

Making Change Count

for Homeless
People

In Review: 2017-19



Our Gateway

drop-in day centre

1 September 2017 – 31 August 2018

We provide vital services for people rough sleeping

We worked with

972

homeless or vulnerably housed people

491 Breakfasts



968 Computer sessions for job search, benefit claims and family contact



1,694 Showers



One-to-one sessions with a named Case Manager help people to find sustainable housing and maximise their income



569

Advice sessions



154

Benefit advice sessions



178

Housing advice sessions



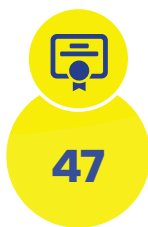
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Benefit appeals won

Our employability programme empowers people to learn new skills and find work.



Employability advice sessions



Number of qualifications achieved

Mental and physical health and well-being is vital.



45

GP appointments



101

Appointments with nurse/mental health practitioner

Our Night Shelter provides emergency accommodation to people who are homeless

1 September 2018–31 May 2019

People accepted into the night shelter

185

Support needs:

We operate a traffic light system based on support needs.

57%

Green

Low support needs

30%

Amber

Medium support needs

13%

Red

High support needs



People came to the Night Shelter through:

- 40% Single Homeless Intervention and Prevention.
- 38% Self-referral through Gateway Centre.
- 22% Our other referral partners.



After the night shelter

- 24% accepted tenancies in the private rented sector.
- 17% into 'supported' accommodation' (commissioned by Local Authority).
- 35% Other (includes rehab services, non-commissioned supported accommodation or Housing Association accommodation).

We couldn't provide the services we do without our amazing staff and volunteers

1,160

Number of volunteer hours



6,680

Number of staffing hours



"Staff and volunteers make you feel so wanted. I think this place saved my life."



Nick stayed in the night shelter before moving to supported accommodation.

Progress

The **future of the Gateway Centre has been secured for at least three years** with funding from the National Lottery Community Fund.

In September 2018, the **Night Shelter was able to open year-round** thanks to £116,000 funding from the government's Rough Sleepers' Initiative. **Additional funding of £191,000** has now enabled it to open until March 2020.

The Night Shelter was equipped with innovative **individual sleeping pods** in December 2018.

How you can help a homeless person



£14

could buy a new birth certificate



£27

could buy a person a night at the Night Shelter



£35

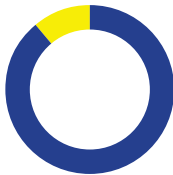
could buy a person an essential sleep pack

You can make change count for homeless people

<https://999club.org/make-a-donation/>

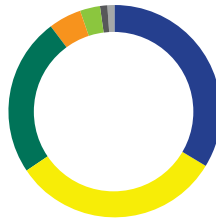
Our income and how we spent it

1 September 2017 – 31 August 2018



- 11% Raising funds
- 89% Charitable activities

Total expenditure: £771,212



- Trusts & Foundations 33.5%
- Rental income (from property) 32%
- Individuals 24%
- Corporates 5%
- Events/Community 3%
- Legacy 1%
- Statutory 1%

Total income as per accounts: £854,513

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***We are proud to be the chosen charity of the Mayor of Lewisham, Damien Egan, for 2019/20**

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The 999 Club and Lady Florence Trust is a registered charity in England and Wales (no. 1091077) and a company limited by guarantee in England (No. 423 8295).