



Annual Review | 2018-19



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This year I began my first year as Chair of Hackney Doorways, stepping up from my role as a Trustee. It's been a significant step for me personally and a journey that would not have been possible without the considerable support from my fellow trustees, staff and the amazing volunteers and supporters of Hackney Doorways. I want to give special thanks to Andrew Hudson the previous Chair for his strong stewardship, advice and counsel, to Sarah Watson our exiting Treasurer and to Christina Ball our first Charity Director who has already had a more than considerable impact on the charity and our work.

We all recognise that the issue of homelessness is a challenging and seemingly ever growing one. We are a small charity looking to support some of the most vulnerable in our society, with a big mission but only limited resources. We know that alone we cannot resolve the situation and that we need all our community to come and work together to achieve this.

Over the coming years we are looking to strengthen our work still further. In recent times we have noticed an increase in the number of female guests. Many come to our shelter very vulnerable and in need of more care than we can currently give. To that end we have taken the significant step to secure an all year round fixed night shelter exclusively for women to open in July 2019. This will enable us to offer more tailored support within a dedicated house and increase our reach over the coming year.



Andrea Daniels Chair of the Trustees of Hackney Doorways (Hackney Winter Night Shelter)



It's a real privilege to have been appointed Acting Director of Hackney Doorways, the Charity that runs Hackney Winter Night Shelter.

During my year as Shelter Manager covering Kate's maternity leave, I was so impressed by the overwhelming support of the Hackney community for the work of this small charity. We cannot thank people enough for their contributions.

The shelters would not exist without the continuing dedication of our volunteer coordinators, the huge volunteer teams and the support of our host venues. The incredible fundraising efforts of individuals, local businesses, faith and community groups all play a part in the success of the shelter.

I do hope that you find this report informative and interesting and that it will help bring to life some of the work that we do over the year to make Hackney Winter Night Shelter a comfortable and welcoming place for our guests during the cold winter months.

For me personally, meeting many of our guests on a daily basis, learning of the positive outcomes and knowing that we have all had a hand in helping them to move on and begin their route out of homelessness is something that I feel we can all be proud of.

Christina Ball Acting Director

About Hackney Winter Night Shelter

Hackney Winter Night Shelter, operated by the Charity Hackney Doorways, has been opening doors to vulnerable homeless people in the borough since 1996.

Sadly, the need for our service has never been greater, with the number of rough sleepers continuing to grow over the past few years, especially in London and other major cities, where this most visibly distressing sign of homelessness is evident every day. On any one night in England, 4,677 people were believed to be sleeping on the streets (Autumn 2018), an increase of 165% since 2010.

Supportiveness Inclusion Community

The dangers of sleeping rough cannot be under-estimated. As well as many suffering from poor mental and physical health or drug and alcohol problems, people are under the constant threat of violence and abuse on the streets. In 2018 the Office of National Statistics reported 726 deaths of homeless people, the highest number since records began. Of course, winter is the time when people can suffer most, with the cold nights making it even more of a challenge to stay warm and dry, to find something to eat and somewhere safe to bed down.

Hackney Winter Night Shelter is open over the coldest five months of the year, from the beginning of November through to the end of March, and aims to offer not just a safe and warm place to sleep but also to help each person find their route out of homelessness and start to rebuild their life. Our Advocate Workers provide casework support, helping people to access more stable accommodation, to signpost or refer them to many different services that can assist, or supporting them to claim benefits, get documentation, access legal or immigration advice. Each person who stays with us has their own unique and individual needs.

The Charity is governed by a highly dedicated and committed group of Trustees, with the day to day management and operations carried out by a small staff team.

A large number of volunteers from all walks of life support the work of the Charity, and their contribution is highly valued.

Without our volunteers and the support from the community Hackney Winter Night Shelter simply would not exist.

We have three core values:

Supportiveness

Along with the support that is given to guests at the night shelter venues by our coordinators and volunteers, we aim to provide support at the right level to each individual who enters our shelter. As well as supporting our guests, we are proud that our coordinators, staff and volunteers support each other and are always ready to share their knowledge and experience with both new and existing people.

Inclusion

We welcome guests from any and all backgrounds, offering support based only on their needs and our ability to meet them. This inclusive approach extends to our staff and volunteers too.

Community

We can only do all of this with the support of the local community. Hackney Winter Night Shelter was originally and remains to this day, the community's response to the problem of rough sleeping locally. Our community grows every year, with people who volunteer at the shelters, as well as those who organise and take part in fundraising events. Support has increased too from corporates and local businesses, community and faith groups. All this enables us to do much more than we could on our own.



Each evening is organised by a small group of coordinators (all volunteers) who make sure that everything is in place – volunteers, equipment, beds and bedding, ingredients for the meal and guest lists. Many of our coordinators come back year after year as they find it such a rewarding experience.

prepared

Achievements & highlights of 2018-19

New website

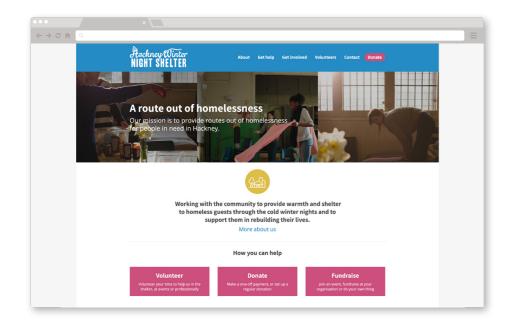
In November 2018, we launched the new Hackney Winter Night Shelter website with a clean fresh style, that's easier to navigate and access information about our work. The website lets people know how they can get involved with our work, and the many ways to support us and there is also a simpler donations page. Since its launch we have had around 4,500 unique visitors.

Increased social media presence

As part of our communications plan, we have also raised our profile by using social media more, with Twitter, Facebook and Instagram being our key channels. We have experienced increased engagement with all of these.

Strengthened community links

As a charity that has its roots within the local Hackney community, we are delighted that even more community, corporate partnerships and local businesses decided to support us this year. Local agencies that can support our guests are becoming aware of our work and are keen to support our vital services.



Reviewed our governance structure, appointed first director

We have reviewed the charity's organisational structure, systems and processes and in May 2019 appointed our first professional director, Christina Ball. Significant improvements have been made to financial management and administrative procedures and we are in a good position to support the continued growth and development of the charity.

Our new year-round women's shelter

In June 2019 we heard that we had been successful in our bid to the GLA Mayor's Rough Sleeping Innovation Fund for a pilot project to run a year round 'static' women's shelter based in a lovely four bedroom house in Hackney.

This incredible new venture started late July 2019 and we're excited to update you next year!

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Trustee profile - Niul Dillon Hatcher

I used to pass people on the street and knew offering cash was not the ideal response but did not know how to get involved practically. I heard about the night shelter from friends and neighbours. My children were older and I had the time to volunteer.



How long have you been a trustee for Hackney Doorways?

I first volunteered in 2009 working the night shift at St Michael & All Angels, London Fields, and when attending training a request was made for new trustees so I became a trustee very early on in my relationship with Hackney Winter Night Shelter. Charities are generally keen to include a lawyer amongst their trustees.

How has Hackney Winter Night Shelter changed over that time?

When I joined as trustee, Hackney Doorways (the charity) had only recently been registered and a lot of work was required to implement this change. The season was extended from three to five months - we wanted to open for even longer but could not find enough coordinators.

A number of venues have changed and now we are delighted that we have one school participating. We used to operate with one part-time link worker but now have a mix of temporary and permanent, well-qualified staff. At SMAAA we persuaded a general volunteer who was a GP to become a volunteer GP and we have provided this service on Sunday night for the last six years. Finally, the appointment of a full-time director has relieved the trustees of much of the executive burden they used to bear.

You're also a coordinator at one of the venues, how do you manage to combine the two roles?

I think it essential to have a clear understanding of the way that Hackney Winter Night Shelter operates at a practical level. It means that I know the practical issues that other coordinators face and it assists decision-making - including deciding on two occasions that operating venues were not fit for use. Volunteering (as a coordinator) is a tremendously positive experience - my life is enriched by the people I meet (guests and volunteers) whom you bump into all over the borough.

What are you most proud of?

That the night shelter continues to do a small thing well. Every day that we operate, we affect the lives of our guests. The energy of our volunteers is a beacon of positivity.

What are the highlights from your experience?

A volunteer emigrated and she emptied all her kitchen equipment into the boot of my car, which became an ambulant warehouse for guests who had moved on. One Italian female guest retrieved an espresso pot and I shall never forget the delight on her face when she saw this.

Cycling home from the night shelter on a crisp winter Monday morning after a night shift knowing that you have started the week by being useful. And running the "Hackney Half" to raise funds - when you pass very close to so many of our venues this makes manifest our network.

Working overnight and daytime shifts with various adult children and god-children.

What are the rewards and the challenges of being a trustee? Would you recommend it to others?

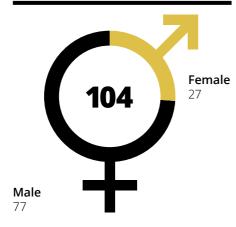
The challenges include the commitment to regular meetings and working outside office hours - much trustee correspondence has been sent after 11pm. Different views are expressed but we always reach consensus. The reward is the facility to contribute skills and experience in order to help change lives. I recommend it wholeheartedly.

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Our guests and impact

Over the five months that the shelter was open, we accommodated 104 people. Of those, the majority were male, although we continue to experience a much higher proportion of women than we have seen in earlier years.



Most of our guests were aged between 25 and 60, with a small number being under 25 (7) and 13 over 60.

Age	No.
19-25	7
25-60	84
Over 60	13

Night shelter guests come from very diverse ethnic backgrounds, with the greater proportions being EU nationals and people of African or Caribbean origin.

Ethnic	origin	No.
White	British	10
	Irish	2
	Turkish	1
	Greek	2
	Other, incl.EU nationals	27
Mixed	White & black Caribbean	3
Asian	Indian	0
	Pakistani	0
	Bangladeshi	3
	Other Asian	4
Black	Caribbean	9
	African	35
	Other Black	1
Other	Ethnic group	7

As well as helping people to secure move-on accommodation, our advocacy team helped guests to:

- secure welfare benefits or challenge DWP decisions
- access ID documents, such as passports or birth certificates
- register with GPs and other health services
- attend important appointments
- conduct job search activities and access training or employment opportunities
- get help with issues such as mental health, drug and alcohol misuse, debt problems, access to food banks, domestic violence or abuse, signposting to legal and immigration advisers.

A small discretionary assistance fund helped people to pay for:

- travel costs to interviews and important appointments
- move-on packs, essential items and equipment for a new home
- tools or workwear to start a new job
- clothing and bags or rucksacks
- emergency items such as toiletries or sanitary wear
- eye tests and glasses.

In a few cases, this vital fund was able to help towards private rent deposits and fares to return home to country of origin (mainly within Europe).

Our Advocate Workers also accessed funds for our guests from external partners such as the Nawall Fund. These were used to help guests to move on to a new home. We also worked with charities who offer migrant hosting, such as "Refugees At Home". Accommodation was found for a small number of people, who stay with a host family while they work with legal advisers on their immigration issues.



of guests didn't go back onto the streets

Despite increasingly difficult conditions for moving people on into more secure accommodation, our Advocate Workers achieved considerable success in helping people to move on. We were able to ensure that almost 70% of our guests did not go back onto the streets. Housing and move-on outcomes are shown here:

Housing and move-on outcomes

Private rented sector	11
Supported accommodation	14
Other night shelters (semi permanent)	5
Night shelters (temporary)	3
Accommodated by council	10
With friends or family	11
Home Office accommodation	1
Private hostel	3
Faith based houses of hospitality	3
Hosting (migrant)	5
Return to country of origin	4

The workers try to solve problems as they arise and do what they can to help, so that people are not just left.

I look forward to the company of the volunteers and enjoy the diversity.

The shelter is really helping me.

It's ace blinding!

What our guests have to say

Food and togetherness, talking, making friends is good for my mental wellbeing.

Very nice food. Beds comfortable. People are nice to us.

The food is brilliant!

The best part of the shelter is the community.

Guest case studies

*Not real names or images





Oleg

When Oleg first came to the UK from Poland he worked as a fruit picker on a farm in Essex. Arriving alone and unable to speak English made him vulnerable and Oleg became a victim of financial abuse. His persecutors got hold of his cards and bank account details and were able to access the money he was making from his farm work.

As a Polish national, Oleg had no access to public funds and so when he escaped, he became homeless. For the next five years he found himself isolated and suffered from depression, alcohol dependency and other serious health issues which left him unable to work. Eventually, Oleg ended up in London and was referred to HWNS. We provided him with shelter and then began working with him to get the medical documents needed to support his case for being unable to work. Once we had successfully set up his universal credit and got him a bank account, we made a bid for emergency housing.

The application was accepted and Oleg is still under the care of the council, living in temporary accommodation. For someone who had fallen through the gaps, utterly desolate, for so long, this care and stability has been life changing.

Greta

Greta arrived in the UK and set herself up in a hostel with the aim of finding work and ultimately building a life here. However, because she was from Germany, she discovered that she couldn't start work until her National Insurance number came through and after a few weeks her money started to run out. She managed to find an ad-hoc shift at a pub in Kings Cross for a few hours each month, but the money she was making was barely enough to top up her Oyster card, let alone pay for food and accommodation.

She ended up sleeping rough for a few weeks and that's when she turned to HWNS. Living on the streets means enduring long days on your feet and Greta had developed intensely painful bunions. We gave her money for medication and provided her with a weekly bus pass to relieve the pressure on her feet. Our focus was initially to help her get a job, but serious undiagnosed mental health problems meant this wasn't going to be easy. We referred her to weekly job clubs for further support but after six weeks Greta decided that the best thing for her was to return home. Hackney Winter Night Shelter secured her a grant to cover her flight and her bus to the airport - she is now safely back in Germany.



We first met Ali on an especially cold night when a Severe Weather Emergency Protocol was on. He came to St Paul's church in Stoke Newington and, although we were full, we managed to find somewhere for him to stay at the back of the church. The next day we referred him to a shelter in Newham and when a space opened up with us a month later, we took him back and began working with him.

Originally a refugee from Mauritius, Ali's life had become chaotic following a relationship breakdown and he wasn't accessing services like his local GP. He suffers from psychosis, brought on by trauma, and his mental health had deteriorated severely which led to him self-medicating.

We made sure that Ali had a stable GP who prescribed medication to manage his mental health. We also set up a meeting between Ali and a solicitor keen to take on his case for asylum. While Ali's case is being processed, we placed him with a host family, through the organisation, Refugees at Home, so that he's got somewhere safe to live for a year while he works on his immigration status.



Chris

Chris spent most of his adult life working in the city as a trader. Around two years ago, he decided to pursue his love of nature and the outdoors and he changed jobs to become a gardener. During the winter months, though, work could be sporadic, and he suddenly found that he was finding it hard to cover his rent. Chris struggles with addiction which made things even more difficult and, with nowhere to turn, he began living in a tent in Hackney Marshes.

Chris lost his home in the depths of winter and so when he arrived at Hackney Winter Night Shelter he had a terrible cough that wasn't getting any better. We encouraged him to go to hospital where he was diagnosed with pneumonia. While he recovered, our team worked with Hackney Council to make sure there was accommodation ready for him to go into when he left hospital. Chris is now getting back on his feet, living in temporary housing in South London.

Spotlight on volunteering

Hackney Winter Night Shelter volunteers come from all walks of life and they remain fundamental in every way to maintaining the shelter for as long as there is a need. They create the welcoming and hospitable atmosphere that our guests experience when they stay with us.

With roles in the shelters from coordinating the night, setting up and making the beds, shopping for food and cooking the meals to the key role of welcomers, everyone helps make the guests feel comfortable in what can be a challenging environment at a difficult time in their lives.

Other volunteers help out at events and last year's Belter events team helped to make sure it all went without a hitch.



Maddie

"I started volunteering with HWNS after being introduced by a friend. We'd been walking through central London on a cold night at the beginning of October, when the weather starts to turn, and you notice the people sleeping rough even more acutely. She'd been volunteering at the Thursday night shelter for over five years and put me in touch with the coordinator.

In the age of the internet and the mass media, we're confronted daily with a barrage of bad news. The harrowing stories, being reported across the country and around the world, can start to blur together like a thick fog. It becomes easy to see the plight of homeless people living minutes from your own front door as another strike on the long list of problems which you feel helpless to do anything about.

Volunteering with HWNS has given me an opportunity to make a difference to the people living difficult lives on the streets that I walk every day. I'm now part of an inspiring and dedicated network of volunteers. The atmosphere at St Paul's where I volunteer is one of kindness, warmth and determination to cook a knockout meal that everyone will enjoy!

I've had the chance to connect with people in my community who I wouldn't otherwise have met. Sometimes after a long day, the guests just want to get some food and rest. But in my experience, they're usually keen to chat to you over dinner, discuss their days and share their stories.

For some people helped by HWNS it seems as though adult life has been one long endurance test. But I've also spoken to people who, through the breakdown of a relationship or a job loss, have just fallen on hard times. I've gained a better understanding of what a complex issue homelessness is: how stability so often rests on a knife edge.

Community can be a difficult thing to come across in London. But all that it really needs is a group of people who are connected; who love where they live and want to make sure that everyone is looked after and supported. That no one slips through the net. For me, HWNS truly embodies this."

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Events and community fundraising

We would like to thank everyone who made a donation, our regular givers and anyone else who we may have omitted to mention here. Your support is invaluable for our night shelter guests.

The Belter

This year's sell-out Belter for the Shelter comedy night was held at the Hackney Empire in February. We are again immensely grateful to those comedians who freely give their time to entertain the crowd, raising a lot of laughs and money to support our work.

The 2019 star line up was: Daniel Kitson, Nish Kumar, Rob Delaney, Kevin Eldon, Sofie Hagen, Athena Kugblenu and Rosie Jones.

Some fabulous prizes were donated for the raffle by Morito Restaurant, Market Bar Mare Street, Moo Canoes, Chroma Yoga, Rich Mix, Franco Manca Pizza, Arcola Theatre, Shoreditch Tours and Fabrication, as well as the star prize of the House of Hackney cushion. On the night, £3,000 was raised through the raffle alone.

Hackney Half

An extraordinary £26,500 was raised through sponsoring our 50+ runners in the Hackney Half this year, making this the best year to date! Thank you to everyone who took part in this annual event. Our runners were of all abilities from seasoned marathon runners to those who had only ever run for the bus before! Our thanks and congratulations to all who completed this Hackney event, and to everyone who helped out on the day or made a donation to support the team.

Special thanks to Courtnee Archer and lane Smith who put in an enormous amount of work, energy and enthusiasm to organise the Belter and the Hackney Half runners.

Community support

The Hackney community really rallied round this year, and put on an incredible number of events and fundraisers, from panto to pulling pints, BBQs, baking cakes and mince pies, quiz nights, Christmas jumper days and a tough mudder challenge - all to raise money aid of Hackney Winter Night Shelter. Thank you to every single person who organised or took part in these or donated to the charity.

Supporters included:

- Beer Merchants Tap
- BIG Yellow (storage space for shelter equipment)
- Bishops Waltham Deanery Synod
- Brownies at St. Pauls Church (setting up the shelter)
- Clapton Girls Academy
- Five Points Brewery
- Forever Beta
- Grow Hackney
- Hackney Players
- Hackney Singers
- House of Hackney
- Household Design
- I Love Chatsworth Road
- Kehillah North London Yom Kippur Appeal
- Mainyard Studios
- Maregade Brewery
- Mossbourne Academy (setting up shelter venue)
- MTM London (Charity of the Year)
- Nathan Lang comedy cabaret

- Nawall Fund (providing grants to guests)
- NTS Live
- Olive School
- Our Lady Convent High School
- Paper Dress Vintage
- Pembury Tavern
- Petchey Academy and Jack Petchey Giving Fund
- St Chad's C of E church
- St Elizabeth RC Primary School
- St John the Baptist Catholic Church
- St. Paul's with St. Michael's School
- Stereo Sanctity
- Stoke Newington Baptist Church
- Stoke Newington History Talks
- Ticket Tailor Hackney
- Victoria Park Players
- Victoria Park Singers
- William Patten School
- Windsor Castle Closing parties
- feat. Jamie XX
- Woodcraft Folk















Top left & right Belter for the Shelter event

Middle left House of Hackney cushion

Middle right Hackney Half

Bottom left Mainyard Studios Xmas jumper day

Bottom right Craft beer fundraiser

Our funds and how they are used

In 2018-19 we saw significant growth in income from all sources. Grants from charitable trusts and foundations, which contributed around 44% of our income was £109,376 representing a 93% increase over last year. Individual donations from members of the public, community and corporate supporters raised £91,772 - 46% higher than last year. This continued support from all of our regular and one-off donors, as well as those who help to raise monies on our behalf, has helped to make a positive impact on our guests and our work this year.

This year, we achieved a surplus of £57,602 (compared to a loss in 2017-18 - £7,683). Just over half of this surplus is being allocated to a designated fund for the women's shelter.

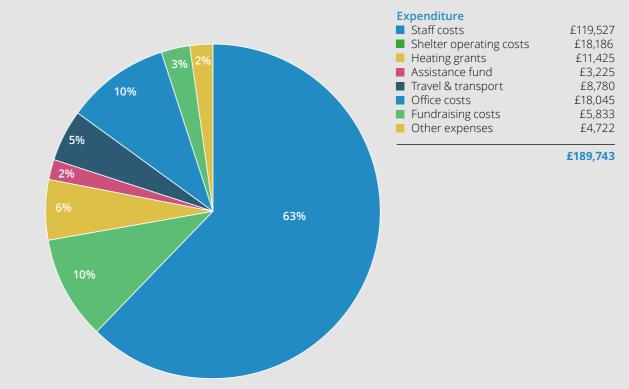
How we spend our funds

As in prior years, the highest proportion of our expenditure is on staff costs, at 63%. Our other main categories of expenditure are Shelter Operating Costs (which includes food, laundry and replacement equipment), Heating Grants which are given to our hosts in order to help them with the running costs of the shelter venues; Office Costs includes office rent, and Other Expenses including Independent Examiners Fees, insurance, professional and legal costs.

Travel and transport costs are generally for guest taxis between the main and dormitory venues in the winter months. The Assistance Fund is used to help our guests to purchase a range of items according to their individual needs, such as move-on packs with equipment for a new home, costs of replacing passports or ID documents, and in a small number of cases can be used towards a deposit for private rented accommodation.

Increase in income





Statement of financial activities

For the year ended 30 June 2019

			2018-19	2017-2018
	Unrestricted	Restricted	TOTAL FUNDS	TOTAL FUNDS
Incoming resources			£	£
Donations and legacies	91,772		91,722	62,716
Charitable activities	96,750	12,626	109,376	56,630
Other trading acitivities*	39,916	_	39,916	44,249
Investments	114	_	114	68
Income	6,167	-	6,167	-
Total incoming resources	234,719	12,626	247,345	163,663
Expenditure				
Raising funds	5,833	-	5,833	9,021
Charitable activities	171,284	12,626	183,910	162,325
Total resources expended	177,117	12,626	189,743	171,346
Net income (expenditure) and movements in funds	57,602	-	57,602	(7,683)
Reconciliation of funds				
Total funds brought forward	103,803	-	103,803	111,486
Total funds carried forward	161,405	-	103,803	103,803

^{*} Events income

Balance sheet

For the year ended 30 June 2019

	30 June 19	30 June 18
CURRENT ASSETS		
Cash at bank and in hand	£162,359	£120,310
Creditors amounts falling due within one year	£954	£16,507
Net current assets/(liabilities)	£161,405	£103,803
FUNDS		
Unrestricted funds	£131,405	£103,803
Designated funds (Women's shelter)	£30,000	-
Total funds	£161,405	£103,803

Full accounts available on our website and on the charity commissioner website.

Thank you

Hackney Winter Night Shelter would like to thank all of the charitable trusts and foundations who gave grants and donations to the work of the shelter over the year.

29th May Charitable Trust Albert Hunt Trust Alexandra Trust Dalston Bridge Fund Drapers Charity Garfield Weston **Greggs Foundation** Hackney Parochial Charities Hillden Charitable Fund Isla Foundation Leach Fourteenth London Catalyst Project Grant London Catalyst Samaritan Fund London Diocesan Fund N Smith Charitable Trust Pret Foundation Sir Cliff Richard Charitable Trust Sir Jules Thorn (Ann Rylands) South Hackney Parochial Trust St. James's Place Tesco Bags of Help West Hackney Parochial Trust

Our venues:

- Clapton Park Methodist Church,
 99 Chatsworth Road, E5
- Dalston Methodist Church,
 13 Richmond Road, E8
- Frampton Park Baptist Church,
 Frampton Park Road, E9
- Green Lanes Methodist Church,
 132a Green Lanes, N16
- New Testament Church of God, Cricketfield Road, E5
- Old School Rooms, Round Chapel, Powerscroft Road, E5
- Open Doors Baptist Church,
 Queensdown Road, London E5
- Our Lady of Good Counsel, Bouverie Road, N16
- St Anne's Church,
 Hemsworth Street, N1
- St Barnabas Church, Shacklewell Row, E8
- St James the Great,
- 233 Lower Clapton Road, E5
 St Mary's New Rooms,
- Church Street, Stoke Newington, N16 St Michael & All Angels,
- St Michael & All Angels,
 Lansdowne Drive, E8
- St Paul's West Hackney,
 Stoke Newington Road, N16
- William Patten School, Stoke Newington Church Street, N16



Frampton Park

Registered office:

Room 3, The Old School Rooms Round Chapel, 2 Powerscroft Road London E5 0PU Tel: 0208 533 8308

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Facebook: /HackneyNightShelter
Twitter: @hackneywns
LinkedIn: Hackney Winter Night Shelter

Instagram: hackneywinter

Hackney Winter Night Shelter is the operating name of Hackney Doorways. Charity No. 1139183 Company Limited by Guarantee registered in England and Wales No. 07064774