

PROVIDENCE ROW

A PLACE OF REFUGE, A PLACE OF HOPE



A snapshot

During the last quarter (April – June 2009)

- 1,586 individuals used the day centre.
- 305 were new to the centre and of these 101 were rough sleepers. The remaining are people who are staying in squats, hostels or on friends sofas.
- Overall there were 11,078 visits to the day centre.
- 66 of our current clients visited our new 'Satellite Centre' and we will see this grow over the coming months as the centre expands its range of services.
- 288 clients received advice or joined in with an activity – which is a rise compared to last quarter.

What do our clients think?

- "This is one of the best day centres in London"
- "When I come here for help I do get help"
- "It's clean and the staff are friendly"

Meanwhile, outside our gates...

- 3,017 people were seen rough sleeping in the capital last year.
- There is a constant flow of people onto the streets, but most people are not on the streets for the long term. Last year 55 per cent were new to the streets, 10 per cent had been seen the previous year and 15 per cent were first seen over five years ago.
- Approximately 40 per cent have been in prison, 12 per cent in care and 7 per cent in the armed forces at some time in their lives. (Some people may have experience of more than one of these).
- Nationally, there are 187 day centres serving an estimated 10,000 people per day.

It is our vision that any and all homeless people in the East End of London will be able to access the services they need to assist them out of homelessness.



First steps: Assessing people's needs

It is vital to understand each individual's situation and their needs before we can begin to work with them in a meaningful way. In March this year we improved the way we register and assess our clients¹ as they come to the Dellow Centre. This change was a response to feedback received in client surveys and is a step towards ensuring we are working in a collaborative and proactive way to help people move on.

While we work to provide basic services to maintain the health and dignity of those who come to us – such as food, showers, laundry facilities and essential health services – we also aim to offer more advanced services to meet people's more complex needs and to tackle the root cause of their homelessness. For many people the reason they become homeless is a combination of different factors. This means that the hurdles they face in accessing accommodation can be numerous and we need to overcome each and every one of them, to ensure long-term and sustainable independence.

To ensure their needs are addressed, once they have had breakfast they come for an assessment interview with one of our Project Workers.

During this process we go into a lot of detail around their history of housing over the past five years, their general health, their mental health, their social

support networks, and any drug or alcohol problems. For some clients this can be done in one sitting. In other cases it may take several visits for us to get a full assessment.

“Some people just aren't ready to deal with us on that level yet: they may have been through this process elsewhere many times before and be disillusioned or have lives that are too chaotic or unhappy to talk about. It's an ongoing relationship that we have with our clients”.

Charles, Support Services Team

Once the assessment is complete support needs and required actions are flagged up. A client can be referred internally to one of the services we offer at the Dellow Centre: these currently include mental health support, substance misuse services, housing and benefits advice, and support with finding and entering employment. We also signpost and refer people to partner organisations where we are not able to provide the necessary support.

On average our staff will go over this with five people every day. That's 140 assessments a month and over 1,680 every year!

From there the journey our clients take will very much depend on their needs, but at Providence Row we aim to see them through it all the way.

Giles

A good example of how the new assessment process has affected people is the case of Giles. Giles was known to us for a number of years. He was a gentleman in his 40s who had been homeless for many years. He was sectioned under the Mental Health Act in his early twenties and when he reached 24 was released and placed in a house on his own with no family or any other support offered. His situation quickly went into a downward spiral and Giles didn't have any secure home for over twenty years.

Through in depth assessment process, over a period of time and a lot of detective work on the part of the team we were able to piece together Giles' history. He had moved around a lot and been seen by many different organisations but due to his very complex needs no one seemed to want to take responsibility of him. It was a very difficult process but the result is now that Giles is now living in supported housing, the most secure environment he's had for years. He still has problems and will find it a challenge to resettle but we will continue to support him.

¹ Our clients are the people who use our services.



Stepping in: Crisis intervention

Good health is key to people trying to change their lives and our services at the Dellow Centre are based around offering for free the things that people need to stay healthy and retain their dignity. They can access hot showers and laundry facilities and then have a cooked and nutritious breakfast.

We recently started to run a night service which provides somewhere safe and warm overnight for those who are in need of it for a short time. We can only take seven clients at a time and it is a very basic service of blow up mattresses and sleeping bags. Because places are so limited it is a much more structured service than that provided during the day. People must be referred to us and it can only be for a short time period. People can stay for up to seven nights. The service is there for people who have been given a room in a hostel but may not be able to move into it for a couple of days. Being able to access our service means that they do not have to sleep out on the streets while they wait.

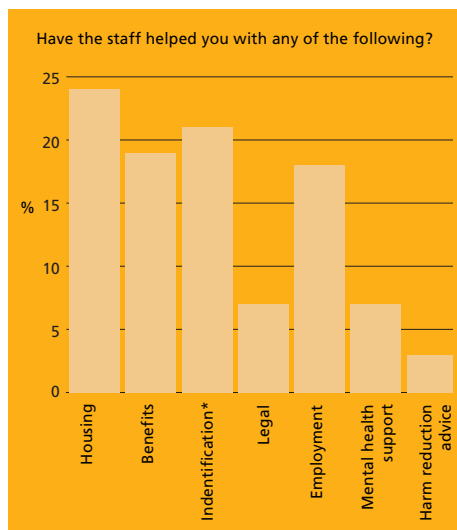
At Providence Row we recognise that helping people to move on may not be straight forward and that we must allow the client to move at his or her own pace. We are all different and adapt to situations differently and so we continue to develop an environment and staff which can respond to people who are either

struggling to stop things getting worse, in stasis, thinking about change or getting ready for change.

One of our clients said: *“When I get settled I will take part in computer training and finish off the work that I couldn’t finish at college because of homelessness”*

This shows how homelessness breaks into all aspects of life: it was not just his home that this young man lost, it also disrupted his education. It takes time for people to start rebuilding their lives.

Engagement



After their initial contact with us through accessing our basic services, a client may feel ready to take steps to address the root causes of their homelessness. This may be as simple as speaking to a project worker about accessing the benefits they are entitled to or it might be a more involved process where they will need to speak to one of our complex needs team about drug or alcohol misuse.

*Identification is when people have lost their passports or National Insurance number we help them to get these vital pieces of ID required in order for them to access services and benefits.

Transitions

Clients who move on from homelessness can be at risk of returning due to social isolation and rejection by the

community. Provision of support within their community is vital if clients are to consolidate the steps they have taken and go further. While work and training related services are available, there is often insufficient emotional and social support. We bridge that gap through our Meaningful Occupation work which is expanding through the opening of a new premises that we call the Satellite Centre.

Barka UK

One of the possible routes that our clients may take is through Barka UK. Since the recession we have seen a rise in the number of clients from A10 countries. One of the possible routes that our clients may take is through Barka UK. Barka UK is a branch of the Polish organisation the Barka Foundation, who have been working with Providence Row since 2007. There is a member of Barka staff based at the Dellow Centre who encourages and prepares clients for reconnection to the Barka network of inclusion programs in Poland. This could also involve help with obtaining passports and arranging the necessary transport.

To date 390 Eastern European migrants (85 per cent of them are Polish) who lived on the streets in London have returned to Poland for detox, social rehabilitation and employment programs with Barka.

Barka Poland have 25 Community leaders in London who were once homeless. They share the same values as Providence Row and believe it is important not just to provide for people’s basic needs but also to offer them the tools they need to move on. For more information on Barka please visit http://www.barka.org.pl/index_eng.htm



Yes I would like to support Providence Row

Your donation could help someone by:

- £3.00 could pay for a hot shower, use of the laundry facilities and a cooked breakfast.
- £6.00 could help fund our substance misuse service.
- £9.00 could allow a client to access our Job Club.
- £12.00 provides the much needed in depth assessment.

Please complete this form and return in the Freepost envelope provided to:
The Fundraising Department, Providence Row, The Dellow Centre, 82 Wentworth Street, London E1 7SA

Donation form

I enclose a cheque/postal order/CAF voucher made payable to Providence Row of £ _____

Please debit my Visa/Access/Mastercard/Maestrocard (delete as appropriate)

Card no _____

Expiry date __/__/__ Security code ____

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Please tick the box below so we can gain an extra 28p for every pound you give.

- I am a UK taxpayer and would like to Gift Aid this, all future donations and all donations I have made in the past 6 financial periods.

Name _____

Address _____

Signature _____

Date _____

NB: To qualify for Gift Aid, you must pay an amount of UK Income Tax and/or Capital Gains Tax at least equal to the tax that the charity reclaims on your donations in the appropriate tax year.

Postcode _____

- Please tick here if you do not wish to receive an acknowledgement letter.

Email _____

by providing your email address you are giving us permission to contact you in this way.

- Please tick here if you would prefer us not to contact you again.

Telephone _____

Thank you!

Standing order

The best way you can support our work is by setting up a regular gift.

To the manager

Title _____

Bank _____

First name(s) _____

Address _____

Surname(s) _____

Postcode _____

Please pay to HSBC plc, City of London Branch, 60 Queen Victoria Street, London EC4N 4TR for the credit of Providence Row Sort code 40-05-30 Account number 50674788

Account no. _____

The sum of £ _____ [Annually] [Quarterly] [Monthly] (please delete as appropriate)

Bank sort code _____

Sum in words _____

Signature(s) _____

Payment date _____

Date _____

Thank you!