

# Thames Reach Annual Review 2021-22



Thames Reach helps homeless and vulnerable people to find decent homes, build supportive relationships and lead fulfilling lives.

Our vision is of a society where street homelessness is ended and nobody need sleep rough on the streets.

[www.thamesreach.org.uk](http://www.thamesreach.org.uk)

# **Thames Reach Annual Review 2021-22**



# Introduction

## Chair of the Board Stephen Howard offers his thoughts on the past 12 months

**Looking back, Thames Reach experienced another year of change, challenge and opportunity. We learned to live with Covid-19, adjust to a change in Government, and began to deal with the coming cost of living crisis.**

Notwithstanding all of this, our performance and our focus has remained strong and we continue to deliver what we promise.

Through it all, our vision continues to be of a society where street homelessness is ended and nobody need sleep rough on the streets.

The Government has a commitment to end rough sleeping and Thames Reach has an important role to play in the delivery of this ambition. To achieve this, we have continued to focus on developing our core proposition, which is to find people who are homeless, or at risk of homelessness, and to build relationships that help them to maximise their security and resilience.

We continue to group our work into three categories: Prevention, Intervention and Recovery. We have also continued to seek partnerships in

complementary areas that allow us to increase our impact, and our ability to intervene to prevent street homelessness.

Our people continue to be at the heart of who we are and what we do. To achieve our ambitions we recognise that we must continue to recruit, retain and develop an excellent and diverse workforce. We also recognise the value of lived experience in our workforce.

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

Volunteers continue to play a vital role in much of what we do and we continue to be deeply grateful to all of our committed and passionate volunteers.

Let me conclude by thanking our outstanding team. As we operate in a period of change and uncertainty, both politically and economically, I have every confidence that we will rise to the occasion and continue to successfully deliver on our vitally important mission.



## Chief Executive Bill Tidnam outlines the work we've been doing to end street homelessness

**This past year, we've continued having to deal with Covid-19. This has made our work more difficult at times, but the need for our services remain, and I am incredibly proud of the response of everyone involved with Thames Reach. We've continued adapting in order to deliver services to people affected by street homelessness, and for this I am very grateful.**

Our outreach services have continued to grow, with a new team in Hammersmith and Fulham alongside a Housing First service in that borough. This is in line with our focus on helping people recover from street homelessness, and we've also been working extensively with people in temporary accommodation to find long term solutions.

The re-tendering of our Tenancy Sustainment Team has provided an opportunity to review and improve this long-standing service. We are absolutely focused on helping people to develop community links to further enable independence.

Ending rough sleeping is not and should not just be about working with people who are sleeping on the street, or who have slept on the streets. Our work to prevent rough sleeping has continued to grow, with development of a community-based prevention service in Lewisham and the start

of a new pilot as part of our membership of the Lambeth Living Well Network Alliance, which combines the expertise of numerous health and housing organisations across the borough.

Our involvement with the Community Living and Support Service (CLaSS), also part of the Alliance, has helped with discharging people from hospital and moving them into appropriate accommodation. The team is made up of voluntary sector staff, clinicians, and social care professionals, led by a Thames Reach manager, who work together to prevent people from being stuck on hospital wards longer than necessary.

We also have a new business plan, which restates our commitment to ending street homelessness by providing services that prevent, respond to, and help people recover from rough sleeping, and sets out our priorities for the next three years. To achieve this, we need to continue to recruit, retain, and develop excellent staff and volunteers, and so we have strengthened our People team and appointed a new Director of People.

I'm proud of the way in which Thames Reach continues to develop and respond to a constantly changing and often difficult world, and how we continue to focus on ending rough sleeping.



# Staff and volunteers

**370**

Average number of employees during 2021-22

**10%**

Percentage of staff who identify as disabled

**41%**

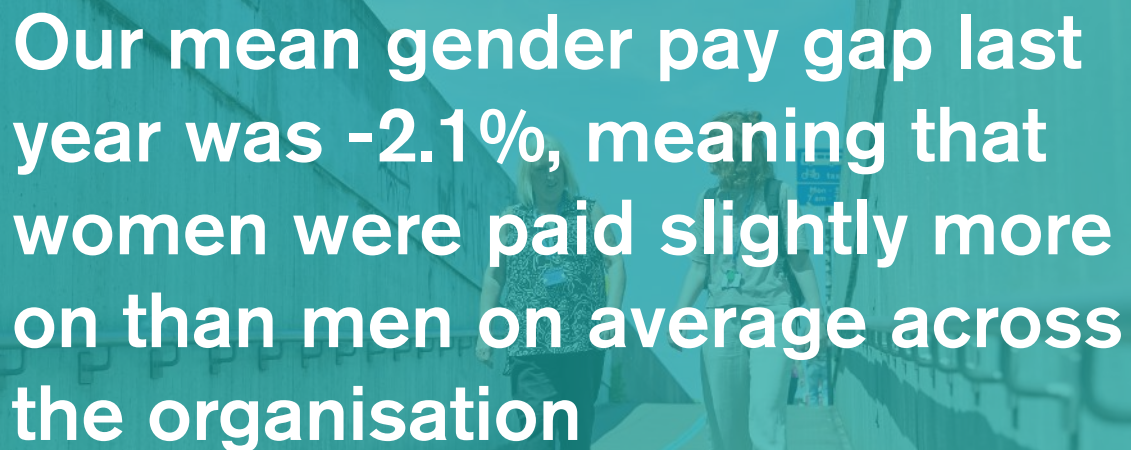
Percentage of staff who identify as BAME

**20%**

Percentage of staff with personal experience of homelessness

**11%**

Percentage of staff who identify as LGBTQI+



Our mean gender pay gap last year was -2.1%, meaning that women were paid slightly more on than men on average across the organisation

# A look at how we've been developing our volunteering programme over the past year

## Our volunteers remain a critical part of the work that we do at Thames Reach.

Volunteers support our services in many ways, such as in helping our outreach teams to find people sleeping rough and assist them off the streets. They also work with people who have moved into their own accommodation, helping them to develop links with their local communities, and with our Employment and Skills team to help people find and sustain employment.

Over the past year, we have worked with new partners, especially in local communities and in the voluntary sector, to promote our volunteering opportunities. We have built a stronger working partnership with Birkbeck, University College London and Goldsmiths to provide student placements, and hope to increase this by working with other universities and student placement providers in the future.

New corporate partners have come forward, and our wonderful long-term supporters have been flexible, generous and considerate. We would like to note the invaluable support provided by the Worshipful Companies of Information Technologists (WCIT), Ecovis, Nexus, Price Waterhouse Coopers (PWC) and MJ Hudson.

This year, through the work done by our volunteer co-ordinator, we have strengthened our offer and support for people who volunteer with us. This includes celebrating the work done by our volunteers at our annual summer event and awards ceremony.

For some people, an important function of our volunteering programme is the opportunity it offers to start a career with Thames Reach and in the homelessness sector more broadly. For these people, including those with lived experience of using our services, we are keen to continue providing the best support possible, and to provide clear routes into paid employment.

Over the next year, we will create new and flexible volunteering opportunities, better defining the role and strengthening ties between teams and volunteers so that everyone gains what they need to from a placement.

We will also be organising our own volunteer fairs, as well as attending fairs across London, in order to reach more people.

Above all, we will ensure that our placements provide valuable, meaningful experience for the people that volunteer with us.



**Last year, our dedicated staff and volunteers helped over 10,000 people affected by homelessness across London**

# Prevention





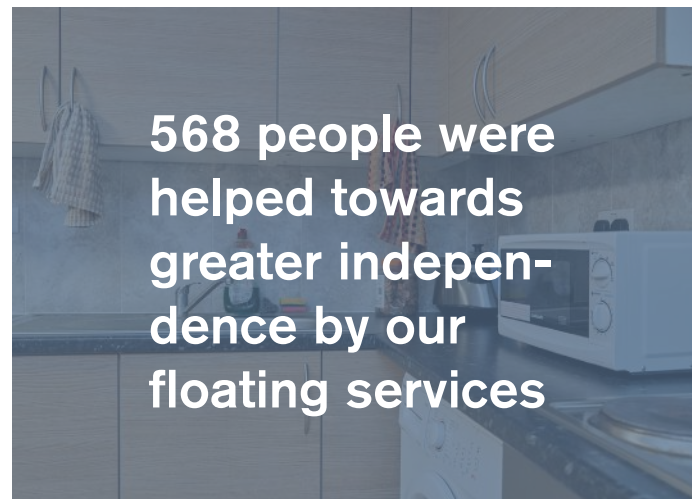
# Our Prevention services work extensively across communities to stop vulnerable people from becoming homeless

Sleeping rough is a traumatic experience. This is why we are committed to delivering prevention services that stop people from becoming homeless in the first place. A strong focus on prevention is essential in order to effectively tackle rough sleeping.

Over the past year, we've thought about how we deliver our prevention services. Deptford Reach has evolved from operating as a day centre, with the team now working out in the community to better reach people who weren't previously accessing the service. Whilst we are receiving welcome support from City Bridge Trust, this new approach is not currently being funded. It is vitally important, however, and we are actively seeking new funding sources.

Elsewhere, Lewisham Intensive Housing Advice and Support (IHASS) has worked closely with Lewisham Council to prevent people from becoming homeless.

Our essentials fund, backed by our generous supporters, also helps prevent homelessness by providing small grants for everyday essentials that can make a real difference to peoples' lives.





## Deptford Reach

### How Deptford Reach has headed out into the community to help prevent people from becoming homeless

**Our day centres are a vital resource for local communities, providing support on a range of issues for people who are homeless or at risk of homelessness.**

Deptford Reach has served the local community in Lewisham for many years as a day centre, and over the past year have been working to expand the service. This expansion is aimed at reaching people not currently accessing day centres despite being at imminent risk of homelessness.

Unfortunately, too many people believe they aren't at risk when the danger is very real. Rough sleeping is inherently traumatic, and this is why preventative community outreach work is so vital.

In addition to a lack of awareness, other issues impacting day centre use include a stigma around visiting, and a perception of them as male-dominated spaces, disincentivising women to attend. Travel and accessibility barriers also exist for some very isolated people.

In order to remove these barriers and better meet the needs of vulnerable people, the Deptford Reach team went out into the local community,

delivering drop-in services at community centres, halls, health centres, and at food banks across the London Borough of Lewisham.

At these drop-ins, the team offer advice and support on housing, tenancy sustainment, accessing grants and funding, as well as employment and training opportunities. For those in need of more sustained, in-depth support, Deptford Reach staff members arrange ongoing one-on-one appointments to address issues such as housing and access to grants, and to connect people with immigration support.

By delivering the service in this way, Deptford Reach has been better able to help some of Lewisham's most vulnerable and isolated people, and prevent them from ending up on the streets.

This community-focused prevention scheme has been a huge success, and has been won a London Homelessness Award, but there are still plans to expand the service further. We want to deliver drop-ins at more locations across the London Borough of Lewisham in order to engage with more people in need of support and face-to-face intervention.



**Mahie**

## Mahie now has a secure place to live and continues to get support for everyday essentials

**Lewisham Intensive Housing Advice and Support (IHASS) is a service commissioned by the London Borough of Lewisham to help people at risk of losing their tenancy.**

Mahie came into contact with the IHASS team via Lewisham council's housing service, after being discharged from hospital following treatment for some ongoing physical health issues.

**'An important part of helping people to sustain their accommodation is making sure that they have access to essentials ...'**

The severity of Mahie's health issues mean he is unable to work, and needed ongoing support to secure and maintain permanent accommodation. Mahie was placed on the Lewisham housing register, and put into contact with Nelson from the IHASS team.

Nelson helped Mahie to bid on flats across the borough, and was soon able to secure him per-

manent accommodation through a local housing association. He also helped him to successfully apply for housing benefit and the employment support allowance, as well as securing a council tax reduction and a one off support grant from Lewisham council.

An important part of helping people to sustain their accommodation is making sure that they have access to essentials, in addition to having a roof over their head.

In order to achieve this, Nelson used the council's support grant to help Mahie purchase necessities for his flat. He also helped him acquire a fridge freezer and a washing machine through charitable support, and has been making sure that Mahie has enough food delivered each week, as his health means he is unable to get any himself.

Mahie is now feeling settled and reassured by having a stable home and reliable access to everyday essentials.



Monica

## How Monica received help from Deptford Reach on healthcare, housing and immigration issues

**After Monica's partner sadly passed away in 2019, she was evicted from their flat and made homeless as her name wasn't registered on the tenancy.**

She slept rough, or sometimes sofa surfed with friends, until she was helped off the streets and eventually referred to Deptford Reach by Lewisham council.

We worked with Monica to help her accommodation, though this was made more difficult by delays in confirmation for her immigration status, so at this time she had no access to benefits. She also has difficulty with reading and writing, so support was provided to obtain the right paperwork and help Monica through this stressful process.

Monica also has health conditions, with arthritis in her arm and knee causing chronic pain, as well as lower back pain and high blood pressure. To address this, the team helped her with accessing healthcare services she needed.

'Deptford Reach saved my life,' Monica says, 'they are good people, and they do a lot.'

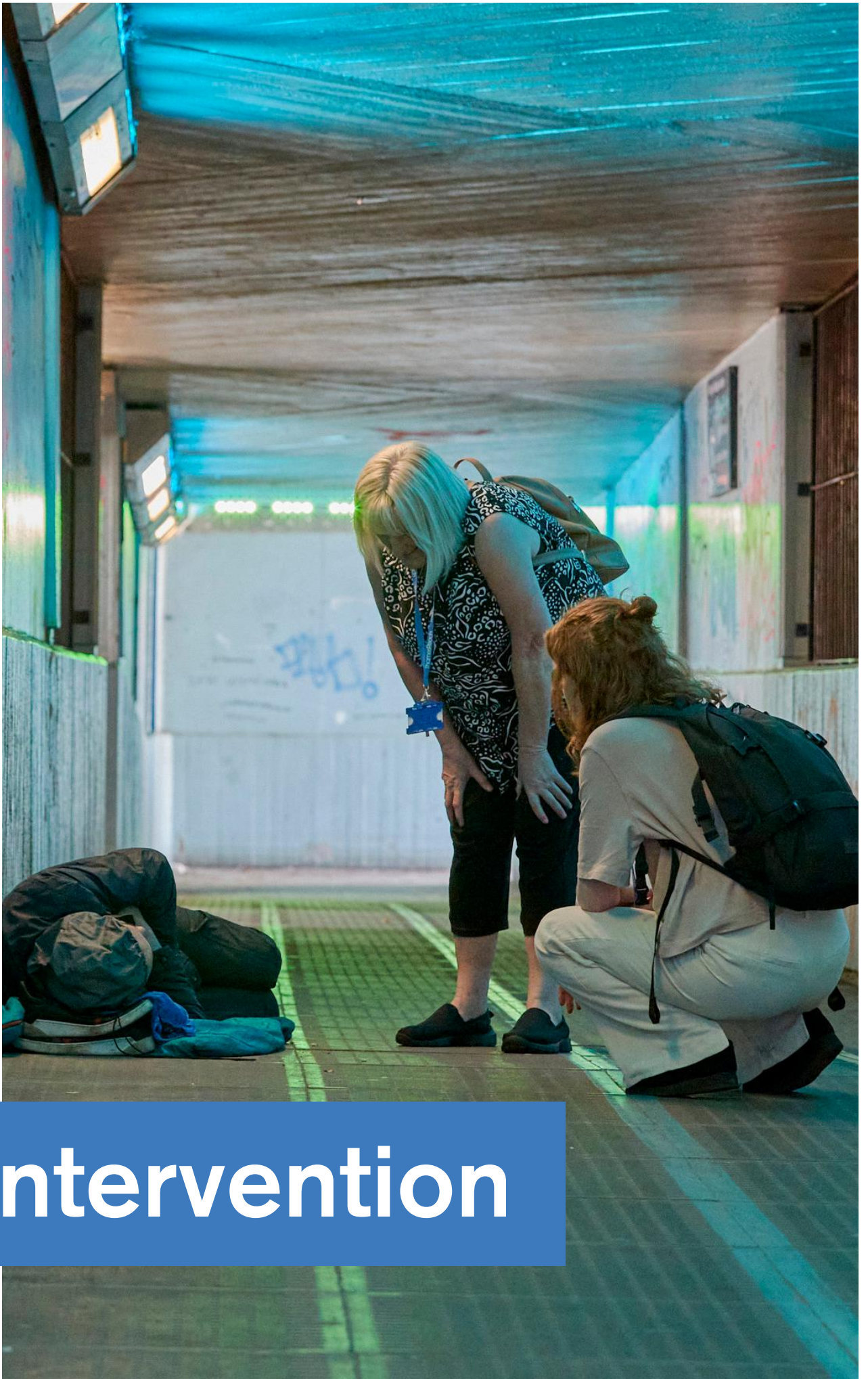
She was also offered counselling to help her with the trauma of becoming homeless and has since been referred to her GP for longer-term support with this.

Her leave to remain was confirmed at the start of 2021, and she is now eligible for some benefits. As she approaches retirement age, Monica finally feels that she can enjoy herself, as well as starting to learn new skills.

**'Support was provided to obtain the right paperwork and help Monica through this stressful process.'**

She continues to get help from Deptford Reach with a support worker visiting her in her home to address her needs, which are mostly around sustaining her accommodation.

Monica is now looking to take an ESOL (English to Speakers of Other Languages) course to help with her language skills and gain more confidence. Feeling comfortable in a home of her own, and with ongoing support for her mental and physical health, she can finally look forward to a more independent life.



# Intervention

# 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 help 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.

We continue to develop our outreach services, having successfully established the case for a rapid response team to handle Streetlink reports. We have also helped make the case for more effective, localised outreach support, and new local services are now launching to replace London Street Rescue.

Our hostels help people address any support needs they might have and take the next steps towards living independently.

We are investing in our hostel sites to make sure residents are in the best possible environments, and also launched our new Acre Lane hostel in the last year.



# Hostels



## How our hostels are introducing innovative ideas to help people move on from homelessness more quickly

**At Thames Reach, our hostel staff focus on helping residents to move on towards living independently as quickly as possible.**

Many of our hostel residents are people who have previously slept rough, or who have spent a long time living in unstable environments.

Street homelessness is an inherently traumatic experience, and many of the people we work with have also experienced other forms of trauma in their lives. As a result, many people struggle with skills such as personal budgeting, or maintaining their physical or mental health.

Helping people address these issues whilst they're in our hostels is vital to helping them move on to independent living, and to prevent people from becoming too entrenched or over-reliant on the hostel system.

We think it's important to think about the end of someone's stay in one of our hostels as soon

as they arrive. Staying in a hostel should be a transitional period, where someone comes in and quickly has their needs assessed. From this, a support plan is developed to make sure any issues are addressed and people are able to move forward with their lives.

**'We think it's important to think about the end of someone's stay in one of our hostels as soon as they arrive.'**

One approach which helps us do this is Red to Green. This is an innovative methodology we've adapted from NHS mental health wards and applied to two of our hostels in the London Borough of Lambeth.

Red to Green involves hostel staff meeting each morning and deciding on whether the previous day was a red day or a green day for each resident. The staff then work with residents to agree on an action plan for the coming day in an effort to ensure that it will be green.

A red day is a day on which no progress was made towards moving on, whereas a green day is one in which a resident took a positive action. This could involve an application for benefits, completing a referral, or applying to take on a volunteering role. Each green day is another step towards living independently.

**'Red to Green fosters a holistic, team-based approach, in which every support worker understands the needs of every resident.'**

Red to Green fosters a holistic, team-based approach, in which every support worker understands the needs of every resident, and can support them on a given day to undertake a positive action towards independence by referring to a centralised list of agreed goals and actions for each client.

This is more flexible and effective than previous methods, where each support worker would be assigned to work with a list of individual residents, as residents can now be helped by any staff

member on any given day, regardless of annual leave or absence. New staff have also been able to jump in immediately supporting clients using this approach.

Red to Green was piloted at our Waterloo Project hostel, starting from November 2020, and has since been scaled up to our larger Martha Jones House hostel. The method has proved particularly effective with newer residents, who haven't spent as much time in the hostel system.

We consider it a success that many people within this group have been able to have their needs addressed quickly and effectively, and that they have been able to move on and live independently without spending years living in hostels.

The next step we will take as an organisation will be to think about a new approach to working with those clients who have been living in hostels for more than two years, using the learning we have from Red to Green and our work in other areas such as our hospital discharge team in Lambeth.

## London Street Rescue

### How our pioneering street outreach model has led to more localised services for people who are sleeping rough

**Our pioneering model of street outreach, London Street Rescue (LSR), finished this year. Michael Murray, area manager for outreach, explained how the service worked, and discusses its legacy.**

#### How London Street Rescue worked

'London Street Rescue was commissioned by the Greater London Authority (GLA) to provide a pan-London outreach response, mainly to outer London boroughs, where there may be less resources available for people sleeping rough. Many of the areas we worked in didn't have services such as emergency accommodation, hostels, and day centres, so staff had to be creative and often work independently, across multiple boroughs.

'Each of the five boroughs we now work in has one dedicated lead worker to ensure we can be more structured and efficient in our approach.

'We provide initial support by assessing someone for a local connection and any support needs they might have, before doing everything needed to successfully end their sleeping rough, including: referring to suitable accommodation, obtaining ID documents to help them move on, supporting with welfare benefits, accessing health services and signposting for immigration support.

'As we are a response service, we close a case once someone has successfully moved off the street, and we ensure they have secured ongoing support elsewhere.'





## How LSR have shaped our vision of ending street homelessness

'Since the Rapid Response Outreach Team was commissioned by the GLA in response to the government's rough sleeping strategy, LSR have focused on working with those living on the street.'

'Lots of the boroughs that we used to work in eventually received funding for their own outreach response, and many of these are now delivered by Thames Reach outreach teams.'

## The future of outreach work after LSR

'LSR has had a reputation as one of the leading outreach teams in London for many years and the service has seen many changes. The support available to tackle rough sleeping in London has never been better and this is why we're in a position where London no longer requires a service like LSR.'

'There is still a lot of work to be done and the environment is ever-changing, which will bring new challenges.'

'The four boroughs we support in South East London decided to make a joint bid for an outreach team and were successful. The GLA are keen for there to be no gap in service provision after LSR formally ends, so it has been agreed that Thames Reach will deliver the new South East Outreach Team, which is due to start on 1 October 2022.'

## Bill Tidnam, Chief Executive at Thames Reach, on the legacy of LSR

'The key legacy of LSR is in delivering outreach services across London to boroughs that didn't have their own outreach teams.'

'By doing this, we've been able to identify areas of demand, which has led to boroughs commissioning their own services, understanding responsibility around rough sleeping, and providing solutions on a local level.'

'Supported by central government funding, this has been a key part of the improvement in the response to people sleeping rough over the last three years.'

# 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 place to live. We make sure that people get the support they need to address the issues that have led to their becoming homeless.

We help them to maximise their independence, improve their physical and mental health, build supportive relationships, and access opportunities to find long term, sustainable work.

Services such as Connect Home Aspire (CHA) and Pan-London Accommodation & Community Engagement (PLACE) make sure that people are

securely housed. We have also extended the options available for people moving away from hostels and supported accommodation and into a place of their own. A big part of helping people move on successfully is to provide the right support at the right time, and these services make sure that we can do that.

We are also providing additional resources to allow people to move into independent accommodation more efficiently. This includes Greenwich Navigators, which co-ordinates between services and agencies, tying together differing strands of support to deliver better results for people.



42 people were helped to move on from supported housing to live more independently



132 people living in supported housing were in full time employment at the end of March 2022



# 373

Number of people residing in supported accommodation

# Lambeth IPS



## Lambeth Individual Placement and Support harnesses the expertise of our partners to help people find employment

This year, we launched Lambeth Individual Placement and Support (IPS), a new project operating as part of our membership of the Lambeth Living Well Network Alliance.

IPS provides tailored employment assistance to people who are receiving mental health support from Alliance services. Through this project, we are focused on providing access to suitable, sustainable jobs for people, with an emphasis on solutions for the individuals we work with. To better help people successfully find work, we are combining our expertise in employment and skills provision with the specialist mental health support of our Alliance partners.

At Thames Reach, we have a long history of delivering skills training and helping people to find and sustain employment. Our Employment and Skills team supported people to actively pursue employment, helping them with referrals, training, and assessments.

The support on offer from the IPS team includes motivational interviewing to build confidence; digital skills; essential skills checks; access to childcare, work clothes, a laptop or mobile; CV writing; interview skills; meeting employers; and

access to volunteering opportunities. This support is personalised to the individual, and once suitable employment has been found, the team continues to provide tailored, ongoing support to help people sustain their new jobs.

**'We are combining our expertise in employment and skills provision with the specialist mental health support of our Alliance partners.'**

The service also works to address other issues that can impact someone's ability to find and sustain work, facilitating access to healthcare, addiction support, help around financial resilience, evidencing right to work, and providing access to appropriate housing.

The team works closely with people receiving mental health support, who are also able to access support from psychologists and clinicians through our collaboration with the Lambeth Living Well Network Alliance. This work is person-centred and trauma-informed, in order to provide the best service possible. A key goal of the Alliance is to make sure people recover and stay well, and finding employment opportunities for people plays an important role in achieving that.



## Marion and James

### How a support worker from our Greenwich Navigators team was able to find a new home for Marion and James

**'It feels like Christmas has come early,' says Marion. 'Or a late birthday present. I've got a permanent smile on my face. I'm ecstatic.'**

Marion and her husband James have been in their new house for two weeks, and have nothing but praise for support worker Folu, who helped find the place for them. Folu works for our Greenwich Navigators team, which helps people to find and maintain accommodation, improve their physical and mental wellbeing, and find employment.

'I really appreciate everything Folu has done for us,' Marion says. 'We wouldn't have what we have now without her.'

Marion and James slept rough in a South London park for over two years — with Marion working part-time throughout. They were eventually found and helped off the streets by an outreach team, but following this they spent over two years staying in temporary accommodation.

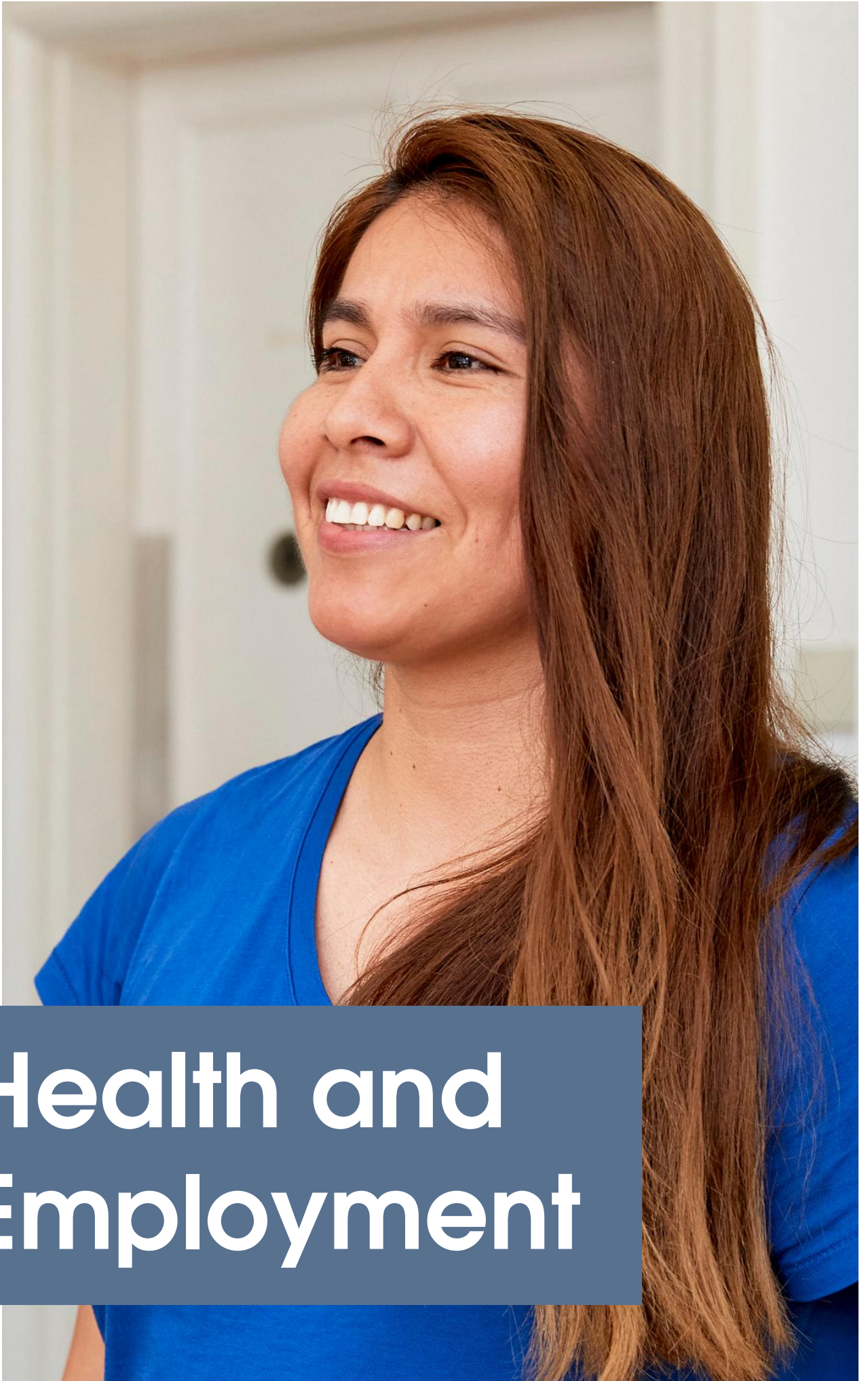
Throughout this period, they had difficulty finding a place to live, with many landlords unwilling to

house them. Eventually, though, they came into contact with Folu, who built a strong and trusting relationship with the couple based on open communication. She advocated for the couple, secured necessary documents to help them in the search for a place to live, and worked hard to eventually find them a new home.

Greenwich Navigators co-ordinate support for people involved with numerous services and agencies. In this instance, Folu liaised with various organisations as she explored every possible avenue in order to find them a house.

'You'll struggle to find anyone else like Folu,' Marion says. 'She was always on the end of the phone whenever we needed her. She was always working to find us a place.'

When Marion and James were given the keys, Folu went with them to get furniture, and continues to help them get settled. The couple have also received a new cooker and other essentials as they turn their first house in several years into a permanent new home.



# Health and Employment

# Our Health and Employment services work, often with partner organisations, to improve people's wellbeing and provide job opportunities

Making sure that people are able to maintain good mental and physical health is vital to ending street homelessness. As is making sure that people are in suitable, sustainable employment.

Physical and mental health issues affect a large number of people who end up on the streets, and whilst they are sleeping rough they are unable to access the healthcare services they need. We want to make sure that this doesn't happen and that people can access necessary healthcare.

Health also intersects significantly with other issues, such as access to housing, and is often

compounded by them. Our Community Living and Support Service (CLaSS) works to prevent vulnerable people from reaching crises that result in hospital admissions, and also helps those facing delays in leaving hospital due to non-medical issues, such as housing.

Employment is also a vital protective factor for the people we work with. We are delivering services that focus on teaching basic skills, such as English and IT, to make sure people have the knowledge and grounding required to better access sustainable jobs. We are also building strong links with employers in order to facilitate as many job opportunities as we can.





**Gary**

## How support from our literacy programme helped Gary learn to read and build his self-confidence

**Gary was living in supported housing when he was first introduced to Thames Reach.**

He had recently been staying in a rehabilitation centre as part of a programme of treatment for his alcohol use.

He first went to Turning Point in Croydon in 2019, having been a heavy alcohol user for 35 years. His drinking became even worse in 2010 when a long term relationship ended.

Gary has had lifelong literacy difficulties, in part due to a lack of understanding about dyslexia when he was a child. He believes the treatment he received as a child in relation to this has played a big part in his alcohol use.

'I was called stupid and lazy, by my dad and by teachers,' he says. 'It traumatised me, really.'

'As an adult as well, it's been a massive struggle to do anything, even things that are straightforward for other people like filling in application forms. When you're travelling somewhere you don't know, it's hard to know where to go. I couldn't even read a book to my children. It felt like being in the dark,' he says.

Gary worked the same job as an ophthalmic technician at a glasses makers and wholesalers from 1986 until 2017.

'Because I couldn't read or write, there was no career progression for me,' he adds. 'People I trained up eventually became my managers.'

By 2015, his drinking led to a serious decline in his health. Gary developed cyclic vomiting syndrome and also became estranged from much of his family.

**'I had to stop. I considered where I was and I took the decision to go into rehab. I didn't want to live like that anymore.'**

'I had to stop. I considered where I was and I took the decision to go into rehab. I didn't want to live like that anymore.'

When Gary came into contact with Thames Reach following his detox and rehab programmes, he began work with our literacy volunteer, Julia, who runs our one-to-one literacy programme. Julia worked extensively with Gary, teaching him to read and write for the first time, and helping to build his confidence.



'Julia gave me a book earlier this year, a Richard Branson book. I just finished it, this summer. It's the first and only book I've ever read. I've felt able to do so much more since I met Julia. She's helped me with the one thing in my life that no amount of money can ever help with.'

As Gary grew in confidence, he also enrolled on our iReach programme, which teaches basic computer skills.

'It's one of the greatest feelings I've ever had, when I first started using computers,' he says.

He successfully completed iReach, and now, feeling full of confidence, is trying his hand at other courses and opportunities to learn new

skills, including film and animation courses. He recently enrolled on several courses at adult education college City Lit. There he is taking further classes to develop his reading and writing skills, and is also starting programmes to study art and photography.

'I'm willing to try so much more now,' he says. 'I feel less scared, and I want everyone to understand dyslexia as well, and the challenges involved for people like me.'

'I'm going to be a literacy ambassador for Thames Reach at events in the future, which I'm really excited about. I'm trying so much. If I hadn't been introduced to Thames Reach I simply wouldn't be where I am now.'

## Employment opportunities

### Mia from pub chain Livelyhood talks about attending one of our recent job fairs from an employer's perspective

**At Thames Reach, helping people to find long term, sustainable employment is a big part of what we do.**

To achieve this, we collaborate with partner organisations to offer training and employment opportunities, including job fairs, where people using our Employment and Skills services can meet with prospective employers.

Livelyhood, who run numerous pubs across South London, attended a job fair earlier this year, which was organised in collaboration with fellow homelessness charity Only A Pavement Away.

Mia, who works for Livelyhood, shares her thoughts on the job fair she attended from an employer's perspective:

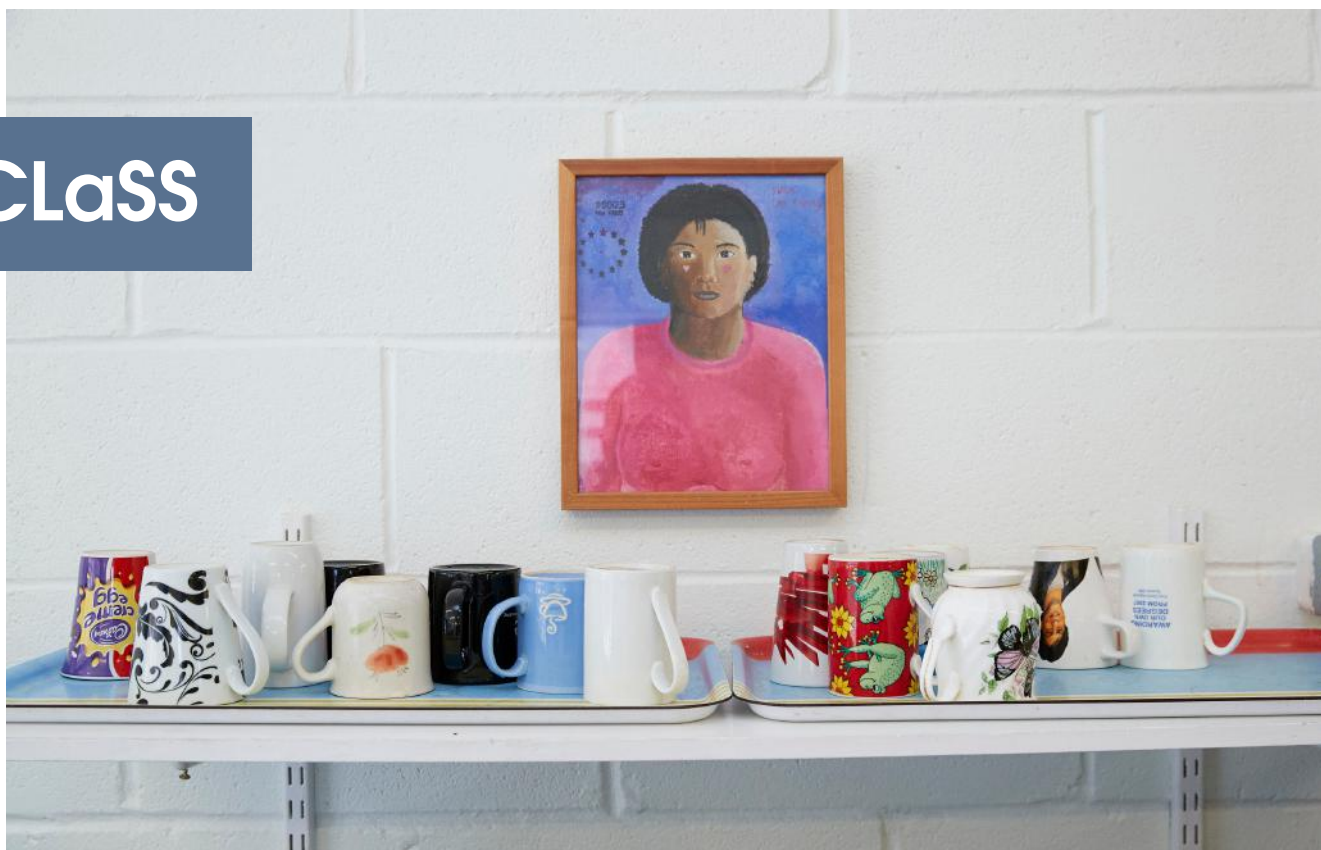
'We were excited to join up and do a recruitment event. We had never worked with Thames Reach before, so it was also a brilliant opportunity for us to explore working together, via our mutual partnership with Only A Pavement Away, who helped organise the event.

'We can provide long term, stable, supportive employment at Livelyhood, and we were very happy to see how engaging and genuinely interested people were in our company, and in the opportunities we had advertised.

'The client group was younger than I had anticipated, and I saw in the people we met plenty of the enthusiasm, readiness and engagement. These are qualities that we look for in employees.

'We would very much like to attend future Thames Reach recruitment events. We are passionate about being an integral part of the communities we operate in, and we found the candidates at the job fair to be very good, and suitable both for our pubs and for who we are as a company.'

Stella Ezeh, lead manager of our Employment and Skills services, says: 'Job hunting can be hard for the people we work with, so job fairs help provide great opportunities. We like to focus on particular sectors when organising, be it hospitality or construction, which helps direct individuals towards the most suitable employment routes for them.'



## How CLaSS is removing barriers to help discharge medically fit people from hospital sooner

**Some people with mental health support needs who get admitted to hospital end up remaining on wards long after they are medically fit for discharge. Usually, this is because they are unable to return to the community, with housing issues being the most common reason.**

In addition to the negative impact on individuals, such situations have on the people with nowhere to go, this can also prove costly for hospitals with limited resources.

To address this, our Community Living and Support Service (CLaSS), was established, as part of our ongoing participation with the Lambeth Living Well Network Alliance (The Alliance). The service aims to help people who are facing delays in leaving hospital due to non-medical issues, and to work with community services to prevent people from reaching those points of crisis that lead to hospital admissions in the first place.

The team is led by a manager from Thames Reach, and is comprised of staff from mental health, social care and voluntary sector services,

as part of the holistic, collaborative approach that is central to how The Alliance operates.

CLaSS works in Lambeth hospitals alongside existing discharge teams, helping people to overcome barriers, and co-ordinating outcomes, such as securing temporary accommodation to move people on from ward beds, or working with landlords to make sure people can return to existing accommodation that is fit to live in.

**'The service aims to help people who are facing delays in leaving hospital due to non-medical issues.'**

CLaSS also helps people to access benefits, address substance use issues, and to apply for leave to remain.

Gloria Braimah, the Thames Reach manager leading CLaSS, says: 'A big reason this has been a success is because it embodies the true essence of a multidisciplinary team. Our collaborative approach opens up a broad range of knowledge and experience, allowing us to provide the best support for patients with varying needs.'



## Partnerships

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

**Like most sectors across the UK, charities have been hit by uncertainty in recent years. Naturally, this has impacted our fundraising practices at Thames Reach.**

Together with our supporters, we've had to react and adapt to guidelines, lockdowns, cancellations and changing circumstances. As a result, fundraising and volunteering activities, as well as corporate and individual giving, have all been impacted. However, one thing has remained constant: our supporters' commitment to ending street homelessness.

For instance, last year, we worked with the Worshipful Company of Information Technologists to produce an online fundraiser for their members. The event featured speakers including Thames Reach staff, beneficiaries, and James Bowen, author of *A Street Cat Named Bob*. The event raised almost £3,000 in aid of our digital literacy service iReach.

Through the summer of 2021, when mass participation events were still largely out of the question, our long-term partner Dexters Estate Agents set up a remote challenge. Staff had to walk, run, jog, cycle, or row a minimum of 10km, wherever they

happened to be, in order to raise money for the people we work with.

In the lead up to the festive season, we participated in the Big Give Christmas Challenge, a weeklong match funding campaign. This was done in aid of our Essentials Fund, which helps people to live more independently by providing small grants. These can cover anything from furniture to heating bills to train tickets, and enable our clients to move away from homelessness for good. With the help of our supporters, we raised our target of £22,500 in just one week.

At the start of this year, we began work on strategic projects with our partner Nexus, and even had the team come in to help with some gardening. Our friends at Enterprise also organised a Meet the Employer event for people looking to re-enter the workplace. They conducted interviews, gave guidance and feedback, and one attendee was even able to secure paid employment.

We are so grateful for the continued innovation and generosity of our supporters. Should you wish to find out more about how you or your company can partner with us, contact: [fundraising@thamesreach.org.uk](mailto:fundraising@thamesreach.org.uk)

## A special thank you to the following supporters:

Barclays

Blackheath Quakers

Dexters

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Enterprise

Keningtons

Nexus

Price Waterhouse Coopers

St Vedast Alias Foster

Thomson Reuters

Worshipful Company of  
Information Technologists

# Governance and finances

## Board of Trustees

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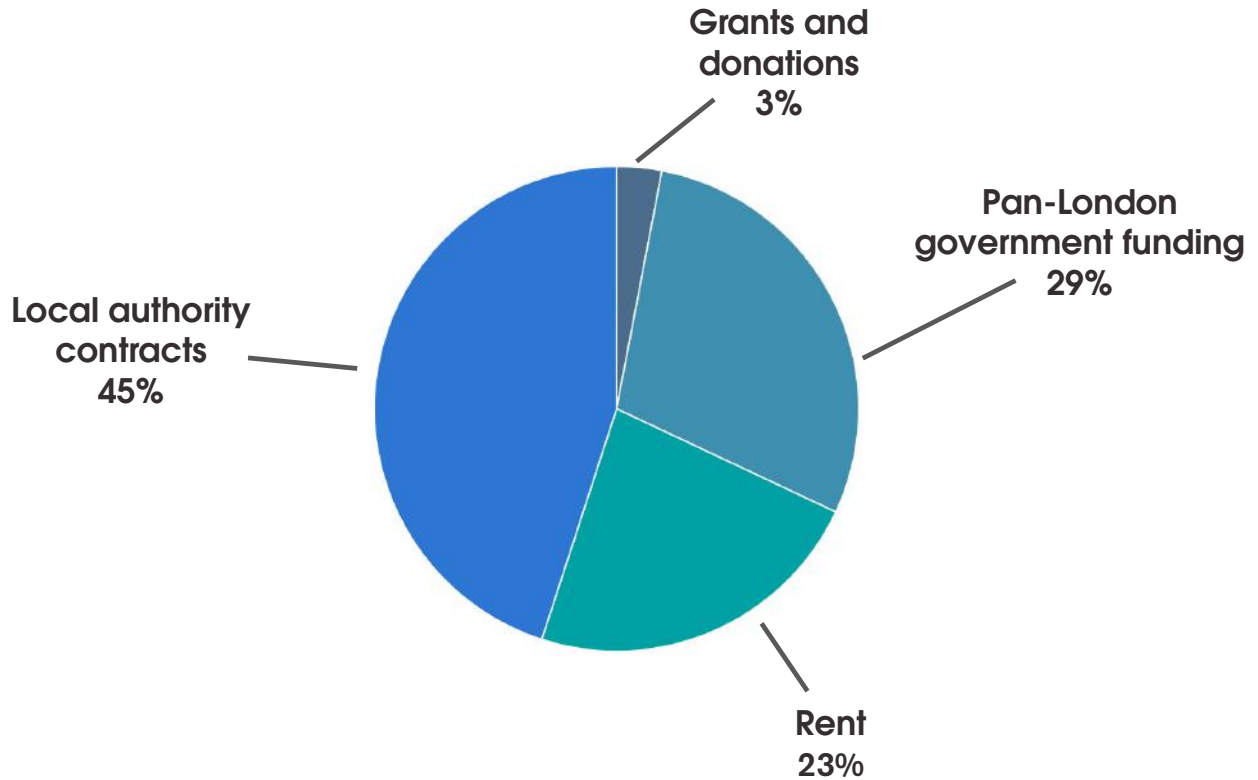
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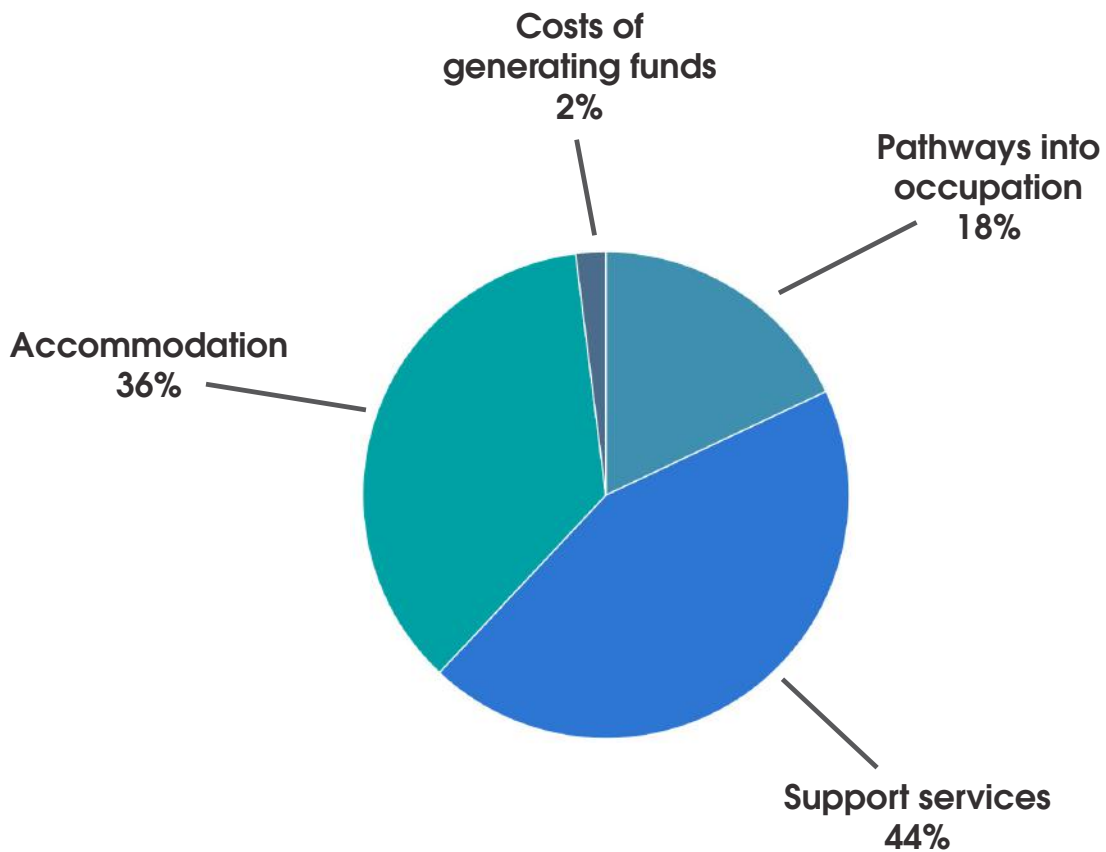
**Income 2021-22:**

**£22,094,652**



**Expenditure 2021-22:**

**£22,240,745**







**Thames  
Reach**