

# OUR YEAR

# 2017 2018



Dear Friends,

After just over a year as CEO at Providence Row I feel inspired and privileged to be part of an organisation that has welcomed and supported some of the most vulnerable people in our society from 1860 until today. The world has changed so much during this time, but sadly and inexcusably the need to support people who are homeless or in danger of homelessness is as great as ever.

Our founder, Fr Daniel Gilbert, was outraged and moved to action when he saw a woman destitute on the streets of London with nowhere to go and no prospect of support. With the Sisters of Mercy he started the work of Providence Row. The service they established was highly innovative for its time, and focussed not only on providing food and shelter, but on helping people back into work and keeping families together. Many were saved from the indignity of the workhouse - or worse. Fr Gilbert and the Sisters founded a charity that was welcoming and inclusive. In fact it was the first non-denominational refuge for homeless people in London, dedicated to serving anyone in need regardless of their religion, culture or background.

Our mission is to carry forward this welcoming, inclusive and innovative spirit as we offer support to those who are most in need today. I am delighted to work with a terrific team of staff and volunteers who are driven by the desire to do exactly that. We are now developing ambitious plans to adapt and grow our services to meet the changing needs of those who are most vulnerable.

Whilst we are saddened by the increasing urgency to respond to the growing issue of homelessness, we are also inspired by the very real potential we have to support many more people to look to the future with renewed hope and confidence.

On behalf of all those who are part of the Providence Row community thank you so much for your support. We shall continue to rely upon your kindness and generosity.

With best wishes to you and your families for the year ahead.



Tom O'Connor  
CEO



## LAST YEAR WE...



Worked with  
**1,692**  
people

Supported  
**282**  
people into  
substance misuse  
treatment



Engaged  
**275**  
people with our  
learning and wellbeing  
programme

Supported  
**109**  
back into, or closer to,  
work with our training  
and employment  
schemes





# THANK YOU FOR BEING PART OF OUR COMMUNITY

Providence Row's work is only made possible by our fantastic community of supporters, funders and volunteers. Not only do they provide vital funding for our services but also volunteer in our centre, providing hands on support in our activities and sessions. Working in partnership with individuals, companies and other charities enhances the services we are able to offer to people affected by homelessness.



## Our supporters

Our supporters are our lifeblood. Whether it's a regular gift, a one-off donation or fundraising activities, every single pound you donate is much needed and appreciated. Together, last year, you raised more than £100,000 to help run our services.

## Our volunteers

We are so fortunate to have a dedicated group of regular volunteers who support us across the service, from our welcome area to fundraising. We also welcomed 373 volunteers from local businesses, who supported with sessions such as English, IT, cooking and serving lunch and helping to build and maintain our garden.

## Companies

We are incredibly grateful for the long term support of our company partners who fundraised around £250,000 for us last year through a range of events and activities.

## Trusts and Foundations

Our private and institutional grant makers are a vital source of committed multi-year funding that allows us to plan ahead for our programmes and services. They supported us with more than £200,000 worth of grants during the 2017/18 financial year.

Without you, we wouldn't be able to support the 1500 people who come to us needing help every year or plan to reach the many more who will need us in the years ahead.

Thank you. *Renata*

Renata Czinkotai, Director of Development



# HOMELESSNESS IN LONDON 2018

2018 has been a year where homelessness has really hit the headlines. The extreme cold weather during March and reports of people dying on the streets was widely reported in the press. Homelessness and rough sleeping has been increasing year-on-year since 2010 with recent changes to the benefits system, the gig economy and rising rents in London making it harder and harder for people to stay in stable accommodation.

Our job here at Providence Row is to support people going through some of the most stressful and traumatising times of their lives, and help them navigate this increasingly hostile environment. It can be extremely challenging, but vital and ultimately rewarding work. Homelessness services, and their staff, need to be responsive, flexible and dynamic to deal with the wide-range of complex issues people are facing, and the ever-changing external environment in which we work.

We aim to create a positive, constructive and safe environment for the people we work with, one example being the Severe Weather Emergency in March. We were part of a London-wide response to the extreme cold weather, opening our doors overnight during the week and over the weekend to ensure local rough sleepers weren't sleeping rough when temperatures fell dangerously low.

To find out more about what our services achieved last year turn to our centre-fold which includes more of our stories and headlines from 2017/18.

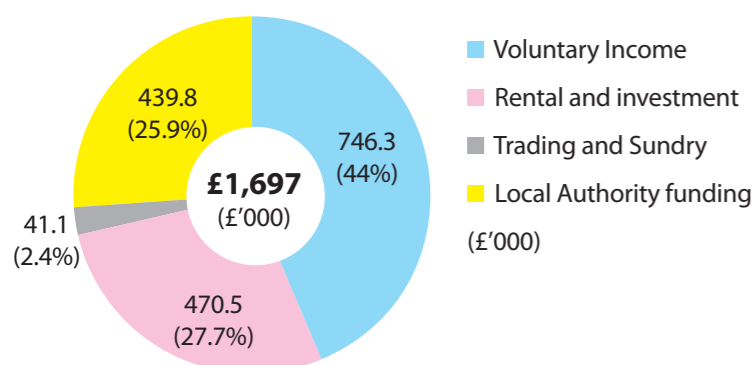
*Dom*

Dom Gates, Director of Services

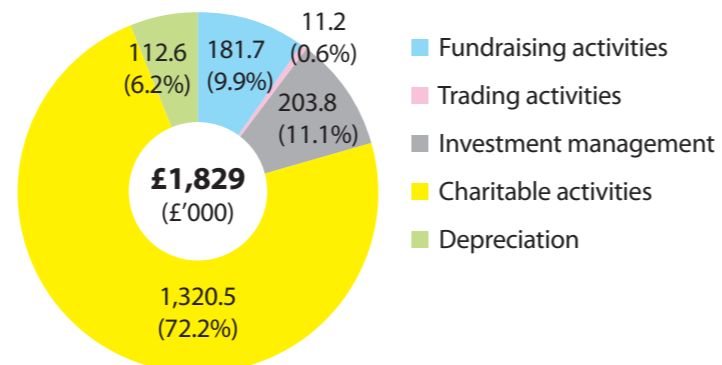


# FINANCIAL INFORMATION 2017/18

## Providence Row Income 2017/2018



## Providence Row Expenditure 2017/18





## Resource Centre

Our Resource Centre gives rough sleepers access to those basic, but essential things they need to get through the day after a night sleeping rough on the streets. This includes showers, a hot breakfast, phone charging and access to computers and the internet.



**MEET WILLIAM**

“  
When I first came down here I had been sleeping on the streets for two weeks, going in and out of hospital where I could get warm. I've got osteoarthritis in my knees so trying to sleep on the floor at night was rough. I found it hard to get up. Someone told me about Providence Row and I thought I'd pop in to see what they could do for me... ”

Providence Row keyworkers Gary and Jordan and volunteer David worked with William to help him get off the streets. William is now in accommodation and looking to the future.

→ Read William's full story on our website:  
[www.providencerow.org.uk/William](http://www.providencerow.org.uk/William)

## Advice and Support

Our Advice and Support team help people in crisis to navigate complex issues and systems in order to access the support they need, including accommodation, benefits and health.

- Supported 92 people into accommodation.
- Connected 134 people to services.
- Supported 69 people to access housing and services on discharge from hospital, through our Routes to Roots hospital project.



**MEET VERONICA**

We met Veronica\* through the Women's Project, which our Advice and Support team oversaw in early 2017. She then went on to take part in our learning and wellbeing activities.

“  
Women who are in the same position that I was in - many of them are underground. But there are a few who wandering around in the streets because they're confused. When I see them I want to shake them and say - "There is help out there for you!" Without exaggerating. Providence Row has been marvellous. Brigitte and Chris who helped me with art and photography... I was nervous with the camera. But one of my pictures was in an exhibition and a magazine. I saw it and was so excited. It was my picture! I took it. I want to think big for myself... Even during those years I was homeless I was still dreaming big... Without any support and any connections what was I supposed to do! I'm eternally grateful for the support.”

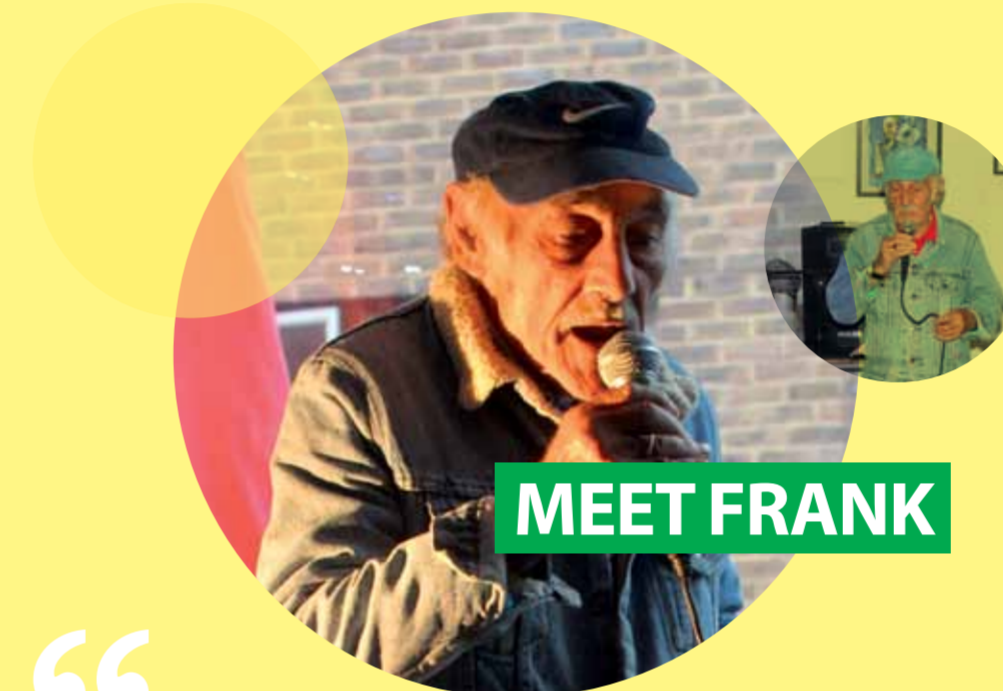
\*Veronica's name and some details have been changed to protect her privacy.

→ Read Veronica's full story on our website:  
[www.providencerow.org.uk/Veronica](http://www.providencerow.org.uk/Veronica)

## Learning and Wellbeing

Our activities programme helps people rediscover past interests and talents, inspires new ones as well as gives people a range of techniques to improve their wellbeing, including acupuncture, massage and counselling.

- 275 clients took part in the Learning and Wellbeing programme over the year
- 68 people between them attended a total of 569 English classes.
- 101 people between them attended 516 sessions aimed at supporting them in their recovery from substance misuse issues including 'Breaking Free Online', 'Peer Support' and 'Recovery Drop-in'.
- 57 clients attended 274 'Men's Group' sessions.
- 95 clients attended 562 art sessions between them including 'Art and Wellbeing', 'Open Art' and 'Photography and Digital Media'.



**MEET FRANK**

“  
I am my own person now. I can hold my head up. You've got all these activities. Say anybody is good at painting - I'm not - but it can bring you out. Who's to say nobody can be a Picasso? We're all individuals. I've joined the writers club and I'm in the singing group every Thursday.”

→ Watch Frank's interview and hear him sing on our website:  
[www.providencerow.org.uk/Frank](http://www.providencerow.org.uk/Frank)

## Reset

We run the outreach and referral part of The London Borough of Tower Hamlets drug and alcohol support provision called 'Reset'. This free and confidential service is for anyone in Tower Hamlets who is concerned about their drug and alcohol use, or someone else's.

- Worked with more than 700 people
- Spent 1560 hours in the community, reaching out to those with substance misuse issues.
- Referred 282 people into treatment, with 66% of these individuals taking it up.
- 253 people have used our needle exchange service.
- 66 Naloxone kits have been distributed. These life-saving kits are designed to help people who have overdosed.
- 69 clients have accessed a nurse for support with blood borne viruses and more.

**MEET SAM\***



“  
I was suffering homelessness and I was in the midst of a relapse, when I met Jordan. He recommended I get involved with Reset. Reset has made me look at life differently and it's made me realise that I wasn't really wasting my time in the first place being abstinent. Since working with Reset I've decided to become abstinent again. I'm very pleased I came across Reset...”

\*Sam's name and some details have been changed to protect his privacy.

→ Read Sam's full interview on our website at:  
[www.providencerow.org.uk/Sam](http://www.providencerow.org.uk/Sam)

## Enterprise and Training

Our catering, bakery and gardening trainee schemes give structured accredited free training to people affected by homelessness, mental health and substance misuse issues. These schemes are supported by 'Working on It', a course designed to support people back into work, with sessions on CV building, applying for jobs, interview techniques and more.

- Our catering and bakery trainee schemes were endorsed by the Institute of Hospitality.
- We supported 109 people with training or employment.
- 52 people completed one of our trainee schemes.
- We supported clients with 462 job applications.



**MEET PETE**

“  
When I did come here I was in a bad way. Now I've worked through those problems and I'm on the way up... Providence Row has helped me get out of the muck hole. Being a builder all of my life and all of a sudden turning it around and becoming a chef is a big step for me. In fact I actually got a job offer last week to be a cook in Greenwich.”

→ Watch Pete's interview in our film

[www.providencerow.org.uk/Pete](http://www.providencerow.org.uk/Pete)

# THANK YOU



St Mary Moorfields



And all our many other supporters and funders, without whom we could not continue our work.

As always we would like to thank our founders the Sisters of Mercy for their ongoing support and commitment to the work we do.

Contact Olivia on:

020 7422 6381

[getinvolved@providencerow.org.uk](mailto:getinvolved@providencerow.org.uk)

[www.providencerow.org.uk/donate](http://www.providencerow.org.uk/donate)



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

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