



CLUB

Making change count
for homeless people



Making change count
for homeless people

Annual Review 2017

Homelessness isn't always about having a place to live. It sometimes means you want to have friends or assistance and a helping hand or a direction in life. Food is essential but understanding is what most homeless people need. It's good to have caring people around you and charities around your community that provide knowledge about benefits and how to move on and progress to having a better life.

Facebook post by a 999 Club Guest,
World Homelessness Day 2017

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From the Chairman of Trustees

When I first became involved with the 999 Club housing and homelessness were off the political agenda. It was hard to be heard.

Now politicians are outbidding each other on the size of potential housebuilding programmes. Words are easier than actions but it is real progress that we even have the words.

This year I am stepping down as chairman. Boards need to change and regenerate. Fresh ideas and energy are needed and I believe the 999 Club has a strong board to provide that energy and build on the progress we have made.

The main task for me in 2017 has been to oversee the appointment and the early months of Tim Fallon's work as chief executive. Tim is an experienced chief executive. He has strong local connections. He understands the problems faced by the homeless and, most importantly, he is calm under fire. The 999 Club is in safe hands and ready to go to the next level.

The main reason that we are strongly placed is down to the hard work of the our staff team in Deptford. Tim's predecessor, Peter Wood led a strategy review, developed an operational plan and built a strong team capable of delivering the services that meet the needs of Lewisham's homeless and vulnerable. This has been recognised by funders, all of whom I thank for the support they have shown.

J.D. Vance, whose recent book "Hillbilly Elegy" has revealed to many the issues of living in challenging and abusive circumstances, wrote, "You probably cannot fix these things. They will always be around. But maybe you can put your thumb on the scale a little for the people at the margins".

We are aiming to put two thumbs or more on the scales and I am delighted that over the last year we have sought out partnerships recognising that others have strengths we do not have. Locally we are working more closely with Deptford Reach and particularly Bench Outreach. We have also joined a national partnership led by the Oxford based Mayday Trust.

Last In summer 2017 we celebrated our 25th anniversary. I was thrilled that our MP Vicky Foxcroft joined us along with representatives from Lewisham Council, other charities, our funders and volunteers and people who sleep rough. The evening confirmed to me that we are an integral and increasingly influential part of the Deptford community.

The 999 Club has changed much over my six years as chairman but one constant has been the tireless support provided by Mike Frankl as treasurer and now vice-chairman. I would like to thank him and all the other trustees both past and present for their efforts and wish everyone well for what I believe will be a challenging but exciting future.

Jeremy Withers Green



From the Chief Executive

Driven by the growth of the private rented sector, increasingly unaffordable housing and changes to the benefits system, homelessness including rough sleeping has risen inexorably over recent years. Since 2010 the cost of private rented accommodation in London has increased 8 times faster than earnings and the main cause of homelessness is now the ending of a tenancy in the private rented sector. The results have been clear for all to see in 2017 on the streets of Lewisham, across London and in other cities.

Rough sleeping is a devastating experience – not just in winter but at any time of year. It is extremely dangerous and has a very negative impact on both physical and mental health, on safety and result is in a life expectancy of just 43 for women and 47 for men. It also has a detrimental effect on wider society leading to increased pressures and costs for statutory health, social care and criminal justice agencies.

Here in Lewisham, one of the top 20% most deprived local authorities in England, we provide a warm welcome for people who are often ignored, feared or stigmatised. Despite their very clear needs most of the people we work with do not meet the criteria required for the local authority to find them a housing solution. In the absence of this support, we help them as quickly as we can into appropriate accommodation and work with them and other organisations to make sure they get the support required to transform their lives.

Through our work we witness the negative effects of homelessness every day and believe it can be significantly reduced and even ended. For this to happen there needs to be an integrated focus on three factors both nationally and locally:

- Prevention – services to support people away from homelessness; prevention is an important part of the Homelessness Reduction Act soon to take effect
- New housing – building enough genuinely affordable housing; with appropriate support where needed; at present affordable housing is defined as 80% of market rent and in London that is clearly not working; Approaches which enable homeless people to access safe housing quickly; and where support them to remain there

As we work towards this goal, we will continue to do what we can, with the support of many people and organisation, to help those affected by homelessness. To undertake this vital work we rely on the continued generosity and support of our many funders, volunteers, donors and partners – all of whom we have tried to acknowledge and celebrate in this report.

I've lived in Lewisham with my family for the last 25 years; my children attended local schools and I've been involved in many ways in the local community. It has been a privilege to join the 999 Club this year and to witness its life-changing work in the borough. I look forward to continuing our work making change count for homeless people.

Tim Fallon

2017 in brief



Our 25th Anniversary year has been a busy one.

Jan

A trip to a climbing wall helped people explore what they are capable of. Cardboard Citizens visited to perform Cathy.

Mar

Night Shelter guest moved into accommodation with Housing First project after years of sleeping on the streets.

April

We opened for our first ever second Night Shelter season in a year. We achieved the PQASSO level one quality mark for the way the 999 Club is run.

May

The creative writing group issued their first poetry booklet.

June

We celebrated 25 years of the 999 Club. Our anniversary party featured an art exhibition, stories from our talking group and a new mosaic for the courtyard. Peter Wood retired after 5 years; Tim Fallon took over as CEO.

July

Our largest ever RideLondon squad took to the streets of London and Surrey and raised over £13,000.

Aug

We visited Tideway* as the finale of a series of employability workshops.

Oct

A visit to The Natural History Museum meant plenty to write about in the first ever newsletter produced by people who come in to the 999 Club.

Dec

We took some people on a day trip to the Museum of London.

*Construction company working on Thames 'super sewer'

Who we reached

People who sleep rough or are vulnerably housed come in to the 999 Club for a shower and breakfast and they stay to talk to us about finding a place to live, to take part in a workshop or to get help to find a job.

In 2017 698 individuals accessed our Gateway Centre, the starting point of our other services and 371 engaged with various other activities:

236 people

participated in learning and employability

activities and told us that 22 people undertook vocational training

26 people

gained a nationally recognised qualification

25 people

volunteered with the 999 Club

18 people

participated in activities run by other organisations

10 entered

employment

163 people

participated in cultural & physical activities to improve their health, self esteem and allow for self-expression

75 people attended

health & wellbeing clinics being held at the 999 Club by outside agencies

We helped **16**

people register with a GP

13 people engaged

with drug and alcohol services

We carried out

278 separate

consultations with people in relation to their housing. Among the many varied cases:

70 people were

referred into safe and sustainable housing

26 entered

temporary accommodation

5 people were

reconnected to their local authority somewhere else in the UK

3 were reconnected

to their country of origin

15 evictions

were prevented

We carried out

288 separate

consultations around benefits issues,

involving **136**

different people

36 people made

new benefits claims

169 maintained

their benefits with our help

25 people

with disabilities or health issues

applied for Personal Independence Payments

We carried out **56**

consultations around the administration of the benefits system

and lodged **55**

appeals with the Department of Work and Pensions

Our Advice & Support Manager maintained

her **100%** record

of winning appeals.

65 guests who

would otherwise be sleeping rough came

to stay in our Night Shelter, half of them

were housed directly from the 999 Club,

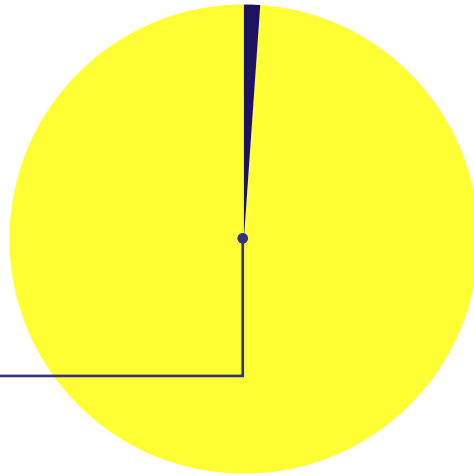
with more people finding a place to live

soon after their stay with us.

Finances Sep 2016 – Aug 2017

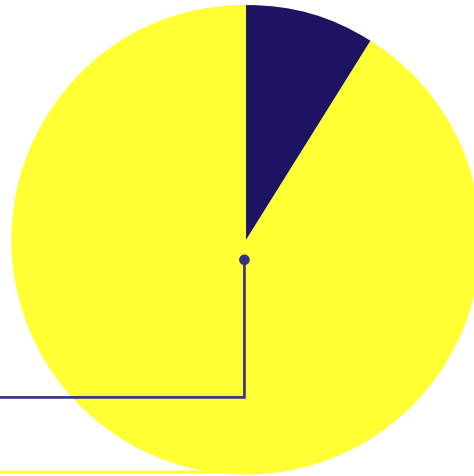
Total Income

£753,355
of which only 1.2% comes from government



Charitable Expenditure

£793,317
9% of our expenditure is on raising funds
91% is spent on our charitable activities



For more detailed information on our finances please go to www.999club.org where you'll be able to see our full trustee report and consolidated financial statements for the 999 Club and Lady Florence Institute.

Donors

Thank you to our 2017 supporters and donors...

- | | |
|---|------------------------------------|
| AIG | Jehovah Mercy Temple |
| Albert Hunt Trust | Kirkland & Ellis International LLP |
| Alchemy Foundation | Lambert Charitable Trust |
| Alexandra Trust | Linklaters |
| All the participants of fundraising events | Lloyds Bank Foundation |
| Ian Askew Charitable Trust | London Borough of Lewisham |
| Balcombe Charitable Trust | London Catalyst |
| Band Trust | The London Community Foundation |
| Big Lottery | Lord Faringdon Charitable Trust |
| bptw partnership | Brian Maguire Charitable Trust |
| Cazenove Charitable Trust | M&G Investments |
| Celestial Church of God | Marsh Christian Charitable Trust |
| Chesterhill Charitable Trust | Morden College |
| City Bridge Trust | Mrs Smith and Mount Trust |
| Clifford Chance | Northwick Trust |
| Clover Trust | Paravicini Dyer Charitable Trust |
| Comic Relief | Pret Foundation |
| Comnet Associates | St Alfege Greenwich |
| Dentons Charitable Trust | Sobell Foundation |
| The Deptford Challenge Trust | St John's Charity |
| 49 Group Scouts | Stella Cadente |
| Friends of John Ball Association | Tacagni Consultancy Limited |
| Garfield Weston Foundation | Tudor Trust |
| GiveaCar | Edmund Waller School |
| Peter Harris Trust | |
| H & T Clients | |
| Henry Smith Charity | |
| Inner London Magistrates' Court's Poor Box Charity & Feeder Charity | |

The numerous other Trusts, Foundations, Businesses, Schools & Colleges, Faith Groups, Societies, organisations and individuals who make regular and occasional donations to us.

What we do





The Gateway Centre

2017 has been a year of embedding our new daily routine. We open the doors at 9.00 am and have a dedicated session for people who have slept rough the night before. At 10.30am we have an open access session for people who are facing eviction and have other issues with their housing.

About half the people we see in the Gateway are sleeping rough, which is an increase on 2016 and shows that we are getting better at targeting our support so that we help people in the most immediate need.

One major challenge in 2017 has been that about 25% of people who come in and ask for help have no recourse to public funds, which means they cannot claim out of work benefits, housing benefit or universal credit, usually because of their immigration status.

These people are not eligible for the rented accommodation we can arrange as they have no way of paying the rent, but it can be difficult for them to find a job when they are sleeping rough. With the Gateway Centre working so well, we are now investigating ways we can support this group

of people more effectively.

A further challenge is the gradual reduction in specialist outreach services. In late 2017 we hosted a consultation about the closure of a local GP walk-in service. There are many reasons why people who come in to the 999 Club can sometimes be reluctant to register with a GP and the walk-in service has been vital for them. If it does close, they will undoubtedly go to the local A&E dept. But we continue to try and encourage everyone who we see to register with a GP.

Health and Wellbeing

Homeless people often have very complex health needs, they are 2.5 times more likely than the general population to have asthma, and more likely to have more than one condition. An important

development in 2017 was finding a local dentist who agreed to see people who sleep rough.

Our health and wellbeing sessions include:

- Nurse from the NHS health inclusion team – who offers help with general health issues
- Podiatrist – foot health
- Change Grow Live - help with substance misuse
- Samaritans - a safe space to talk things through

- Talking Group
- TB – mobile testing van
- Optmetrist
- Narcotics Anonymous
- Haircuts

Alex and Shadow

Alex arrived in our Gateway Centre, along with a cat in a basket, seeking support because she had been evicted from a property they'd lived in for several years.

When we talked with Alex about her options, we discovered more about the circumstances surrounding the eviction. We suggested that she go to her local council, which she did. We heard nothing more until Alex came back to see us three weeks later, this time without the cat, who'd moved in with friends.

Alex had spent the previous three weeks rough sleeping in a graveyard in Lewisham, and was dependent on the generosity of strangers. Eventually, the local council had suggested that Alex approach us with a view to staying in our Night Shelter while proceeding with an application for supported accommodation.

Like many of the people we work with, Alex has experienced trauma and has a long history of depression and anxiety. She has managed this with substance use, in this case, alcohol.



Despite these challenges, life was going pretty well, with a job, a flat, a cat – until a breakdown turned this all upside down. Because of the breakdown she could no longer work, got into rent arrears and was then evicted.

Alex was extremely positive about the support the 999 Club could offer and despite being very nervous, came to stay in our Night Shelter. Seven days later she moved into supported accommodation arranged by the local council. Alex is doing really well and looking forward to being reunited with Shadow.



Night Shelter

In 2017 we began a new way of running our Night Shelter. We wanted to create more than a respite from the streets. We now create an environment where guests can take their first steps towards a place to live. We also recognise that homelessness doesn't just happen in winter, so we're gradually expanding our Night Shelter to be open for more of the year. In 2017 we opened for two ten week blocks, and will add a third in 2018, then a fourth in 2019, so that eventually our Night Shelter will be open for 40 weeks of the year.

The first year of the new Night Shelter model was very successful. Each Night Shelter guest received intensive support from an allocated caseworker.

With a caseworker system in place, we were able

to take people with high support needs who we wouldn't have been able to support previously. Approximately a third of our guests had high support needs.

A place in the Night Shelter offers people who would otherwise be rough sleeping or in emergency or temporary accommodation the opportunity to access the help and support they need to effect real and sustainable change. In 2017, over half the Night Shelter guests were helped to find accommodation during their stay with us, and others were housed shortly afterwards.

Matthew

After his relationship broke down, Matthew slept rough for about eighteen months. "I know why I ended up becoming homeless" he said, "but the problem was, I was trying to get out of being homeless, I just wasn't having any success."

Matthew sought advice from various places, including the housing officers at the Council, the Department for Work and Pensions, Citizens Advice Bureau and charities. But none of them could offer him the right kind of help.

Someone he met sleeping rough on the streets suggested that he come in to the 999 Club in order to get some food, a shower and some fresh clothes. "I was taken aback by the warm and friendly nature of the staff team," said Matthew.

"They made me feel particularly welcome."

Matthew was given a place in the Night Shelter, it was the chance he'd been looking for to sleep somewhere safe and put his life back together. While he was staying at the 999 Club he volunteered with a partner charity, and was pleased to be giving something back to the charities that were helping him.

All guests at the Night Shelter have a caseworker to help them take the steps they need. Matthew's caseworker put him in contact with a private landlord who would accept him, he went to a view a bedsit and moved in, "A place of my own after eighteen months on the streets, means I feel safe at night," said Matthew.

" I was taken aback by the warm and friendly nature of the staff team "





All the 999 Club frontline staff now have a caseload in order to provide the help and encouragement people need to find a solution to their homelessness. This means our specialist Advice & Support service is free to deal with the most complex cases, helping to prevent evictions, accompanying people to tribunals, supporting mandatory reconsiderations of benefits claims and appealing court decisions.

“Our Advice & Support Manager maintained her 100% record of winning appeals.”

One woman was assessed as being completely fit for work, but her significant disability was recognised when we supported her to appeal that assessment. With her benefit reinstated, her housing situation stabilised.

Our Advice & Support Manager maintained her 100% record of winning appeals.

Josh

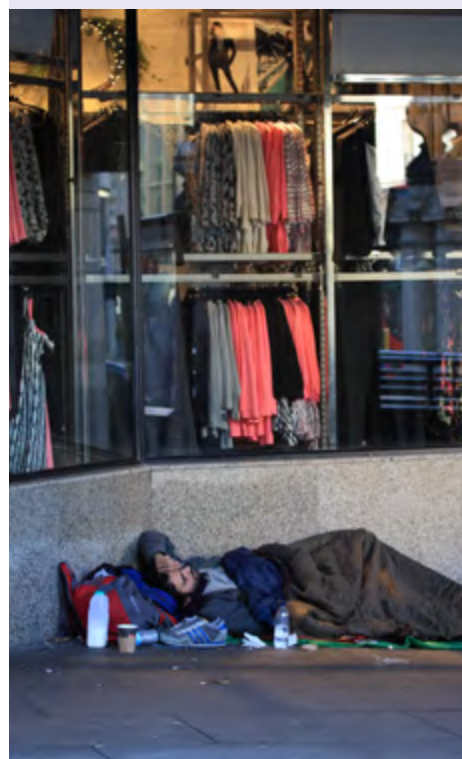
Josh is in his fifties and has spent many years sofa surfing and sleeping on the streets. A few years ago he did have a place to live for a short while. After going to another housing organisation he was given a place in semi-independent shared accommodation, but Josh couldn't manage his finances, fell into rent arrears and was evicted. He went back to sleeping on the streets and was eventually referred to the 999 Club by Thames Reach London Street Rescue.

We gave him a place in the Night Shelter so he could get some respite from sleeping rough and sort out his finances.

“The 999 Club got me where I am now”

While he stayed at the 999 Club our Advice & Support Manager worked closely with Josh to solve ongoing issues with his benefits claim and make sure he was claiming the income he was entitled to. Once his income was in place, we referred him to a housing provider who offers shared accommodation. They were able to offer him a place to live. “The 999 Club got me where I am now,” said Josh. “They have done everything they can do to help.”

After moving in to his new accommodation Josh unfortunately faced another issue with his benefits claim which made him stressed, as he was anxious not to become street homeless once more. He came back in to the 999 Club and with our help this additional issue was resolved. The Advice & Support service is able to work in the longer term with vulnerable people like Josh.



Learning & Activities

Our workshops and experiences have gone from strength to strength this year, with almost too many trips and activities to mention. In April, we attempted our most complicated project ever - a film. Working with a filmmaker from the charity 'Create', homeless people wrote, directed and produced a short film; Life at the 999 Club which you can now see on our website.

We welcomed new partners this year, including the **Museum of Homelessness**, the **Choir with No Name**, and **Cardboard Citizens**. People tell us they come along to our workshops because they are **"keen to learn new skills"**, and **"want to learn"**.



Cardboard Citizens theatre company performed their retelling of Cathy Come Home for our guests

We took a group of people to a local climbing wall to inspire their creative writing.

Filming Group with Create

"I learned how to be in front of a camera and feel more confident."

Talking Group

"The Talking Group was good for meeting others. It helps you to negotiate your situation after hearing other people's situation and point of view."

Art

"I enjoyed everything, it was very therapeutic, it has been a difficult few days sleeping rough."

Cooking

"What was good about cooking class today was the collective session and the cooperation of every member."

Museum trips

"I enjoyed learning as a group, it was a great trip to the Natural History Museum."

Interview Skills with Deloitte

"I learned how helpful they are at the 999 Club, I never would have expected this."

Alternatives to Violence

"I came today to the Alternatives to Violence workshop to learn how to control any angry situation and learn."

Gardening

"I like working with people. It was nice making a clean garden."



The art group, hard at work.

Employability

Our Employability service has had a fantastic start, there is now a dedicated employability space in our Gateway Centre where people can find out about opportunities and get one to one support with their job search activities.

We have established significant partnerships with voluntary agencies and commercial organisations to get people into work. PECAN has provided access to a National Career Service Adviser along with nationally recognised qualification opportunities.

Job Centre Plus offered regular outreach sessions hosted here at the 999 Club which were incredibly popular.

In summer 2017, Tideway came to the 999 Club to offer a 5 week Taster Course into Construction. Following the course the majority of participants gained the confidence to engage in other positive activities and 5 of them went into employment.



Course participants receiving their certificates at Tideway regional HQ



Emmanuel

When Emmanuel came into the Gateway Centre he felt that his lack of experience and qualifications were preventing him from getting a job. He was extremely nervous about the idea of a job interview and his low esteem was holding him back.

Our Employability Coordinator arranged for Emmanuel to be mentored by a volunteer from the programme 'Beyond Me'.

With support and encouragement Emmanuel was able to:

- Complete a 12 week Maths and English course, bringing him up to the standard needed to gain a CSCS card so he could work in construction.

- Attend a 5 week “Taster into Construction” course run by CVB/Tideway. He built relationships with some senior people in the organisation and had his very first interview.

- Take a CSCS card course, getting only one question wrong.

- Gain temporary employment repainting the Palace Theatre on Shaftesbury Avenue

Start a full time job!

As a result of his attitude and the results he achieved with his construction training provider, Emmanuel was invited to upgrade his City & Guilds qualifications to NVQ Level 3 standard. He is keen to start his own painting and decorating business alongside his employment.

How we deliver



Volunteers and supporters

We couldn't do what we do without the support of our amazing community. Gateway volunteers are the backbone of our essential day centre provision, freeing up project workers to help with individual cases. Night Shelter volunteers help in the early morning and late evening; a great opportunity that fits around full time work. Learning & Activities volunteers come in to share their skills from computing to creative writing.

"I've been volunteering with the 999 Club since 2017 and I have genuinely enjoyed the experience. I'm a freelance designer and very lucky to be able to fit in a few hours volunteering in my weekly schedule. The reason I've chosen the 999 Club is because I want to interact directly with the people we are supporting which I find both humbling and rewarding. It has been an eye opening experience working with a charity dedicated to helping with homelessness."

Facebook post by a 999 Club Volunteer, World Homelessness Day 2017

“ It has been an eye opening experience working with a charity dedicated to helping with homelessness. ”

St Alfege Cooks

St Alfege Cooks have worked with the 999 Club for seven years, providing nourishing hot food for the Night Shelter guests. In 2017 they rose to the challenge when we opened the Night Shelter for twenty weeks. Their continued support has been vital to enable us to extend the number of nights our Night Shelter is open and the amount of people we can help.

In 2017 guests at the 999 Club volunteered at St Alfege's Church, providing extra hands to help clear an attic. People were delighted at the opportunity to show their appreciation for a local church that has done so much to help them.



Sister Beatrice, a regular volunteer, receives flowers on her birthday.



One of our riders celebrates outside Buckingham Palace after riding 100 miles for us.

Challenge events

Challenge events are a fantastic focus for our fundraisers and in 2017 we fielded our largest ever RideLondon-Surrey 100 Team.

Paul particularly wanted to ride for the 999 Club because of the services the charity provides. He had come to visit us and the restorative nature of the 999 Club struck a chord with him.

"Visiting the charity and looking at the facilities is very grounding," said Paul. "My world doesn't expose me to these problems. I know about them, but seeing it first hand is very humbling."

Paul used his fundraising as a chance to talk to his friends and family about his visit to the 999 Club and was encouraged by how many people were generous enough to donate. And when it came to the day he had a great time riding 100 miles to support the 999 Club.

"I was absolutely elated to finish. And in front of Buckingham Palace as well. The picture says it all – I had a huge smile on my face – then limped around for the next 24 hours."

Fundraising

The 999 Club receives very little statutory funding – we rely on the generosity of our partners, community and supporters who enable us to provide essential services. In 2017, the addition of a Fundraising Officer helped us to expand our fundraising efforts.

Trusts and Foundations

2017 saw an increase in our multi-year funding from Trusts and Foundations with new grants from Lloyds Bank Foundation, Tudor Trust and City Bridge Trust. This is a fantastic vote of confidence in our ability to deliver effective services and real, measurable outcomes for people who have experienced homelessness.

Corporate Partnerships

Our corporate partnerships aren't only about fundraising. We offer opportunities for team building through volunteering, participation in challenge events and many partners who come in for short term projects choose to become long term partners.

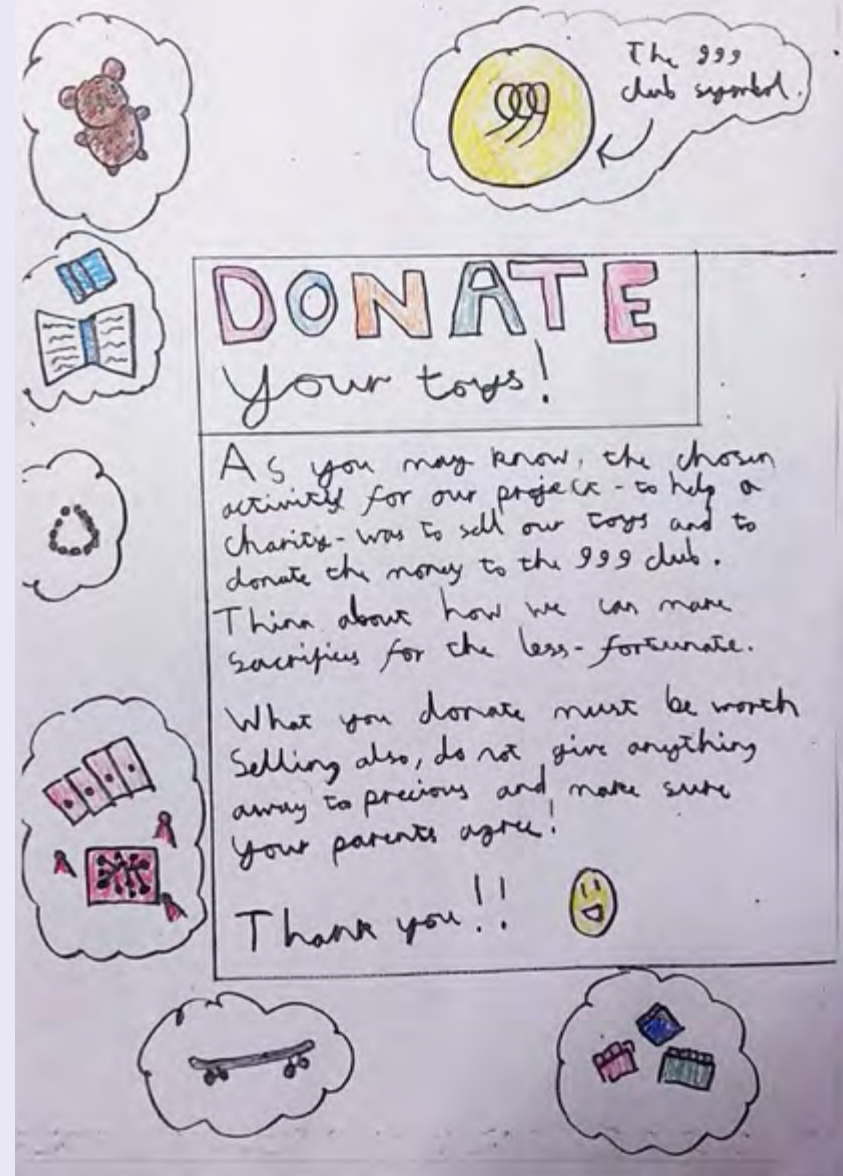
Community

From a large donation of sleeping bags from a local estate agent, to bread from a bakery every Sunday and harvest festival donations from schools, we are hugely appreciative of the support we receive from our local community. Thank you too all those groups, schools and churches who raise money through carol singing, at assemblies and services.



Comic Relief have supported us for a number of years.

Harry and Archie, half marathon runners



Poster advertising a toy sale in aid of the 999 Club at a local school

Individuals

Individual donors from across the country make an invaluable contribution to the work of the 999 Club through campaigns, challenge events and responding to our annual appeals. Rough Sleeping in England grew by 15% in 2017, with the highest numbers ever recorded by the government's rough sleeper count. Individual donations make a real

difference to vulnerable people in immediate need.

We always want to diversify and broaden our pool of supporters both from the corporate sector and the community. If you'd like to work with us – do get in touch and become involved.

Our Partners



our 25th anniversary celebration June 17

At the 999 Club we don't work in isolation, we're part of a team of charities and organisations who all work hard to help vulnerable people in South East London.

We'd like to say a big thank you to:

- **Bench Outreach**, who partner with us to support homeless people
- **Deptford Reach**, a community organisation who help people rebuild their lives
- **GCDA**, who provide our cooking courses
- **CVB JV Thames Tideway East**, for bringing us their Taster Course into Construction
- **PECAN** for supporting our careers services
- **Beyond Me** and the **Beyond Nations** volunteers, for workshops and mentoring throughout 2017, culminating in the first edition our newsletter produced by homeless people
- **Muslim Aid** for their substantial donation of cold weather kits
- **Bernadette Russell** for hosting a World Kindness Day Party
- **The NHS** which provide a nurse, podiatrist and TB screening
- **The Samaritans** who come in and listen to people undergoing crisis
- **St Alfege Cooks** who continue to support our Night Shelter as it is open for longer
- **Job Centre Plus** which now regularly visit us to see what it can do to help people
- **Goldsmiths' College** who continue to provide a stream of student placements and volunteers
- **Sight Centre opticians** who visit us to provide eye tests for people who sleep rough

And all the people who drop in with coats and toiletries, those who spread the word on social media, children who collect at harvest festivals, our London Marathon runners, RideLondon cyclists, and everyone who chooses to be part of our community and support the work we do in whatever way you support us.

We could not do what we do without you.

We change the names of our case study participants for reasons of confidentiality.

We sometimes use library images for reasons of confidentiality.

The 999 Club and Lady Florence Trust is a registered charity (number 1091077) and a limited company by guarantee registered in England (number 4238295).



Making change count
for homeless people

Sign up to receive our email newsletter

Keep up to date with the work we do, read stories of how we help ordinary people in times of crisis and find out about the challenges created by the rise of homelessness in London.

Sign up at:

www.999club.org
