I’m delighted to be introducing our annual review for the year 2018/19, which highlights the impact of the work we are doing to end street homelessness in London, and also showcases stories from some of the people who have used our services.

Over this past year, we have been able to help more people than ever before — the result of greater governmental focus on rough sleeping, exemplified by the Government’s Rough Sleeping Strategy, which aims to reduce and then end rough sleeping by 2027.

This is an ambitious target, and much to be welcomed, but it exists in the context of a very significant rise in rough sleeping over the past ten years. The reasons behind this are complex and numerous, but government policy, in particular the reduction in funding for a whole range of services aimed at supporting people in need, has resulted in us losing much of the safety net that prevented people from losing their accommodation and ending up on the streets.

Approaches to working with migrants, particularly people from the European Union, have resulted in a steady increase of people from outside the UK sleeping on the streets to the point where they make up around half of people recorded as sleeping rough.

Whilst the risk of ending up on the streets may now be greater for many people, getting off of the streets is much more difficult. Most people sleeping rough face other issues beyond just a lack of accommodation, and homelessness will make these problems worse. These people often don’t get the help they need from our health and social care services, and this means that they have poorer mental and physical health, and are more likely to die earlier than the general population, even long after experiencing homelessness.

Despite all this, we’re optimistic that we can make a real difference. We know that our outreach services, particularly our new Rapid Response Team, are good at getting to new rough sleepers and getting them off of the streets quickly. Eighty percent of new rough sleepers spent only a single night on the streets.

We know we can do more. As well as intervening to help people who are sleeping rough, we can better help prevent people from sleeping rough in the first place, and also help people rebuild their lives after they have slept rough. We will continue working to improve and expand our services in response to these needs.

However, we have achieved a great deal this past year, and I am proud of our achievements and particularly proud of the contribution made by everyone involved with Thames Reach, whether they have used services to make important and positive changes to their lives; worked with us as staff members or volunteers; or helped us by raising money or supporting us in other ways.

Bill Tidnam
Last year, Thames Reach helped over 9,000 homeless and vulnerable people to find decent homes, build supportive relationships and lead fulfilling lives.
Staff

<table>
<thead>
<tr>
<th>285</th>
<th>Average number of employees during 2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>10%</td>
<td>Percentage of staff who identify as disabled</td>
</tr>
<tr>
<td>20%</td>
<td>Percentage of staff with personal experience of homelessness</td>
</tr>
<tr>
<td>44%</td>
<td>Percentage of staff who are BAME</td>
</tr>
<tr>
<td>7.5%</td>
<td>Percentage of staff who identify as LGBTQI+</td>
</tr>
<tr>
<td>47%</td>
<td>Men</td>
</tr>
<tr>
<td>53%</td>
<td>Women</td>
</tr>
</tbody>
</table>

"In my role in the Employment and Skills team, I support the personal growth of the people using our services and help volunteers progress towards full employment.

"Sometimes, I see someone’s expression when they first start to really believe in themselves, or I see their joy when they complete a course they initially thought beyond them, and these are the heartwarming moments that make me realise why I do this job."

— Lisa Hallam, Lead Worker
Thames Reach projects:

Hostels, Accommodation, Prevention and Health

Key:
- Prevention
- Hostels and accommodation
- Health

Thames Reach Wandsworth
Martha Jones House and four other hostels
Employment Academy
Brent Reach
Shrotton Street
Hackney Greenhouse
Bermondsey Project

Croydon Housing First
Deptford Reach
Thames Reach Greenwich
Prevention
Marvin is a service user at our Deptford Reach day centre. He sits down in the centre’s art room with a wide smile on his face, as he is preparing to start his first full-time job in years after struggling repeatedly with interviews. He is feeling optimistic now for the first time in a long time, for the first time since at least 2012, the year when things first began to change for the worse.

He used to work in facilities, audiovisuals and staging for film, music, theatre and television. He talks about the precarious nature of these jobs; it was always feast or famine. He looks back at these years fondly, though, having toured with the likes of Peter Gabriel and Depeche Mode, and worked for directors like Ridley Scott.

The work wasn’t consistent, however, and in 2012 he was signing on at the job centre. As he didn’t have a fixed address and his post was being delivered to his brother’s house, he wasn’t aware that he was being sanctioned.

It was over Christmas that year that he found he had no money, and he would walk miles to the job centre to sort his benefits as he couldn’t afford public transport.

He was staying in a hostel nearby in South London when someone told him about Deptford Reach; he describes the project as a bit of a life-saver for people with mixed needs, and was grateful for the food and opportunities to socialise. He has been a regular visitor at the day centre since. Marvin has a strong work ethic and loves keeping busy, which was why struggling to work was so frustrating for him.

“He describes the project as a bit of a life-saver for people with mixed needs, and was grateful for the food and opportunities to socialise.”

Marvin took up volunteering at Deptford Reach, mostly working in the kitchen with basic cooking and cleaning tasks, and eventually enrolled on the centre’s food hygiene course as an added extra for his CV.

He is currently living nearby in accommodation, which was found for him by a support worker at Deptford Reach. Marvin is now taking things one step at a time, but is looking forward to starting his new job as a facilities engineer in the theatre industry.
Fulfilling Lives

Fulfilling Lives is a collaboration between Lambeth, Southwark, and Lewisham councils, Thames Reach, Certitude, South London and Maudsley NHS Foundation Trust, and Lambeth CCG helping people facing multiple disadvantage.

Greenwich Private Rented Sector

In partnership with Greenwich council, Thames Reach helps to secure access to private rented sector accommodation for people aged between 18 and 34 who are homeless or threatened with homelessness and whose needs can be met within shared housing.

Lambeth Offender Service

The Lambeth Offender Service helps people currently in the criminal justice system who are at risk of homelessness. People either leaving prison or with a criminal record can often find it hard to get accommodation, which can lead to reoffending and sometimes back to prison. This service works closely with Lambeth council, as well as with the courts, custody suites, and probation services.

No First Night Out

No First Night Out (NFNO) is a service commissioned by the London Boroughs of Bromley, Bexley, Greenwich, and Lewisham, it provides housing support and advice to single people aged 18 and over who are facing potential homelessness.

Peer Landlord London

Operating in Greenwich, Lewisham, and Southwark, Peer Landlord London is a model of affordable, shared housing for people who have previously been homeless and are now working, or close to returning to employment. It is designed to help individuals become more independent and to assume responsibilities within a supportive environment.

Each property has a live-in peer landlord, who is responsible for the smooth running of the household, organising the payment of bills, and offering support and advice to other tenants. Tenants also help with the day to day running of the house themselves, teaching them valuable living skills and allowing Thames Reach to keep rents in these properties at affordable levels.
Croydon Hospital Discharge

The Croydon Hospital Discharge project sees a Thames Reach staff member based at Croydon University Hospital, working with medical, social care, and administrative staff both on wards and in the A&E department to avoid patients being discharged onto the street.

The service offers a person-centred approach to hospital patients, focusing on enabling and supporting individuals specifically with support needs related to housing and welfare benefits.

Hackney Greenhouse

At The Greenhouse day centre, experts from Thames Reach, Hackney council, and the NHS provide free healthcare, housing, and welfare support for homeless people in the London Borough of Hackney.

The service is the first multi-purpose resource and advice centre for homeless people in London, providing health assessments; GP registration; housing advice; welfare and benefits support; help with access to employment, training, and volunteering; and links to other support services.

Lambeth Living Well Network

The Lambeth Living Well Network helps people in the borough experiencing mental ill health with their health and housing needs. It includes Brokerage and Resettlement in Lambeth, which purchases property on the open market and lets them at an affordable rate; The Integrated Personalised Support Alliance (IPSA), a partnership helping people with serious long-term mental health issues; and The Hub, where Thames Reach staff work with clinicians to support people with a range of social issues including benefits, debts, housing, social and community engagement.

A total of 2,401 people in 2018/19 used one of Thames Reach’s day centres, which help to prevent homelessness.
Brent Reach

Brent Reach helps people in the London Borough of Brent with a history of offending, who have problems with drugs or alcohol, who are struggling with depression, or who are facing social exclusion.

As a floating support service, Brent Reach staff work proactively with people at risk of homelessness, visiting these people in their own homes and through drop-in centres.

The service supports up to 400 people at any one time and is delivered in partnership with EACH Counselling and Support, specialists in group work and life-skills sessions.

Deptford Reach

Deptford Reach is a day centre in the London Borough of Lewisham supporting over 2,500 people each year who have been affected by homelessness, drug and alcohol addiction, mental health issues, and social isolation.

The centre provides tailored support, advice, and training to help people recover and rebuild their lives. It also offers basic services for people who need them, including hot meals, showers, a launderette, clothes, and a food bank, along with a dentist and a nurse who are available one day a week.

Last year, a total of 240 people were helped into alternative or preventative accommodation.
703
New rough sleepers helped off the streets in 2018/19

594
People supported through Thames Reach's hostels in 2018/19

Thames Reach outreach services

Key:
- Boroughs covered by pan-London services
- CEHAS
- London Street Rescue
- Croydon Reach
Ricky looks around the room, taking it all in. He spreads his arms, displaying his new home: “I've got my own house, I've got my own kitchen, my own bedroom, my own bathroom, the living room you're sitting in now.”

He stands up and walks into the next room where a tent lies folded in the corner. He picks it up. “I slept in this tent every night when I was on the streets. Now, look around, I've got a place of my own.”

Ricky spent almost two months sleeping rough after his brother died from an overdose. He'd moved in with him after his relationship had ended and he'd lost his job.

“I found him dead. I was devastated. I was in a terrible place,” he says.

“I was moving around when sleeping rough to keep myself safe. You get beaten up. I’m very vulnerable as a person.” He had been staying in the Croydon area and approached the council but, as he had no local connection, he was unable to get any help.

Thames Reach outreach workers from Croydon Reach found Ricky bedded down and were able to help him into temporary accommodation. He was also put in touch with health services to get treatment and support for his alcohol use.

At this stage, Ricky expected an extended stay in temporary housing, but he was referred to the new Croydon Housing First team, which aims to get people experiencing homelessness into their own accommodation immediately. This helps people move towards independent living rather than spending long periods in hostels or temporary accommodation. The team also helps with access to services that provide support for health, benefits, and training opportunities.

“I was told that I had a flat viewing, a chance to get my own place,” Ricky says. “I was shocked that I’d got one so quickly. I assumed it would be a private rented flat, I couldn’t believe I was getting it through the council. I wanted it so much.
that I came to just look at it from the street in the days before the viewing."

Ricky returns to his seat by the window where the afternoon sun pours in. He’s now been in his flat since February, and is continuing to receive support and access services to help him during his recovery.

"I was told that I had a flat viewing, a chance to get my own place. I was shocked that I'd got one so quickly."

"Coming off the streets involved a bit of re-adaptation," he says. "I'm paying the rent and engaging with the help I’m being offered. Even now, though, I still fear losing my place because when you go from the streets to having to do things like paying bills again it can be difficult, so I’m grateful for the help I get with that. If I want help I will ring up and ask and I know I will always get it."

Ricky is now starting to think about the future again, and wants to start attending training courses to rebuild his confidence and develop his skills in order to eventually find work.

"I used to be an English teacher, and I know French. Maybe I could do something with that," he says.

He looks again around his flat. "I love this place and I'm so grateful for it. I've got a nice view out of the window. I've got a nice parquet floor. They wanted to rip it up but I said hell no."

Thames Reach outreach teams worked with 3,021 people who were sleeping rough last year
London Street Rescue

London Street Rescue operates every night of the year across 14 London boroughs, responding to referrals from the public and helping both new and longer term rough sleepers to escape the streets. Outreach staff work closely with volunteers who provide practical assistance.

Croydon Reach

Croydon Reach helps people sleeping rough across the borough to escape homelessness, moving them into No Second Night Out assessment hubs, hostels, private rented sector properties, and into supported accommodation. Once people are off the street, staff then help them settle into a permanent home and provide the support and advice to enable them to maintain it.

TfL Outreach

TfL Outreach works from 10.30pm until 5.00am every night of the week right across London’s public transport system, responding to referrals received through Streetlink and from information provided by Transport for London. This small team works closely with many people who may be reluctant to engage with other outreach services.

CEHAS

This service provides specialist support for people from Central and Eastern Europe in Barnet, Camden, Enfield, Haringey, Islington, and Westminster. The support on offer to people includes help with employment, immigration advice, language classes, accessing training, and with substance misuse.

Safe Connections

Safe Connections is a pan-London service working alongside other outreach teams to find alternative solutions for people who are unwilling or unable to access rough sleeping services in the area where they are bedded down. The service helps people find accommodation in an area where they have local ties, identifying any rights to social housing that they may have, or an alternative if they don’t have any.

STAR

Sustaining Tenancies Accommodation & Resettlement (STAR) is a project run in partnership with Shelter, St Mungo’s, and Stonewall Housing. The service operates across the capital to help people sleeping rough or who are in danger of becoming homeless.

Thames Reach’s role within the partnership is to deliver face-to-face support to people with complex needs across London. This includes people in rough sleeping hotspots and those who are at risk of losing their tenancy due to anti-social behaviour, poor mental health, or drug and alcohol issues.
Martha Jones House

Martha Jones House in the London Borough of Lambeth is Thames Reach’s state-of-the-art new hostel, housing up to 50 residents. The building replaced Graham House in 2018, and signifies a change in focus towards targeted, individual support within hostel services.

The new hostel also offers a mix of larger bed spaces and self-contained flats complete with kitchen space and washroom facilities ensuring that it can cater for a much wider range of needs and abilities.

Robertson Street

Robertson Street in the London Borough of Lambeth provides accommodation and specialist support to former rough sleepers over the age of 40. The project houses 42 former rough sleepers, with all rooms possessing en-suite bathrooms and self-catering facilities.

Shroton Street

Shroton Street in Westminster has 12 bedrooms for former long-term rough sleepers, each of whom are assigned a member of staff, who provides bespoke support. The hostel operates as a Psychologically Informed Environment, with psychological professionals on site to offer support for mental health-related needs.

Stafford House

Stafford House in Westminster provides accommodation for ten former rough sleepers for up to two years, allowing them to develop independent living skills and build confidence. There is a strong emphasis on encouraging residents to develop through education, training, and employment.

Waterloo Project

The Waterloo Project is an 18 bed hostel in Lambeth that provides accommodation and support to former rough sleepers with complex support needs. This site is also a Psychologically Informed Environment, which involves psychologists based full-time at the site offering support to residents.

A second site on Camberwell New Road provides supported housing for homeless and vulnerable women in Lambeth who have a history of unsettled accommodation and complex support needs.
Marisa spent many years working with children after studying childcare in college. She went on to spend time as a playworker manager and then as a nursery nurse until one day she found herself unable to go to work — the stress of her job, of parenthood, and the struggle of getting by day after day, had taken a serious toll on her mental health and she just couldn’t function anymore.

Struggling with depression, things began to get worse for Marisa, she felt utterly unable to discuss her problems with her partner and she couldn’t handle bills or deal with her housing situation. Her son went to live with her mother and soon she lost her flat along with everything inside it. She had just had the place refurbished.

Marisa spent several months sofa surfing, feeling lost and isolated without a place of her own. She eventually began receiving support for her mental health from an organisation who referred her on to Thames Reach Greenwich, where she was offered a place in the Greenwich Hub — a supported accommodation project with onsite psychologists providing specialist, tailored healthcare to residents.

In a more secure living environment, and with onsite psychological support to hand, Marisa now feels more confident and more able to open up and share her difficulties. She has been at the Hub for four months and continues to receive support for her mental health.

She has also been making use of the Thames Reach Employment and Skills team, which helps people to access training and employment opportunities. She has had help with writing a new CV and with interview techniques and is now feeling ready to try and get back into work.

“I’ve been using all the resources available. They really do offer you so many opportunities at Thames Reach. I really want to make the most of them,” she said.

Thames Reach support worker Robin, who works at the Greenwich Hub, said of Marisa: “It’s been great to see her develop her talents. She is determined to move forward and return to work, and hopefully secure long term accommodation. She has used this time to plan for the future and make changes towards this. Marisa has made use of the support available from local services, and at the same time we’ve seen her confidence grow.”

With her mental health in a better place than it’s been for a long time, and with the confidence to share and open up, Maria’s aim now is to get her own flat and then to do a health and social care apprenticeship so she can finish her Level 3 Health and Social Care course and get further work in the care sector.

“I feel like I have a chance now to improve my situation and I really want to develop personally and professionally to move forward with my life,” she said.
Bermondsey Project

The Bermondsey Project in Southwark provides temporary, supported accommodation for single homeless people with a history of mental health issues, and some with a history of rough sleeping. Staff work alongside mental health professionals to help individuals manage their own health.

Croydon Housing First

This service aims to get people experiencing homelessness in Croydon into a place of their own immediately, helping them move towards independent living rather than spending long periods in hostels or temporary accommodation. The team also helps with access to services that provide support for health, benefits, and training.

Lambeth High Street

This project in Lambeth provides accommodation and support to 24 former rough sleepers who are experiencing mental health problems. The site is a Psychologically Informed Environment, with mental health practitioners from South London and Maudsley NHS Foundation Trust based at the project to support residents.

Thames Reach Greenwich

Thames Reach Greenwich provides supported housing for people in the borough who have a history of offending or substance use. Providing 37 rooms across six sites, residents are housed for a period of up to 18 months. The service is also a Psychologically Informed Environment.

Thames Reach Wandsworth

Thames Reach Wandsworth provides supported accommodation for single homeless people in the London Borough of Wandsworth who have mental health support needs or drug and alcohol problems. The project houses up to 39 residents across six sites. Staff work with residents to agree individual support plans that enable them to become more independent, develop new skills, and access training and employment opportunities in order to rebuild their confidence and move forward with their lives.

Social Impact Bond

The Social Impact Bond works closely with entrenched rough sleepers who have been on the streets for many years and for whom other forms of engagement haven’t been effective.

This service puts a special emphasis on building trust, working with people over time, and then eventually helping them into accommodation.
Tenancy Sustainment Team

The Thames Reach Tenancy Sustainment Team works across 14 London boroughs, helping former rough sleepers to manage the transition away from the street or hostel living. Staff provide tailored support until people are able to live more independently, helping them to build confidence, and access training and employment.

Key:

Tenancy Sustainment

Employment Academy

Since opening in late 2012, the Employment Academy has been helping people in South London and across the capital to access training and get back into work.

By bringing together a range of partner organisations that are experts in addressing specific barriers into employment, Thames Reach has been able to develop services that effectively support people with skills, training, volunteering opportunities, advice, and personalised guidance.

A Grade II listed building, The Employment Academy also operates as a venue for hire, hosting events such as weddings, training days, community meetings, church events and more.
Employment and Skills

Thames Reach runs a range of employment services, based at the Employment Academy in Southwark but open to people across London, which help with finding work, building experience, and developing skills and confidence.

The Thames Reach Employment and Skills team offers basic skills courses, such as iReach and Reading Buddies, which teach people basic literacy, maths, and IT; pre-employment support, which helps people find work; volunteering courses such as TRaVEL; projects that help people already in work to find better paid employment; and additional support services aimed at issues including personal finance and helping EU citizens to apply to the EU Settlement Scheme.

You can find out more about the full range of Thames Reach services at: www.thamesreach.org.uk/what-we-do

The Employment and Skills team helped a total of 1,283 people to find jobs and access training opportunities last year.
Service user satisfaction survey
Every two years, Thames Reach surveys the people who use the organisation’s services in order to get their opinion on what is being done well, and where improvement is needed.

The most recent service user survey took place in the autumn of 2018, with 814 respondents sharing their thoughts on how well the organisation has been meeting their needs.

A total of 95% of respondents were satisfied with the services that Thames Reach provides. This figure is up slightly from the 94% recorded when the survey last took place in 2016.

In addition to the headline findings from the survey highlighted in this document, you can also find the full results of the 2018 service user survey on the Thames Reach website: www.thamesreach.org.uk

Feel satisfied overall with the service they have received

Feel satisfied with how Thames Reach handles complaints, up from 69% in 2016 and 49% in 2014

Feel satisfied with the quality of their Thames Reach accommodation

91%
Feel more confident in their abilities and more hopeful about the future as a result of the support they have received

814
Total survey responses

95%
89%
82%
At Thames Reach, we believe that successful partnerships between charities and corporates can be a powerful means for change.

The application of corporate sector expertise, in combination with our understanding of homelessness, enables us to reach many more disenfranchised and vulnerable people. We have had the privilege of working with some truly great companies in the past year: Hg Capital, Nex, Dexter’s, the Berkeley Group, Ecovis, Can Factory, Wilmot Dixon, and Barclays. We are very grateful to all of them for their fantastic support.

One of our programmes provides a perfect demonstration of what can be achieved when you bring the very best of the corporate and charity sectors together with the goal of bringing about real and meaningful change to people’s lives.

Our Work Ready Programme, run by our Employment and Skills team and developed in partnership with McKinsey & Company, is a week long programme of confidence-building activity aimed at getting formerly homeless and vulnerable people into work. It’s an intensive programme that asks the people we work with to dig deep but, with the support, encouragement, and training opportunities available, it really does change lives. The sense of achievement you see in the graduates at the end of the week is inspiring. So far we have delivered 14 programmes with McKinsey over six years and are delighted to say that over 400 people have graduated from the course. Over half of those have gone on to find work or attend ongoing training, whilst over 90% of participants have reported an increase in confidence and motivation.

We know that we couldn’t deliver this programme by ourselves, we don’t have the resources, but we do know what can be achieved when two organisations with the right ambition and resources get together and put their minds to solving a problem.
Governance and finances

**Income 2018-19***

- **Accommodation services**
  - 2018-19: £8,107,755
  - 2017-18: £8,396,779
- **Pathways to Occupation**
  - 2018-19: £1,194,229
  - 2017-18: £2,135,507
- **Deptford Reach merger**
  - 2018-19: £1,036,297
  - 2017-18: n/a
- **Investment income**
  - 2018-19: £7,452
  - 2017-18: £2,303

**Expenditure 2018-19**

- **Property costs**
  - 2018-19: £1,860,348
  - 2017-18: £1,872,926
- **Staff costs**
  - 2018-19: £10,767,068
  - 2017-18: £8,769,446
- **Other costs**
  - 2018-19: £5,239,511
  - 2017-18: £4,848,079
- **Cost of raising funds**
  - 2018-19: £156,463
  - 2017-18: £168,142

**Total:**

- **Income 2018-19:** £19,589,900
- **Expenditure 2018-19:** £18,243,400

**Board of Trustees**

Stephen Howard, Chair  
Vasim Ul Haq, Vice Chair  
Peter Davey  
William Flenley  
Crispin O’Brien (resigned as of August 2018)  
Jeremy Swain (On secondment to the MHCLG from July 2018, resigned from Thames Reach as of 30 June 2019)  
Tony McBrearty  
Joanna Wade  
Michael Scorer  
Caroline Tulloch  
David Ford  
Elizabeth Clowes  
Becca Taber  
Bill Tidnam, Chief Executive and Company Secretary (appointed July 2018)

*During the 2019 financial year, Thames Reach acquired Deptford Reach. It was acquired on the 1 November 2018 including all assets and liabilities giving rise to restricted (£1m) and unrestricted (£18k) funds. At year-end Restricted funds were £6.6m.

During the 2018 financial year, Thames Reach received capital funding for the refurbishment of Robertson Street hostel amounting to £1.2m. At the end of the year Restricted funds held totalled £5.6m.