

Restore

A Year In Review
from April 2019 into 2020



"KCAH staff have restored my faith in human kindness."

Stu, KCAH client
(not pictured)



Contents

PAGES

- 3 - 4 Message from our CEO
- 5 Kingston Excellence in Business Award
- 6 Response to COVID-19
- 7 - 8 Access Project
- 9 - 10 Strength-Based Work
- 11 - 12 Winter Night Shelter
- 13 Housing Advice Team
- 14 Sam and Meryn's Story
- 15 Our Volunteers
- 16 Thank you
- 17 Money Matters
- 18 Final thoughts from our Chairman

"They will rebuild the ancient ruins and restore the places long devastated; they will renew the ruined cities that have been devastated for generations."

Isaiah 61:4

"At KCAH, our work centres around supporting people who find themselves in some form of housing crisis. They need someone to listen, advise and advocate for them as well as explore solutions with them.



Many just need a bit of a hand-up, but for others, the journey out of homelessness takes a lot longer. Whatever trauma has led to their homelessness - even if it goes as far back as childhood - ultimately it will need to be addressed.

Intense, wrap-around support, involving a partnership approach, is usually required. We strive to discover and build on the strengths of each individual. We know this gets results and it is wonderful to witness how people can then go on to make genuine, sustainable change, leaving homelessness far behind them.

"Finding housing solutions for someone is now as much about helping them to restore their confidence, restore their vitality, restore their motivation, restore their health and restore their soul."

Over the past year or so we've had some major highs, such as winning a **Kingston Business Excellence Award** (see pg 5). There have also been major challenges, such as the COVID-19 crisis (pg 6). But I am so extremely proud of how the entire charity – staff, volunteers and trustees – have responded under pressure.

The support from the wider community has been incredible. I'm also very proud of how we have worked collaboratively with partners to support and care for our client group. Our particular thanks go to Kingston Foodbank and Voices of Hope, who have been amazing."

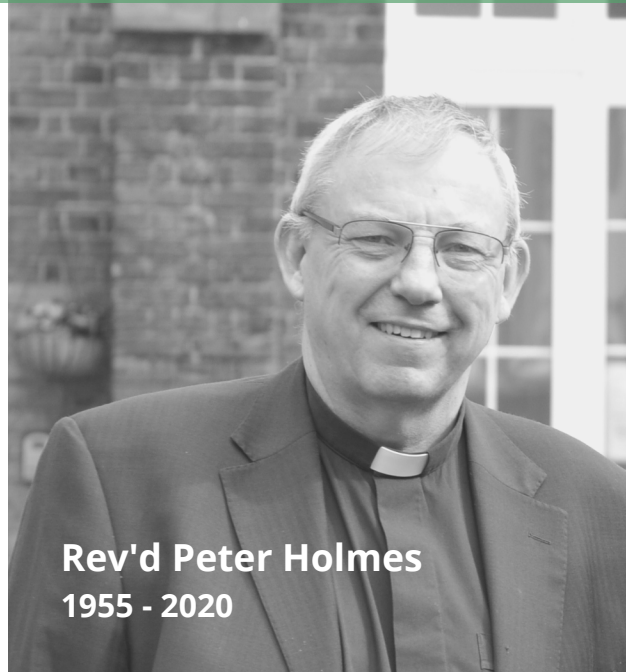
"Losing the Rev'd Peter Holmes to COVID-19 in April 2020 was absolutely devastating. We are all so grateful for his dedication to addressing homelessness in Kingston. I had the privilege of working with Peter for many years and was always in awe of his positivity and love for the most marginalised in society, which flowed from his faith.

His flagship project, The Joel Community Night Shelter, was named after the Old Testament book of Joel, which speaks of God's mercy and restoration, "**I will restore the years that the swarming locusts have eaten.**" (Joel 2:25). Recently we formed a KCAH prayer group, to support staff, clients and tenants. The quote on the contents page is taken from Isaiah 61:4 which struck a particular chord with me, as it also talks of rebuilding and restoration. Maybe it's no coincidence that restoration became the theme of our annual review.

Peter held the firm belief that, with help from God and a loving community, it is possible for those devastated by homelessness to restore and completely rebuild their lives. Therefore, the best way I can think of to celebrate Peter's life is to restore the Joel Building here at St Peter's, as a place of residence for rough sleepers. The purpose of Joel is to bring about healing and restoration. That is what we shall do again."

Matt Hatton

CEO, KCAH



Rev'd Peter Holmes

1955 - 2020

"They will rebuild the ancient ruins and restore the places long devastated; they will renew the ruined cities that have been devastated for generations.

Isaiah 61:4

And The Winners Are...

We were thrilled to win 'Best Charity or Social Enterprise' at the Kingston Excellence in Business Awards in October 2019. Having finished as runner-up in 2018, we were delighted to accept the award at the big gala night, organised by Kingston Chamber of Commerce, Kingston Council and Kingston First.

It was wonderful for the whole organisation - staff, volunteers and trustees - to be acknowledged for all their hard work. A huge thank you to everyone who has supported us and made this possible!*

*A special mention to Comms Officer Camilla Wheal (pictured to the left of Sophie Mayor, Resident Support Coordinator). We wish her all the best while she is on maternity leave!

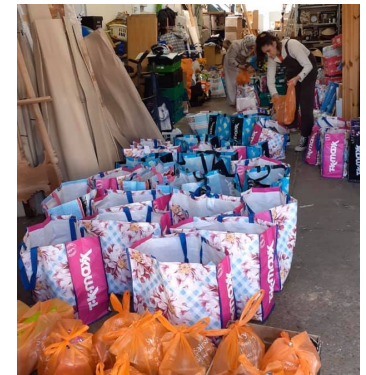
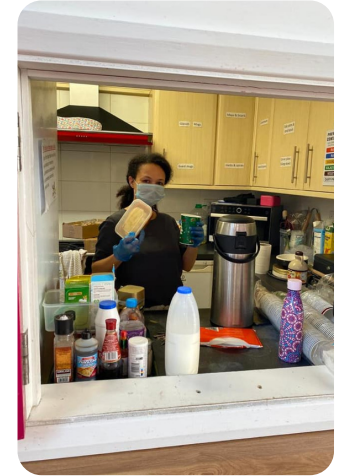




When lockdown started on March 23rd 2020, KCAH worked swiftly to start helping people off the streets and into safe accommodation to self-isolate. In just a few days, around 25 rough sleepers were already being supported by KCAH in a local Travelodge.*

This was thanks to some amazing collaborative work with partners such as RBK, SPEAR, Kingston Food Bank and Voices of Hope, who set up a volunteer-led scheme to feed hundreds of vulnerable people in the borough during the pandemic, including KCAH's Travelodge guests.

We had an overwhelming response from the local community, including deliveries of meals from local resaurants and a huge donation of goodies from TK Maxx for our guests.



**KCAH went on to assist more than 100 people into accommodation during the first lockdown.*

The KCAH Access Project can accommodate up to 47 people in 12 rented houses in the Kingston Borough. Tenants are offered ongoing, person-centred support, with an understanding that there is no 'one size fits all' approach to helping someone towards living independently.

From August 2019, Access tenants were also offered sessions with KCAH's new Asset Coach (see pages 9 & 10).

Access in numbers



44%

worked, or were supported into work

14



successful move ons (into private rentals, council property or other)

= 82% success rate



“KCAH has been taking the burden of dealing with all the hassles that central and local government create and I've been totally free to pick up other commitments or responsibilities at my own speed.”

Stephen, Access Tenant

Phil's Story

After years in a high-pressured corporate environment, Phil felt burnt out and needed a complete change of direction. He ended up working as a carer - a job he really loved.

But the pandemic hit and his hours were dramatically reduced. This meant Phil couldn't afford the high cost of rent in Kingston.

After a spell of house sitting and sofa surfing, Phil was put in touch with KCAH and offered a place on the Access Project, our supported housing scheme.



"When lockdown happened, my hours literally went down to about an hour a day, because the man I care for has multiple sclerosis and is very, very vulnerable. Normally I take him out to lots of places, but because he had to shield, I was only able to spend about an hour with him each day, helping him in and out of bed. I was really struggling then, with almost no work.

The support that I received from KCAH has just been absolutely brilliant. During lockdown, I once only had £10 to last me two weeks. KCAH arranged for food to be delivered to me by volunteers. They were delivering so much food, I had to ask them to deliver every other week! It was such a great thing and I'm truly grateful! I can just say that despite a really stressful situation, the support that I've been given by you guys has really, really helped."

Thanks to funding from the National Lottery, KCAH took on Jhoana Serna as an Asset Coach to help Access tenants develop their skills and the self-confidence to get back on their feet.



Since August 2019, Jhoana has been working with our tenants to start them on a journey to uncover their potential, increase self-belief and begin to imagine a better future. Jhoana said, "It is a relational approach and entirely led by the individual. Some people might choose to go for a coffee and a chat, others might want to try indoor climbing, to help develop trust and self-confidence."

Before the pandemic, Jhoana also ran monthly group activities based on common group interests like fishing, bike rides and tenant-guided days out, such as a trip to Hampton Court Palace.

She said, "The key is to treat each person as an individual and help draw out interests, gifts and talents that might have been lying dormant for years.

It's really wonderful when they begin to recognise their strengths. This helps them become more positive and self-reliant, which in turn vastly improves their future prospects."

"I have felt that I could meet up with my coach at times when I really needed to talk; for example, the day before a job interview and then while adjusting to the job. It was a really scary time but I really appreciated the practical and personal support, especially when I received a congratulations phone call from Jhoana and other team members of KCAH!"

Access Tenant

UPDATE: Drawing on the success of this work, Jhoana is now stepping up to be our new 'Strength-Based Practitioner,' embedding this approach across the whole charity.



"I really enjoyed the bike ride organised by the KCAH Asset Coach! It was great to meet and get to know new people. The exercise also did me a lot of good and put me in a much more positive frame of mind." Access Tenant

IMPACT

A snap-shot survey was carried out in January among the recipients of 1-2-1 work with the Asset Coach. It showed improvements in the following areas of their lives:

100%
Self Esteem &
Confidence



57%
Physical
Health



43%
Employment/
Volunteering

86%
New Opportunities

85%
Mental
Health



43%
Making
Friends



From 4th November 2019 to 31st January 2020 we ran The Haven, a drop-in Winter Night Shelter for people who were sleeping rough. Up to 30 people came to stay every night and were offered an evening meal, and a safe place to sleep.

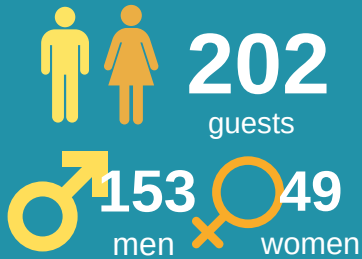


Our roaming night shelter ran from 1st February to 27th March 2020 and we simultaneously opened a morning centre called The Pathway, offering hot drinks and a warm place to stay until 11am. 1-2-1 training in digital skills was also on offer from Superhighways, a local tech support project for non-profits.



Night Shelter in Numbers*

* from November 2019 to end of March 2020



"Volunteering for the night shelter was a no-brainer! Knowing that I've contributed a tiny bit to someone's journey from sleeping on the streets to now having their own place is just fantastic!"

Gilly, Night Shelter Volunteer

Between April 2019 and March 2020, The Housing Crisis Intervention Service (HCIS) offered housing advice, welfare benefits advice and housing referrals to more than 300 people who were rough sleeping or in housing crisis.

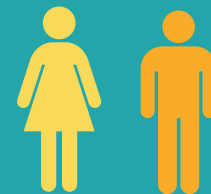
During the first lockdown at the end of March 2020, the team worked hard to assess the needs of more than 100 people experiencing homelessness. Most were referred to safe accommodation in a local hotel, as part of the 'Everyone In' strategy. This was to help them self-isolate safely and receive support from our staff team.

"None of this would get done without KCAH. There would be a lot more stranded people and lost souls than there already are in Kingston."

KCAH Client

HCIS in Numbers*

* between April 2019 and March 2020



332
new clients



£134,322

Income recovered for clients (back-dated benefits etc.)



Sam spent 10 years sleeping rough and sofa surfing, during which time he fell seriously ill. He first approached KCAH in 2009 and now he's safe in sheltered housing, thanks to our housing advisors and a very special person who came alongside to support him.

Sam arrived in the UK from Morocco 45 years ago to work as a chef. After a few years, he lost his passport and work visa in a devastating fire. He didn't bother to replace them since he still had a National Insurance Number. This allowed him to work continuously and pay his taxes, until his most recent job ended in 2009. Without any valid papers, he was unable to claim benefits and ended up losing his accommodation. He then found himself on the streets, with the added threat of deportation.



Meryn met Sam in 2013 and, together with KCAH, has been helping him through the highly complex and lengthy process of applying to restore his legal status. Meryn said, "I first met Sam at a weekly meal for rough sleepers at St Peter's Church, where I was Church Warden. Homelessness had taken a terrible toll on his health.

I've guided him through applications to the Home Office and helped him sign up for benefits, access health care, open a bank account, access the housing register and navigate all the complexities of living in our society, where it's so easy to get lost and left behind.



I've lost count of how many surgical procedures Sam's had since he was diagnosed with cancer, but now he's reasonably well. Thankfully all our efforts paid off, and in December 2019 Sam was granted semi-sheltered accommodation in a ground floor studio flat, with wardens around the clock! It's been a very long-winded process but now Sam could not be in a better place - it's brilliant!"

Sam says that without all the help from KCAH and from Meryn, in particular, he probably wouldn't be here now. "Without you, I would have never survived. When I was homeless, it was so cold and I became very sick. But you did my paperwork, you raised money for me, you fed me, you gave me clothes. I will never forget that!"



I just love volunteering here! My favourite thing is seeing people transformed by the help they receive from KCAH.

Just being able to help people with food, clothes and basic provisions is such a privilege!

TRACEY O'SHEA

KCAH would not be able to function without it's small army of incredible volunteers! We have a database of more than 600 people who can be called upon to volunteer.

As well as helping at the winter night shelter, our volunteers get involved with fundraising, delivering essential supplies to tenants, cleaning our building and helping us with admin in the office. Tracey (pic left) started off helping in the night shelter; now she does regular shifts helping in the office.

In numbers



8096
volunteer
hours

350+
active volunteers



this equates to:

£87,842*

*calculation based on London Living Wage

We could not do it alone!

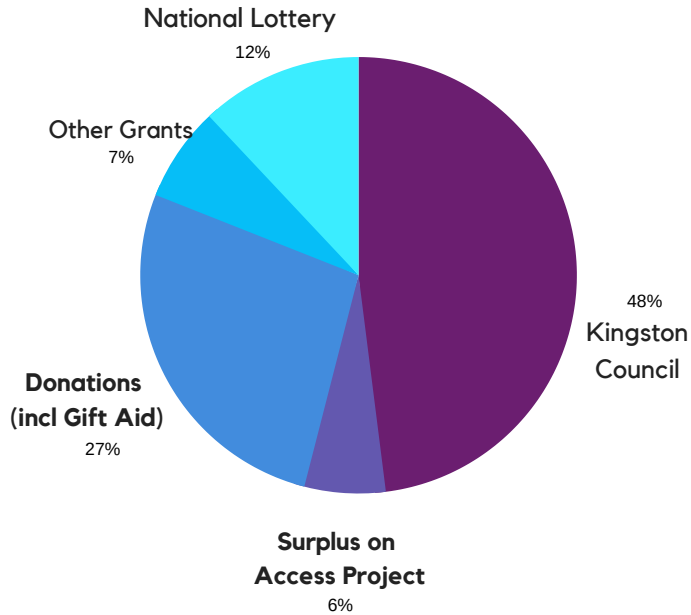
We simply can't list the hundreds of groups and individuals who support KCAH - there are just so many! However you are supporting KCAH, we would like to say a huge THANK YOU! You help change lives and make new beginnings possible.

As ever, a big thank you to our staff team, trustees and volunteers. Thank you to our commissioners, funders, fundraisers, charitable trusts, community groups, schools, businesses, churches and other faith groups and our online community. You have all joined us in the fight against homelessness in Kingston and you make our work possible.

Every prayer for our work and clients, every pound donated, every sleeping bag given, every hour volunteered, every social media 'like', it all matters.

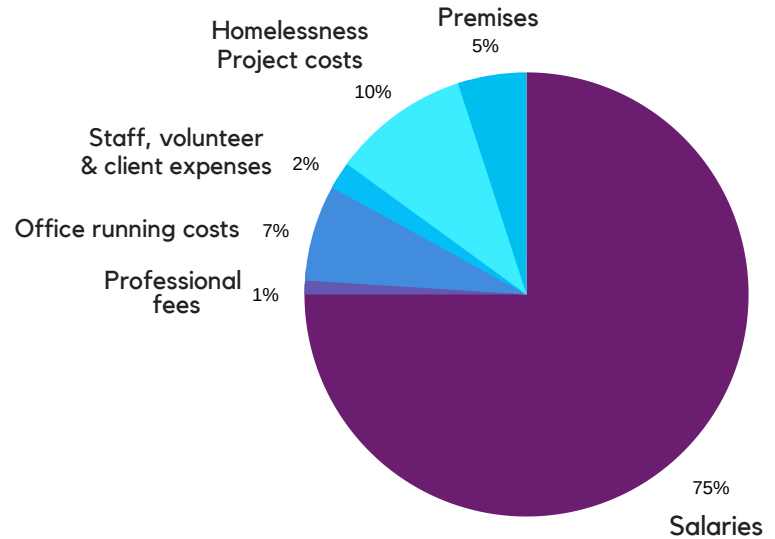
Thank you.

Income Source



Total income: £603,000

Expenditure



Total expenditure: £535,000

A full set of audited accounts, is available on the Companies House website.

The theme of our Annual Review is 'Restore,' which speaks of re-establishing peoples' lives, but this year has also been a year of development and great change. Some would argue that change plays a key role in the process of restoration. Take the story of Sam; I met Sam when I was helping with the roaming winter night shelter - what a lovely man! Sam would say that he learnt his English at the University of Oxford. After a quizzical look, he would qualify this as being the 'University of Oxford Circus,' the area of London where he was working when he first came to the UK. Without the help of Meryn and KCAH, his life would not have changed or possibly have been restored to what it was, prior to homelessness.

COVID-19 has brought many changes to how KCAH delivers its services and gives us the opportunity to begin to establish the Joel Centre as a Harm Reduction residential setting. It is strange to realise that COVID-19 has, in some ways, had a positive effect on people who were sleeping rough. Since the first lockdown, for the most part, they have been accommodated in hotels and many will be housed in houses of multiple occupation and small flats.

KCAH is a growing charity simply because the need here in Kingston is so great; Kingston ranks among the top 30 local authorities with the highest rates of homelessness in the country. In dealing with people facing housing risk and homelessness, our staff witness a lot of distress and unhappiness. When the pandemic first hit, our staff also had to work many extra hours and face a great deal of change and uncertainty. Our staff and volunteers have responded amazingly well and on behalf of my fellow trustees, I would like to thank them for all their hard work and commitment.

Roger Sutton, KCAH Chair

**DONATE
HERE**

**SIMPLY SCAN THE
CODE WITH YOUR
PHONE CAMERA !**



KINGSTON CHURCHES

action

on homelessness

Please support our

IN FOR GOOD APPEAL

Help us keep vulnerable people
off the streets for good.

KCAH.org.uk/In-For-Good