

Providence Row Charity  
Annual Review 2001-2002

**Tribute to The 17<sup>th</sup> Duke of Norfolk, Miles Francis Stapleton Fitzalan Howard, KG GCVO CB CBE MC, Earl Marshall of England 1975-2002, Patron, Providence Row**

All of us at Providence Row: residents, service users, staff, volunteers, committee members, and supporters were saddened to hear of the death of our Patron, His Grace The Duke of Norfolk, on Monday the 24 June.

In his memory, and because his foreword would usually have occupied this page, we wish to pay particular tribute to the many years of direct and personal involvement that His Grace had with Providence Row and those we were established to help. Our sympathies at this time are with his family.

## **Moving forward**

The past year has seen the Charity undergo significant transformation with perhaps the most important milestone being the Charity's decision to develop its own services at the Dellow Day Centre. More recently we have launched an appeal for funds to help us expand the work we do at the Centre, work that is so desperately needed.

We have put in place a new business plan which places the fight against poverty at the heart of our work. Looking back, it is clear that we have started on what will be an exciting but exacting journey. Over the past twelve months we expanded our art activities considerably, and in many ways Providence Row Charity is unique in blending together a broad range of complimentary therapeutic services. Our work with the most vulnerable women in the East End has also expanded, and we hope to launch a new project for women in collaboration with Toynbee Hall and other local organisations in the next twelve months.

Just as importantly our advice and counselling work has been made more widely available, and we are now in the wonderful position of being able to develop this in the future. However, there is a desperate need to convince potential funders of the merits of this work, and to get more support for our outreach, advice, and counselling services.

In April we moved into our own offices in the heart of Spitalfields. The move has given us a new sense of purpose and we now have a firm base on which to build our work. Throughout the year we continued to work closely with the Sisters of Mercy and with Providence Row Housing Association; both equally committed to helping the poor and needy of East London. We see partnerships as essential to our way of working.

Unfortunately, we have also had our disappointments and difficulties over the past year. Of particular sadness were the deaths of Peter Rigby, one of our Vice-Presidents, and Sister Declan, a long-serving and much loved volunteer at the Dellow Centre. In very different capacities they both gave so much to help our cause. They will be missed by all of us.

Looking to the future we can see a significant need for our services. Hunger, poor health, hopelessness, loneliness, and despair are terms synonymous with the work of charities elsewhere in the world. However, these problems can be found in abundance on the doorstep of perhaps the wealthiest financial district of all – The City of London.

Our work over the past year wouldn't have been possible without your help and encouragement. We hope that you will continue to support those that we support in the future.

**Simon Bartley,**  
**Chairman**

**Steven Lee-Foster,**  
**Director**

## **The Dellow Centre**

Opened in 1994, the centre helps 37,000 a people year. Situated on the edge of the City of London the centre provides an essential lifeline for those who cannot get assistance anywhere else. Importantly, the building is open to anyone who needs help. Day in day out the staff and volunteers provide the basic necessities most of us take for granted: food, a cup of tea, shelter, and clothing. Over the year we handed out approximately 82,000 cups of tea, 61,000 bowls of soup and 102,000 sandwiches. The three staff and our small army of fifty volunteers, including the Sisters of Mercy, provided 2,000 food parcels, 2,250 sets of clothes, 4,000 bars of soap, and 4,300 disposable razors. No charge is made for any service.

In addition, we also provided a basic housing advice service throughout the year, while the Benefits Agency held a weekly drop-in. Health care is a key element of our work at the Dellow Centre and we provided a dental surgery once a month as well as eye care and access to GP services. During the year we moved our dedicated advice and counselling service to the centre, and this is now available most evenings.

In the coming year we are expanding the advice we provide at the Dellow Centre with support from Help the Aged. We also plan to convert a room at the centre to provide computer training workshops for users with help from Oxford House – who are also helping us with our art project - and other local organisations.

The day centre is perhaps unique in having to rely entirely on voluntary donations for its survival. We desperately need to raise funds for the centre and we are launching our *Square Meal Appeal* in September to keep the centre operating. We hope to make this an annual appeal.

## **Art Project**

Our art project has been running for a number of years and during the past twelve months we have expanded the art-based activities we offer. Brick Lane is at the heart of an expanding artistic community and we now provide a much broader range of activities in conjunction with local artists. During the year we started new classes in photography and sculpture, and we now have a vibrant art project at the heart of the Dellow Centre. With the help of a grant from the JP Morgan Fleming Foundation we ran a photography project for women who attend a weekly drop-in session. This was a fantastic way of helping the women improve their self-esteem and self-confidence. The art room is currently being redesigned with the help of Gensler to accommodate our growing art project.

## **Just Women**

Our Just Women initiative was launched in April 2001 and now provides a dedicated outreach and drop-in service for women caught in the cycle of homelessness, substance misuse and abusive relationships. Many of the women are involved in commercial sex work and throughout the year we have gradually expanded our programme of help by providing a safe and supportive environment. Once a week we provide a service on the streets for vulnerable women in conjunction with the Maze Marigold Project and the Ambrose King Centre. In the past twelve months we helped nearly 500 women by means of this service.

We back this up with a weekly drop-in which supports fifteen women every week. In the next twelve months we are hoping to establish a new innovative centre for women in the East End in partnership with Toynbee Hall and other local organisations and we have already started the search for a suitable location. Our hope is that we will be able to provide a service that can be replicated elsewhere.

### **Advice and counselling**

Behind the label of homelessness there is a diverse range of circumstances. Many of the people we help harbour very distressing experiences from childhood or from events later in their life. Most of us take it for granted that we have the emotional and other tools needed to get through difficult episodes in our life but for many people this simply isn't the case. The difficulties many of our clients face are compounded by acute poverty, poor health, a lack of self-esteem and a sense of hopelessness. Many have to face their problems alone and a considerable number succumb to alcohol or drugs as a way of coping.

Our advice and counselling team – including our volunteer counsellors – try to address the longer term psychological problems that underpin much of the distress our clients find themselves experiencing. This work is not as visible or tangible in the way that a hostel is, yet is just as important. During the year there were nearly 900 calls to our advice line. Over 80 per cent of the people we helped were unemployed, and many desperately need long-term help and support. We undertook over 300 assessments during the year and provided just under 1,900 counselling sessions, but we were not able to help everyone who approached us. We are convinced that this approach provides a valuable and robust way of supporting people over a long period of time. However, because it is a less visible and complex service we struggle to get support. In the coming year we hope to secure adequate funding for this work as well as developing the service so that counselling provision is available within hostels.

### **Volunteers**

Volunteers are crucial to our work and we focus our efforts on ensuring that we provide volunteering opportunities to people who would otherwise be unable to volunteer. Our approach aims to offer opportunities to individuals who are often discriminated against. Some go on to gain employment with the Charity, or elsewhere. During the year we had a core group of 95 volunteers with 50 working at the Dellow Centre and a further 22 volunteer counsellors. Eleven of the volunteers at the Dellow Centre are current or former residents.

We would not be able to run many of our services without the support of the Sisters of Mercy. During the year two of our longest-serving volunteers, Sister Brigid Culhane and Sister Bernadette Glynn, obtained the Certificate in Interpersonal Skills from the University of Wales, Lampeter, as part of a distance learning course designed for charities. We now have six volunteers studying under the programme.

### **Emergency services and housing**

The Charity has developed a number of housing projects in conjunction with the Sisters of Mercy and Providence Row Housing Association. However, with the exception of the Dellow Centre we are not involved in the day-to-day management of the housing projects. Every year we maintain a capacity to respond to emergency housing needs – particularly in winter – as we see this as part of our unique mission.

The key partnership projects with Providence Row Housing Association and the Sisters of Mercy are listed below.

Bartlett House – This facility is an integral part of the Dellow Centre and provides 8 single rooms with showers for women, and a roof garden. In addition, there are 5 single sex 2-person flats for men or women. Staff cover is provided 24 hours a day. The flats are managed by Providence Row Housing Association.

Dellow Centre hostel – Thirty single rooms for men are provided in groups of five. The project is staffed 24 hours a day and is integrated with the drop-in centre and Bartlett House. Men between 21 and 65, particularly those who have slept rough, are able to access this accommodation. The hostel is managed on the Charity's behalf by Providence Row Housing Association, although the Charity is to take over the direct running of the day centre from October 2002.

McAuley House – an integral part of the Dellow Centre, this building is occupied by the Sisters of Mercy.

Edward Gibbons House – Thirty-one single rooms are provided for long-term male and female drinkers who have slept rough and who are still drinking. The project provides 24 hour care for the most vulnerable. This project is owned and managed by Providence Row Housing Association.

Daniel Gilbert House – This project provides 37 single rooms and 26 bedsits for men and women. In addition, there are 19 self-contained flats for single people within the building. The flats are managed by Providence Row Housing Association.

Fidelis House - Twenty-three flats for single women managed by Providence Row Housing Association.

### **Extracts from our accounts**

#### Income

Legacies	87,715
Grants	190,846
Donations and gifts	97,452
Investments	308,613
Total	684,626

#### Expenditure

Charitable projects	512,290
Fundraising, publicity and events	63,474
Development, administration, other	258,998
Total	834,762

A full set of audited accounts is available on request.

### **Supporting our work**

Lord Mayors Visit Providence Row!

We have always been fortunate in having an annual visit from the Lord Mayor of London. Over the past year we have been fortunate in having two Lord Mayors visit us! In April 2001 the Lord Mayor of London, Alderman Sir David Howard, helped us celebrate St George's Day at the Dellow Centre. Just six months later, one of our Vice-Presidents, Alderman Michael Oliver, visited Edward Gibbons House in November 2001 a few days after becoming Lord Mayor of London. The Lord Mayors' visits underline the Charity's close link with the Corporation and City of London.

#### Partnerships with companies

We have been incredibly busy over the past year working with some of the world's leading companies. Our appeal for help with office equipment was met with great enthusiasm and we received donated furniture and other items during the year from BT, Credit Suisse Asset Management, Merrill Lynch, Freshfields Bruckhaus Deringer, Digene, and WF Electrical.

During the year we held a number of events and 'challenge days' involving teams from Freshfields Bruckhaus Deringer, Kingston Smith, Barclays Bank, Schroders, KPMG, and Goldman Sachs. We also hosted our most successful City of London Quiz in April 2002 involving 27 teams who raised a record £5,700 for our work! The event was hosted by Clifford Chance who provided the venue and helped organise the evening. Once again, Alderman John Hughesdon, one of our Vice Presidents, was Quiz Master for the evening.

Our partnership work with companies is not just about money. We aim to provide unique opportunities for teams to help us while improving their own skills, knowledge and teamwork. In addition, we also receive help 'in kind' from many companies. For example, architects and design company Gensler have recently set up an internal competition for young designers to redesign our art room at the Dellow Day Centre sourcing the materials for free through their own suppliers.

#### Celebrations

Throughout the year we held a number of events to celebrate particular events. These culminated on the 7<sup>th</sup> June 2002 with a huge Golden Jubilee Open Day for the day centre users, hostel residents and staff. With funds provided by Freshfields Bruckhaus Deringer and *Awards for All* we provided a range of activities including a barbecue, Bengali food, stalls for other local charities, music from Streetwise Opera, Marquees from Hackney Community Projects, homemade cakes, an art exhibition, and decorations by the day centre users.

#### Individual supporters, schools, religious and parishes

During the year our regular supporters continued to show their generosity through donations and by providing us with clothing, soup, games, furniture and other items. Any gift, no matter how small, is invaluable. A significant amount of our funding comes from school fundraising events, parish churches, and from religious. Without this help we simply would not be able to continue our work. We are currently looking at ways in which we can better support these activities.

## **Thank you to all our supporters**

The following organisations helped us in the past year, either through financial support, with gifts in kind or help with practical tasks. Individuals are not listed, since so many prefer to remain anonymous. Our grateful thanks are extended to everyone who helped support our work.

### **Clubs, Charities and Societies**

Alcoholics Anonymous

Bishopsgate Ward Club

Crisis Fareshare

The Society of London Toastmasters

### **Statutory funders**

London Boroughs Grants/ALG

City of London Social Services Department

### **Companies**

Akeler Development

Aukett Europe

Avebury Group

Bain & Co

The Bank of England

Bank of Ireland

Barclay's Bank plc

Bates Wells and Braithwaite

Bristow Johnson & Partners

BT

Broadgate Estates Ltd

Brooks Associates

Buchanan Ingersoll Service Ltd

Clifford Chance

Credit Suisse Asset Management

Danske Bank

Devonshires

Deloitte & Touche

Digene

Edengene

Freshfields Bruckhaus Deringer

Goldman Sachs International Ltd

HSBC Bank plc

Invesco plc

Kingston Smith

KPMG

Lovells  
Marsh Ltd  
Mazars Neville Russell  
Merrill Lynch  
Morley Fund Management Ltd  
News International plc  
Nicholsons Aircraft Seals Ltd  
Norton Rose  
Osborne Clark  
The Peacock Trust  
Schroder Investment Management Ltd  
Singer & Friedlander Investment Management Ltd  
Talisman  
The Trevor Osborne Property Group Ltd  
WF Electrical  
Witham Weld  
York Gallery Ltd

### **Livery Companies**

The Worshipful Company of Coopers  
The Worshipful Company of Feltmakers  
The Worshipful Company of Glovers  
The Worshipful Company of Leathersellers  
The Worshipful Company of Needlemakers  
The Worshipful Company of Plumbers  
The Worshipful Company of Wax Chandlers  
The Worshipful Company of Wheelwrights

### **Churches**

The Church of Our Lady of Dolours, London  
The Church of Our Lady of Lourdes and St Michael, Uxbridge, Middlesex  
The Church of Our Lady of Sorrow, London  
The Church of Our Lady of the Assumption & St Gregory, London  
The Church of St Anthony of Padua, Rye, East Sussex  
The Church of St Augustine, Hoddesdon, Herts  
The Church of St Barnabas, London  
The Church of St Botolph's Without Bishopsgate, London  
The Church of St Dunstan, London  
The Church of St James, Twickenham, Middlesex  
The Church of St Joseph, London  
The Church of our Lady and St Thomas of Canterbury, Middlesex  
The Church of St Mary and St Joseph, London

The Church of St Mary Magdalen, London  
The Church of St Mary Moorfields, London  
The Church of St Pancras, Lewes, Sussex  
The Church of St William of York, London  
The Church of The English Martyrs, London  
The Church of The Holy Family, London  
The Oratory, London  
Ulleskelf Methodist Guild, Tadcaster, Yorks  
The Church of Our Lady of Lourdes, London  
The Church of St Patrick, London  
The Church of Christ the Eternal High Priest, Gidea Park, Essex  
The Church of St Edmund Campion, Maidenhead, Berks  
The Church of The Holy Family and All Saints, Witham, Essex

### **Religious bodies**

Benedictines of Pluscarden Abbey  
Capuchin Friars  
Catholic Clothing Guild  
Catholic Singles  
Catholic Women's League  
Dominican Sisters of St Catherine of Siena  
Dominican Sisters (Congregation of Newcastle, Natal)  
English Dominican Sisters (Congregation of Stone)  
Faithful Companions of Jesus  
Ilford Catholic Club, Essex  
Institute of Our Lady of Mercy  
Institute of Sisters of Mercy (Wanstead)  
Knights of St Columba  
Charity Craft Group, Our Lady of Lourdes Church, London  
Quarr Abbey  
The Union of the Sisters of Mercy  
Sisters of the Sacred Heart of Mary  
Sisters of the Sacred Hearts of Jesus and Mary  
Society of St Vincent de Paul  
Southwell House Youth Project, London  
St Joseph's Guild, Sheringham, Norfolk  
The Sisters Faithful Companions of Jesus  
Union of Catholic Mothers

### **Schools**

English Martyrs School, London  
Our Lady of Sion High School, Worthing, Sussex  
St Joan of Arc School, London

St Patrick's School, Romford, Essex  
St Mary's Hare Park School, Gidea Park, Essex  
St George's School, Enfield, Middlesex

### **Trusts**

Albert Hunt Trust  
The Ancaster Trust  
The Audrey Earle Charitable Trust  
British Alcan Charitable Trust  
The Charities Advisory Trust  
The Charterhouse Charitable Trust  
CHK Charities Limited  
Churches Together in England  
City of London Justice Rooms Charitable Trust  
Defence Social Services Association  
Sir Harold Hood's Charitable Trust  
Help the Aged  
Jack Petchey Foundation  
The J K Jaques Charitable Trust  
The J P Morgan Fleming Foundation  
The Jaffe Family Relief Fund  
The JMH Trust  
Lazard Brothers Charitable Trust  
The London Housing Foundation  
Mrs F B Laurence 1976 Charitable Settlement  
The Mitchell City of London Charity and Educational Foundation  
The Orr Mackintosh Foundation  
The Peacock Trust  
The Smith Charitable Trust  
Stormont Lodge No 4146  
The Tudor Trust  
The Wakefield Trust  
W F Charitable Trust  
William Arthur Rudd Trust  
William Kendall's Charity (Wax Chandlers' Company)

## **Who's Who**

### **Patron**

His Grace the Late Duke of Norfolk KG GCVO CB

### **Vice-Presidents**

Sir Brandon Gough  
Rt Hon. The Alderman, J M Y Oliver, The Lord Mayor of London  
Richard Sermon  
Alderman John Hughesdon  
The Lady Remnant  
Mrs Joan Wheeler Bennett

### **Committee members**

Simon Bartley (Chairman)  
Charles E Bellord  
Sister Helen Costigane SHCJ (to 9/2001)  
Howard Doe  
Sister Evelyn Gallagher RSM  
Mark Guiver  
Father Peter Harris  
Sister Patricia McMahon RSM  
Sister M Francesca O'Brien RSM  
Dan J Regan  
Dr Nerys Roberts  
Michael Stobart

### **Co-opted members serving on committees**

Philip Boxer (to 3/2002)  
Daniel Moore  
Donna Notaro  
Professor John Walton  
Dr Michael Wright

### **Director**

Steven Lee-Foster

Providence Row Charity\*  
Peter Rigby House  
41 Spelman Street  
London E1 5LQ

Telephone 020 7375 0020  
Fax 020 7377 5366  
www providencerow.org.uk

\*Providence Row Night Refuge and Home (Registered Charity No 207454)

### We need your help

Providence Row Charity needs your support. ANY donation you can make will help. We depend on voluntary contributions to meet the running costs of our services.

- Just £5 will help us provide a meal, clothing and support to a homeless person.
- £20 will meet the cost of an hour's professional counselling for someone in need.
- £45 will pay for art materials and a tutor to help someone discover and develop their artistic talent.

If you are a taxpayer you can help us increase the value of your donation by declaring that you are making a Gift Aid donation. There is no minimum qualifying amount for Gift Aid donations and you can cancel the arrangement at any time with immediate effect or from any such date that you specify. To qualify for Gift Aid you must pay Income or Capital Gains Tax equal at least to the amount the Charity can reclaim on your donations in the tax year. This is currently 28p for every £1 you donate. If your future circumstances change and you no longer pay tax equal to the amount the Charity can reclaim you should cancel the arrangement. If you pay Income Tax at a higher rate, you should reclaim the further amount in your Self-Assessment Return.

I enclose a donation of £\_\_\_\_\_ for the work of Providence Row Charity, or

Please charge £\_\_\_\_\_ to my Visa / MasterCard / CharityCard (delete)

Card Number:-

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Expiry Date:

*Please complete the following:*

- I am not a taxpayer
- I am a taxpayer and I want Providence Row Charity to treat as Gift Aid donations (see notes below):
- This donation of £\_\_\_\_\_
- All donations I have made since 6<sup>th</sup> April 2000 or such date as specified here and all donations I make from the date of this declaration until I notify you otherwise.

Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Name : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Please send me further information about :

- Legacies       Donations in Kind       Volunteering

**Registered Charity Number: 207454 Please return to: Providence Row Charity, Peter Rigby House, 41 Spelman Street, London E1 5LQ**