English classes free of charge to those that access C4WS services through the lunch time club, shelter or from neighbouring charities and agencies.

- There were two levels offered based on the guest’s needs – beginner and intermediate
- Students received their own workbooks, dictionary and stationary. This was done with the intention to give the students a sense of worth and pride in their work.
- C4WS paid for student’s travel to and from classes to remove as many obstacles as possible that may discourage them from learning
- Classes are tailored towards the needs of the students and are not based on a strict syllabus.

Moving forward we hope that this service will continue to be of benefit to those who would normally struggle to access English classes.



Nutrition



Every guest at C4WS is served with a wholesome dinner and nutritious breakfast during their stay at the shelter.

We believe it is extremely important that guests are equipped with the best possible tools to be able to succeed in their new accommodation and to that end we are introducing nutrition workshops for those that access our services.



The Hampstead Wells and Campden Trust are very generous in supplying us with starter-pack hampers, which include everyday food essentials when someone first moves into accommodation. This is normally enough for two weeks worth of food and our volunteer nutritionist will be working with these hampers to provide guests with:

The positive impact this has on them is physically evident in how much healthier they look after just a couple of days at the shelter. However when a guest leaves the shelter and goes into accommodation, their often-limited budget and cooking skills can mean that nutrition slips down the priority list. Takeaways or skipping meals can become the norm.

- How to cook on a budget of £20 a week
- How to get your five a day in on a limited budget
- The basics of cooking and nutrition
- Practical workshops with guests cooking an entire meal from scratch (and eating it!)

- Each guest will be given a nutrition manual to take away with them full of helpful tips and information to help them make healthy choices

We look forward to seeing how this new project is helpful to our guests once they move in to accommodation.



Guest involvement

Often, people who experience homelessness can feel extremely helpless and powerless; decisions are made for them on their behalf with little or no input from the homeless person and this can lead to feelings of disempowerment and feeling overwhelmed.

For this reason we work hard at C4WS Homeless Project to try and ensure as much guest involvement as possible is in place and very much see what we do as a **partnership** with the guest themselves. We do not include services to homeless people for the sake of it but listen to their needs and develop a response, which is effective for their current situation. We do this in the following ways:

- Guest feedback forms, which allow the guests to anonymously comment on our night shelter service. This ranges from rating the hospitality, the competency of the staff, the overnight arrangements etc to giving us their opinions on things we could improve on.
- During the shelter the PM sits down with the guests periodically and gives space for the guests to voice

any issues they would like to bring up (positive or negative). The PM also utilises this time to explain to the guests the reasons for why things operate the way they do. We feel by being transparent, the guests feel they are partnering with us.

We never believe we have arrived and would like to continue to develop different ways that we can include our guests on how we run the services we provide. To that end, this season we introduced the film club.

The guests felt they would like a space to go in the daytime that was safe and entertaining so we piloted the C4WS Film Club, where we gave three choices of a film and the majority vote won. We served hotdogs and popcorn to create a relaxed, cinematic feel. We gave the task of implementing the film club to Stanley, our Shelter Assistant, who was delighted to take up his own project. Following on from the success this will be carried on to the new season.

Guest's shelter experience	Out of 10
Food	9
Bedding	8
Entertainment	8
Shelter set up	9
Warmth	8
Atmosphere	9

Lunchtime club

In alliance with Kings Cross Methodist Church, C4WS Homeless Project operates a weekly lunchtime club for current and former guests of the shelter, and anyone homeless or in need in the area.



Our aim is to provide a safe, relaxed, non-judgemental space where people can grab a cup of coffee, read the paper and enjoy company. When appropriate and requested, welfare support is provided from help filling out forms, all the way through to looking for accommodation. Whilst the shelter is running, this space is particularly useful and appreciated by all our guests as it gives them a few hours out of the cold and often doubles up as a great time to do intensive welfare work.

As London was the host of the 2012 Olympics, the lunch time club's doors were open every day during the two weeks to welcome anybody to watch sports on the big screen, get some refreshments and enjoy the hospitality on offer. This was extremely well received by those that attended and it is great to be involved in such a worthy partnership with Kings Cross Methodist Church.

“Volunteers were very friendly and helpful and always ready to assist in anyway possible” Guest

Traineeship

Over the years we have come across many people including volunteers, guests and members of the public who have a passion for homelessness and would like to contribute by working in the sector.

Many have no idea where to begin the journey. For this reason we had the vision of employing a part time Shelter Assistant who would have an intense period of working inside a project such as ours. It has been a great success and we are pleased to say the successful applicants from the past two years moved on to purposeful work in homelessness and are now contributing to the cause. Here are their stories...

STANLEY

I was first moved by the plight of homeless people whilst studying for a degree in Manchester. I had been involved in voluntary projects before and sought out some like-minded people to try and do something about the homeless situation in the city. I ran an outreach project over the course of my degree, and was astonished to find that many of the people I encountered were on the streets through no real fault of their own. What they lacked was a

support structure that most of us take for granted. It was during this time that I realised homelessness was something that could happen to anyone, and that I wanted to be a part of the effort to end it.

In my search for jobs, I felt frustrated by most organisations looking for people with lots of experience, but soon after I stumbled across this role with C4WS. It looked perfect for me, someone who truly believed in the cause and was eager to learn and gain a professional understanding of what it is like to work with homeless people. The charity embodied exactly what I wanted to be part of, an open and warm but professional approach to helping marginalised people with emergency accommodation and a comprehensive rehousing and life skills service.

At first, I was surprised by the responsibility I was given. But I relished the opportunity that Jamie and Amanda had entrusted me with and the church co-ordinators were fantastic, who especially at the beginning gave me the space and support I needed to become good at my job. I loved coming into work, building great relationships with the guests and the volunteers, and learning all the time from the staff team. As the months went by, I picked up a range of invaluable skills



and began to get more confident in the shelter and when working with guests. Under Amanda's supervision, I was given a small case load, working to help the guests access the accommodation they needed, as well as assisting them with life skills that would stand them in good stead for independent living. Some of the people we work with often lack the basic skills, such as using a computer or writing a CV. I quickly learned that our job was about helping people with the small as much as the big things, giving each individual the time and support necessary to really achieve their own aspirations. Throughout the post I was given opportunities to go on training sessions and attend events that greatly improved my understanding of the issues around homelessness, such as mental health, welfare benefits, and advocating on behalf of homeless people. Not only was this knowledge put to good use in my work at C4WS, but it will be a great

asset to my career in this sector.

It wasn't all easy, and when looking back on my time here I can think of many things I would have done differently knowing what I know now, but learning can often be about making mistakes, and I am very grateful to Jamie and Amanda for their patience and advice, allowing me time to develop into the role.

The experience and knowledge I gained over the intensive 6 months has been invaluable to me and has a lead me on the way to a gainful career in the housing sector. I am now working as a housing support worker for a large charity in a high support mental health and complex needs project in Camden. This would simply not have been possible without my work with C4WS.

To my successor, I would only say: be as open as possible and try to soak up every minute of your time with C4WS; it will be over before you know it!

Traineeship

UPDATE FROM KIRAN, 2010/2011 SHELTER ASSISTANT

Since my time as Shelter Assistant I have been blessed with the opportunities to not only help more people but also progress my career path. In August 2011 I started working full-time as a Housing Support Worker for a homeless Hostel

in Kensington & Chelsea. Having my own set of clients to key work with was a new challenge but one that I relished in. I also took on a Night Support Worker at another Winter Night Shelter and again this allowed me to see a new side of the shelter and I have learnt so much.

I also continue to be a part of C4WS and joined Amanda's Mentoring & Befriending program, meeting with a former guest of the shelter, an experience I feel has helped us both develop.

At the time of writing I am now about to embark on a new position as a



**“The most meaningful
thing I have ever done”**
Volunteer

floating support worker. I feel so lucky to be in the position to give back and be in a career that I love and I thank everyone including C4WS who has been there for me on the journey.

There is hope for everyone, just keep your faith and be persistent.

Volunteers

The volunteers of C4WS are what bring this project to life. We now have over 300 whom dedicate their time, strength and compassion to enable us to give our guests the best possible stay in the shelter. This means they don't have to worry about somewhere to sleep whilst dealing with a multitude of other issues.

The volunteers for each venue will spend more time with the guests than the staff members. We provide training and support to our volunteers to enable them to help our guests and make it a positive experience for themselves.

A massive thank you to each volunteer. This project couldn't be what it is without you!



Volunteers

MY EXPERIENCE AT THE C4WS HOMELESS SHELTER

I had never expected my experience to be out of this world and above my expectations. My first thoughts of the homeless shelter were people wearing ripped, jagged clothing that smelt revolting and were rude. During the process of my experience I had felt that the guests were actually nice, genuine people who are just like us. I had met a range of nice, funny, caring people in the shelter.

Nadia (church coordinator) and Denise (cook) have worked so hard preparing the main course meals, coming in every Tuesday when I turn up with my friends and assisting us with tasks that we had to do. Every Tuesday that I came, I got used to the routine of carrying out tasks such as doing the bedding, preparing the cutlery, distributing the bread on the tables, cleaning the tables and setting up the entertainment equipment in the hall.

When this voluntary work was introduced into my college, I really was interested in joining because the best part was giving back to the people who were less fortunate. Taking part in the homeless shelter has made me see things more deeply in life. It has taught me to appreciate what I have got in front of me and knowing that I have got a roof over my head makes me feel even more blessed as a young person.

Working in the homeless shelter has given me a full insight into stereotypes. Homeless people are not always what you would imagine. Some of them may like their own personal space; I respect that and some could be the nicest people you'd ever meet. During the course of the shelter, turning up every Tuesday for 6 weeks has been a pleasure.



“An opportunity to help with a worthwhile project” Volunteer

If I could go back in time, I wouldn't change it for the world. Joining the C4WS Homeless Shelter has been a pleasure because not only have I interacted with some of the homeless guests but had also made new friends within my college.

I'm sad that my time has now ended but it has given me confidence in working and never giving up. Thank you for allowing me to gain

more skills for the future, I hope to succeed in whatever that I may plan to do. Hopefully, when I become a successful businesswoman I would like to build a homeless shelter for the unfortunate.

Thank you for the journey, experience and best of all working at the C4WS Homeless Shelter.

Olanike



Projects supported

As our experience and resources have increased, we are often asked and freely give advice/support to other charities and organisations that work in a similar field. A highlight for us is when a group of churches want to set up a winter shelter or already established shelters look to us for guidance on best practice. Over the years we have supported 14 shelters in this way, from all parts of the UK and even one from the USA. We ourselves started on the back of other church winter shelters in London and it is our pleasure to be a part of the domino effect.

A few words from two shelters supported recently:

SUPPORT TO EXISTING SHELTERS

We didn't have to go very far to find professional and generously given advice for our Winter Shelter project here in Brent. Obviously we had heard of C4WS but last year we arranged to meet with them to ask if they would share their secret of success with us. We were keen to increase and improve our services to our customers but realised we needed to look at other projects to see how they were developing. We had a great welcome from Jamie Nalton, the C4WS Project Manager who was very eager to support our initiative, told us some of the lessons he and his team had learned over the years and gave

us lots of valuable and useful advice on what to do but also not what to do. As a result we have had our most successful Winter Shelter programme since we started four years ago. We appreciated the fact that Jamie and his team were happy to continue supporting us by being available for the occasional question or two over the phone that we struggled with over the year. In our sector we preach about working together and partnership. C4WS practice it.

Danny Maher,
Cricklewood Homeless Concern

LAUNCHING A WINTER SHELTER IN RUGBY

In July 2011, as we were working towards launching a winter shelter for the first time here in Rugby, it was enormously helpful to have input from those who had travelled the way before us. Sally Leigh, Mark Brennan and Jamie Nalton – who had been recommended to us by the Housing Justice Coalition – met with us in the Hope Centre here in Rugby and both affirmed and mentored us. We had a number of questions and reservations at the time and this was a very helpful opportunity for them to be explored and answered. Jamie Nalton let us have some copies of The C4WS annual report and advised us to adopt simple rules for guests: turn up on time, come every night,

“I would like to thank everybody for all of the help given to me. God bless your service” Guest

no violence, drugs or alcohol. He also invited us to Camden to see the shelter working later in the year; some of us did exactly that. **The experience helped us to realise that we can do this.**

Hope 4 Rugby Ltd launched the ecumenical Rugby Winter Shelter in December 2011 using several local church halls each week for four months. Over the four months of the winter shelter project, a total of 853 bed nights for some 56 guests were provided along with an evening meal and refreshments and a light breakfast in the morning. Among the many positive outcomes was a sense of community among the guests; a reaffirmation of the good churches can do together.

The Revd Dr Michael I Bochenski
(Chairperson, Hope 4 Rugby Ltd.).
August 2012.

WELFARE AND ADVOCACY ADVICE

C4WS were called upon by Housing Justice to offer advice and support around advocacy in shelters and how best to support guests in welfare advice. The advice was then used to help shape training that was given to workers of various shelters in the London area to better equip them

with vital advocacy/welfare advice and information for their guests.

MENTORING & BEFRIENDING

We met Amanda in August to learn more about the C4WS Mentoring and Befriending scheme, as we are looking for suitable volunteering opportunities to support homeless and resettled people into lasting change. The scheme sounds excellent and well-structured, and Amanda was supportive and encouraging and explained it well. We plan to maintain contact with her as we move forward.

Rose Hickman
The Passage



Community involvement and appreciation

Every year groups and individuals reach out to C4WS offering support, services, and items that really benefit the project. We give thanks to everybody involved and say what you do makes the world of difference to each guest that comes to C4WS for support.



We need more people like you in the world!

Many thanks to Scott who has made numerous donations to C4WS through his e-bay listings

We were blessed to be part of a high profile event in February when HRH The Prince of Wales came to visit the Old St Pancras churches and see the work they do in the community. The Prince met with our staff, 2 CARIS trustees, a volunteer and a former guest. HRH was very knowledgeable about our work and took time to chat with everybody. It was a great experience!

Hands on London who harnessed the kindness and generosity of Londoners by asking them to donate their unwanted coats which they then re-distributed to women and children's shelters, homeless shelters and elderly centers <http://handsonlondon.org.uk/en/wrap-up-london>

Advocates for Human Dignity raised funds to buy over 70 care packages

containing socks, gloves and hats for our guests.

Mitzvah Day, a time of social action had a collection and we received hundreds of items of toiletries for the guests.

Several members of public raised funds and brought everyday items for the guests to use.

LA Swap, a volunteer group from various sixth forms volunteered at the shelter and had a cake sale to raise funds.

UCL University had fundraisers and many students volunteered at the shelter.

Goodenough college provided many volunteers

Kentish Town Canteen again supported us by catering at our events

This is to name but a few. Please check our facebook page and website for a more detailed list.

Thank you, thank you, and thank you.



'I had wanted to get my hair cut for a while. Being able to use that

to create a fundraising event was a lot of fun and I was delighted to see the donations go to a good cause.' Joe Gosling raised over £600 for C4WS!

On 29th October Leighton Cole (C4WS volunteer, church coordinator AND mentor) walked from the tip of Hyde Park through Green Park and St James's Park to raise money to help guests moving into a new home.

A massive thank you to Dalton from Simply Alarming for donating and installing our video entry system.

FUNDRAISING

INCOME/EXPENDITURE

	2011/2012 Expenditure	2012/2013 Budget
Staffing costs	£ 73,353.00	£ 78,270.00
Running costs	£ 17,807.81	£ 15,628.61
Guest welfare	£ 5,897.83	£ 15,309.00
Set up costs	£ 1,545.36	£ 1,000.00
Equipment inc installation of shower	£ 8,116.00	£ 6,800.00
Total	£ 106,720.00	£ 117,007.61

The increase in guest welfare budget reflects our expanding mentoring & befriending scheme, as well as our established English classes, which will continue, following the success of this season, and also the continuation of the film club and introduction of nutrition classes.

FUNDRAISING

BUDGET & FINANCE

C4WS Project Income: June 2011 – May 2012

Christian Community Church West London	The Albert Hunt Trust
Coutts Charitable Trust	The Alchemy Foundation
Friends' House Local Quaker Meeting	The American Church in London
Hampstead Parish Church	The Archer Trust
Holy Trinity Swiss Cottage	The Beatrice Laing Trust
John Laing Charitable Trust	The Constance Green Foundation
Kentish Town Congregational Church	The Drapers' Charitable Fund
Lumen Poetry	The Garfield Weston Foundation
N M Rothschild & Sons	The Hampstead Wells and Campden Trust
New Life Church	The Marsh Christian Trust
North Camden Deanery Synod	The Odin Charitable Trust
Rosslyn Hill Unitarian Chapel	The Oliver Borthwick Memorial Trust
Santander Foundation UK Ltd	The Parish Church of St Anne's
St Alyosius	The Souter Charitable Trust
St Mary Primrose Hill	The Thanet Street Trust
StreetSmart	The Vandervell Foundation

Charitable Trusts	£100,790.00
Private Donations	£2,930.00
Carried over from season 7	£5,661.14
Community donations	£5,921.27
C4WS staff & volunteer fundraising efforts	£1,511.78
Grants for guests	£1,792.00
Interest	£13.57
Total	£118,619.76

GIVING

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

- ✓ **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'
- ✓ **Set up a regular donation** – please contact the staff team on 020 7278 6267
- ✓ **Give online** at www.btplc.com/mydonate/ and search for C4WS. 100% of your donation comes directly to C4WS Homeless Project
- ✓ **Donate a percentage** of your profit made on selling an item on Ebay.
- ✓ **Give by paypal** by searching for C4WS under 'charities' at www.ebay.co.uk

Churches' view

† ST MARY THE VIRGIN, PRIMROSE HILL

The second year of the shelter here at St Mary, Primrose Hill came and went with incredible ease. With a team built of volunteers from the first year and a few new recruits, it was great to feel part of a team of people, who wanted to return, because they had got so much out of the experience previously. This is very encouraging for me as a coordinator,

and makes the whole system work smoothly, especially when new recruits can look to their peers. This time round we were able to offer a shower facility for our guests, which had been donated by the congregation. It was great to see the guests relaxing after dinner, hair-dryers going, as they were able to give themselves a little

pamper and comfort before bed. It's these little pleasures I guess we take for granted on a daily basis. I approach this year's shelter with full confidence and look forward to the new faces I will meet and sit and eat with. I can't really imagine a winter without it now.

Celyn

† ST MARY BROOKFIELD

Hosted the shelter in our church hall for our third season of Friday evenings and Saturday mornings in January and March. Three years ago we were a determined but very much daunted small parish. Three seasons on, while the parish church remains the core of our participation in

the shelter, we are now a local network. Once the means to offer help to the homeless are in place, helpful people come forward. As coordinator I am both grateful and encouraged when they do. As a parish church we could not have come forward to help without the C4WS Homeless Project and the

guidance of Jamie and Amanda. Week by week it can still sometimes be a struggle but it is always an enjoyable struggle because the guests are such a pleasure to serve.

Bill Saunders

† HOLY TRINITY SWISS COTTAGE (HTSC)

Took part in the shelter before Christmas for the fourth year running in 2011. It's great to be part of the growing community of churches who are working together to make a

practical difference to the lives of those most in need. As we have been involved year on year, the job gets a little easier every time and I have such an amazing team of people here at HTSC,

especially Mel Foong and Phil Sookias who really make the shelter work. Roll on 2012/3!

Chris

† ROSSLYN HILL CHAPEL

Held their fourth shelter on Fridays during November and December. As usual we had many willing volunteers and lots of good food. Special mention must be made of the cupcakes which arrived each week and were a particular delight.

One night we had a sing-a-long which was a treat for guests and volunteers alike. James played his guitar to accompany us and later Darlene brought the house down with her marvellous jazz singing.

The warmth and good

humour of the guests made the weeks special. Many thanks to all the volunteers who helped, who cooked and who donated funds to keep the shelters going.

Leighton

† HIGHGATE URC

This was the first time Highgate URC had hosted the shelter; we did Friday nights in February 2012. What a difference a month made! On the first Friday Shelter it was below zero, on the second there was snow on the ground and by the fourth Friday spring was in the air and the daffodils were in bud. Whatever the temperature outside there was warmth and cheer in the church. The food was delicious! Feeding not only the guests, but the volunteers too, meant cooking on a major scale, but the conversations over dinner made it worthwhile. There was lots of washing and clearing up afterwards too – but many hands

made light work. After dinner many guests and volunteers chatted over cups of tea and coffee or had the chance to play a game of Scrabble or cards or even do a bit of sketching. By 10:30pm everyone was snug in bed. Two clergy, Julian Templeton and Jonathan Trigg, had a turn at 'sleeping on the job'. Saturday mornings found everyone back at the table in the hall for breakfast before putting everything away and tidying up before the ballet classes began at 9am.

Volunteers came from Highgate URC, St Michael's and All Saints C of E in Highgate, and beyond. Those who

volunteered often felt that they gained more than they gave from the experience. Those not able to volunteer were often generous in their financial contributions, used for regular purchases of breakfast items such as milk, bread and butter, and for the weekly laundry service. There were in addition contributions of food, clothing, and cleaning materials. The number of inquiries from worshippers on Sunday morning asking, 'How did it go on Friday night?' was evidence of the positive interest and energy that the shelter generated. We certainly hope to host again!

Patricia

For a full list of all of the churches involved in our project and to hear their stories please visit our website.

Community contributions

Some years ago the Reverend Maggie Hindley mentioned the need to raise funds for the Camden Shelter and accepted the proposal to allow her church to be used once a month for poetry readings with all the money from the entrance fee going to support the shelter.

We are able to do this through the generosity of the well-known poets who not only waive their reading fee but who also pay all their own expenses to travel to the venue. This involves Anne Stevenson travelling from Durham, Fiona Samson from Oxford and John F. Deane from Dublin, to name but a few, this is a considerable commitment. Committed also are those folk who trudge out despite ice, snow and transport problems to support the venues including, of course, the volunteer helpers from those early days, Chris, Adele and Lynn whose constant help made the Camden Poetry Series a success.

With the opening of Lumen Church Maggie envisaged hosting a cold weather shelter there also and requested that the poets hold readings to help fund the project. Lumen Poetry Series came into

existence with the poets now contributing substantially to the running costs of two shelters lived. Lumen continues to allow the poets to use the church for free with the money raised at that venue going to C4WS Homeless Project - part of Lumen's outreach philosophy.

It has also resulted in two publishers, Ward Wood and Soaring Penguin, offering further assistance through a competition and an anthology. The competition attracts international entries with our patron, the Poet Laureate Carol Ann Duffy, being the judge and Ward Wood donating the prize of a perfectly bound small collection of the winner's poems. Each year Soaring Penguin publishes an anthology selected from the poems read from the floor and includes poems donated, absolutely free, from the more famous poets.

Another result of this success is that we are now beginning to be able to contribute to a third shelter at King's Cross – a venue where His Grace, the Archbishop of Canterbury gave a reading.

However, it isn't only their passion for poetry that is shared but a generosity and willingness to reach out towards others who, for a variety of reasons, have become homeless and need the refuge of the Cold Weather Shelter.

“I like this place very much. It's safe and warm” Guest

C4WS

Homeless project

ANNUAL REPORT 2012

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