

999
CLUB

2014/15

MAKING CHANGE
COUNT



One of our members celebrating his graduation from the Pret a Manger apprenticeship scheme with one of our own staff and Pret staff.

ABOUT US

We see people as having not just needs but also goals and capacities. Those goals and capacities define those needs. We cannot support people in meeting their needs without understanding their goals and helping them to expand their capacities.

Every individual has capabilities and capacities. The people who come to the 999 Club have not been able to develop, express and use those capabilities and capacities for a variety of reasons. We aim to support them in identifying what they want and how to get it.

The ‘what’ question is important but inseparable from the ‘who’ question. People lead fulfilling lives when they have rich social networks to support them. We aim to help people develop the confidence to build their own networks and reconnect to networks from which they have become separated.

‘What’ and ‘who’ also involve ‘how’. The people who come to us have problems. They are not problem people. Some are not ready for change. Some understandably find the prospect daunting. We work to facilitate the conditions for the decision to change and support the individual in tackling the interconnected issues that have held them back.

We believe that everyone has potential. Everyone needs help to fulfil that potential. The people who come to us are no different from anyone else. Rather the challenges they face are greater than those faced by most of the rest of us.



Our Chairman, Jeremy Withers Green, writes:

Last year's Annual Review was entitled "A Year of Change". This year we started to make that change count. Our business plan presentation has "Making Change Count" as its strapline. What does that mean?

It means that the trustees and executive team at the 999 Club are determined to have an organisation that is ready and willing to help our members re-engage and not simply, as one visitor commented, "provide a drop-in centres' equivalent of palliative care". The trustees agreed to the new business plan in March 2015 and we have started to implement its recommendations.

The 999 Club is at an incredibly exciting stage. We are implementing a change in model that takes us from a drop-in centre for the homeless that does advice on the side to a professional charity that is led by advice and advocacy using the drop in as a gateway to those crucial services.

I recognise that change is not easy but we need to evolve as we and our members face a changing world.

We are ambitious both as an organisation and on behalf of our members and have set ourselves the target of increasing our income by 20% over the next three years. I hope the rest of this review will inspire you to helping us in establishing a financially robust charity; that does what it says on the tin.

I must thank Dame Joan Ruddock, who has retired as a patron, for all her support over many years. I would also like to thank Neil Benson and Pat Greenwood for their contributions over many years as trustees.

I cannot end without thanking all our supporters whether marathon runners, night shelter cooks and volunteers or generous funders. Without them, and you, we could not help our members to help themselves.

I donated to your wonderful charity last year having regularly driven past and being moved at seeing homeless vulnerable people congregating outside. My brother turned up homeless hungry and suffering mental problems and after feeding, clothing and giving him money I told him about the 999 Club. He saw your advice worker today and you told him he had been evicted unlawfully, paid his train ticket back to his home town and had him booked into a b and b. He is ecstatic. Thank you for your dedication. I will be donating again.

God Bless you

R's Sister (see R's Story later)

NEW TRUSTEES

We were fortunate to have two new trustees on our board: Simi Solomon and Annette Hinds. They bring new skills and commitment to the work we do and will help to ensure that we remain fit for purpose. Good governance is fundamental to the success of any organisation. They explain below why they decided to join.

Simi Solomon:

I believe that people are created with the capacity within them to ensure a better living. Oftentimes we need people to come alongside to help encourage and show up as 'salt and light' in the world. My vision is to support people consistently, to help them to find the resources within themselves for better living thus building stronger and more resilient communities.

The people who come to the 999 Club have not been able to develop, explore and use their capabilities for a variety of reasons. So when I heard about the Club and was invited to become a trustee, I didn't have to think twice. I wanted to put my skills and experience (working amongst deprived communities which won a millennium award) to good use and try to make a lasting difference to a cause I believe in.

Annette Hinds:

From the age of 3 to 32, I lived in Deptford and the South East of London. Firstly with my parents and siblings on Friendly Street where my younger brother was born at home, then for many years on Admiral Street before leaving home to reside on Tyrwhitt Road, off Lewisham Way.

During my teen years I worked as a trainee playleader in Brookmill Park and then MacMillan Park until I left school. I later became a playleader for Peabody Trust on the Peabody Estate on Vanguard Street. As well as these activities, I later became a mentor for the Lewisham Mentoring Scheme and was a founder member of the Brixton Basketball Club which first originated from the Moonshot Youth Club in New Cross in 1981.

With all my many years experience of community based projects, it was important to me at this time in my life to once again become involved with a worthy local charity where I could make a difference. As a mature former local resident of Deptford, I now feel better placed to put something back into the community where I was raised and of which I still have very fond memories.

The 999 Club being based in what was the heart of Deptford when I was growing up and founded by a woman well known to me that used to live on my street, made this an attractive project. Since joining the Board I have been excited by the planned changes and feel proud to be a part of the organisation during this transitional period. As a result, I feel sure that the changes will in effect enable the 999 Club to meet the needs of a more targeted group and support them to help themselves.

**The 999 Club and Lady Florence Trust, Registered Charity No 1091077,
Registered Company No: 4238295
Registered Office 21 Deptford Broadway London SE8 4PA**

2014/15: DOING....

For those not familiar with our work, the 999 Club is based in Lewisham. We work with homeless and vulnerably housed adults.

We continued to see a constant flow of visitors to the day centre, averaging between 200 and 250 people each day. They came in with a wide spectrum of problems: housing, debt, mental health, addiction, and family breakdown being just some of them. Some we can help ourselves, others are helped by other organisations who meet in our centre the people they are looking to help. Among other outcomes this means improved health care:



- 24 people were screened for TB
- 14 people per week accessed NHS nurses
- 12 per day used our shower
- 6 people per fortnight saw a podiatrist
- 18 people were seen by an optician

On average our Advice and Advocacy service saw 16 people each week. As a result:

- 85 people found long term accommodation
- 6 found temporary accommodation
- 30 people threatened with eviction kept their homes
- 21 repossessions were prevented
- 87 out of 88 benefits sanctions were successfully appealed against
- 211 new benefits claims were lodged
- 46 people entered debt agreements
- 7 entered employment

R's story.

R came to us deeply upset. His partner had left him and stopped their joint housing benefit. Racked with depression, he was unable to deal with the situation and went into rent arrears. On being issued with a repossession notice, R tried to sort out his housing benefit. The very day of his court case, housing benefit paid the outstanding rent but it was too late. The court ordered the eviction and R became homeless. He travelled to Lewisham to see if he could stay with his sister but her home was already overcrowded and she couldn't let him stay for more than one night. She advised him to come to the 999 Club.

We contacted R's local council on his behalf and pointed out that he was vulnerable because he had mental health issues. It was the delay on the part of their housing benefit department in dealing with his housing benefit that had caused him to be evicted. The Council immediately sat up and took notice. They arranged a place for him in a B&B for the same evening, and said they would be looking into his case on his return. We gave R the necessary fares to get back to his home town and took him to the station.

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As in 2013, our Winter Night Shelter opened on 1 December 2014 and ran through to mid-March 2015. We could not have managed without the help and support of our volunteers and particularly without the tireless work of the group from St Alfege's who cooked a hot meal for our night shelter guests every evening. Again this year we benefited from being under the umbrella of Housing Justice, who rated our shelter as Excellent.

77 people stayed in the Night Shelter and as a result:

- 8 were found permanent accommodation
- 26 temporary accommodation
- 2 entered employment

Partnerships remain fundamental to what we are trying to achieve. We are proud to be working with a range of organisations, including:

- The Three Boroughs Nursing Team
- The Start Community Mental Health Team
- The NHS Podiatry Service;
- Deptford Reach
- Bench Outreach
- CRI Drugs and Outreach
- Homeless Link
- The Pret A Manger Apprenticeship Scheme
- The Samaritans



K's story:

I'm from Sri Lanka. I came here in 2000 as a refugee. I have a British passport now. In 2011 I was very sick. 2012 just vanished. I don't know what happened to me. Until now I am homeless. I was eating from rubbish bins. I'm still sleeping in Greenwich Arches. Street Rescue found me. Terri from Street Rescue helped me. Sometimes the police found me. They told me about the 999 Club. I came here for a cup of coffee.

Slowly I started talking to people. Terri came here and the staff were friendly. I offered to help the staff. I wanted to make myself busy. I wanted to do something. I helped with the computer room. Now I help in the day centre. They treat me as a volunteer. They give me respect. I'm still on the street. I get Job Seekers Allowance. But I feel much better. Now I realise who I am.

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...AND PLANNING...

The world has changed so much in the 22 years since the charity was founded. We decided that it was vital in 2014 that we undertook some old fashioned thinking and planning: about what we thought we were doing, what others thought we were doing, and what it would be most useful, within our limited resources, for us actually to be doing. This involved talking to many other organisations: among others Ashford Place in north London, Providence Row, the Cardinal Hume Centre, Connections at St Martin's, Crisis, the Booth Centre in Manchester, and Homeless Link. In Lewisham there were long discussions with Bench Outreach and with SHIP in Lewisham Council.

At the end of this we came up with a strategy that aims:

- To remain community based, working with the most vulnerable in society, but doing so in a much more focused way and therefore inevitably working with fewer people
- To provide each individual with a caseworker and a range of support, including advice and advocacy to resolve some of their problems and a variety of activities to improve life skills and employability and, in the process, reduce isolation
- To develop core specialisms within advice and advocacy in housing and benefits, employment, and women
- To create an inclusive culture for members in which they have a voice and tell us what works best for them
- To expand the range of services to include family mediation to help members reconnect with support networks, healthcare support to help them obtain better health outcomes from the NHS and employment support so that they can sustain themselves
- To deepen partnerships with other organisations in Lewisham.

Working through the business plan involved some difficult choices and painful decisions. We were trying to do too much. Running two centres, a night shelter, an advice and advocacy service and a nursery with 12 full time and 1 part time staff was beyond the resources, both financial and human, that we had available. Looking back it was clear we were over-ambitious in the range of work we thought we could undertake. We were also not ambitious enough in what we thought we could do for the people who wanted our services.

We decided to do more for a smaller number of people. We closed our second smaller centre in Downham. It was mostly serving a different group of people from those who come to the centre in Deptford. We did not have the resources to provide that group with much more than a drop in providing tea and toast. The resources it was using could be better deployed in Deptford.

We also closed our nursery. Earlier in the year our intention had been the opposite and we set about expanding capacity, with a particular focus on family outreach. But it became clear that we did not have the resources to connect with families that are hard to reach. In addition, the number of children fell by half as a result of primary schools opening their own nurseries, creating a massive shortfall in funding for us.

...FOR THE FUTURE

By the end of 2015, the 999 Club will consist of a revamped day centre, a learning and activities programme, a strengthened advice and advocacy service and the winter night shelter. Next year we hope to add to the advice and advocacy service and start a family mediation service. For the following year we have written into the plan a healthcare advisor.

BIKEFREEDOM

BIKE FREEDOM



In the meanwhile, and a sign of things to come, one of our entrepreneurial and energetic volunteers came up with an idea. Simone had been volunteering with us for a year. She spotted a need, came to us with a proposal, and has worked wonders in making it happen.

I have been a volunteer at the 999 Club since June 2014. I started off serving tea and coffee in the drop in. I loved it - speaking to the service users and doing the service shift.

One day a service user had to get to a very important appointment - but there was no social fund left to help pay for his travel.

I asked the service user how he would get there. He replied that he would walk. It was then that I thought about using bikes to get the service users where they needed to go.

Not long after that another volunteer and I saw a leaflet advertising the funds to be given out by the Evelyn ward in Lewisham which includes Deptford. We enquired as to whether we could apply. We did and were successful. We acquired the bikes, launched the project and have made and built lasting relationships with different agencies in the community to further our project.

In the couple of months since Bike Freedom has begun, two people have found employment and another person is on his way to securing accommodation. Further to this, we have had many enquiries which shows that others want to use it. There is plenty of room to expand.

Watch this space.



Our first Bike Freedom user at the launch of the project

OUR VOLUNTEERS

Our partners of course also include our volunteers, a group of people generous with their time who want to get involved and to make a difference. And they do. Our volunteers allow us to reach out into the community and the community to reach into us. They learn as they give. They bring their skills and their commitment and make our members and us feel valued.

Where possible we also encourage members to volunteer with us. This both helps us run our services and can contribute to their well-being.

It would be invidious, and impossible, to list all the volunteers who have supported us over the year. But we should thank two in particular who for several years have been the driving force behind the St Alfege's contribution to the night shelter: Sally Hughes and Sarah Lavery.

T is a volunteer who has been with us for almost a year:

I am profoundly deaf since birth. It is difficult for me to speak but I can communicate very well by using writing notepads as necessary. I was asked by a former manager in the 999 Club and explained that I would like to be a volunteer, helping the homeless people who are suffering in isolation and indifference. I know that CRISIS works with other homeless people over the Christmas period.

I met two deaf homeless people who came here to the 999 Club in January. They use BSL (British Sign Language), so I was asked to help and communicate with them about their welfare and health issues. I enjoy coming and helping homeless people, providing food, clothing, drinks and other things. It is important for homeless people to have good counselling and someone who listens to their problems, alcoholism, distress, family breakdown, as well as migrants from other countries.

TRUSTEES (current)

Jeremy Withers Green (Chairman)
Catherine Rushforth
Simi Solomon



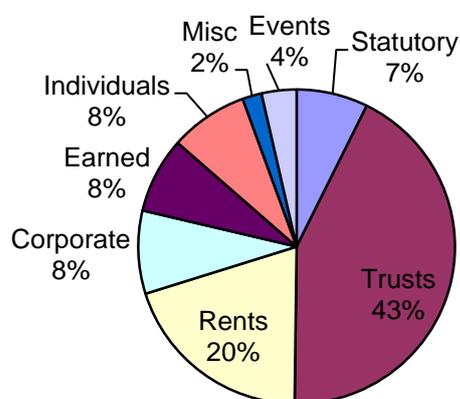
Mike Frankl (Treasurer)
Annette Hinds

The 999 Club and Lady Florence Trust -Statement of Financial Activities Year Ended 31 August 2014*

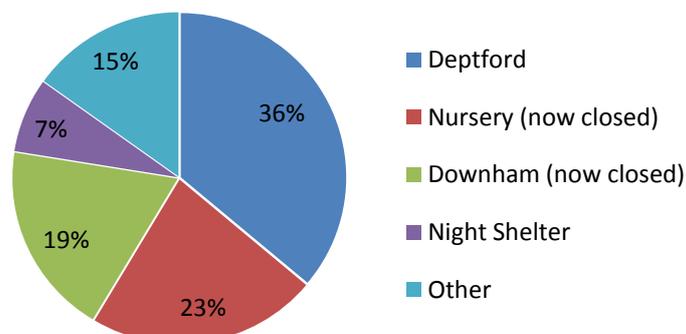
*Please note we have changed our financial year end so the figures for 2014 are for 8 months only

	Unrestricted Funds	Restricted Funds	2014 Total Funds	2013 Total Funds
	£	£	£	£
Incoming resources				
Incoming resources from generated funds				
Voluntary income:				
Donations and Gifts	286,236	80,388	366,624	543,317
Grants	-	2,000	2,000	17,211
Activities for generating funds:				
Hire fees	28,092	-	28,092	38,658
Centre income	723	-	723	1,351
Rental income	3,426	-	3,426	410
Investment income	1	-	1	2
Miscellaneous income	13,716	-	13,716	25,888
Total incoming resources	332,194	82,388	414,582	626,837
Resources expended				
Costs of generating funds				
Costs of generating voluntary income	44,571	-	44,571	40,656
Charitable Activities	214,328	98,989	313,317	467,882
Governance Costs	11,320	-	11,320	11,339
Total resources expended	270,219	98,989	369,208	519,877
Net incoming/(outgoing) resources before transfers	61,975	(16,601)	45,374	106,960
Transfers between funds	-	-	-	-
Balances brought forward at 31 August 2014	107,703	134,754	242,457	197,083

Where our funding came from



How the money was spent



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OUR PARTNERS

We like to think of ourselves as both creating the conditions for a community to flourish and also being part of a wider community. That wider community critically includes our funders and donors. Without them our members would not receive our support.

We would like to thank:

Albert Hunt Trust	H & T Clients	Nathan Karet Charitable Trust
Alexandra Trust	Henry Smith Charity	Odin Charitable Trust
Balcombe Charitable Trust	Indigo Trust	Pret Foundation
Band Trust	Inner London Magistrates' Court	Robert Gavron Charitable Trust
BBC Children in Need	Kirkland & Ellis	Sainsbury's
BP Shipping	Lady Blakenham's Charitable Trust	Sir James Roll Charitable Trust
Cazenove Charitable Trust	Lambert Charitable Trust	Sir Jules Thorn Charitable Trust
City and Metropolitan Welfare Charity	Lennox & Wyfold Foundation	Sobell Foundation
Clifford Chance	Liberum Foundation	Thompson Family Charitable Trust
Clover Trust	London Borough of Lewisham	TUUT Charitable Trust
Co-operative Membership Community Fund	London Catalyst	Vintners' Company
Deptford Challenge Trust	Lord Faringdon Charitable Trust	Westcombe Society
Esmee Fairbairn Foundation	Lotus Foundation	The numerous other Trusts, Foundations, Organisations & Individuals who make regular or occasional donations to us.
Garfield Weston Foundation	M&G Investments	
GiveaCar	Man Group	
Haberdashers' Company	May and Stanley Smith	
Don Hanson Charitable Foundation	Northwick Trust	

We value greatly intellectual and policy input from others into our work. The Chief Executive, Peter Wood, benefited from a three day course in Measuring Social Impact run by the New Economics Foundation and funded by LVSC. Amanda Croome from the Booth Centre and Pamela Orchard from Providence Row were generous in sharing their experience and expertise with us. We also benefit from stimulating conversations with others working with homeless people in Lewisham.

GET INVOLVED

Donate

Our charity costs well over £500,000 a year to operate. A regular donation helps cash flow and allows us to plan. You can make a regular or one-off donation safely online by visiting www.999club.org and clicking the **Virgin Money Giving** button.

- £15 pays for 1 night's bed with supper & light breakfast in our winter shelter
- £30 pays for a day's supply of tea and toast in our Deptford centre
- £50 pays for 1 advice and advocacy consultation
- £100 pays a sessional tutor for our learning and activities programme.
- £500 keeps our Deptford centre open for 1 day
- £1800 keeps our night shelter open for a week

If you pay UK tax you can Gift Aid your donation so we can claim a further 25% from HM Revenue & Customs to make your gift go even further.

You can also donate by cheque, CAF voucher or standing order made out to **'The 999 Club'**.

Please post to **The 999 Club, 21 Deptford Broadway, London SE8 4PA**

Please contact: fundraising@999club.org or telephone 020 8694 5797 if you need a Gift Aid or Standing Order form.

Fundraise

If you are entering a sponsored event or want to set up your own event you can fundraise for the 999 Club. Contact fundraising@999club.org or telephone 020 8694 5797 to discuss your ideas

Give a Car

Scrapping your car? Do it safely through GiveaCar and raise money for us too! Visit www.999club.org and click the **GiveaCar** button.

Give

We will gladly accept gifts of non-perishable food, toiletries, clean clothing and shoes, if you can deliver to Deptford.

Volunteering

There are many ways you can volunteer and we are always looking for reliable people who can give their time on a regular basis in the following roles;

- Day Centre Assistant
- Night Shelter – Evenings
- Night Shelter – Breakfast
- Fundraising – Events
- Fundraising – Local Networking
- Specialist skills e.g. Finance / legal / health etc.

If you are interested with any of the above or there are other areas in which you think you can help us please contact: office@999club.org

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