

# Annual Review

Ending rough  
sleeping in London



2022-23



## **Imagine losing your home because you're ill or struggling.**

Thames Reach supports people in London facing homelessness. Whatever their background or situation, we're here to help when they feel there's nowhere to turn.

## **Because rough sleeping can be avoided.**

We help people keep their home when they're facing a crisis. We work with them, with their landlords, with employers and support organisations, to stop them losing their home.

## **Because rough sleeping should only ever be temporary.**

We help people already sleeping on the streets into safe emergency accommodation. We run our own hostels and recovery centres to support people with complex needs until they're ready to move on.

## **Because rough sleeping doesn't define people.**

With the right support, people can recover from homelessness — and lead fulfilling, independent lives. To achieve that, we need to go beyond housing: from mental health to employment support, we make sure each person gets all the help they need to put their experience with homelessness in the past.

## **We are Thames Reach — and we're here to end rough sleeping in London.**



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# A message from our Chair of Trustees

Looking back, we've experienced yet another year of change, challenge and opportunity. Confronted with the lingering effects of Covid-19 along with the inflationary crisis affecting us all, we have had to adapt and adjust accordingly.

The rapidly rising cost of living has impacted upon our work in a number of ways, including inflationary pressures on housing costs, and related pressures on our funding partners from government and local authorities.

Through it all, we continue to work hard to end rough sleeping in London.

We know how to reach and support people in London who are facing or experiencing homelessness. Whatever their background or situation, we are here to help when they feel there is nowhere to turn. We help people keep their home when facing a crisis. We work with them, with landlords, with employers, and support organisations, to prevent homelessness from happening.

We help people sleeping on the streets into safe emergency accommodation. We run hostels and recovery centres to support people with complex needs until they are ready to move on.

With the right support, people can recover from homelessness and lead fulfilling, independent lives.

To achieve that, we need to go beyond housing: from mental health to employment support, we make sure everyone gets the help they need to put their experience of homelessness in the past.

In response to inflationary pressures, we have carefully examined our own costs and had constructive dialogues with both our commissioners and other vendors and



suppliers. We continue to carefully monitor and mitigate risks as best we can.

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 amongst our employees.

As called for in the Charity Governance Code, we review our Board's effectiveness annually. This past year we were assisted by the independent consultants Campbell Tickell, who conducted a governance effectiveness review. Their encouraging conclusion was that Thames Reach is a well run organisation with sound governance principles in place.

A heartfelt thanks to our dedicated Board of Trustees and our outstanding Senior Management Team.

My confidence remains high that we have both the team, and the organisation, in place to continue successfully delivering on our ambitious and vitally important mission.

**Stephen Howard**

**Chair of the Board of Trustees**

# A message from our Chief Executive

The last year has been a difficult one for the economy, and this has had consequences for Thames Reach, and, most importantly, for the people we help.

We have seen cost pressures as we are squeezed between a government that is increasingly strapped for cash, and the rising cost of living, which is particularly affecting our employees.

These pressures are also seriously impacting the people we work with. As a result, we are seeing an increase in the number of people on the streets.

However, as I look at this report, I am cheered by the stories in it, and by the real difference we are making to people's lives.

We do this by helping to prevent rough sleeping; by helping people to escape the streets; and by helping people to find and maintain secure housing, so that they can live a fulfilling and healthy life.

This year has seen us expand our existing services and develop entirely new ones. This includes our Rapid Response Team, which responds quickly to reports of people sleeping rough through the StreetLink referral app, and to reports of people sleeping on public transport.

Alongside these services, we have developed new assessment centres that provide an immediate route off the streets. They then help people to access the right support for them, be it health, housing or work.

We have also expanded our Greenhouse service to prevent homelessness, delivered in partnership with Hackney council. There are also other new services to help people access housing in an increasingly difficult London housing market.



In this review, you can read more about the many services we deliver to prevent, respond to, and help people recover from rough sleeping.

At Thames Reach, we're proud that we make it possible for people to move from receiving services to delivering services themselves, either as a volunteer or as an employee. This year, over 20% of our employees have experienced homelessness at some point in the past.

We also know that past experience of rough sleeping and using our services does not define who you are, and people have a right to put that experience behind them. Any of the employees or volunteers who contributed to this review may have had an experience of homelessness.

None of this would have been possible without the hard work and commitment of our employees and volunteers. Nor would it be possible without the commitment of our supporters, who give their spare time and energy to raise money. It's this that helps us carry on the great work that we do.

**Bill Tidnam**

**Chief Executive**

# The year in numbers



12,000

The number of people we worked with over the course of 2022-23



5,361

The number of people helped by our homelessness prevention services



5,950

The number of people met with on the streets by our outreach teams



198

The number of people resident in our hostels



269

The number of people living in our supported housing



127

The number of people helped to find employment



## Preventing homelessness in the community

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.

In April 2022, we re-launched Sustaining Tenancies Accommodation & Resettlement (STAR). This is a project run in partnership with Shelter, Praxis, and Stonewall Housing. It operates across the capital to help people sleeping rough or in danger of becoming homeless. Our role is to deliver face-to-face support to people with complex needs, and to those at risk of losing their tenancy due to poor mental health, or drug and alcohol issues.

In the past year, we also began delivering our Lewisham Intensive Housing Advice and Support Service, preventing homelessness by advocating for people so that they can keep their homes.

We successfully expanded our Hackney Greenhouse service: a day centre where we deliver advice and support on housing, welfare and employment to people living in the borough. We are also now running a service called Peer Landlord Hackney, a model of affordable, shared housing, where each property is assigned a live-in landlord with similar experience to the tenants.

We also launched our Staying Well service in Lambeth, a new model supporting people with mental health issues to stay well in the community under the care of their GP.

Finally, our Lambeth IPS (Individual Placement and Support) service began in July 2022, and has been helping people across the borough to find work.





## Reaching out to meet community needs

For many years, our Deptford Reach service operated from a single location. Here, people could visit in order to get support around housing, health, benefits and substance use issues.

However, not everyone who needed support felt able to use the centre, and this ran the risk of excluding people who needed help. Now, we're taking a more proactive approach to ensure the service is more easily accessible. Instead of waiting for those in need to seek us out, our dedicated team is venturing into various community settings across the London Borough of Lewisham. The focus is on collaboration and bringing help directly to those who need it the most.

Jordan McTigue, lead manager of the service, said: "It was all about finding a different way of working. Going into different places and removing barriers. Lots of people struggled to make it down to Deptford, so we decided to go to where the need was instead."

Over the past 18 months, three dedicated support workers have been showing up at 13 different locations across the borough. The team initially started by visiting food banks for two hours a day, before expanding out and attending community centres, drug and alcohol support groups, GP clinics, and faith-based community gatherings. It's here that support workers deliver essential support to people who need it, offering advice and connecting people with more specialised help when necessary.

"Initially, we went out to meet with groups delivering help to those who need it in the community: churches, food banks, etc., and these are the groups who have become our partners now in meeting that need," Jordan said.

"I would go to community forums to meet with people, build relationships, find out where we could help, pilot the approach, and then review it," he added. "We've replicated that over and over across the borough, it's been really effective, and now we're expanding into Southwark as well."

This new approach is going from strength to strength, reaching over 1,700 people across the borough last year, and winning a London Homelessness Award for homelessness prevention work.



# Daniela's story

## Facing barriers to better work

Daniela first came into contact with support worker Lorraine at a Latin American Job Fair, held at Thames Reach's Employment Academy offices in Camberwell. Over a coffee, the two discussed the work issues Daniela had faced since arriving from Colombia, an experience shared by many other people who have moved to the UK. Her qualifications and professional experience working in finance back in Colombia are largely unrecognised by employers in this country.

After working hard to learn English, and completing the long relocation process to join her husband in London, Daniela was feeling lost and demoralised. She had sent out countless job applications without success. She did eventually find retail work, but, due to her experience and skills, she had many additional responsibilities heaped upon her without any extra pay or support.

## Lorraine's support

Lorraine helped Daniela to revamp her CV, write job applications, and practise interviews. Eventually, Daniela secured a role in document control, where she is able to make extensive use of her skills and experience.

"I love my new place, and my manager loves me!" said Daniela. "I feel supported. My goal now is to progress within the company."

“We work on a very individual basis,” said Lorraine. “We start with an informal face-to-face sit down. *What have you done? What can you do? What would you like to do? And what would you like to if there were no barriers?*”

“Lots of people who come to us feel limited. Either because of their qualifications, their spoken or written English, or due to work experience. So it’s all about working with people individually, finding out what they want to do, discussing transferable skills, and building people’s confidence and self-esteem.”

**“... it’s all about working with people individually, finding out what they want to do ...”**

Lorraine, Thames Reach support worker

## **Spreading confidence through the community**

Daniela’s journey has been about more than personal success. The Latin American community in London face significant employment barriers due to issues like language proficiency and qualifications going unrecognised. Now, she wants to help others in her community to follow the same path as her.

“I know many people who have been here 15-20 years, doing the same jobs, housekeeping, cleaning, that’s it. I want people to be more confident and realise they can learn and do new things. They often just lack a connection or an opportunity,” Daniela said.

“Everything she’s learned, she’s now sharing with other people in her community,” Lorraine added. “Things like learning English and maths, and encouraging people to think about their dreams, what it is they want to do, and taking the steps to reaching those goals.”

## **The importance of opportunity**

Appropriate, sustainable employment is vital to preventing homelessness. It also helps prevent people from slipping into precarious housing situations. This means good pay and conditions, job satisfaction, and a chance to progress and live a more fulfilling, independent life. At Thames Reach, we work hard to make sure that people can secure and maintain well paying employment that opens a path to a better future.

Unfortunately, many people face barriers to getting into work and around career progression. Remaining stuck in low paid work holds people back. This is why we deliver services like Lorraine’s Step Up project, which help people to find better work with better pay, so that people have greater financial security and job satisfaction.

**164**

**People in work helped to find more fulfilling, better paid employment**





## Emergency interventions to help people escape the streets

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. As a result, we provide emergency interventions to get people off the streets as quickly as possible. We also run hostels and assessment centres, where we aim to help people address their needs quickly, so that they can leave the streets behind them for good.

Last year, we continued to refine our accommodation model to ensure we focus on independence, moving people in and out of our hostels as quickly as possible. We were also successful in winning new projects in Lambeth and the City of London, which will start this year.


We now have more beds in our Lambeth shelter and at our Greenwich assessment centre, as we know that such centres are a key element of any effective response to rough sleeping.

Over the course of the past year, our various accommodation services, including hostels and supported housing, moved 115 people on in a planned way.

Furthermore, we have been working closely with commissioners in order to adapt services so that they meet newly accepted requirements on what people need. Our outreach teams in Hillingdon, City of London and Hackney have all expanded to include new elements of support, such as greater assistance for people in temporary accommodation.

Our Rapid Response Team is our largest street outreach service, working across much of London. Our contract to run this service was renewed this year, and we have expanded into two new boroughs, meaning we can meet and help more people sleeping on the streets.





## A day in the life of an outreach worker

At Thames Reach, our outreach teams work 365 nights a year. Through their hard work and perseverance, we are able to help people escape rough sleeping for good. Linda has been an outreach worker since 2020 and, here, offers an insight into her working life.

### **Linda's words**

"On a typical day, I meet with clients — these are people we find on the streets, either via referral or who we find ourselves. When you find someone, you introduce yourself, ask how they are, where they've come from, how long they've been out, and any support needs they might have.

"The people we work tend to face a similar set of issues. This could be drug and alcohol use, often heroin, crack, spice; mental health issues, both high level and low level; little or no support network; issues with sustaining relationships; and just managing daily life, which leads to missed appointments a lot of the time.

"Once we've initiated contact with someone, then we begin casework. I get people appointments at drug and alcohol clinics, with GPs, with mental health support. I deliver food vouchers, and work to get them off the streets and into assessment centres and then to set up benefits. A lot of this also depends on whether they have recourse to public funds, and so we work with immigration organisations to get people help that way.

"You have to keep working with people, encouraging them. We just keep going to them until we can get them off the streets. It's great when that happens, and at that point we pass them over to another team to continue the support.

"The work can be quite demanding, but I really enjoy it. I think it's the job for me. You have to be a people person to do it. I can build a great rapport with the people we work with. I can get things moving, they will tell me things they might not tell someone else, and I think that puts me in good stead. I think each and every person I work with deserves what we're all entitled to."





## How our hostels help people to move on

Last year, our hostels continued to deliver vital services to people with a history of sleeping rough. Our 24 hour accommodation projects approach all of their work from a holistic standpoint, offering residents support with physical and mental health, criminal justice issues, budgeting, employment, education and substance misuse. The overarching goal is to move people out of our services as quickly as possible and increase their independence.

Our services work creatively to engage people, offering support in the way they want to receive it, rather than based on a prescriptive model. We continued to develop a new approach in the past year, streamlining support by sharing casework across teams, and by using our Red to Green model. This model focuses our work on immediate, practical actions to help each resident get closer to moving out and living a more fulfilling, independent life.

Last year, we set our hostel teams a target to reduce overall evictions by 50% compared to the previous year. The teams achieved this target, having to evict only 8 people over the course of 12 months. This is from a total of 198 people who were accommodated in our hostels over the past year.

We also introduced a review process for evictions, which ensures that we are learning from each instance. These reviews look at evictions from hostels as a failure of support. They then try to work out how evictions can be avoided in the future. This could mean taking a different approach, or changing the hostel environment in order to reduce the risk of any behaviours which might result in eviction.



## Helping people to recover from homelessness

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.

Last year, we won new contracts for two of our tenancy sustainment teams, which help people who have previously experienced homelessness, and who are now ready to live in homes of their own, to maintain their tenancies. Employees provide tailored support until the individual is able to live more independently, helping them to build confidence, acquire life skills, and access training and employment.

These services, one focused on South London boroughs and one on the private rented sector, are working more closely to meet needs around health and helping people find work — both key for helping people maintain their new homes.

Change Home Aspire (CHA) and Pan-London Accommodation & Community Engagement (PLACE) — two services set up to provide secure and affordable housing for people made homeless during the Covid-19 pandemic — reached their targets last year. This means that we have helped provide 500 homes to people recovering from homelessness. Once direct support ends, people are still able to keep in touch and contact the team for additional help, and will also receive a progress check up every three months.





# Marco's story

## Ending up on the street

In April this year, Marco moved into his new flat, marking the end of a challenging period in his life. When the Covid-19 pandemic hit in 2020, the company Marco worked for went into liquidation. He not only lost his job but his home and most of his possessions. After a period of sofa surfing, he ended up sleeping rough on the streets around Waterloo.

Eventually, Marco was picked up by outreach workers. At this point, he met support worker Seb, who works for our PLACE team (Pan-London Accommodation & Community Engagement). Seb has supported Marco right through his journey, from coming off the street, helping him to access support services, right through to having a home of his own again.



## Seb's support

"Seb constantly updated me on the housing situation. Giving me one-to-one support, checking that I was alright," Marco said.

Seb's assistance extended beyond securing housing. He helped Marco obtain grants to deal with the cost of living crisis, and helped him access mental health support, including therapy. Seb made sure that Marco was able to access the benefits and financial assistance he was entitled to. Then he helped find him a new flat that was suitable for his needs.

**"... he has a three year contract on the house, so he has security there."**

Seb, Thames Reach support worker

## Rediscovering independence

Now, feeling comfortable and confident after settling into his new place, Marco is looking at training and employment opportunities. He has also been able to spend more time enjoying his hobbies, especially making music, and martial arts, where he is a green belt in taekwondo and an orange belt in karate. He's also enjoying cooking, especially lasagna, a dish he once struggled with but is now mastering.

"Marco is now quite independent," said Seb, "and he has a three year contract on the house, so he has security there. We have a phone call every once in a while to make sure he's ok and to check if he needs anything."

"I'd like to say a really big thanks for helping me get here," said Marco. "It's been lovely having so much support with my health and getting me somewhere to live."

## Providing secure homes

The journey away from homelessness is about more than finding a place to live. We make sure that people get the support they need so that they are able to maintain a new home. We help people to maximise their independence, improve their physical and mental health, build supportive relationships, and access long term, sustainable work.

Services such as Pan-London Accommodation & Community Engagement (PLACE) make sure people are securely housed. We provide access to good quality private rented accommodation, then help people to settle in and plan for the future.



115

**People helped to move into their own homes from supported housing or hostels**



# Digital inclusion

## Essential skills and digital barriers

Our research shows that, amongst the people we work with at Thames Reach, there is often a lack of essential skills, such as English language, literacy, maths and IT. This issue often contributes to people becoming homeless and can affect lives in a number of profound ways. It limits access to jobs and prevents career progression; impacts financial security; and limits access to health services and other areas of support. In many ways, it prevents people from participating in society.

Weak digital skills and lack of access to devices, in particular, is a massive hurdle for people facing homelessness or unemployment. In addition to the social isolation this creates, most vital services must now be accessed digitally. This ranges from making benefits claims and bidding for social housing, to searching and applying for work. The scale of this problem is enormous — in the London Borough of Southwark alone, 40,000 tenants lack the digital skills to go online.

## Addressing the issue

At Thames Reach, we help people to develop essential skills, so that they can fully participate in society and live a more fulfilling, independent life. This includes services focusing on English language, literacy and numeracy, as well as an extensive programme focused on fostering greater digital inclusion.

Over the past year, we have been making sure that those we work with have access to digital devices, and know how to independently access the online services they need.

Through a dedicated digital inclusion scheme, 229 hostel residents were loaned a tablet for six months, along with free internet, calls and texts. Many of the people involved in this programme have had long term experiences of homelessness, and would have had limited access to digital devices without the scheme. In addition, 147 people were given devices permanently, including laptops and iPhones. We also gave people 400 six month data packages.

## Learning new skills and rediscovering old ones

Our digital inclusion project has had a hugely positive impact on the lives of hostel residents, providing people with a chance to learn new skills, reignite old interests, and better stay in touch with friends and family.

Damo, a resident at our Robertson Street hostel, said: "I wanted to learn more about computers. I had no experience of using them before, I'm a bit of a dinosaur.

"I mainly use it for music and seeing the family, you know; talking to them on Whatsapp. And I can use it for stuff that's educational. I can put on a documentary that I want to see," he added.

Toby, another resident at Robertson Street, said: "I used to work for Bloomberg, many years ago, I worked on their intranet. I spent years working with computers, but I haven't had the chance to for a long time. I haven't watched TV for years, I haven't had a smartphone or anything like that. Now, everything's starting to come back to me.

"Rob, who comes down to give us the laptops and phones, he's really helped me, everyone loves him here. And now I've got my own laptop. I use it for YouTube, to listen to music, and I want to get back into email so I can share pictures with people."

**" I haven't watched TV for years, I haven't had a smartphone or anything like that. Now, everything's starting to come back to me."**

Toby, hostel resident



229

**Hostel residents provided with a tablet through the digital inclusion scheme**





# Becci's story

## The importance of volunteering

Our volunteers are a critical part of the work that we do at Thames Reach. They work with outreach teams, helping people sleeping rough to escape the streets. They work with people who have moved into their own accommodation to develop links with their local communities. And they work with our Employment and Skills team to help people find sustainable employment.

## Wanting to make a difference

Becci's story begins with a desire to start working again and make a meaningful difference in her community. After getting in touch with her local council, she was referred to the Thames Reach TRaVEL course — Thames Reach Volunteering and Employment for Life — a programme aimed at building the confidence of people looking to re-enter work or volunteering.

After completing the course, Becci began volunteering with the Employment and Skills team, helping out Lisa, who has run TRaVEL for many years. Here, Becci began helping people learn their skills so that they in turn could better access employment and volunteering opportunities.

"I realised very quickly that Becci was going to make an excellent volunteer," said Lisa. "This was based on her calm and steady temperament, her enthusiasm to learn, and her helpfulness towards me and other learners."

"I like that the role tests my limits and allows me to help other people; I really enjoy helping people and learning new things," said Becci.



## Personal growth

One of the most striking aspects of Becci's story is personal growth. Volunteering provided her with the space to rediscover her own talents and capabilities. As she assisted with the TRaVEL course and aided individuals with job applications and developing their writing skills, Becci felt a newfound confidence developing within her. Now, she has her sights set on what she wants to do next.

"In the long run, I want to work with young people," she said. "I went through the care system myself and was a young mum, and the stigma around that is awful. I want to help people who went through similar experiences, as I believe the system can be really cruel, and having someone around who can understand what you're going through is really important. I want to use my passion and my skills and experience to make a difference.

## Award winner

Recently, Becci's progress and hard work was recognised when she received the "Award for Outstanding Learner of the Year" from Lambeth Adult Learning, after being nominated by Lisa. This recognition was not just a personal achievement but a testament to the impact of her volunteering.

"I was so surprised to hear that I had won!" She said. "It's the first time in my life that an achievement has been recognised outside my immediate circle, so that was really nice. The students from the TRaVEL course came to celebrate with me at the ceremony, which meant a lot."

## A chance to grow

"Volunteering at Thames Reach is a rewarding experience. It allows you to make a real difference to the lives of people who are homeless, or at risk of homelessness," said Aparna Sapre, volunteering manager at Thames Reach.

"Our volunteers make a real difference to the lives of those we support. It can also help people unlock the limitless potential within themselves as they develop new skills, increase in confidence, gain insights into the challenges of homelessness, and grow as a person," she added.

**"I like that the role tests my limits and allows me to help other people."**

Becci, volunteer



**244**

**Volunteers who gave their time last year to help us in our mission**



# Working in partnership

## Spotlight on our partnership with Enterprise

Corporate partnerships enable us to support more people through additional funding, skills and resources. To help us end rough sleeping in London, we build strategic, multi-faceted and dynamic partnerships with like-minded companies. Since 2021, we've been working with Enterprise, a global mobility partner, providing car hire, long term leasing and short term rental for vehicles.

The relationship began when we started making use of an Enterprise Rent-A-Car corporate account. Once they learned more about our work, they not only chose to donate through their charitable foundation, but wanted to build an effective partnership. Enterprise began working closely with our Employment and Skills service, which provides work and training opportunities to people ready to enter work and live more independently.

Staff from Enterprise facilitated a 'meet the employer' event for people using our services. They conducted mock interviews, and delivered talks on career progression.

## Re-thinking the offer

Kate Dennison, Enterprise human resources generalist manager, said: "Frankly, we were underprepared. The people we met had phenomenal skills. There were so many experienced and highly skilled people, some were graduates. It really opened my eyes."

After an open and honest discussion with members of the Employment and Skills team, Enterprise re-thought their offer to Thames Reach clients.

"At future events, we wanted to make sure we had real vacancies we could talk to people about, including jobs in accountancy, admin and driving HGVs," said Kate.

Since then, Kate has been working with potential job applicants. She has been helping with their applications, and assisting with issues that can hold people back from being able to access suitable work. These include transport, appropriate clothing and allowances for the first month of employment.

“Our original goal for applicants to work with was two but we’re currently working with 12, which is amazing, and I have my fingers crossed for all of them,” Kate said. “The future of the partnership is also going to include employment targets.”

## **A unique partnership**

“The work we do with Thames Reach feels incredibly unique,” Kate said. “We do a lot of volunteering and community work through our charitable trust. A lot of charities want financial aid, and whilst we do that, we are also getting involved in practical support, helping people who need it through providing opportunities and sharing our connections and expertise.

“Typically, our staff might do things like paint garden walls, but, here, the satisfaction comes from potentially having some great people employed within our business, and having our staff mentoring others and sharing their experience and knowhow.

“I’ve been working with charities for 17 years through Enterprise, and the level of care for people I see amongst Thames Reach employees has been phenomenal,” she added.

We are proud of how our relationship with Enterprise has evolved. It’s a testament to the dedication of our employees and the people we work with; homelessness is not an experience that defines them, or limits what they can do in future.

If you want to find out more about how your company can work with us to end rough sleeping in London, please contact: [fundraising@thamesreach.org.uk](mailto:fundraising@thamesreach.org.uk)

**“The work we do with Thames Reach feels incredibly unique.”**

Kate, Enterprise

## **A special thank you to the following supporters**

**29th May 1961 Charitable Trust**

**Barclays Foundation**

**Barratt Development plc Charitable Foundation**

**City Bridge Foundation**

**Dexters**

**Ecovis**

**Enterprise**

**Hackney Parochial Charity**

**Hubbub – Tech Lending Project**

**London Housing Foundation**

**Lloyds of London Foundation**

**Team London Bridge**

**The National Lottery Community Fund**

**Trust for London**

**Walcot Foundation**

**Worshipful Company of Information Technologists**





## Working together for greater mental wellbeing

In 2022, we launched Staying Well, a new service designed to help people with mental health issues to maintain their mental wellbeing long term, with the support of their GPs, empowering them to make autonomous choices, and ensure equal participation in daily life. This service is part of the Lambeth Living Well Network Alliance, a partnership between the NHS, Lambeth Council, and community and voluntary sector organisations, including Thames Reach, working to improve health and wellbeing for people in the borough.

Staying Well is a collaborative effort between ourselves and the South London and Maudsley NHS Trust (SLaM). Within this partnership, a SLaM psychiatrist offers guidance to our team, as we work closely with GPs, adult social care, and other local providers of mental health support.

A core principle of this service is in recognising the interconnectedness of physical health and social relationships with mental wellbeing. Individuals receive personalised, one-on-one support to define and achieve their personal goals, with the ultimate objective of fostering autonomy and self-sufficiency.

We operate within the Lambeth community and provide support on various fronts, including support around medication, physical health, welfare benefits, housing stability and community connections. The team responds swiftly to address practical issues, and this can have a huge impact in preventing a deterioration in someone's mental health.

One of our most notable achievements has been in helping over 70 people, 50 of whom had severe and persistent mental health conditions, to become more independent and move on from long-term health services. These individuals are now in a place where less intensive care from their GP is more appropriate. This transition ensures their access to essential injections through local surgeries. It also represents a significant step towards improving the quality of care for these people within their community.



## Employee information

393

Average number of employees 2022-23

21%

Average number of employees with lived experience of homelessness

11%

Percentage of employees who identify as disabled

12%

Percentage of employees who identify as LGBTQI+

43%

Percentage of employees people who identify as belonging to an ethnic minority

-2.1%

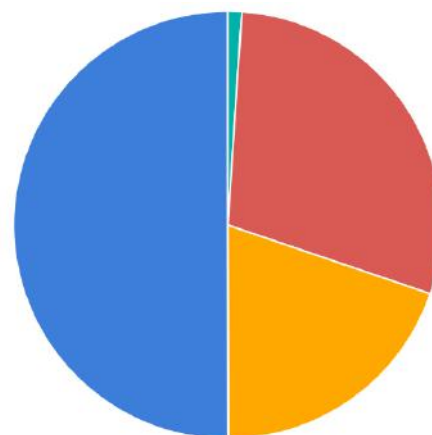
Thames Reach has a negative gender pay gap

# How we raise and spend money

## Income 2022-23:

**£23,703,211**

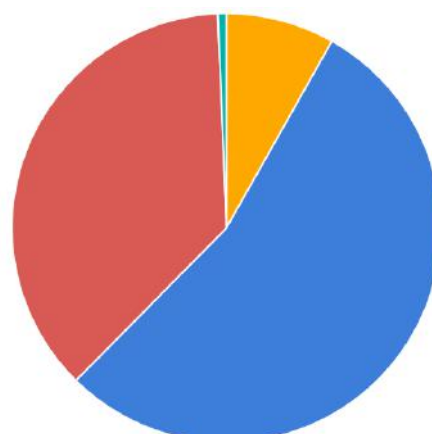
Local authority contracts	— 50%
Pan-London government funding	— 29%
Rents	— 20%
Trusts and donations	— 1%



## Expenditure 2022-23:

**£23,691,874**

Support services	— 54%
Accommodation	— 37%
Pathways to occupation	— 8%
Costs of generating funds	— 1%



## Board of Trustees

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Vasim Ul Haq, Vice Chair & Treasurer

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**Thames  
Reach**