



*Hackney Winter*
**NIGHT
SHELTER**



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MESSAGE FROM THE CHAIR OF TRUSTEES



Rough sleeping is on the rise. We don't need statistics to demonstrate that: it's all too visible and recent visits to other cities underline that it's not just a problem for Inner London. At Hackney Winter Night Shelter, we continue to welcome guests from different parts of the world, men and women, some close to pension age and some still in their teens. The reasons they are on the streets are as varied as their backgrounds. What they have in common is that they are vulnerable.

I'm pleased to say that in 2016/17, we were able to help more than 100 people at the Shelter. We helped 3 out of 4 guests to move on to a range of different and more secure settings, depending on their circumstances and their wishes. This reflects a lot of hard work by our advocate workers, Conor Cregan and Tom Beamont, ably supported by Bri English in the office. This year, we welcomed Kate Higgins back from maternity leave as the Shelter manager.

At the Shelter, the wellbeing of the guests is in the hands of hundreds of volunteers, having a chat, cooking, putting up beds, or cleaning and I'm grateful to them all. Thanks in particular to the hard-working team of trustees who give so much of their time to the organisation. In the last year, we also started a new venture by offering an advocacy service during the summer with North London Action for the Homeless

(NLAH), who run drop-in sessions on Monday lunchtimes and Wednesday evenings. Our workers were able to see 90 people in the first few months, primarily supporting vulnerably housed people to maintain their accommodation, as well as directly assisting 20 people who had been homeless to move into new accommodation. Both we and NLAH hope to make this a permanent feature.

When I started volunteering at the Shelter, about 15 years ago, we hoped that at some point, there would no longer be a need for the night the Shelter. Sadly, the need is greater than ever and looks set to stay that way. So rather than winding down, we are thinking about how we can do more to advance our mission of providing a route out of homelessness for all in need in Hackney. That will require more help – through people giving money but also time and expertise. If you would like to get involved, we'd love to hear from you.

The trustees in 2016/17 were: Andrew Hudson (Chair); Luke Bruce (Strategy and Operations); Sarah Watson (Treasurer); Sarah Young (Legal and Policy) Sara Cottingham (Safeguarding) Peter Blackwell (Fundraising and Events); Andrea Daniels (Communications and Marketing); Jane Ratford (Engagement of Volunteers); Niul Dillon Hatcher (Legal Policies and Practices).

ABOUT HACKNEY WINTER NIGHT SHELTER



Hackney Winter Night Shelter (HWNS) provides a hot meal and a warm bed for homeless guests who would otherwise be out on the streets during the coldest winter months. Our vision is for a route out of homelessness for everyone in need in Hackney, so we also offer professional and holistic support to help our guests rebuild their lives.

We are a volunteer-led organisation that values the contribution and experience of volunteers from all walks of life.

Hackney Winter Night Shelter has been opening doors to homeless people in the borough since 1996. It is operated by Hackney Doorways, a registered charity.

OUR VALUES

Our three core values of **supportiveness**, **inclusion** and **community** guide our work.

Supportiveness:

We support guests with more than a meal and a bed, offering holistic support to help them rebuild their lives.

This includes working with local agencies to find them more stable accommodation and could also involve travel cards so they can attend important appointments or move-on packs to help them settle into new homes.

Inclusion:

We welcome guests from any and all backgrounds, offering support based only on their needs and our ability to meet them. This inclusive approach extends to our more than 700 volunteers too.

Community:

We can only do all of this with the generous support of a community of people like you. People who volunteer at the Shelter or in the back office supporting our work; people who run marathons and half-marathons, cycle incredible distances or help us out at festival stalls; and people who buy tickets for our fund-raiser Belter for the Shelter, raffle tickets, mugs and bags.

ABOUT THE SHELTER



Hackney Winter Night Shelter is run by the charity Hackney Doorways, which is managed by trustees many of whom are volunteers and coordinators at the Shelter. Hackney Doorways is responsible for the Shelter, which we provide in partnership with local churches.

Our coordinators are volunteers who run the Shelter each night and we support coordinators and volunteers with central administration, communication, fundraising, resources and training.

There is a small paid staff team which includes advocate workers who support our guests individually to help them find more secure accommodation and access appropriate services. We also employ a Shelter manager to support the day-to-day coordination and logistics of the Shelter.

In 2016/17 Hackney Winter Night Shelter made a significant impact on the lives of homeless people in Hackney thanks to the incredible generosity of donors, volunteers and supporters.

Our achievements in 2016/17:

- Welcomed **116** guests and supported **73** to move on to more stable accommodation.
- Filled **3500** beds across **18** different church venues.
- Opened our doors for **152** days between November and March. We provided dinners, desserts and breakfasts - and made more than **3,500** beds.
- Had the invaluable support of more than **700** volunteers. We provided training for the volunteers to ensure they the skills and knowledge to support our guests.
- Raised over **£12,000** at our major fundraising event –The Hackney Half Marathon.



OUR SHELTER, GUESTS AND VENUES

In 2016/17 the Shelter opened at the start of November 2016 and ran until the end of March 2017.

Over Christmas our guests were accommodated with CRISIS at Christmas. As well as the main Shelter, a dormitory was open each night from the start of January 2017 so that we could accommodate more guests

Churches and venues hosting the Shelter in 2016/17 were:

- St Paul's, Stoke Newington High St
- Frampton Park Baptist Church, Frampton Park Road
- Our Lady of Good Counsel, Bouverie Road
- The Round Chapel, Powerscroft Road
- St Michael & All Angels, Northwold Road
- St Barnabas, Shacklewell Row
- St. Luke's, Homerton Terrace
- St Michaels and All Angels, Lavender Grove
- New Testament Church of God, Cricketfield Road
- St Anne's, Hemsworth St
- St Olave's Church, Woodberry Down
- Open Doors Baptist Church, Downs Road
- St Mary's, Church Street, Stoke Newington
- St John at Hackney, Lower Clapton Road
- Stoke Newington Baptist Church, Stoke Newington Road
- Dalston Methodist, Richmond Road
- St James the Great, Lower Clapton Road
- St Marks Dalston, St Mark's Rise

Most of our guests come to the Shelter through referrals from CRISIS, The Greenhouse and local homelessness charities North London Action for the Homeless and Hackney Migrant Centre. Many of our guests are vulnerable because of ill-health or circumstances such as family breakdown that have led to them being on the streets.

Our Advocate Workers assess all our guests to ensure that the Shelter environment will be appropriate for them and provide them with support to find more stable accommodation.

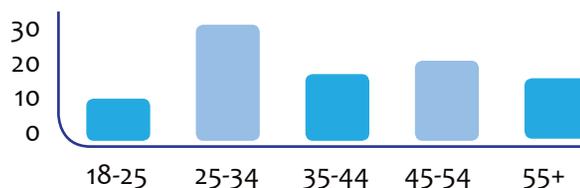
Our guests are ethnically diverse and we are careful to ensure that everyone feels welcome. There has been a significant rise year on year in the number of female guests. From 24% in 2015/16 to 25% in 2016/17.

SUPPORT SERVICES OFFERED TO GUESTS.

Our Advocate Workers work hard to support our guests to access a variety of services within the borough. These services include: language support; mental health, drug or alcohol support; counselling; legal assistance; financial support; benefits applications; debt assistance; use of the HWNS office and lockers and food bank access.

PROFILE OF GUESTS:

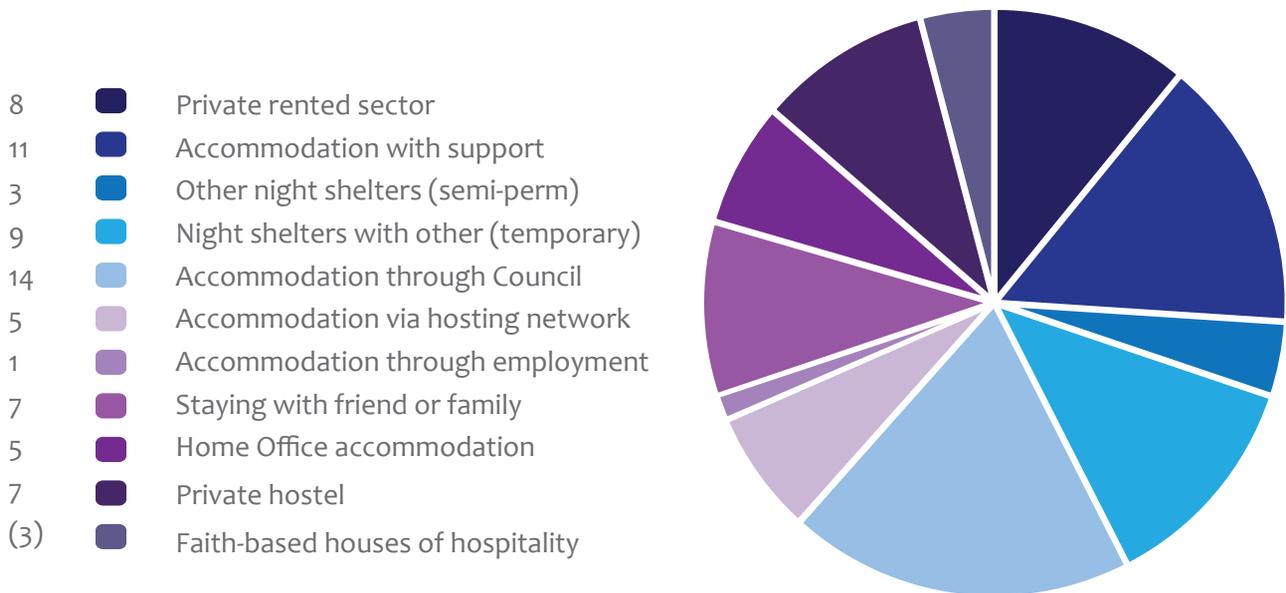
75% Male 25% Female



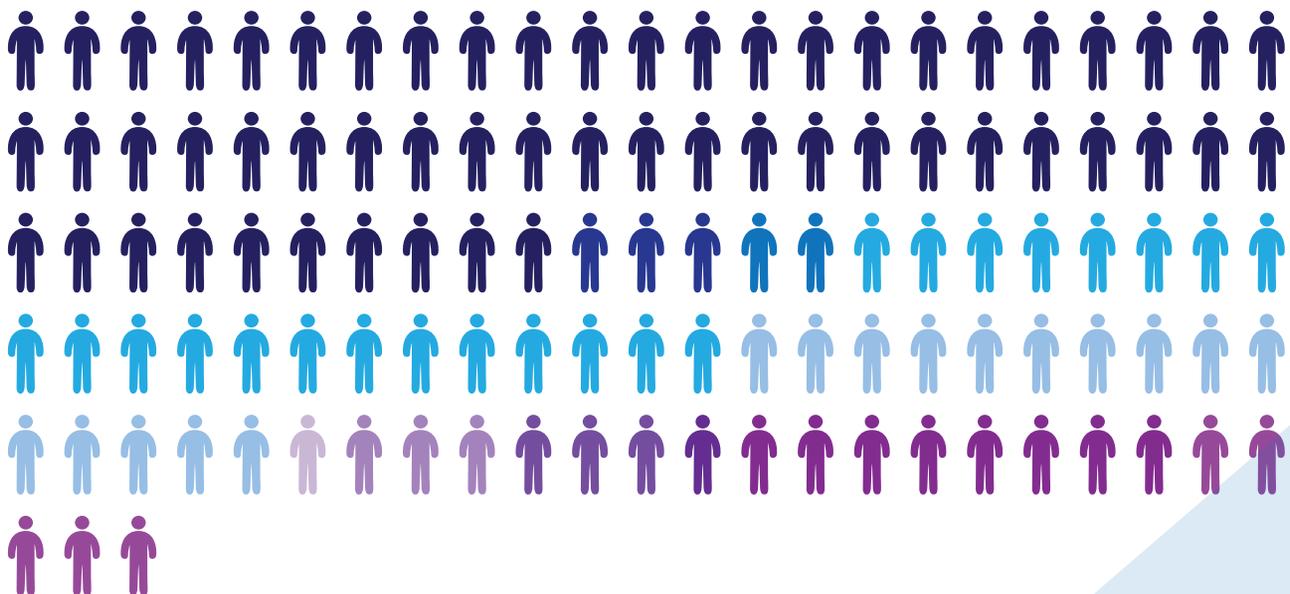
MOVING ON: WHERE DID OUR GUESTS GO NEXT

In 2016/17 we supported **73** guests to move on successfully.

Particular highlights included doubling the number of people moved into accommodation in 2016/17. We were also pleased to be able to continue work at St Paul's, where we offer our advice and advocacy clinic on Monday afternoons and Wednesday evenings facilitated by NLAH.



GUEST ETHNICITY



OUR VOLUNTEERS



Hackney Winter Night Shelter employs two full-time advocate workers, a shelter manager and a part-time administrator. Everyone else – from the Shelter co-ordinators and trustees to cooks and fundraisers – is a volunteer.

Seven nights a week, between November and March, a church hall in Hackney opens its doors to the Shelter guests. Each night, a different team of volunteers, lead by a shelter coordinator, welcomes the guests and gives them a hot cooked meal and a bed for the night. Some volunteers prepare or serve food, some make beds, others clear away and a few sleep overnight. The next morning a new shift arrives to serve a hearty breakfast.

Many new volunteers joined us last year. With their help, as well as running the main shelters, we were able to open up other dormitories to accommodate more guests. The role of volunteers is not just about running the Shelter. They create the atmosphere too.

Each team is different, so no night will be exactly the same but all the Shelters provide a warm, safe, calm environment where guests can eat, sleep and relax, out of the cold.

Our volunteers don't only keep our shelters open and give our guests a warm welcome and a delicious meal, they offer company and conversation on cold winter evenings. In every sense, they are fundamental to maintaining the Shelter long-term.

Throughout the year they organise large and small charity events, hold stalls at local markets, prepare grant applications, run half and whole marathons, drive minibuses, help out in the office, send Tweets, post on our Facebook page, write newsletters and keep our website updated.

Just like our guests, our volunteers come from every walk of life. Whether they work on specific projects, fundraise, organise events or give us a few daytime or evening hours, whether they cook or do overnight shifts – we value them all.

If you would like to volunteer, in whatever way, we would love to hear from you. Just email volunteer@hwns.org.uk for more information.

VOLUNTEER CASE STUDY: EMMA BANKS

I was always walking the streets of London and looking away. Helplessly turning my back on homelessness. I had created a monster of homelessness because I simply didn't know what to do.

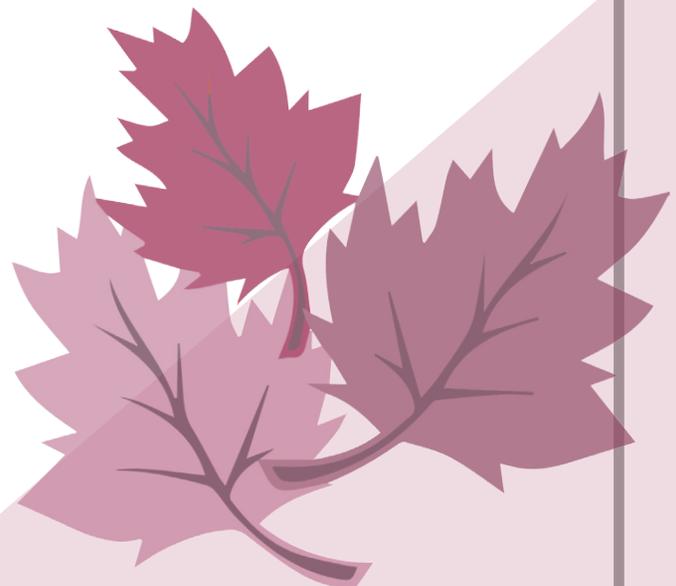
So I started to volunteer, not only to help, but also to better my understanding. To set my thoughts straight. To teach myself, that just like you and me, these are people. Beautiful people who have simply fallen on hard times.

**“TO TEACH MYSELF, THAT
JUST LIKE YOU AND ME,
THESE ARE PEOPLE”**

I had been volunteering for a year when one of the nights needed a coordinator, so I started coordinating Autumn Sunday nights. A year later I helped set up the Winter Tuesday dorm and now coordinate both. I'm not the most organised of people so it seemed like a natural transition and fabulous challenge.

Coordinating has taught me just how incredible human beings can be. We tend get bad press us humans but there is so much good being done. Each and every volunteer walks through the door bringing with them an energy that leaves you lost for words. the Shelter rotas are like families. Everyone accommodating each other as we're a such a mixed bunch and supporting each other to get the job done. I can do this, if you can do that.

It's so emotionally rewarding doing the work we do. Yes, we give a lot to help homelessness but the Shelter also gives a lot back too.



TRUSTEE CASE STUDY:

A UNIQUE POSITION OF TRUST

“I first volunteered for Hackney Winter Night Shelter in 2012, jumping in feet first with an overnight shift. By 2013 I was a coordinator and in 2014 I became a trustee. I remember at the time feeling willing but unsure whether I was ready to take on the responsibilities of a trustee and what I value could bring to the team.

Fortunately for me, the trustees group was welcoming and reassuring and I was soon taking responsibility for all things volunteer-related, particularly in relation to our core work, the logistics of running a night shelter for 5 months of the year in a separate venue across Hackney each night.

“THE TRUSTEES GROUP WERE WELCOMING AND REASSURING”

Over the years my portfolio of responsibility has grown as I took on ensuring all our volunteers and the Shelter coordinators have the training they need to volunteer with HWNS, line managing the Shelter Administrator and becoming Chair of the Core Group of HWNS coordinators.

Personally becoming a trustee has brought with it some unexpected challenges. Managing delivery and customer services is my day job and one I have been doing for years. Using these skills to work with a huge group of 700+ volunteers all at different stages in their lives, with different expectations and different perspectives in order to provide a consistently warm welcome for our guests, whilst maintaining the individuality of each night and venue, has been immensely rewarding.

And if you ever need to know about the comparative size of church halls in the Hackney area do not hesitate to ask...”



HWNS TRUSTEE, JANE RATFORD



FUNDRAISING ACTIVITIES



FUNDRAISING ACTIVITIES

Total funds raised in 2016/17 were comparable with those raised in 2015/16. The overall trend remains positive and this year met budget expectations. This has enabled us to continue to employ additional staff and provide more financial assistance to our shelters and to our guests.

Support from charitable foundations and trusts is vital to the Shelter. In 2016/17 we received very generous grants from South Hackney Parochial Charity, Hilden Charitable Trust, Pret Foundation Trust, West Hackney Parochial Charity, J G Hogg Charitable Trust, the Learning Trust, St John Southworth Caritas Fund, Macquarie Giving and The Goldsmiths' Company.

Many of these have supported the Shelter for some years now and we are very grateful for their continued funding, which is the backbone for what we do. For anyone who wants to do

something to help in future, there is a fundraising pack on the website, which provides ideas and guidance. Thank you in anticipation.

HWNS FUNDRAISING EVENTS

In 2016/17 a fantastic 30+ runners to do the Hackney Half Marathon for us in May 2017, raising over **£12,000**

We are also very fortunate that lots of people up and down the borough and beyond have made donations, large and small, to help our work - thank you.



OUR FUNDS AND HOW THEY ARE USED

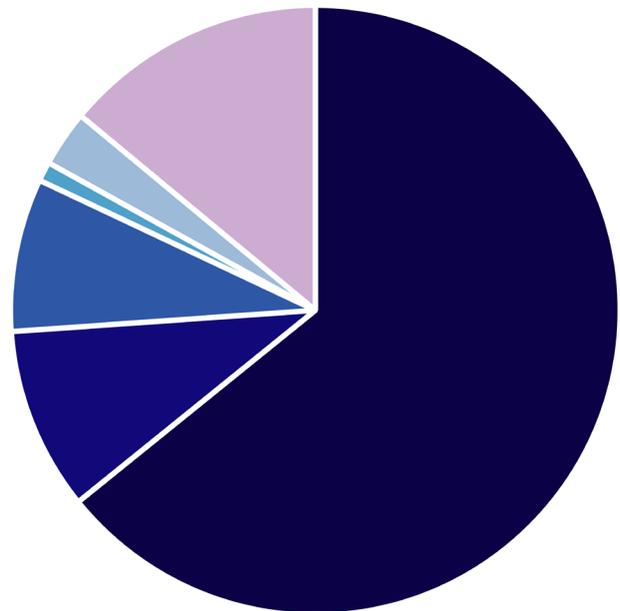
Compared to prior year income is up 17%. This can largely be attributed to the increase in grants. Grants are up nearly 10% this year compared to last year. We are thankful to everyone who chose to donate to the charity as well as those institutions that kindly offer us grants.

2016/17 saw Hackney Doorways achieve similar income through grants and fundraising as 2015/16. Grants remain a key income stream, and we have seen steady in income from grants over the past couple of years. The continued support from all our regular and one off donors and all those who raised money on behalf of HWNS have helped us make a positive impact on our guests.

HOW WE SPEND OUR FUNDS

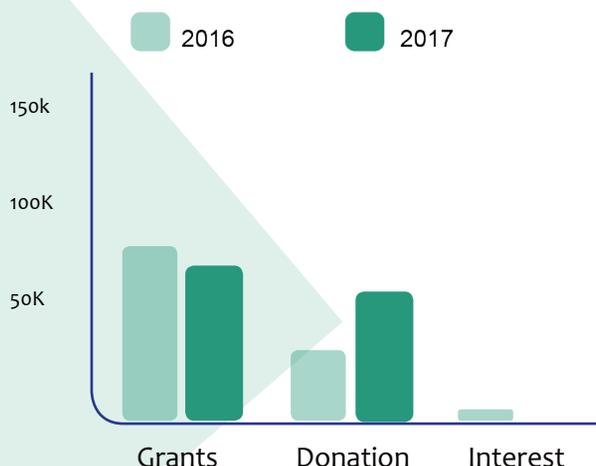
Overall there is little variance in expenditure when compared to prior year. Similar to the prior year, the majority of our funds are expended on payroll costs. This enables us to employ a dedicated team of advocate workers and an administrator to facilitate the day-to-day running of the Charity and specifically the night shelter. The assistance fund budget was fully spent, this is a fund put aside each year in the budget to specifically support the guests costs. The advocate workers spend this on items such as guests travel costs and clothing.

WHERE WE SPEND OUR FUNDS



- 64% Employee Costs 64%
- 10% Equipment and operating costs 10%
- 8% Heating grants 8%
- 1% Administration 1%
- 3% Assistance Fund 3%
- 14% Fundraising Costs 14%

SUPPORT GIVEN



STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 30 JUNE 17

	2017		2016	
	UNRESTRICTED FUNDS	RESTRICTED FUNDS	TOTAL FUNDS	TOTAL FUNDS
INCOMING RESOURCES				
Donations and legacies			83,242	77,500
Charitable activities			44,243	55,288
Investments			190	316
Total incoming resources			127,675	133,104
RESOURCES EXPENDED				
Costs of generating voluntary income	57,214		382	6,855
Charitable activities	70,271	25,412	133,195	141,344
TOTAL RESOURCES EXPENDED	127,485	25,412	133,577	148,199
Expenditure on:				
Raising funds	383		383	6,855
Charitable activities	107,783	25,412	133,195	141,344
TOTAL EXPENDITURE	108,166	25,412	133,578	148,199
Net income (expenditure) and movement in funds	19,509		19,509	-15,095
Reconciliation of funds: Total funds brought forward	91,977		91,977	107,072
TOTAL FUNDS CARRIED FORWARD	111,486		111,486	91,977



Please note the featured table outlines the financial position for the financial year 2016/17; the complete accounts are available on the Companies House website.

BALANCE SHEET AS AT 30 JUNE 2017

	30 JUNE '17	30 JUNE '16
CURRENT ASSETS		
Cash at bank and in hand	132,618	114,284
Creditors: amounts falling due within one year	21,132	22,306
Net current assets	111,486	91,978
Net assets	111,486	91,978
FUNDS		
Unrestricted funds	111,486	91,978
Restricted funds		
Total funds	111,486	91,978



Please note the featured table outlines the financial position for the financial year 2016/17; the complete accounts are available on the Companies House website.

OUR THANKS GOES TO...

This list covers donations received in our last financial year, June 2016 to the end of June 2017. The donations we have received since 1 July 2017 will appear in our 2017/18 annual report.

Hackney Winter Night Shelter could not run without the use of the halls loaned free of charge by local churches, or without the huge body of volunteers from the community who run the Shelter with fantastic enthusiasm. We thank the participating churches and volunteers, including the cooks who produce delicious meals, often providing the ingredients themselves.

WE WISH TO THANK OUR MAJOR FUNDERS FOR THEIR SUPPORT OF OUR WORK:

J G Hogg charitable Trust
The Learning Trust
Hackney Parochial Charities
The Hilden Charitable Fund
Pret Foundation Trust

We depend on donations from many individuals, businesses and organisations and we thank them for their wonderful generosity, in particular:

The Goldsmiths' Company
Holy Trinity - Hoxton
Minster Law
Blue Tit Hairdressers
The Olive School, Hackney
Macquarie Giving Support Team
Colverstone Primary School
St John Southworth Caritas Fund
Rogers Stirk Harbour + Partners
Dalston Darlings
Mossbourne Community Academy
Our Lady's Convent High School
St Thomas More

WE THANK THE FOLLOWING FOR SUPPORT AND SERVICES TO SPECIFIC SHELTERS:

- Dalston Superstore for a large donation allowing us to buy blow up beds
- N E London Guides for a large supply of socks
- Dalston WI who provided a bowl of fruit each week
- Many cooks for delicious meals
- The congregation of St John the Baptist RC church for running costs
- The Harris family for the costs of laundry
- Voodoo Rays Pizza
- Horizon Laundry Services
- Wrap-up London
- St. John-at-Hackney Scout Group and NE London Guides
- Crichton's Supper Club
- Crick Institute
- Mossbourne Academy
- St Elizabeths' Primary School
- The Congregation of St John of Jerusalem and COGIC Church Tottenham for their contributions
- I hate Ironing

THE FOLLOWING FOR SERVICES THEY PROVIDE:

Arup, Big Yellow Storage, Dr. Mel Sayer (GP), Dr. Fiona Wilcox (GP), Dr. Ruth Silverman (GP), Jay Damaini - Safedale Chemist, Rakesh Patel - Massingham Chemist

VENUES FOR WHOM THIS WAS THEIR FINAL YEAR, FOR THEIR SUPPORT:

St Olave's, Woodberry Down – Reverend Tunde and congregation.
St Mark's, Dalston – Reverend Josh Zimba and congregation

AND THE FOLLOWING FOR DONATIONS IN KIND:

Hackney Gazette for making us their chosen charity for the Hackney Half Marathon. Zetteler for their support in providing marketing and communications services and if we have unintentionally missed any donor, we are sorry – we value everything people give to us.

WHAT OUR PARTNERS AND SUPPORTERS SAY

Haringey Migrant Support Centre (HMSC) runs a drop-in advice session on Monday afternoons. We do not represent our visitors but we provide immigration, housing and welfare advice. On Mondays we also provide a hot meal for visitors; there is a small clothes bank and food bank. HMSC is run largely by volunteers. We have limited capacity for follow-up case work during the week.

Many of our visitors present as homeless. In addition, they may have complex needs. They are often destitute with no finances whatsoever and therefore desperate for accommodation.

We make referrals to HWNS as we are confident that our visitors will be treated with dignity and respect and wherever possible, provided with support.

The staff at HWNS are very approachable and communicate well with us following referral.

HWNS offers a vital and invaluable service that is unfortunately needed by an ever increasing number of people.

Jude Lancet, Welfare Advisor,
Haringey Migrant Support Centre

I am an Employment Advisor at Ingeus in Kings Cross a private company working in conjunction with DWP.

Our work is to look at every aspect of the clients circumstances and many of our clients are homeless.

One of our client who has been homeless for many years last years he was suffering very badly for illness and needed to have shelter.

We contacted Hackney Winter Night Shelter and spoke to Conor explained the circumstances of the client.

After completing the application form he was accepted and had shelter for the whole of the winter period which was vital to keep him safe and healthy.

The service was so vital for our clients mental and physical health and wellbeing.

Valerie Cummins, Employment Advisor,
Ingeus

Open Doors have known of HWNS for a number of years now and have referred vulnerable homeless individuals into the night shelter. We have always found the staff team and volunteers extremely helpful and courteous. Open Doors value this much needed service and have positive feedback from those who have used the service.

Jacqui Vennard, Coordinator,
Open Doors Hackney

To whom it may concern,

For almost a decade the Hackney Migrant Centre has had close links with Hackney Winter Night Shelter and – as Centre Manager for the Hackney Migrant Centre – I have worked with the Hackney Winter Night Shelter staff for some time. The Hackney Migrant Centre refers migrants, who are in a particularly vulnerable position and needing temporary shelter, to Hackney Winter Night Shelter. In turn Hackney Winter Night Shelter direct their guests to us for legal advice.

As we approach another winter I'm reminded of what a valuable service Hackney Winter Night Shelter provides. At our drop-in we see a few people each week who are street homeless and a

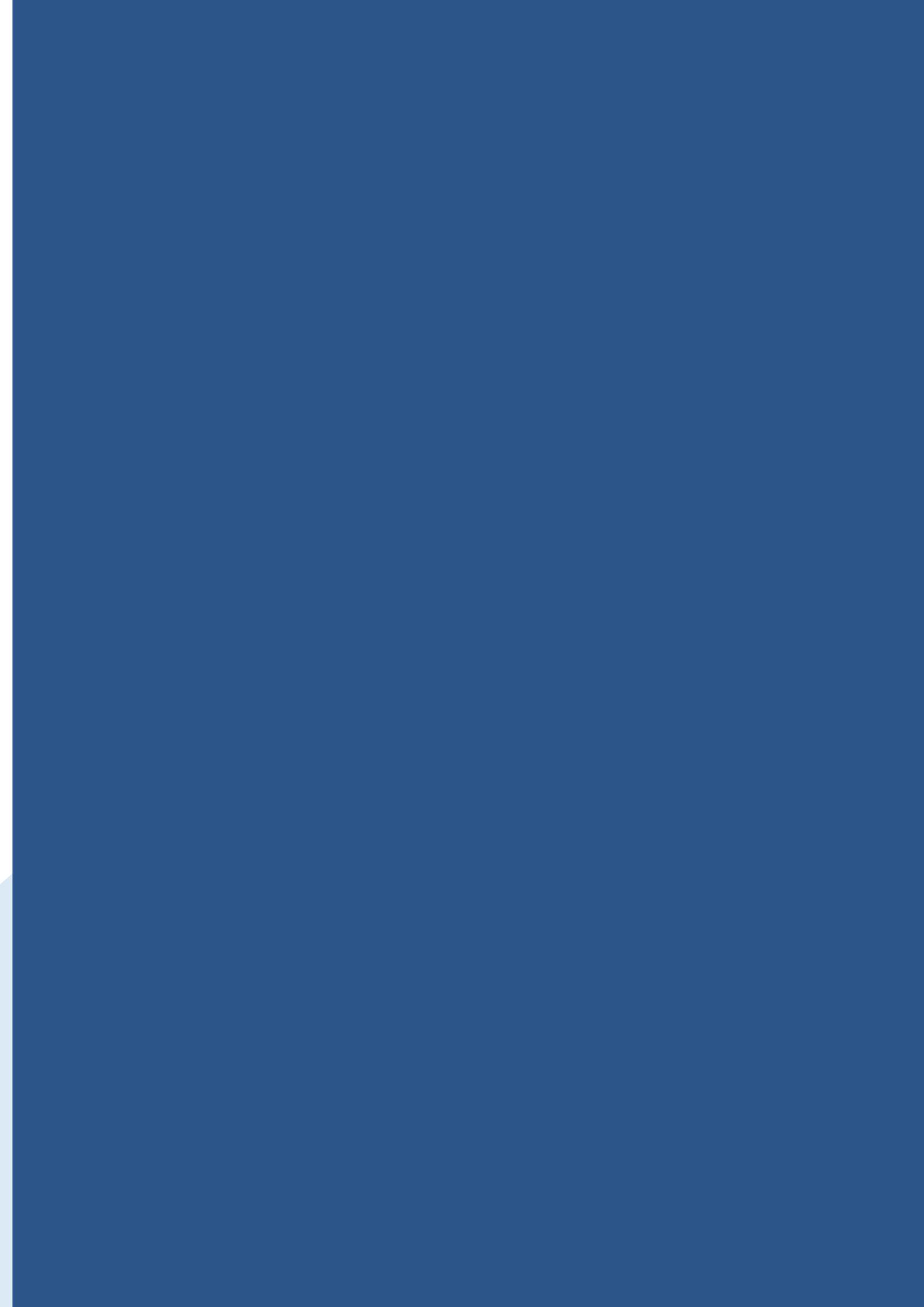
few more who are about to lose their accommodation or living somewhere totally unsuitable. We work to try to find them emergency shelter and longer-term accommodation, but this can often be a long-winded process. For visitors who have no recourse to public funds there are very few places in London that will accommodate them, and their waiting lists are both difficult to get on to and very, very long.

For the older or less physically healthy people we see, this time on the streets is even more harmful and we have recently been witnessing the slow deterioration in health of one of our regular visitors. I write this in early autumn when the weather at night is still bearable. I can't imagine how this man would survive on the streets on a bitterly cold night. I'm relieved that, if we don't find him any permanent accommodation before winter truly starts, Hackney Winter Night Shelter will be able to provide a warm bed, a nutritious meal and supportive staff to ensure he comes to no harm while we work together to try to find him a longer term place to stay.

I wouldn't hesitate to recommend the valuable services of Hackney Winter Night Shelter and their support for the growing number of homeless in Hackney. I believe they deserve to be supported.

Daf Viney,
Hackney Migrant Centre





Registered office
Room 3
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info@hwns.org.uk



www.hwns.org.uk



[/HackneyNightShelter](https://www.facebook.com/HackneyNightShelter)



[@hackneywns](https://twitter.com/hackneywns)

“Hackney Winter Night Shelter” is the operating name of Hackney Doorways, a charity run in partnership with Hackney churches. Registered Charity No.1139183. A company limited by guarantee registered in England and Wales No. 070647744.