



 **PROVIDENCE ROW**

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

IMPACT REPORT 2023-24



WHO WE ARE

Providence Row is a homelessness charity and we have helped people in East London in times of crisis since 1860. We provide **a safe space, food, warmth and access to advice and support** so that our clients can develop their skills and confidence and create healthy, independent lives away from the streets.



// In 2023/2024 the demand for our services and support has continued to grow. We saw homelessness figures in London increase sharply fuelled by a lack of affordable housing and the ongoing cost of living crisis. We are grateful that thanks to the incredible dedication of our donors, staff and volunteers we managed to support people affected by homelessness in East London and helped them build a better future during these difficult times. We are excited to have been able to develop our Health Hub in the last year to bring even more access to healthcare services onsite to our clients. We also started the redevelopment of our Resource Centre to make sure we can provide them with even better tailored support in the years to come." //

T. O'Connor

Tom O'Connor, CEO, Providence Row



OUR IMPACT

We provided

14,167

nutritious meals to people affected by homelessness in our kitchen.



We supported

1,021

individuals to access washing facilities, phone charging, a postal address, IT facilities and to engage with many other services from our Food Programme, to Progression and Training to our Advice and Support Service.



We helped

701

clients with their substance and alcohol issues through harm reduction advice and referral into Reset treatment and recovery services. Our Needle Exchange and Harm Reduction service helped **181** individuals.

We helped

200

rough-sleepers in Tower Hamlets, the City of London and Hackney, who struggled with mental health access our outreach psychotherapy support.



We helped

132

individuals create CVs and **11** participants secured employment.

We ran

4

Health & Wellness Fairs at Providence Row's Day Centre where

320

individuals were able to access health checks and advice.



Our Routes to Roots project supported

105

individuals in Tower Hamlets and Hackney at risk of being discharged from hospitals onto the streets, ensuring access to safe and stable accommodations.

We distributed

438

Naloxone kits to service users and support agencies. Naloxone is a vital lifesaving drug that can reverse the effects of an opiate overdose.



In total we supported almost

1,500

people affected by homeless in East London.



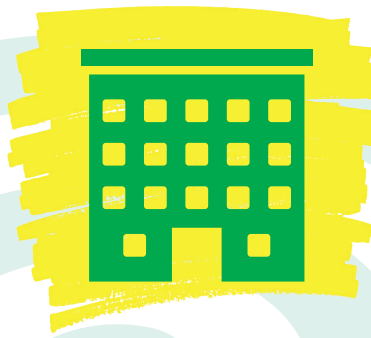
We campaigned with other charities and organisations such as Homeless Link to help amplify the voices of rough sleepers and raise awareness of the issues that they face.

OUR SERVICES

When a client walks into our Day Centre we want to be able to provide them with a variety of support. We also bring support to rough sleepers on the streets and work with other organisations to bring our support within the community. The help we provide includes:



Access to **outreach psychotherapy support** for those who struggle with their mental health



Our Day Centre: it provides a warm, safe space where people can get a hot drink, breakfast, lunch, a shower, access to the internet and phone charging. This is also an opportunity for people to discuss the longer term help they need



Our award-winning **quarterly Health and Wellness Fairs** where people can access health checks and advice



Employability support: help with CVs and job hunting. We also run free IT, catering and gardening courses on site



Advice on: housing, benefits and how to register with a GP



A harm reduction service: we support people with drug and alcohol dependency with a needle exchange as well as advice and support to overcome substance use disorders. We work in a non-judgemental and non-coercive way to help people improve their quality of life.

THIS IS WHAT SOME OF OUR OUTREACH PSYCHOTHERAPY SERVICE CLIENTS HAD TO SAY:

"Thank you so much for the power and strength. I'm in the best place in my life."

"You've helped me so much, I would have been dead if it wasn't for you."

"Providence Row provides a vital service for people who experience homelessness, having done so since 1860. Their expertise and tradition in the area, make it a well-known and extremely respected service that provides life-saving interventions for this extremely vulnerable group."

Doctor Rachel Gracia, GP working in Tower Hamlet

HOW YOU CAN SUPPORT US

Our supporters are our lifeblood; whether it's a regular gift, a one-off donation or fundraising activities, every single pound donated is much needed and very much appreciated. There are many ways to get involved from volunteering to donating to our appeals or attending our events.

To find out more about how you can support Providence Row and make a real difference to the lives of people affected by homelessness visit our website:

www.providencerow.org.uk

or email: getinvolved@providencerow.org.uk



WORK OR VOLUNTEER FOR US

Providence Row could not do its work without its amazing, dedicated staff and volunteers. As an organisation we are proud to create a work environment with a diverse workforce where people have an opportunity to make a real difference to the lives of some of the vulnerable people in our society. We encourage staff and volunteers to develop their skills and experience.

If you are interested in working or volunteering for us, visit our website to see our latest job opportunities and details of how to volunteer for us:

www.providencerow.org.uk.



THIS IS WHAT SOME OF OUR VOLUNTEERS HAD TO SAY:

"Providence Row offered me a life changing experience, invaluable insight and knowledge, and connections I will cherish forever. You all made my time abroad so special and I will be forever grateful for all that I have gained through my experience at Providence Row. Everyone is doing amazing work and should be so proud of themselves for all that they continue to accomplish. The work community was so warm and welcoming and I could not have felt more encouraged and supported. Thank you so much for all that you do everyday and for being such a friendly group to work with."

Natalie, international student volunteer

"I had an amazing experience with the whole Providence Row team and enjoyed being able to contribute to such impactful work! During my time volunteering, I'd also learnt much more knowledge about the struggles of homelessness beyond any information I've known before, which has opened my eyes a lot more and gave me more knowledge to share with others to help tackle homelessness. Thank you."

Nanu from Natixis

A STAFF MEMBER SAID:

"Working in the kitchen at Providence Row gives us a unique perspective on our clients and allows us to provide primary and direct care for our client group which is, personally, incredibly rewarding. It is very rare in any catering/hospitality role to immediately see the impact your work gives to those you serve, but here we can really see the difference our services provide"

Rob, Providence Row Catering Manager

CONTACT US

For general Enquiries:

 **020 7375 0020**

 **www.providencerow.org.uk**

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Providence Row is a charitable company limited by guarantee registered in England and Wales with company no. 07452798 and reg. charity no. 1140192. Its registered office is The Dellow Centre, 82 Wentworth Street, London E1 7SA.

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