

# Thames Reach Annual Review 2020-21





# Introduction

## Chair of the Board Stephen Howard offers his thoughts on the past twelve months

**What a year it has been: a year of pandemic and response, of unsettled and uncertain times, of changing priorities for the Government and adaptation to the changing priorities of our service users.**

Our Vision continues to be of a society where street homelessness is ended and nobody need sleep rough on the streets. Our Mission very much remains to help those that we engage with find decent homes, build supportive relationships and, lead fulfilling lives.

One of the core philosophies of Thames Reach that brought me here was our commitment throughout the organisation to never give up on people. This past year was a wonderful example of that as we pivoted and adapted to the changing circumstances around us. The consistently positive feedback we receive from the people who use our services through the satisfaction survey is a testament to this.

The health and safety of our staff, volunteers, and those using our services remains a priority for us and has been under constant review. Thames Reach also remains on a solid financial footing. Our prudent and responsible behaviour continues

and our relationships with commissioning bodies remains strong, built upon our continued ability to deliver what we promise.

We have also welcomed four new Trustees to the Thames Reach Board. They bring a wealth of talent and experience and we are very happy to have them join us. Our Trustees continue to be both highly committed to the work required as well as passionate about the cause that we serve. I thank them for their dedication and contributions.

**'Our Vision continues to be of a society where street homelessness is ended and nobody need sleep rough on the streets.'**

Our large network of volunteers continue to play a vital role in the help and support we provide to those that we engage with, notwithstanding the challenges of operating in periods of lockdown due to the pandemic.

Finally, I would like to thank our dedicated staff for the amazing work that you do, lead by our outstanding senior team of Bill Tidnam, Catherine Parsons, and Paul Jackson. You have all risen to the occasion during this very difficult and challenging time.



## Chief Executive Bill Tidnam outlines the work we've been doing during this pandemic hit year

**The year April 2020 to March 2021 will be remembered for the impact of the pandemic on everyone's lives. Our staff and volunteers have been brilliant: they've adapted to new ways of working; established significant new schemes at short notice; and continued to run the essential services we provide. This review can only highlight a small proportion of our work, but we hope that it gives you a flavour of our year and what it has involved.**

The start of the year saw the Everyone In initiative and the use of hotels to provide emergency accommodation for the people who found themselves on the street as a result of the pandemic. At Thames Reach, we have supported a number of these schemes, including a specialist facility for people who had tested positive for Covid-19.

Emergency accommodation is just that and a key focus for us has been on what happens next. We've worked with a number of London boroughs to help people move on into their own accommodation. We have also developed a new partnership with the Cromwood Housing Group, funded by the Rough Sleeping Accommodation Programme, where they procure homes and we provide support through our new PLACE team.

Some of our prevention services have been particularly affected by the pandemic, with our Deptford Reach service being forced to close its premises at the height of the first lockdown. The team's response has been to take the service out into the community to people at risk of homelessness.

We've opened a new hostel in Lambeth and taken over outreach services in Lambeth and the City of London. The nature of these intervention services means that staff have not had the option of home or flexible working and I'm very grateful for the way in which they have worked on, allowing us to continue providing services without interruption.

Another important development has been the employment of a volunteer programme manager. Funded by the Berkeley Foundation, this post has enabled us to bring together and improve our offer to the people who give their own time to help us in our work.

This has been an awful year in so many ways, and everyone has their own stories about how it has affected them, but I'm incredibly proud of how everyone involved with Thames Reach has worked together so that we can keep on towards our vision of ending street homelessness in London.



# Staff

**308**

Average number of employees during 2020-21

\* of those reporting

**11%**

Percentage of staff who identify as disabled

**39%\***

Percentage of staff who identify as BAME

**20%**

Percentage of staff with personal experience of homelessness

**10%**

Percentage of staff who identify as LGBTQI+

**54%**

Women



Last year, our dedicated staff and volunteers helped over 10,000 homeless and vulnerable people across London



# Volunteers

## A look at the impact of our new volunteering programme funded by the Berkeley Foundation

In August 2020, we employed a new volunteer programmes manager with support from the Berkeley Foundation, allowing us to undertake valuable work and offer new training and opportunities to our volunteers.

At the start of 2021, we surveyed our volunteers about the impact of the new manager, seeking to learn about the people currently volunteering with us, what kind of support they've been getting, and where we should improve their experience.

Communication is also an important part of the programme, and we've been ensuring our volunteers are up to date with Thames Reach news through the running a dedicated volunteer forum and events. We have also put a lot of focus on helping volunteers develop the additional skills needed to secure employment, through offering mock interviews, help with job searching, and providing access to the training and support services on offer within our Employment & Skills team programme.

**170**

Active volunteers

**144**

Active outreach volunteers

**111**

Volunteers who have attended our core training

**42**

Staff members trained by new volunteer manager

**15%**

Volunteers who speak a second language

**5%**

Volunteers with experience of homelessness



**Kayode first became interested in volunteering for Thames Reach after his support worker recommended us to him. He had been recovering from a mental health crisis, which resulted in him having to leave his career as a nurse, and he had reached a stage where he wanted to prepare himself for getting back into full time employment.**

'It's a stepping stone for me to get back into work,' he says. 'Without volunteering I wouldn't be as active, I wouldn't be getting out as much. I would be a lot more isolated, and would have been all throughout the pandemic.'

Kayode volunteers for our Information, Advice and Guidance (IAG) service, which operates as a first step for people using our services who want to get back into employment. IAG is often the first service that people engaging with our Employment & Skills team will come into contact with, and volunteers like Kayode help direct people to the training, support, and opportunities that best suit their needs.

'I help people identify what support they need the most – be it finding a job, training, CV writing, learning basic skills like maths or English, a volunteering placement, or some other type of support,'

he says. 'Clients often have vulnerabilities, support needs, and you need to find out what works best for them and what will help them through this difficult period in their lives.'

Prior to the pandemic, IAG usually met with clients face-to-face at the Employment Academy, but this had to switch to via the phone or Zoom during lockdowns. Kayode says that the ability to volunteer remotely whilst having to stay at home helped keep him occupied, and that the role in general has been immensely rewarding, whilst also preparing him for full time work again.

**'Clients often have vulnerabilities, support needs, and you need to find out what works best for them.'**

'I find it really enjoyable. You're making a difference to people's lives. I had one client, a refugee, who was getting work from a friend who, unfortunately, died, and he was left with no way of getting work. He came from North London and so I found him a service close to where he lived that could support him with learning English and finding employment. When he got a job he came all the way down just to say thank you to me. You often don't know exactly how much you're helping someone but you know that you're contributing'



## Working through Covid-19

### Director of Operations Catherine Parsons on how we've helped people through the pandemic

**Thames Reach deliver support to vulnerable people. This is essential work and we are committed to continue delivering these services safely.**

All Thames Reach staff worked incredibly hard throughout the year to ensure that all of our services carried on operating and we continued to deliver support safely and in-line with Government guidelines. Each team was helped to complete a Covid risk assessment, including access to PPE, increased cleaning of offices, adhering to social distancing guidelines, and providing IT equipment to enable staff to work from home when they did not need to be present at a service or office.

As well as ensuring that we continued to deliver services safely, we also needed to adapt services in response to the changing environment:

We played a key role in operations carried out at short notice to accommodate the large numbers of people sleeping rough at Heathrow Airport and Stratford Shopping Centre, which took place as part of the Government's Everyone In project. Our outreach teams moved 1,516 people into Covid emergency accommodation between April and June 2020.

We secured additional funding through corporate partnerships, and through Comic Relief, to provide laptops, smartphones, and data to socially isolated people using our services, in their homes or in hotels, who wanted to receive support online or by phone.

We developed new working relationships with local public health teams to increase access to lateral flow testing and maximise uptake of vaccinations within the homeless population. We also ran a short-term accommodation service for rough sleepers who had tested positive for Covid-19 that enabled them to self-isolate and receive daily input from health staff.

We also began delivering new services focused on moving people out of hotels and towards greater independence. Our Move On team worked with the Greater London Authority and with local commissioners, moving a total of 199 people out of hotels in a six month period. Our PLACE team has also worked to move people out of local authority hotels and into good quality private rented accommodation, then providing tenancy support. It has housed more than 200 people to date. We're very proud of the work our teams have done in such difficult circumstances.



'Some people have been staying here beyond the usual period they would spend here, either because they are close to saving enough for private rental accommodation, or because of administrative backlogs at the Home Office around securing immigration status. We've been working with residents over much longer periods to get a move on outcome for them.'

— David, Night Shelter Manager

'It became difficult to engage clients who didn't have access to either a smartphone, laptop, wi-fi, phone credit, or digital skills. Luckily, we have some great corporate partners who helped us to purchase and loan out laptops and phones for those who needed them. This has been essential in allowing us to support clients and allowed them to keep in touch with family and friends during lockdowns.'

— Denise, Employment and Skills Worker



'We got lots of support from individual donors during the pandemic and corporate partners stepped up in unexpected ways, such as through donating PPE. We also ran an emergency campaign which got a lot of support from people we perhaps weren't previously engaging with. Obviously, fundraising events such as races and bike rides completely dropped off but are now starting up again.'

— Catherine, Fundraising Manager



'During the pandemic we had to adapt to lone working. You have to trust yourself to make decisions and build connections with local outreach teams. We have new safety alarm systems on our phones, and we check in everywhere we go. We also have new IT systems, including the Outlook app on our phones, which makes communicating so much easier.'

— Bolaji, Outreach Worker



# Move On



## How our Move On team helped those people who found themselves homeless during the Covid-19 pandemic

**Our Move On service was set up at the height of the Coronavirus pandemic in 2020, tasked with supporting people who were homeless and had been placed in temporary emergency accommodation, often unused hotels, through the Government's Everyone In programme.**

The Move On team worked closely with the Greater London Authority, and with local authorities, including Barking and Dagenham, Ealing, Lambeth, and Newham. Though the requirements, expectations, and client groups were different in each borough, the team initially helped many people with little to no support needs who had become homeless in the early months of the pandemic and who, in many cases, could be helped back towards living independently, usually in the private rented sector, relatively quickly.

For those people who did require support, the team would assess their needs whilst they were still in hotels and then worked quickly to put in place whatever they needed to move forward. This included referrals to mental health services, or work and training opportunities, as well as identifying the most appropriate and effective type of accommodation, usually moving people from the

hotels into supported accommodation, where they could learn to become more independent whilst continuing to receive suitable assistance.

The team has also worked with a large number of people with no recourse to public funds, and, though the initial period of emergency provision brought about by the onset of the pandemic is now over, the service continues to work with this group, trying to assess and secure immigration statuses alongside the right accommodation. They're also continuing to work in certain boroughs to make sure that people with support needs can move on and live independently.





**Piotr**

**Piotr had been sleeping rough in a tent for over three years when an outreach team encountered him during the pandemic.**

'I think my tent is probably still there, it was such an isolated place,' Piotr says. 'For three years I talked to almost nobody.'

Piotr has lived in the UK since 2009 and worked in a factory until 2014. He became homeless soon after this when his relationship ended and he eventually ended up on the streets.

After a few weeks in a night shelter, he was moved into a hotel as part of the Everyone In programme, which saw homelessness organisations taking over empty hotels at the height of the pandemic and using them to provide temporary accommodation for people sleeping rough, with the aim of then helping them to move away from the streets for good.

During the six months he spent in the hotel, Thames Reach support workers were able to help Piotr take positive steps in his recovery after years of sleeping rough and to make sure he didn't return to the streets after lockdown.

The Thames Reach Move On team were able to secure Piotr's pre-settled residency status in the UK for the next five years. The team were also

able to set up a bank account for Piotr so that his wages could be paid into his account, and then put him in touch with BEAM, a social enterprise which crowdfunds training costs for homeless and formerly homeless people to better help them pursue new careers. Through BEAM, Piotr got a new phone and laptop and was able to get himself a CSCS card to allow him to work in the construction industry, where he is now employed.

**'He wants to learn decorating, kitchen fitting, he's doing lots of courses to give himself as many building skills as possible.'**

'When we found him in the night shelter during lockdown, he wasn't himself. He was very anxious, but he's gone from nought to one hundred so quickly,' says support worker Winston. 'He's doing so well now. He wants to learn decorating, kitchen fitting, he's doing lots of courses to give himself as many building skills as possible.'

Winston helped Piotr move from the hotel into temporary accommodation managed by Thames Reach, a place for people with low support needs, where residents can develop their independence.

Piotr has recently become a keen practitioner of meditation and is saving money as he prepares to move into a place of his own.



**Prevention**

# Our Prevention services work extensively across communities to stop vulnerable people from becoming homeless

We see the damage that rough sleeping and insecure housing brings to individuals and communities, which is why we are committed to delivering prevention services that work to stop people from becoming homeless in the first place.

We work with local authorities to deliver services tailored to their areas, and we also source funding for our own services to pilot new approaches to preventing homelessness.

Over the past year, we've evolved and developed how we deliver our prevention services, often having to adapt to changes in circumstances thrown up by the pandemic, whilst making sure that the needs of individual clients are still met. We understand that the crucial moment of intervention that removes the threat of rough sleeping is going to be different for everyone.

Projects like STAR continue to support vulnerable people at risk of losing their homes, whilst others, such as Deptford Reach, have had to adapt and change their entire approach in order to meet the needs of the people using the service during lockdowns, heading out into the wider community.





Gioni

**Gioni has been getting help from STAR support worker Sean for the past four months, since he first moved into his new flat after five years of sleeping rough in churches and parks.**

Sean has helped Gioni overcome a number of difficult issues since he first moved into his new place which, had he faced them without support from STAR, could have resulted in him ending up back on the streets. Gioni suffered a back injury earlier this year which left him unable to work, and when his previous employer submitted incorrect information about his working situation, this led to issues with his Universal Credit and with HMRC, which then resulted in Gioni being unable to pay his rent.

Sean was able to offer reassurance to Gioni and chased the backdated Universal Credit payments he was owed, then using those to clear his rent arrears. He helped him register with a GP and obtain a doctor's note in order to address the issue with his benefits, and was able to solve the misunderstanding with HMRC over the phone. In addition, Gioni was able to get medication for his back, and continues to get further support from Sean, such as help with his shopping.

Gioni's story highlights the challenges that people who have previously been homeless can still encounter after they've been housed. The support offered by STAR support workers like Sean is instrumental in helping people to sustain their new accommodation and fully acclimatise to living independently again, and can also prove essential in preventing people from once again becoming homeless.

**'The support offered by STAR support workers like Sean is instrumental in helping people to sustain their new accommodation.'**

STAR – Sustaining Tenancies Accommodation & Resettlement – is a collaborative project also involving Shelter, St Mungo's, and Stonewall Housing, supporting people who are, or who have been, homeless, and who also have additional support needs, such as poor physical health.

With the additional help and guidance Gioni has been receiving, he's also been able to find more time to enjoy some of his interests, such as watching films, as well as catching up with his family in Romania, where he has six children.



# Deptford Reach

## How our Deptford Reach community centre has adapted over the past year to better help prevent homelessness

**Prior to the onset of the pandemic, Deptford Reach functioned as a day centre at the heart of the community in Lewisham. Needing to reduce face-to-face contact, the service has adapted and revised its strategy.**

Now, work is focused on prevention and tenancy sustainment. The service operates in three key areas: rough sleeping support; prevention and sustainment advice; and health and wellbeing.

The team work on an outreach basis to improve accessibility and engagement. Deptford Reach has formed partnerships with four foodbanks in Lewisham to deliver homelessness prevention advice.

They have also worked to put together partnerships with churches and community centres across the borough, and support workers have been operating from within these community resources to reach as many people as possible, running support and advice sessions during opening hours. In addition to this, vouchers have been made available, enabling people to access mobile phones with data, helping to overcome digital exclusion, along with funds for gas and electricity.

A range of other partners and community organisations have also been identified in order to expand this type of service across Lewisham.

Nadia, 66, says: 'They're so kind and patient. They made me feel calm after I was so worried and confused.'

The team helped Nadia after she reached pension age and found her benefits had been stopped and her housing benefit suspended, leaving her in rent arrears. They helped her make a claim for pension credit, updated her housing benefit, and addressed any issues with her landlord. Her housing benefit payments were backdated, and she is now in full receipt of her pension with no arrears.





# Intervention

ThamesReach  
Gary Daniel  
Support Worker  
[www.thamesreach.org.uk](http://www.thamesreach.org.uk)

# Our Intervention services get people off the streets and into safe environments where they can be given urgent, comprehensive support

We know that sleeping on the streets is harmful, and that the longer people stay there, the more difficult it can be for them to rebuild their lives. Street outreach services work to support rough sleepers to quickly move away from the street and get into accommodation, giving them the best chance to escape from sleeping rough long term.

Our outreach workers need to be able to rapidly access accommodation that people who've been sleeping rough can move in to, and then receive a more complete assessment of their needs, which is why we work with local authorities to deliver effective hostel and assessment centre services. We then agree a plan of action with them to begin addressing these support needs.

Our hostels include our new Acre Lane project, and also Robertson Street, both in the London Borough of Lambeth. Robertson Street supports people who have previously slept rough with a special focus on those aged over 40, as living on the street for a prolonged period of time can have a debilitating effect on people's health, particularly as they get older.



# Ken



**Ken has been a resident at our Robertson Street hostel for six months and is now looking forward to moving into a place of his own.**

He had been sleeping rough for nearly a year after his partner forced him to leave their flat. After being found by an outreach team, he spent some time at the Lambeth Assessment Centre before ending up at Robertson Street, a Thames Reach hostel that specialises in support and accommodation for people aged over 40 who have previously slept rough.

Ken used to work as a technician, calibrating multimeters, but when he was made redundant, he struggled and eventually entered a period that led to the breakdown of his marriage and resulted in him becoming homeless for the first time.

**'Ken can do most things on his own, but the care package will help give him a hand and he will continue to get that.'**

Having received support at Robertson Street, Ken is now at a stage where he is ready to move on into his own place. He has recently bid on a

flat through the Housing First programme, which helps to quickly and efficiently move people who have experienced homelessness back into their own accommodation as soon as they are ready.

Ken's care package will continue once he moves into his own accommodation, and the flat will also have an adapted kitchen and bathroom to make it wheelchair accessible. He is aiming to move in within six months and will also receive financial support to furnish the place.

Robertson Street support worker Alison says: 'Ken can do most things on his own, but the care package will help give him a hand and he will continue to get that through his Housing First worker.'

Having spent years following a pattern of moving in with people, then ending up on the street, and then on into assessment centres and hostels, Ken is looking forward to having some independence and a place of his own again.

He still likes to make use of his technical skills, and enjoys taking objects apart and then putting them back together again.

# Tarik



**Tarik was forced to move out of his flat when his landlord decided to sell the place in February 2020, just a month before the first lockdown began. Without anywhere to go, Tarik ended up spending the early months of the pandemic on the streets before he was found by an outreach team.**

After a difficult period, during which he caught Covid-19 and had to self-isolate, and after moving between temporary accommodation and assessment centres, he eventually arrived at Acre Lane – Thames Reach’s newest hostel, where there is a great deal of focus on residents building the skills necessary to quickly move on with their lives.

Tarik has now been at Acre Lane for several months, where he feels more settled, and has begun to spend a lot of time cooking, often making meals for other residents. He has received support with accessing medical care and in completing his application for Personal Independence Payments. Hostel worker Fredi is pleased with how he’s been getting on.

‘He’s settled in really well,’ Fredi says. ‘Hopefully he’ll only be here for a few more months and then he can be referred on to the Clearing House scheme to apply for a two year social housing tenancy, with support from a Tenancy Sustainment Team worker for the duration.’

## Figures from the 2021 Thames Reach Service User Survey



89%

Hostel residents who said that our support made them feel more hopeful about the future



93%

Hostel residents who feel they are getting help to access additional support, such as GPs

# Hostels



## Isobel McKenna, area manager for hostels, talks about their ongoing importance to the people we help

**Our hostels provide an essential service for a wide range of vulnerable people with a wide range of support needs. They're a safe place with 24 hour support staff on site throughout the day and night.**

Many of the people we work with would struggle to move immediately into completely independent environments, and hostels play a crucial role in supporting them to transition. Whilst the rest of the world changed during the pandemic, not a lot changed for hostel workers and residents. Our teams still needed to provide in person support to residents and staff buildings round the clock.

Currently, all our hostels are open to anyone with support needs who is referred to us via the Lambeth Vulnerable Adults Pathway. The majority of our hostel residents are still people who have previously slept rough or who have been living in unstable environments, such as sofa surfing. A high proportion of the clients we work with have experienced some kind of trauma in their lives, which can mean they need support with independent living skills, such as budgeting, or help with reducing substance use, or help with improving their mental or physical health.

At Thames Reach, we plan the end of someone's stay at a hostel from the very beginning. We're viewing hostels as transitional spaces, where people can come in and have their needs quickly assessed and we immediately begin the process of working on what they need in order to become more independent. We want to avoid people getting too dependent on a particular building or staff team as it can then prove much harder for them to move on. We are using a new tool at our Waterloo Project hostel, Red to Green, where staff meet with residents every day to plan tasks and goals aimed at bringing them closer to moving out.

**'...we immediately begin the process of working on what they need to become more independent.'**

Across our hostels, most people move on to supported housing and live in shared houses where they either have a worker on site nine-to-five Monday to Friday, or have someone occasionally dropping in on them. Alternatively, they will move on to Clearing House flats where they are supported by the Tenancy Sustainment Team, or into the private rented sector, if they are ready to live independently.

# Recovery



# Our Recovery services help people who have previously been homeless to move forward with their lives and build better futures for themselves

We know that the journey away from homelessness is about more than finding a home. We make sure that people get the support they need to address the issues that have led to their becoming homeless. We work to help them maximise their independence, improve their physical and mental health, build supportive relationships, access opportunities to find long term, sustainable work.

We work with commissioners and landlords to make sure that those accessing our services find good quality housing. We then provide tailored, personalised support to make sure people sustain their tenancies, and continue to get the necessary support to move forward with their lives.

Our recovery services include: Brokerage and Resettlement in Lambeth (BRiL), which we run in collaboration with Lambeth council, aimed at providing people in supported accommodation with a flat of their own through purchasing properties; and our Tenancy Sustainment Team, which helps people to manage the transition away from the street or hostel living into more independent accommodation.

An important part of supporting people when they move into their own place is our client welfare fund – formerly our Hard to Reach Fund – which helps with furnishing flats and purchasing essentials so that people can make a positive and well resourced start to living more independently.

➔ 304

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People helped to make positive moves out of supported accommodation

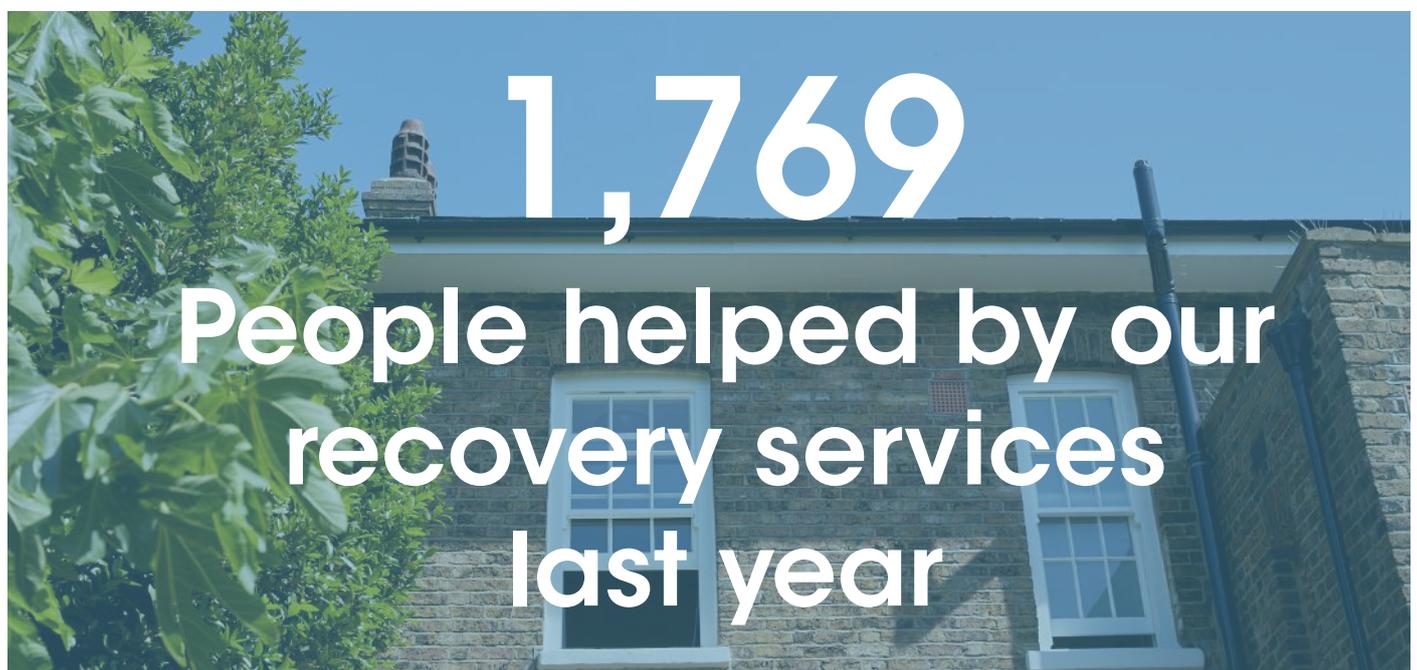
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🏠 £350

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Approximate basic cost of furnishing a flat for a client moving into their own place

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Ivo



**Since moving into his own flat, Ivo has seen a huge improvement in his mental health, taking real steps forward on his path to recovery.**

He first moved into his new flat in January through Brokerage and Resettlement in Lambeth (BRiL), a collaborative project between Lambeth council and Thames Reach, which aims to provide people living in supported or residential accommodation with a flat of their own.

People who have struggled with long-term mental health problems can sometimes end up staying in residential homes or supported housing longer than they need to, often because there are no suitable alternatives. BRiL is addressing this by purchasing properties on the open market and then letting them to formerly homeless people at an affordable rate.

Ivo, originally from Brazil, has lived in the UK for 35 years, and worked at the Savoy Hotel for 20 years, eventually becoming head butler. Around 2011, he began to struggle with his mental health. He eventually became very ill and had to move into supported accommodation. He spent a number of years receiving support and treatment, which, over time, gradually lead to an improvement in his mental health; however, he reached a point where this environment began to hold him back and prevent him from making a full recovery.

'I've always lived by myself before, so I started to find it difficult having so many strangers around me all the time, people checking up on me, having no independence, it felt very constricting and I felt like I wasn't able to get better,' Ivo says.

BRiL were able to help Ivo make those final steps in an environment better suited to him, moving him in to his new flat, which is his indefinitely, and helping to furnish it. A support worker also initially helped Ivo with his meals, setting up an internet connection, and organising bills.

'I really like it here, I like the flat, the location is perfect for me, I can walk everywhere I need to go, I've lived in Streatham for years before so know the area. Every day, I exercise by walking to Brixton and back, which is really helping me.'

Ivo is also currently volunteering two days a week at a local charity shop, and has enrolled on a volunteer peer mentorship course in order to help others who are in a similar situation to where he used to be. He also spends a lot of time reading, particularly biographies.

'I'm feeling really well now, 50% better. Living with strangers was difficult on top of feeling unwell at the time. I need space and quiet in order to feel mentally well and this flat has really helped me with that so much.'



**Garry**

**Garry has now been sober for 38 months after many years of drug use that eventually led to him sleeping on the streets.**

He had spent many years working as a chef in the City and the West End, and then in Spain and Ireland, but after a relationship ended in 2017 he came back to the UK and soon found himself sleeping rough in Brixton.

Whilst Garry was homeless he also began to drink heavily in addition to his drug use. He was eventually helped off the street and spent time moving between a number of different hostels and services. Following a hospitalisation, he engaged with drug services at Lorraine Hewitt House, and received treatment and support for heroin and crack cocaine addiction.

Garry moved into supported accommodation and also stopped drinking. Around this time, he came back into contact with his then 14 year old son, who he hadn't seen for a number of years, something which, he says, has helped him enormously in his recovery.

Soon after, Garry was put in contact with our Tenancy Sustainment Team (TST) which works across 16 London boroughs, helping people who had previously been homeless to move into, and maintain living in, more independent accommodation, and supporting them to build confidence, develop self-sufficiency, and access training and employment opportunities.

**'... he came back into contact with his then 14 year old son, who he hadn't seen for a number of years, something which, he says, has helped him enormously in his recovery.'**

Garry has been in his TST flat in Orpington for two years and is now in the process of moving into a new place. His son regularly stays over with him, and Garry has been helping to organise a plumbing course for him. He's also been able to access benefits and now feels ready to start volunteering and peer mentoring, with the aim of eventually becoming a support worker and using his own experiences to help people currently in situations similar to where he used to be.



93%

Feel that Thames Reach understands them and what is important to them

Every two years, Thames Reach conducts a survey of the people using our 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 August 2021, with 681 respondents sharing their thoughts on how well the organisation has been meeting their needs.

This year, a total of 95% of respondents said that they were satisfied with the services that Thames Reach is providing them. This figure is identical to when we last conducted a service user survey in 2019.

If you would like to provide us with feedback about any of our services, please contact us by emailing: [enquiries@thamesreach.org.uk](mailto:enquiries@thamesreach.org.uk)

681  
Total  
survey  
responses



95%

Feel satisfied overall with the service they have received



92%

Agreed that our services were helping make positive changes to their lives



79%

Feel that our staff communicated well with them during the pandemic



# Partnerships

## Fundraising manager Catherine Hickey highlights the vital support provided by our corporate partners

**Corporate fundraising over the past year hasn't been easy. For many companies, providing financial support to a charity partner hasn't always been a priority, and supporters have had to cancel fundraising events and scheduled volunteering, whilst our challenge events almost stopped altogether.**

Within this challenging environment, however, many of our partners have stepped up to help support the homeless and vulnerable people we work with through this pandemic. Partners were quick to take action to help us address basic needs support when we needed it most. At the start of the pandemic, they gifted us PPE and shared their contacts with us so we could continue delivering critical face-to-face services safely. Last winter, Just Eat and the Good Eating Company helped provide tasty, nutritious meals to almost 2,000 people experiencing social isolation and poor health, and our wider network of corporate volunteers also helped distribute these meals.

Our corporate partners have also continued to find new and innovative ways to support our Employment & Skills services in 2020-21:

Ecovis delivered remote one-to-one CV writing and guidance to clients, helping to build their confidence and self-worth; St William shared specialist learning and resources with those seeking jobs in the construction sector; McKinsey & Company continued to support our clients looking to re-enter employment by enabling us to reimagine our Work Ready Programme; and Developrec used their expertise in recruitment to help service users with advice, job searching, and making job applications.

Corporate supporters of Thames Reach give a lot more than just money. By gifting their time, energy, and expertise they continue to help us drive forward in our Mission to help homeless and vulnerable adults find decent homes, build supportive relationships, and lead fulfilling lives.

# A special thank you to the following supporters:

Berkeley Group

Dexters

Ecovis

Good Eating Company

Developrec

McKinsey & Company

Lancashire Group

Cornerstone Church

St Vedast Alias Foster

Mount Anvil

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Worshipful Company of  
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## Governance and finances

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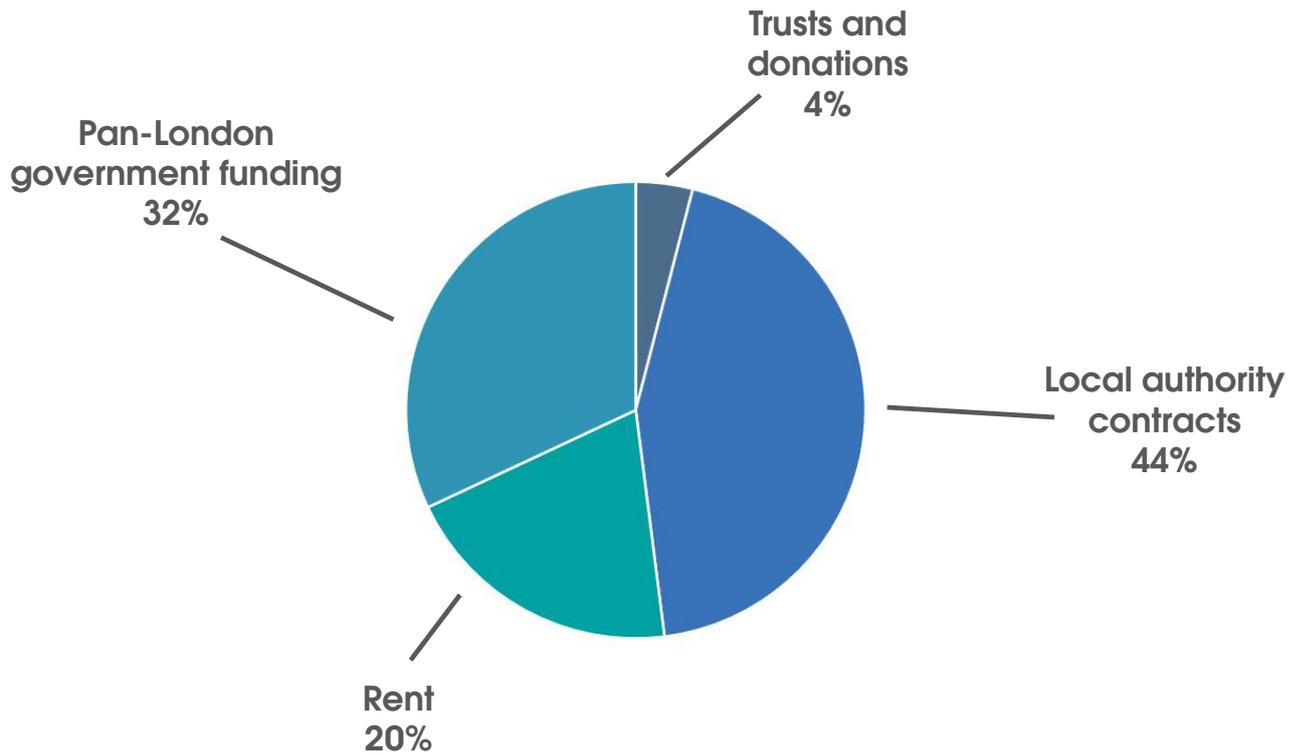
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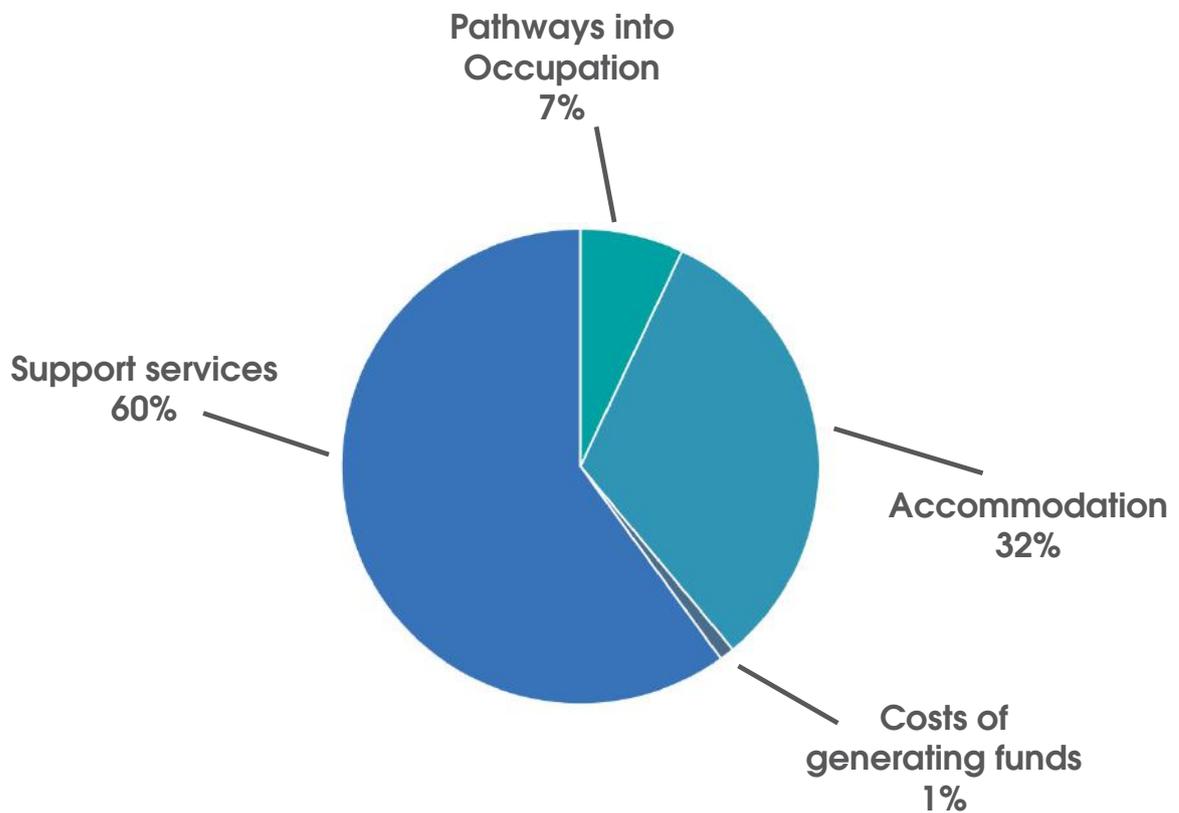
**Income 2020-21:**

**£20,639,761**



**Expenditure 2020-21:**

**£20,845,633**



**Thames  
Reach**