

Annual Review

Ending rough
sleeping in London



2023-24

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

In a time of continued political and economic uncertainty, our vision remains of a society where street homelessness has ended and where nobody needs to sleep rough on the streets.

Our mission continues to be to help people to find decent homes, build supportive relationships and lead fulfilling lives.

As set out in this Annual Review, it has been a full and busy year in a challenging operating environment. We are proud of the impact of our work, while recognising that the heightened cost of living crisis has impacted on us all, service users and colleagues alike. As a result, how we deliver our services has had to evolve, and our employees have had to show creativity and innovation.

At the heart of what we do is a philosophy of never giving up on people. We have the highest aspirations, expectations and respect for the people using our services and we'll never be indifferent to their individual needs.

We are midway through a three year business plan that was developed in consultation with employees at all levels of the organisation, service users and Board members. Our ambitions continue to focus on the key areas of prevention, intervention and recovery, as covered in this review, and we measure the effectiveness of our services by how they contribute to these areas.

Financial resilience remains vitally important to delivering on our ambitions. Uncertain funding streams makes this challenging. In response, we continue to carefully examine our own costs and to continue our constructive dialogues with both our commissioners and our suppliers.



Our people continue to be at the heart of what we do. Thames Reach employees are characterised by their compassion, integrity, professionalism and commitment, and for that I thank them greatly.

I am always inspired when I spend time with our colleagues. We have a highly committed and skilled workforce and employee surveys consistently confirm a shared passion for our cause.

We strive to remain an employer of choice, and to achieve our ambitions we recognise that we must continue to recruit, retain, and develop an excellent and diverse workforce.

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

My confidence remains high that we have both the people and the commitment to successfully deliver on our ambitions and vitally important mission. We deliver what we promise.

Stephen Howard
Chair of the Board of Trustees

A message from our Chief Executive

The third quarter of last year marked a significant challenge, with the second highest number of people recorded sleeping rough in any quarter. This surge reflects the ongoing economic crisis, which has driven up housing and related costs, impacting those with precarious living situations who lack the support networks many take for granted.

This crisis has been compounded by accelerated asylum decisions and swift discharges from asylum accommodation, putting more pressure on an already overwhelmed system. We have also seen an increase in the number of individuals facing prolonged periods on the streets.

In a bleak situation, it's important to look for positives. In the course of the year we have developed new services and taken on existing ones. This includes the opening of assessment centres in the City of London and Lambeth. These centres operate around the clock, providing an essential first step off the streets. With skilled teams equipped to assess needs and offer immediate support to help individuals move quickly towards stable housing and recovery.

Our focus is on preventing rough sleeping before it begins. Our new Hounslow Reach service exemplifies this proactive approach, working directly with individuals in their homes to help them stay housed. The work carried out by this team highlights how our employees can weave together essential services — healthcare, housing, and social support — to better serve people in need.

This year, we launched several pilot programs to look at how we can better help people transition away from using services and towards independence. These pilots include an improved hospital discharge process, initiatives to prevent rough sleeping, and quicker pathways from hostel



accommodation to permanent housing. We hope to share what we've learned in the near future.

To achieve our vision of ending rough sleeping, we need to collaborate. To this end, we are supporting the London Charter to End Rough Sleeping, urging politicians, businesses, and other organisations to commit to this cause. The London mayoral election, just after the period covered in this review, saw the Mayor re-elected with a promise to end rough sleeping in London by 2030. We fully support this ambition, and look forward to contributing to, and delivering on plans to achieve this goal.

At Thames Reach we are proud of the people who have continued to help us deliver our services, whether they are employees, volunteers, donors or trustees. It's important to us that individuals can transition away from receiving support to delivering it, and that people can use their lived experience to help others. Nearly a quarter of our employees have made this journey. I extend my heartfelt thanks to each of you for your unwavering support and the impact you continue to make.

Bill Tidnam
Chief Executive

The year in numbers



15,777

The number of people we worked with over the course of 2023–24



8,133

The number of people helped by our homelessness prevention services



7,255

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



750

The number of people who have stayed in our hostels and supported housing



137

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 2023-24, we worked closely with local commissioners to develop our new Hounslow Reach service, which helps individuals at risk of homelessness to remain in their homes. Launched in January 2024, the service has quickly become a key part of the borough's support infrastructure. You can read more about this service on Page 7.

Our Deptford Reach service, which used to operate from a single location, now operates across the community. The project is working at partner venues across the London Borough of Lewisham, such as food banks and community centres. This move has significantly expanded our ability to support people who previously struggled to access help, particularly women at risk of homelessness. We're now able to reach more people than ever before and deliver targeted, interventions to prevent rough sleeping.

Our Southwark Works partnership was renewed in 2023, with the service now providing support to people with unmet mental health needs, as well as helping people in work to find more suitable and better paid employment. You can read more about this service on Page 8.

Finally, we were also successful in our grant application to continue brokering private rented tenancies for people under 35 who would otherwise be street homeless in Greenwich. We'll now be able to do this for at least another four years.



Helping to address crises before they get worse

Over the past year, we've worked closely with commissioners at the London Borough of Hounslow to co-produce a new service which helps people within the borough who are at risk of homelessness. Hounslow Reach supports residents, aged 18 and over, who may have mental or physical health needs, or learning disabilities.

The service helps people to maintain their accommodation, develop their skills, build links in the community, and improve their physical and mental wellbeing.

Since launching, the service has been operating across the borough. It has helped people like Christopher, who had been in a difficult situation after caring for his elderly mother left him emotionally drained and in a financially precarious state.

"I was in debt, depressed, and barely wanted to leave the house," he said. However, working with Vadim, a support worker at Hounslow Reach, has helped Christopher to address his debt issues and regain a sense of control over his life.

"Vadim met me for coffee, encouraged me to get out, and helped me manage my finances," Christopher explained.

With Vadim's support, Christopher has been gradually able to rebuild his life. Vadim helped him access pension credits and Personal Independence Payments, and helped with securing a new washing machine for Christopher.

Reflecting on the support he received, Christopher said: "If it wasn't for people like Vadim, I don't know what I would have done. This service is vital. It helps people before they end up in hospital or perhaps worse.

"The most important thing is knowing you're not alone," he said. "This service has been there for me when I needed it. Now I'm thinking about volunteering so I can do the same for others."



Ginny's story

Feeling stuck and in search of fulfilling work

Through our Southwark Works programme, which provides personalised job support for Southwark residents, Ginny was able to find the help she needed to make a change in her career, and pursue something truly meaningful to her.

Southwark Works is part of a wider service set up by the London Borough of Southwark. It aims to provide bespoke support for borough residents who are experiencing homelessness, or at risk of homelessness, and who are seeking sustainable, better paid employment.

Before she came across the service online, Ginny was in a difficult position. Stuck in a physically draining cleaning job during the pandemic and struggling financially, she knew she needed a change but wasn't sure where to turn.

"I was quite depressed and felt trapped in a job that was exhausting and poorly paid," she said. "I didn't have a clear idea of what I wanted to do but I just knew I needed to get out of the cleaning job. I felt so stuck and I was struggling for money."

With the help of support worker Shahid, she was able to start making a change.

Turning a passion into a career

Ginny had been practising yoga for 25 years and, despite training as a yoga therapist in order to help people with specific health issues, she was unsure how to turn her passion into a sustainable career.

"I wanted a job where I could work directly with people and use all my yoga skills," she said.

Shahid helped her refine her CV, navigate job platforms like Indeed, and prepare for interviews. Soon, Ginny was employed by a company offering yoga and dance to children with special educational needs in schools, and for care home residents.

"I was initially unsure about teaching yoga to both these client groups, but it turned out to be incredibly rewarding," Ginny said.

This role encouraged Ginny to take on a part-time temporary position with Camden council's adult learning service, where she teaches yoga to clients over 60. Working with individuals who have diverse needs, including those with dementia, has provided Ginny with a renewed sense of purpose.

Ginny has also secured a part-time position with Bede House, a Southwark-based charity supporting adults with learning disabilities. The support she received from Thames Reach around job searching and interview preparation was crucial in helping her make this transition.

"I find it difficult to ask for help, and coming to Thames Reach was a big shift for me. But it helped me overcome my resistance to seeking support and made me realise I could still learn and grow," she said.

Today, Ginny feels she is thriving in roles that align with her passion and skills. "I've left cleaning behind and I'm excited about my future," she said.

"Our goal is to empower people to find fulfilling, sustainable employment that aligns with their passions and strengths," said Shahid. "By offering one-on-one guidance and utilising resources from our wide-ranging network, we help local residents find opportunities that lead to meaningful change," he added.

"... we help local residents find opportunities that lead to meaningful change."

Shahid, support worker

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People helped to find more suitable jobs by Southwark Works




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.

In October 2023, we launched our new Lambeth Assessment Centre. This service works with people who have been sleeping rough, or are at risk of homelessness. The centre seeks to identify people's key support needs, such as mental or physical health issues, and then works to move them into safe, secure accommodation within 28 days.

Assessment centres are key to ensuring quick and effective solutions for those in immediate need of support. Last year, we also ran the City Inn Assessment Centre. This service helped people right across the City of London, along with those in the London Boroughs of Hackney and Tower Hamlets. The centre provided tailored support, developing bespoke plans so that residents were able to move on into suitable accommodation. You can read more about the crucial work being done at our assessment centres on Page 11.

Finally, we also successfully secured a new contract for our Haringey Street Outreach Team, allowing us to continue our essential work in the borough. The team works to engage with people who are sleeping rough across Haringey, offering them the support they need to move away from the streets permanently.



Assessing people's needs quickly

Once our outreach teams have helped people off the streets, our assessment centres have a vital role to play in helping individuals to make sure they're able to stay off the streets for good. These centres provide short-term accommodation, where our teams are able to assess each person's needs and help them find the most appropriate housing solution, whether that's a hostel, supported accommodation, or another option.

Ziyad, who works at our Lambeth Assessment Centre, which opened in 2023, explains how his service operates: "We operate a 28-day stay assessment centre, with people coming in who have been on probation and those who have been sleeping rough," he said. "Our goal is to assess their needs and to identify the most suitable accommodation within this timeframe, though we remain flexible as needed."

The team co-ordinate with other services who can potentially provide each resident with future assistance, and also provide daily support with tasks such as benefit applications, ID requests, and housing benefit claims.

"Our clients often face complex challenges," Ziyad added, citing substance misuse, physical health problems, mental health issues, and offending. As a result, the team works closely with probation officers, substance misuse specialists, and other professionals to ensure comprehensive care.

"Success is finding accommodation that meets each person's needs," added Ziyad. "For some people, adapting to life outside of prison can be especially challenging. But building trust is equally important, especially for those who have experienced homelessness."

"One of our biggest obstacles is a lack of accommodation options, particularly with the housing crisis. But the way we work increases the chances of finding people somewhere suitable."



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, so that they are able to move forward, and lead independent and fulfilling lives long term.

This year, we expanded our Thames Reach Greenwich service. This project provides supported housing for people who have a history of offending or of substance use. Providing rooms across six properties in the London Borough of Greenwich, the service accommodates people for up to 18 months. During this time, residents are helped to address any needs they may have, to find employment, and to take further steps on the path towards independent living.

Now, we've increased our capacity to accommodate and support more individuals, helping them move away from homelessness and towards stable housing. This expansion allows us to offer a greater number of people the crucial support they need to rebuild their lives. You can read more about the work done by Thames Reach Greenwich on Page 14.

We also launched the Lambeth Street Engagement Team, a new service focused on providing support to individuals struggling with substance misuse and engaging in antisocial behavior. By offering treatment and providing direction to vital support services, this team is helping vulnerable people across the borough.



On hand to help with keeping a home

Our Tenancy Sustainment Team (TST) works across South London boroughs, helping people who have experienced rough sleeping to manage the transition away from street or hostel living into more independent accommodation, enabling them to rebuild their lives.

Employees provide tailored support to individuals until they are able to live more independently, helping them to build confidence, acquire life skills, and improve their general health and wellbeing. TST staff then remain available for any further help that might be needed.

This service is vital for people like John, who experienced homelessness before being referred to Thames Reach by Islington council.

John spoke about his support worker, Camelia, and the support she has offered him: "I've never been in a position like this before, I was a professional teacher and used to have savings, so I didn't know how anything worked in this sort of situation. She's been there at hand whenever I've needed her."

When John had some difficulty arranging payments for his accommodation, Camelia supported him in what to do next. "I wasn't able to pay any rent to begin with. Camelia stepped in, took it all on board, and in the end helped me with sorting the situation," he explained.

Working with Camelia has helped John to adjust to independent living. "She helped me with sorting out housing allowance, and to get funding for certain things for the flat," John explained. Support from Camelia and the TST team has allowed John to lead a fulfilling life away from the streets. "For me, Thames Reach has been exemplary, really," he said.



Graham's story

Struggling in isolation

One of the terrible effects of homelessness is the sense of isolation and disconnection it can lead to. After years of struggling with addiction and mental health difficulties, Graham gradually lost touch with his family, and, without a support network, found himself experiencing homelessness for the next eight years.

He eventually found support and connection through a relationship, moving in with a new partner. However, his partner's unexpected death left Graham struggling emotionally and financially, and, without much personal support, he experienced another four years of homelessness.

Help at last

One day, Graham was found overdosed in a supermarket car park, prompting intervention from local council services. He was referred to Thames Reach Greenwich, a residential service based in the London Borough of Greenwich. This specialised project provides support for people with experience of homelessness who have been through the criminal justice system or who have drug and alcohol support needs.

“You don’t realise how much support you need until you find yourself here.”

Graham

Finding support and new passions

Upon entering Thames Reach Greenwich’s housing programme, Graham found more than just a safe place to stay. He entered a supportive environment tailored to address his complex needs. With access to essential mental health services and a structured rehabilitation plan, Graham began his journey to recovery. Over the past year, he has remained sober and has re-established connections with his family, significant milestones in his journey towards living an independent, well-connected life again.

While health issues prevent Graham from being able to work, he has discovered a passion for gardening, a hobby that brings him a lot of joy. Regular meetings with his support worker at Thames Reach Greenwich provide ongoing support and encouragement, helping him navigate daily challenges.

The importance of a support network

Reflecting on his journey, Graham acknowledges the impact Thames Reach Greenwich has had on his life: “You don’t realise how much support you need until you find yourself here, seeing your life improve in every way.”

His story illustrates the effectiveness of services like Thames Reach Greenwich, offering not just accommodation, but a clear path to recovery, community links and new meaning in life.

“Our approach focuses on each resident’s own needs,” said Thames Reach Greenwich Lead Manager Ola Fabowale. “We know that everyone’s needs are unique, and we work closely with our residents to identify goals specific to them.”



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



Lisa's story

The importance of secure housing

Lisa's story demonstrates how stable housing, combined with dedicated support, can transform lives. After experiencing a decade of homelessness, Lisa was placed in a hostel in Shepherd's Bush, before eventually being referred to Hammersmith and Fulham Housing First—a Thames Reach service designed to help people with a history of sleeping rough to settle into their own accommodation. The team offers immediate, specialist support to make sure people don't return to the streets, and instead move effectively towards recovery and independent living.

As well as providing long term accommodation, the Housing First team provide support around issues such as healthcare, benefits, and training. By working closely with the local council, the Housing First team ensures that residents are placed in suitable homes within the London Borough of Hammersmith and Fulham.

Having found stability in her housing situation for the first time in over a decade, Lisa has now been living in her own flat for several years.

“Having my own front door [...] it’s amazing.”

“Having my own front door, especially after so long, it means so much to me— it’s amazing,” she said. “I just want to keep my life stable and enjoy an ordinary life.”

Lisa

Lisa has also benefitted greatly from the ongoing support provided to her by Hammersmith and Fulham Housing First lead worker Mickey.

Support as well as accommodation

The ongoing support from Mickey has been crucial to Lisa’s recovery, and his assistance helps ensure that Lisa’s everyday needs are met.

“I see Mickey every two weeks, and if I need help, I can always call him,” Lisa said. “He helps with everything, from hospital visits to sorting out bills or setting up a new phone. His support makes a big difference in my life.”

Mickey has also been essential in helping Lisa manage her ongoing health issues.

“I’ve got a few health problems, and I have a lot of doctor appointments,” she added. “Mickey helps a lot with transport, making sure I get to, and from, my appointments, and sometimes he even comes with me. That makes a really big difference to my quality of life.”

For Mickey, working with Lisa is about ensuring she has everything she needs to maintain her independence.

“With Lisa, we made sure her flat was ready and comfortable before she moved in,” he said. “Our goal is to empower the people we support by guiding them through every step of their journey to independence.”

“It’s not just about finding someone a home,” he said. “It’s about addressing any underlying issues and ensuring people have the support they need to rebuild their lives.”

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People helped through our Housing First schemes



Avishai'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.

Becoming part of the team

Avishai started volunteering with Thames Reach in March 2023 after he learned about the opportunity at a lunch club in a homeless shelter. Since then, he has become an integral part of our Employment & Skills team, which helps with training and job opportunities, by using his tech expertise to provide digital assistance to those we support.

Once a week, Avishai volunteers at our Employment Academy offices in Camberwell, ready to assist with a range of digital tasks. From setting up accounts to repairing devices, he provides crucial assistance to the people we support. His role also involves engaging with people using services, something he was initially hesitant about, but which has now become a rewarding part of his weekly routine.

"Just recently, people have started asking specifically for me when they visit the office, which I am not used to," Avishai said.

Personal and professional growth

Volunteering at Thames Reach has been a transformative experience for Avishai. With guidance from our Employment & Skills team, he talked about how he had learned to conduct himself professionally. "Even as a volunteer, I represent Thames Reach, and if I don't act professionally, I might give clients a bad impression of the organisation," he reflected.

As well as developing skills and increasing confidence, volunteering is an effective path into full time employment, and the experience Avishai gained through his volunteering role was crucial in helping him secure paid work doing digital repairs.

"In my paid job, even if I had the technical knowledge, nothing would get done if I didn't know how to communicate effectively. And I wouldn't be conducting myself the same way if it weren't for this experience as a Thames Reach volunteer and the skills I gained from it," he said.

A heartfelt thanks to all our volunteers

Avishai's story is just one example of the incredible impact our volunteers have. Every volunteer helps us to support vulnerable people across London, and we are deeply grateful for their dedication, compassion, and hard work.

Inspired by Avishai's journey?

There are many ways to get involved with Thames Reach. Whether you have technical skills, enjoy outreach work, or want to support our mission in other ways, we have an opportunity for you. As Avishai suggests: "Everyone's role is important; you just need to find what fits your characteristics."

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

"As a volunteer, you will make a real difference in the lives of those we support and unlock the limitless potential within yourself to develop new skills, gain insights into the challenges of homelessness, boost your confidence, and grow as a person."

"Everyone's role is important; you just need to find what fits your characteristics."

Avishai, volunteer



119

New volunteers who gave time to help us in our mission last year



Claire's story

Partnership work to make a difference

Our Lambeth Individual Placement and Support (IPS) service helps people with mental health support needs in Lambeth to take steps towards meaningful employment. The service operates as part of the Lambeth Living Well Network Alliance, a group of partner organisations working across Lambeth to help vulnerable people. Lambeth IPS focuses on providing comprehensive employment support to those receiving mental health care, to help them access good quality, sustainable jobs. Claire's story is an example of how this service is making a difference.

Experiencing a crisis

In 2023, Claire experienced a severe mental health crisis that led her to the South London and Maudsley NHS Foundation Trust (SLAM), a partner organisation with the Lambeth Living Well Network Alliance. Facing a mental health breakdown and the stress of recent redundancy, she was in urgent need of support.

"In my first meeting, they were like, what do you need help with? And I said I need a job. Immediately," she recalled.

Through SLAM, Claire was introduced to our Lambeth IPS service and met with support worker Giuseppa. Unlike other employment services Claire had encountered, Lambeth IPS focused on what Claire wanted to do and what was best for her mental wellbeing.

"Giuseppa's approach focused on what I wanted to do. She asked what was healthy for me at that time," Claire said.

More than a paycheck

For Claire, finding employment was not just about a paycheck but also about rebuilding her confidence and managing her mental health. Giuseppa recognised this and tailored her support accordingly.

“My confidence was shot. I couldn’t get out of bed. I was riddled with anxiety,” Claire said.

Giuseppa’s patient, supportive approach allowed Claire to start with a part-time job, which was a crucial step in her recovery.

“There was no way I could have gone back to work full time at that point,” she said. “Giuseppa helped me explore my options, find the right job, and find the confidence to take those first steps.”

A significant career shift

This experience paved the way for a more significant career shift. Having always been passionate about helping people, Claire decided to pursue this path, and has recently begun a full-time role as a support worker at a charity.

“This service has been vital,” Claire said. “I wouldn’t have been able to make a career transition without this kind of guidance.”

Thames Reach’s Lambeth IPS service goes beyond typical employment support by understanding how closely mental health and work are connected. The Lambeth Living Well Network Alliance has been crucial in offering a smooth and coordinated approach, referring people across different agencies with different expertise.

By bringing together mental health and employment services, we can tackle the wider challenges that people like Claire face. Together, we can make sure they get the help they need to rebuild their lives and move forward with confidence. This partnership work is key to long-term recovery and stability.

*Names have been changed in this article.

“I wouldn’t have been able to make a career transition without this kind of guidance.”

Claire

A special thank you to the following supporters

29th May 1961 Charitable Trust

City Bridge Foundation

Dexters

Ecovis

Enterprise

First Give

Hubbub

Lloyds of London Foundation

Man Group

Monday Charitable Trust

The National Lottery Community Fund

Starbucks

Team London Bridge

Trust for London



Wide ranging corporate support

For many years, we've proudly partnered with Dexters, a London-based estate agent. Our relationship began with Dexters volunteering on our outreach teams, helping people off the streets and gaining insight into our work. This has since grown into a broad partnership, covering fundraising, volunteering, and gift-in-kind support.

In the past year, Dexters colleagues raised over £10,000 through undertaking challenges like the Three Peaks Challenge — climbing Ben Nevis, Snowdon and Scafell Pike in around 24 hours — and a 40-mile Thames Path walk, providing crucial support for our work to end rough sleeping in London

Dexters have also volunteered at two of our supported housing projects in Bermondsey, helping to completely transform the gardens.

Amy Dawe, Lead Manager at our Bermondsey Project accommodation service, said: "A massive thank you to the teams at Dexters who volunteered to clean up the gardens at our projects, which supports people with mental health needs. The space looks brilliant and will provide a nice, relaxing environment for vulnerable people to recover from homelessness — one of the residents even came out to thank the volunteers for all their efforts!"

Lastly, Dexters have also supported us with thoughtful gift-in-kind donations, including donating chairs, which have been distributed around our offices to create welcoming, informal meeting spaces for people using our services.

We're incredibly grateful to everyone at Dexters for their commitment and generosity in helping us to support more people off the streets and towards more fulfilling, independent lives. If you would like to partner with us to help end rough sleeping in London, please get in touch with us via: fundraising@thamesreach.org.uk



Employee information

398

Average number of employees 2023-24

22%

Average percentage of employees with lived experience of homelessness

13%

Percentage of employees who identify as disabled

12%

Percentage of employees who identify as LGBTQI+

43%

Percentage of employees who identify as belonging to an ethnic minority

-1.7%

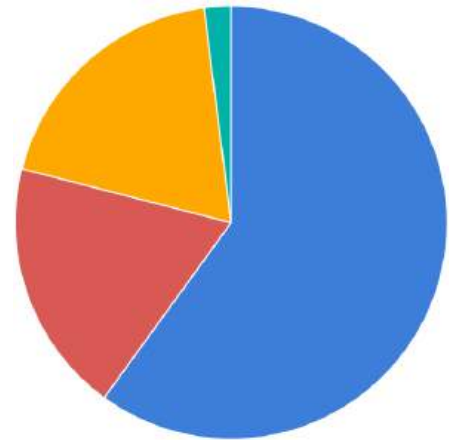
Thames Reach has a negative gender pay gap

How we raise and spend money

Income 2023–24:

£27,025,279

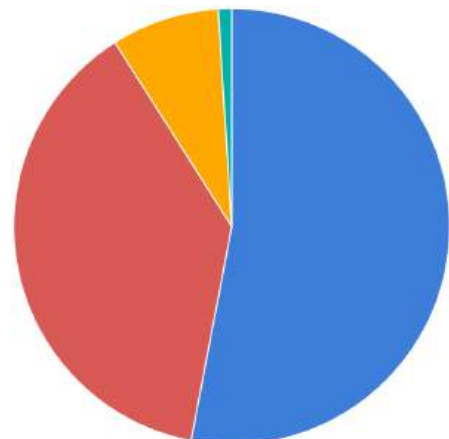
Local authority contracts	— 60%
Pan-London government funding	— 19%
Rents	— 19%
Trusts and donations	— 2%



Expenditure 2023–24:

£27,156,611

Support services	— 53%
Accommodation	— 38%
Pathways to occupation	— 8%
Costs of generating funds	— 1%



Board of Trustees

Stephen Howard, Chair

Vasim Ul Haq, Vice Chair & Treasurer

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William Flenley KC (to June 2023)

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**Thames
Reach**