

DEEP ROOTS... and New Shoots

WEST LONDON MISSION SOCIAL WORK
2014/15 ANNUAL REPORT



WELCOME!



Dear friends,

It's with great pleasure that we welcome you to WLM's new Annual Report! WLM continues to operate in a challenging context, but it's good to report on another year when we have continued to provide new opportunities for some of London's most marginalised people.

Back in the Victorian era, WLM used to run 'Thrift Clubs' to help people save money and also a Food Depot to provide emergency resources. As we know, these forms of poverty have not gone away and have re-surfaced in shocking levels in many communities recently. In response, we have started two new projects this year, both working from the St Luke's Hub. The Money Champions and Healthy Holidays initiatives address the issues of financial problems and food poverty in new and innovative ways. Out of a building that we have used since the 1940s, new services have emerged. New shoots springing from deep roots.

In December 2014, it was good to welcome Jude McKee to the new key role of Head of Services. She comes with a wealth of experience and her appointment gives us extra capacity to continue to improve the services we offer and develop new ones.

We would like to thank all of our staff and volunteers for their hard work and commitment over the past year. And finally, a big thank you to all those who support us, in your prayers, giving and partnership. Your participation and support is greatly valued.

With good wishes and thanks,

Sue Keegan von Allmen
WLM Superintendent and Chair of Social Work Committee

Jon Kuhrt
Executive Director of Social Work

WEST LONDON MISSION'S VALUES

- ▶ **Focused on our clients and residents**
We keep the needs of those we serve at the heart of everything we do
- ▶ **Promoting wholeness**
We offer creative, responsive and holistic services to address people's physical, emotional and spiritual needs
- ▶ **Empowerment**
We support and challenge people to take personal responsibility for themselves and lead fulfilling lives within the community
- ▶ **Equality and diversity**
We affirm the worth of every person and we will seek to ensure that all of our services are free of discrimination or prejudice
- ▶ **Transparency**
We are open and honest in the way we work and seek to build trust with clients, colleagues and other agencies
- ▶ **Excellence**
We want all our staff and volunteers to be committed to the best quality of professional practice possible
- ▶ **Transformation**
We are committed, as we work for the transformation of others, to the continual improvement of our services and our own individual practice

Thank you for reading our 2014/15 Annual Report



The West London Day Centre in Westminster helped **302** homeless people to move off the streets and into accommodation in 2014/15. But the numbers of those who are homelessness in central London continues to rise and we are busier than ever.

We receive very little government money and our work with rough sleepers is **dependent on donations** and support from the local community, businesses and individuals.

Every year, we need to raise over **£400,000** to keep our centre open.

CAN YOU HELP US? Make a donation...

Will cover the costs of the cups of tea we serve for about a month

Will pay for the training and certification to enable a homeless person to start working on a construction site

Will cover our annual telephone bill. Phone calls can change lives!

Donations of clothes and food are always appreciated but our biggest need is for financial support to enable us to provide professional services to help people move off the streets. Please see: www.wlm.org.uk or email: support.us@wlm.org.uk

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West London Mission
Transforming lives since 1887

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WHAT IS THE WEST LONDON MISSION?

The West London Mission (WLM) is a Circuit of the Methodist Church and a registered Charity. It has two city-centre churches at Hinde Street in Marylebone and King's Cross, and three Circuit mission projects: professional Social Work, a student community at Methodist Chaplaincy House at King's Cross and work with students and young adults based in both churches.

www.wlm.org.uk

WHAT WE ACHIEVED IN THE PAST YEAR 2014/15

It has been another busy year for West London Mission. These are some of the key achievements and developments over the year:

September: We started a brand new initiative called **Money Champions** to train people in the community to signpost others to the best places to get financial help

September: WLM becomes formally accredited as one of the first 1000 **Living Wage employers** in London

October: We started **Reflective Practice** sessions with the team at the West London Day Centre. A similar group started with the team at The Haven in July

November: With funding from Goldman Sachs, we appointed Peter Mwaniki as our first ever **Coordinator for the Westminster Churches & Synagogue Winter Night Shelter**

December: We appoint Jude McKee to the new senior role of **Head of Services**

December: We held our first ever **Christmas Extravaganza** at Hinde Street Methodist Church where users and residents from our services presented festive songs, sketches and readings

February: **St Luke's**, our joint service with Emmaus Lambeth, was officially opened by the Duchess of Cornwall

March: We start a brand new **food poverty project** in Lambeth to tackle food poverty, and to promote healthy eating and financial inclusion for families

March: We are able to extend the **Westminster Churches & Synagogue Winter Night Shelter** to the end of May due to a number of new churches coming on board

June: Homeless members of WLDC's spirituality group visit **The House of Lords** for a guided tour as guests of the Bishop of Portsmouth

August: The **Highbury Counselling Centre** completes a successful year, meeting its key targets for growth after its review in Summer 2014



FINANCIAL INFORMATION



These figures are for the year from 1st September 2014 to 31 August 2015 and are unaudited. We are grateful to the Ministry of Justice for their ongoing partnership with us.

THANKS TO...

Space does not permit us to mention all our supporters but we remain hugely grateful to the following for their generous support:

10 Portman Square tenants, 29th May 1961 Charitable Trust, 40 Portman Square tenants, 55 Baker Street tenants, Adelaide Jones and Co Ltd, Albert Hunt Trust, Alchemy Foundation, Aley Green Methodist Church, All Souls Church, Alma Jean Henry Charitable Trust, Anchor Foundation, Arab Investments, Asda Park Royal, Baker Street Quarter Partnership, BCG - London, Calvea Foundation, Catholic Clothing Guild, CBRE UK, CEB, Centerbridge Foundation, Chapman Charitable Trust, Church of Sweden, CME Group, Costain Skanska Joint Venture, Coverdale Barclay, Dischma Charitable Trust, Druce, Edward Harvist Trust, Elemis, Emmanuel Church Croydon, Emmaus Lambeth, Ernest Hecht Charitable Foundation, FM Conway, Forces Trust, French Huguenot Church of London, Fuserna Foundation, GAILs Bakery, Garfield Weston Foundation, German YMCA, Gibbs Trust, Gladys Jane Wightwick Charitable Trust, Goldman Sachs Gives, Grace Dieu Charitable Trust, Hachette UK, Hasluck Charitable Trust, Henry Smith Charity, Hinde Street Methodist Church, Hyatt Regency London - The Churchill, Hyde Park Place Estate Charity, Incredible Edible Lambeth, Inner London Magistrates Court Poor Box & Feeder Charity, International Community School, JCA Group, John Lyon's Charity, Kemington Bakery, KKL Charity, Knight Frank, Lambeth Council, Lane Clark & Peacock LLP, London & Regional, London Catalyst, London Marriott Hotel Marble Arch, M J Hindley Trust, Marylebone Association, Mazars Charitable Trust, Montagu Square Garden Party Committee, Mrs L.D. Rope 3rd Charitable Settlement, Mrs Smith and Mount Trust, N Smith Charitable Settlement, No. Ten Manchester Street Hotel, Northall Baptist Church, Portman Estate, Premier League, Pret A Manger, Pret Foundation, Prince of Wales Charitable Foundation, Quintain, Roger Vere Foundation, Rose Foundation, Royal British Legion, Sackler Trust, Savills UK, Seddons Solicitors, Serpentine Trust, Sir Cliff Richard Charitable Trust, Souter Trust, SSFA, St Cyprians Church, St James's Church Piccadilly, St James's Piccadilly Charitable Trust, St James's Place Foundation, St Marylebone Rotary Club, St Michael's Chester Square, Story of Christmas, Strand Parishes Trust, Swedish Embassy, Tesco Community Awards, TLC Marketing, Tudor Trust, University of Westminster, Veteran's Aid, Waitrose Community Matters, Walcott Foundation, Westminster Amalgamated Charities, Westminster Foundation, Wetherby Preparatory School, Wyndham Charitable Trust

OUR MISSION...

West London Mission seeks to transform the lives of people affected by homelessness, personal difficulties, offending or chronic addiction, empowering them to lead more fulfilling lives.

WE WORK WITH...

▶ STREET HOMELESS PEOPLE

The West London Day Centre offers housing, health and educational services to help those sleeping rough to come off the streets. The Westminster Churches & Synagogue Winter Shelter where 6 churches and a synagogue work together to provide warmth and hospitality to rough sleepers.

▶ HOMELESS EX-SERVICEMEN

Big House and Big House Clapham offer high quality supported accommodation to help residents transition to independence.

▶ MEN WITH ALCOHOL DEPENDENCY

The Haven provides a sanctuary of long-term care for men who have lived chaotic lives.

▶ MEN LEAVING PRISON

Katherine Price Hughes House provides supported accommodation and services to ex-offenders, helping them make a safe and successful transition into the community.

▶ THOSE WHO FACE PERSONAL DIFFICULTIES

Highbury Counselling Centre provides a quality and affordable service for local people who need counselling and psychotherapy. St. Luke's Hub provides support to local people facing financial challenges and food poverty, as well as help to get online and a whole range of community-based services.

HOW YOU CAN BE INVOLVED IN OUR WORK

Support our work...

▶ BECOME A FOUNDATION SUPPORTER

Our Foundation Supporters are those who have committed to make regular monthly donations. This helps us to continue planning for the future and to respond to new needs as they might arise.

For more details please visit www.wlm.org.uk/donate

▶ RUN, SLEEP OR SWIM FOR WLM

How about taking part in one of our sponsored events like the British 10k London Run or the Sleep Out?

If you're interested in supporting us in any of these ways, call the fundraising team on 020 7569 5914 or email support.us@wlm.org.uk to get started!

Join our frontline work...

▶ VOLUNTEER

Volunteering your time makes a massive difference to WLM! This might involve playing pool with residents at The Haven, helping out on reception at the community hub at St Luke's, talking with users at WLDC or working alongside our Chaplain. Full support and, where necessary, training is provided. For more information see our website: www.wlm.org.uk/volunteers

▶ WORK FOR WLM

WLM values its staff highly and we try to ensure they receive the best possible support. We have the Investors in People award and were one of the first thousand Living Wage accredited employers in London. For more information see: www.wlm.org.uk/jobs

▶ INTERNSHIPS

WLM regularly recruits interns in a variety of roles and we are very positive about students and others looking for experience coming to work with us. If you're interested please get in touch! www.wlm.org.uk/internships-with-wlm



Money Champions



Money Champions is a pilot that has been running since September 2014. In that short time, we have established a strong reputation within Lambeth, and have trained over 160 local champions from some of the borough's most deprived communities.

We train local people to talk to others about money, encourage them to get help with problems and direct them to local money advice services. Our informal approach makes Money Champions unique. We capitalise on the trust that our Money Champions have within their communities and increase their capacity to support and motivate others.

The people who benefit from Money Champions are Lambeth residents facing debts, financial hardship and anxieties over money. They are people whose needs would otherwise remain hidden or who would not seek support until their situations had worsened to a point of crisis. People who attend the training feel a huge boost to their own personal confidence when dealing with money, as well as feeling that they can make a real difference in their community with their newly learnt skills.

▶ Money Champions Coordinator: Laura McCullagh



“Here are just a few quotes from our Money Champions:

“It was an excellent, inspiring day, with training that was clearly and enthusiastically presented. Thank you very much.”

“The training was very interesting and I gained vast amounts of knowledge on the services that are available both in Lambeth and nationally.”

St Luke's Hub

St Luke's Hub is now a year old! We focus on digital and financial inclusion and host a range of projects and classes that help develop and empower the local community, from employment support programmes to parenting classes. We work with a range of different partners and organisations and support local residents to get involved and establish their own activities.

Our first year has been really exciting. From our opening to now, we've grown, learnt a lot and embedded ourselves in the local community. Over the year, 347 different people have accessed activities or services here at the Hub in a total number of 3,649 visits. We've helped people with everything from utility bill debts to emergency food, and are a friendly learning environment to develop new skills.

We celebrated our 1st Birthday with a Community party and barbeque and it was great to be joined by so many users, friends, neighbours and partners who have played a part in our first year.

▶ St Luke's Hub Manager: Sam Bedford



Food Poverty Project



The Innocent Foundation and The Mayor's Fund for London awarded Lambeth Council funding of £100,000 for a two-year food poverty project, to be delivered by West London Mission. The project began in March 2015 with the two key objectives to coordinate practical and strategic responses to food poverty across Lambeth and to combat 'Holiday Hunger' amongst its children.

The coordination of the responses includes working with local stakeholders, including food banks and community groups, to ascertain the nature of the issues and to develop strategies to tackle them. A website and booklet, Lambeth Larder (www.lambethlarder.org) has been developed to share resources and coordinate information.

Healthy Holidays offers grants to Lambeth community groups to run free, healthy food projects during the main school holidays in summer, Christmas and Easter. These food projects benefit young people aged 5 to 16 years old in areas of need, builds the capacity of the community groups and also connects parents and carers to the support available at St. Luke's Hub.

▶ Community Food Coordinator: Virginia Nimarkoh

Healthy Holiday partner:

“Healthy Holidays gave us a structured focus around healthy eating. We researched nutrition and balanced diets with our children and young people and this empowered them. Armed with this information, the children and young people helped plan, shop, prepare and serve the meals for their peers.”



8 Healthy Holidays community partners

6,583 meals provided

1.4 tonnes Quantity of surplus food diverted from landfill

The Haven



The Haven is a Registered Care Home which is a sanctuary for 26 men with long-term alcohol dependency. Many of our residents have experience of street homelessness and many have suffered from untreated illnesses and injuries, as well as the long term effects of poor diet and the mental health conditions associated with chronic alcoholism. The Haven provides a stable environment where our residents can make positive changes in their health, well-being and personal lives.

In this year's survey on the satisfaction and perspectives of our residents, their next of kin and social workers, we accomplished an 'Overall Quality of the Service' which has increased to 86.89% satisfaction rating.

Over the coming twelve months, we're aiming to involve residents more and more in our work as we embark on a more inclusive plan for the Haven, putting resident preference at the core of our work. This will involve starting a Resident's Forum, with an independent chairperson, empowering our residents to look after their own environments through assisting with painting and decorating, cleaning duties and up-keeping of the garden.

Next of Kin of a resident:

“I am very grateful for the care and support that my dad has from the Haven. Even though I have not had contact with him for 30 years when I came to visit him last year, my mind was put to rest knowing he has gone from living on the streets to having a room and plenty of support – Thank you.”

▶ Service Manager, The Haven: Sei Parry



West London Mission

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West London Day Centre



The West London Day Centre provides services for street homeless people in central London. Both drop-in services and specialist services enable immediate and underlying needs to be addressed in order for users to move on into accommodation and/or employment. Every day up to 100 homeless people use the service, all generally in some sort of crisis. Each client receives an individual assessment, and we then work with them to support them as fully as possible.

Paul, WLDC user:

“Thanks for all the help, the visits and the encouragements to stay sober. I feel I have turned a corner. I am attending daily meetings and engaging with professional help. Life feels on the up and I am doing well – once again, a big thank you!”



959 new client assessments completed

1,621 different individuals were supported by the centre

302 clients were re-housed from our day centre

704 clients saw the Health Team

During 2014/2015 an increasing number of newly homeless people accessed the centre.

Furthermore, during this past year:

- Our work with clients with mental health issues was strengthened by our employment of a specialist worker.
- At St. Mary's Hospital, our Hospital Discharge Worker, helps homeless patients prior to discharge. This year we assessed over 80 clients, 69% of whom moved from hospital into accommodation due to this work.
- For many, employment is the route out of homelessness and this year saw over 70 clients move into work supported by our Employment Project. We have worked with Westminster Adult Education Service in the piloting of English as a Second Language classes for the increasing number of non-English speaking users.
- Our education work with partners included a series of musical workshops with the Academy of St. Martin-in-the-Fields culminating in a Christmas performance by Academy musicians and homeless users at Marylebone Railway Station.

▶ Service Manager, West London Day Centre: John Deacon

Highbury Counselling Centre



Highbury Counselling Centre offers confidential, affordable and professional counselling to local people. We help our clients explore a wide range of emotional issues such as anxiety, depression, loss and other distressing life events, in order to understand and change emotional patterns so people can look forward to a better future. We offer a reduced-fee scheme to clients who are on low income.

During 2014/2015, we have seen the counselling service go from strength to strength; we have implemented new policies and systems, increased our team of volunteer counsellors, established referral pathways with local health professionals and increased the number of evening sessions we are able to offer by creating an extra counselling room in our centre.

Feedback from an HCC client:

“My counsellor at HCC has helped me understand myself and stop repeating the same mistakes. I feel very grateful for this experience.”

▶ Counselling Coordinator, HCC: Marie Calvo

26 dedicated volunteer counsellors

107 clients this year

4,400+ hours of therapy

Westminster Churches & Synagogue Winter Night Shelter



2014/15 marked the 5th season of the Westminster Churches and Synagogue Winter Night Shelter. Since its start in 2010, the West London Day Centre has been at the heart of the project. We are now working closely now with 13 churches (including WLM's Hinde Street Methodist Church) and one synagogue, who open their doors to homeless guests for one night each week. In working together they offer those sleeping rough in the winter a vital route off the streets.

Due to support from Goldman Sachs, this year was the first season that we have been able to employ a paid Coordinator to replace the founder Rev'd Annie Kirke, who moved abroad. It was another great year for the shelter, which received over 55 guests and helped 35 of them move on to more stable housing. These are just two examples:

One man (aged 43) had become homeless after he lost his job in Ireland after 10 years of regular work. The shelter provided an emergency bed while he was helped to gain his identification documents and to complete a Construction Skills Certification Scheme (CSCS) training scheme. We then helped him with travel costs to get to a new job in Leicestershire.

Another man (67), previously had been self-employed, ended up rough sleeping in Marylebone as he was unable to pay his rent after he stopped working. Whilst in the shelter, he was helped by the Day Centre to get a National Insurance number and make an application for his pension. He received a backdated pension payment which he then used to move into supported accommodation in Southampton. He told us recently: "I was in such a sorry state, exhausted, and I'm still quite shaken really, but this has transformed my life".



Katherine Price Hughes House

Katherine Price Hughes House is a hostel for 20 men convicted of criminal offences who are serving the rest of their sentence on licence within the community. We offer residents practical assistance, such as help with housing applications, re-establishing family ties, job seeking and training. We also challenge residents to take personal responsibility for their journey of transformation.



2014/15 has been a challenging year at KPH, as we have implemented many changes and managed the impact of key staff leaving. However, KPH residents have responded positively and engagement in purposeful activities has greatly increased. Each week the following groups now run: Men's Health, Cooking class, Gym class, Resettlement workshop as well as the computer room available for job search. We have specialist support each week from the Drug and Alcohol team and a psychologist, as well as WLM's Chaplain, Ruth. We are grateful for the commitment of the staff team and for the on-going partnership with the National Probation Service.

▶ Interim Service Manager: Kathryn Hunt

MW, resident

“I have been so impressed with KPH and the staff. Residents are aware of the rules and the need to comply, but outside of that, staff are supportive and help residents to progress. The atmosphere in the Approved Premises for residents and staff is calm and warm and I would like to thank all the staff involved.”

Big House & Big House Clapham

The Big House in Camberwell has 11 studio flats providing supported accommodation to men who have been homeless. It specialises in supporting ex-servicemen from the British Armed Forces and is funded by the Royal British Legion.

Big House Clapham consists of 6 one bedroom flats which are 'move-on' accommodation for ex-servicemen from Big House. It is a significant move towards independence and tenants can live at Big House Clapham for up to 2 years before moving on.

This past year, Big House and Big House Clapham have faced a number of challenges as move on options for both sets of residents have been slow. However, we are pleased that a number of residents have moved on positively through the Veteran's Nomination Scheme. We partnered with the charity 'London Youth' and our building was given a much needed overhaul and lick of paint from apprentices learning decorating skills. We are very pleased our grant from the Royal British Legion has again been renewed and it has been very positive to strengthen our links over the past year with Walworth Methodist Church next door.

▶ Service Manager, Big House & Big House Clapham: Martyn Hine

Eric Danquah, former resident, Big House:

“I would like to pass on my heartfelt thanks to The Big House after taking me in when I was facing difficult challenges in life. For the 9 months I stayed at Big House, they showed me huge amounts of care and compassion and could not have been more helpful. I am eternally grateful to the whole team, they didn't leave a stone unturned to encourage me to greater heights, even after moving house the care and kindness continued.”

