



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Impact Report 2024-2025





HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Who We Are

For over 165 years, Providence Row has stood at the frontline of London's homelessness crisis – providing **warmth, dignity, and hope** to individuals with nowhere else to turn. We work with some of **the most vulnerable and marginalised people** in society, many of whom are unable to access support elsewhere. As one of the few charities that never turns anyone away, Providence Row provides a **holistic pathway from crisis to stability**, helping people rebuild their lives with compassion and care.



// Providence Row continues to deliver much needed services for those who are homeless, demonstrably impacting the lives of so many in need for the better. During the previous 12 months, the demand for our homeless services across London – including a hub for support, accommodation advice and outreach – has grown to support individuals of all faiths. The ongoing crisis of managing complex health related needs linked to homelessness including a growth in the use of more potent and life-threatening drugs, and our efforts in London linked to reducing dependency, continues at a pace.

We are determined to make an impact and are proud to be able to achieve what we do with the help of our donors, funders, staff, volunteers and our long-standing patron, the Duke of Norfolk.

Our main delivery hub near Liverpool Street is undergoing major refurbishing works to be able to provide for more space and we have plans in place to support even more individuals in need from across London in the year ahead. **//**

Nigel Williams

Chief Executive Officer (Interim), Providence Row



Unwavering Commitment in a Growing Crisis

In 2024-2025 Providence Row was at the forefront of the homelessness crisis as the number of people affected by homelessness in the UK continued to grow. More than 183,000 Londoners are estimated to be homeless and living in temporary accommodation and the number of people sleeping rough in London at the end of 2024 was 5% higher than the previous year.

Our services operate across several London boroughs and among the most disadvantaged communities in the country. In Tower Hamlets alone, rough sleeping rose by 9.6% in 2024, with 546 individuals recorded.

We are the one homelessness charity that never turns down anyone who comes through our doors seeking help, no matter how complex their needs might be. At a time when health, social care and housing support services are stretched to the limit and are struggling with the cost of living crisis, we want to continue to be here for our clients and provide them with the tailored support they deserve, in a supportive and caring environment where they are valued, heard, seen, and their dignity is always respected.

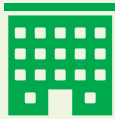


Our Services

Providence Row offers a full circle of integrated support, collaboratively built with the individuals we serve and driven by their lived experience. This network is designed to address the most complex needs – from immediate necessities like warm meals and access to safe accommodation, to specialised interventions like outreach psychotherapy and rapid addiction treatment.

We work alongside Bedu & Partners Ltd to deliver a 74 room facility within our own grounds, providing warm and dignified temporary accommodation that connects people experiencing homelessness with the full circle of our support services.

We take on the toughest, most complex cases that are often excluded elsewhere, ensuring every individual receives the tailored, life-changing support they deserve.



Safe Space

- Day centre
- Housing support
- Money advice
- IT facilities



Food & Nutrition

- Access to breakfast, lunch and hot drinks
- Tailored nutrition guidance



Education & Purpose

- CV writing
- Tailored training programmes in catering, gardening and digital literacy
- Vocational and life skills programmes



Community & Connection

- Drop-in day centre
- Recreational activities (arts, music, gardening)
- Support groups
- Peer-to-peer mentoring



Healthcare & Wellbeing

- Harm reduction service
- Outreach psychotherapy
- Health education
- Tailored addiction recovery programmes
- First aid, dental care
- Access to vaccinations and screening tests



Identity & Dignity

- Assistance with obtaining ID and official papers
- Providing a postal address
- Washing facilities
- Clothing and personal care

What we Achieved with Your Support This Year and How we are Addressing the Homelessness Crisis

1,200



1,200 individuals experiencing homelessness in East London and The City of London, were **supported** across all our services and **empowered to get off, and stay off, the streets.**

24,896



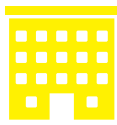
24,896 individualised interventions were provided.

Housing and Shelter

143 instances of vital support were delivered, ranging from emergency shelter and accommodation to facilitating a safe return to a previous home, friends or family.

101 homeless applications were submitted or referred, establishing a clear route for individuals to **secure long-term housing.**

667 individuals were supported to access washing facilities, phone charging, a postal address, IT facilities and other services in a **safe space.**



Food and Nutrition

11,380 nutritious meals were served in our kitchen.

100 one-to-one sustainable nutritional guidance sessions were delivered to accelerate paths towards **self-care.**



Healthcare and Wellbeing

260 individuals accessed specialist health checks and advice in a **trusted and familiar environment** during our **Health & Wellness Fairs.**

NEW A pilot **emergency wound care service** was launched playing a crucial role in **early infection detection.**

229 rough sleepers with severe mental health issues accessed our award-winning outreach **psychotherapy support.** We scaled this service by extending operations across **5 London boroughs.**



Harm Reduction

356 Naloxone kits (vital overdose reversal medication) were distributed to clients improving the **survival rate** within our service community.

595 individuals with substance use issues **advanced their recovery.**

NEW 42 individuals supported to **reduce their substance use** thanks to our new rapid opioid replacement therapy prescribing clinic.



Training and Employment

151 individuals were helped to write their **CVs.**

48 individuals trained, collectively achieving a total of **51 vocational and life skill accreditations,** enhancing their **employability.**

9 individuals secured **employment.**



Volunteering

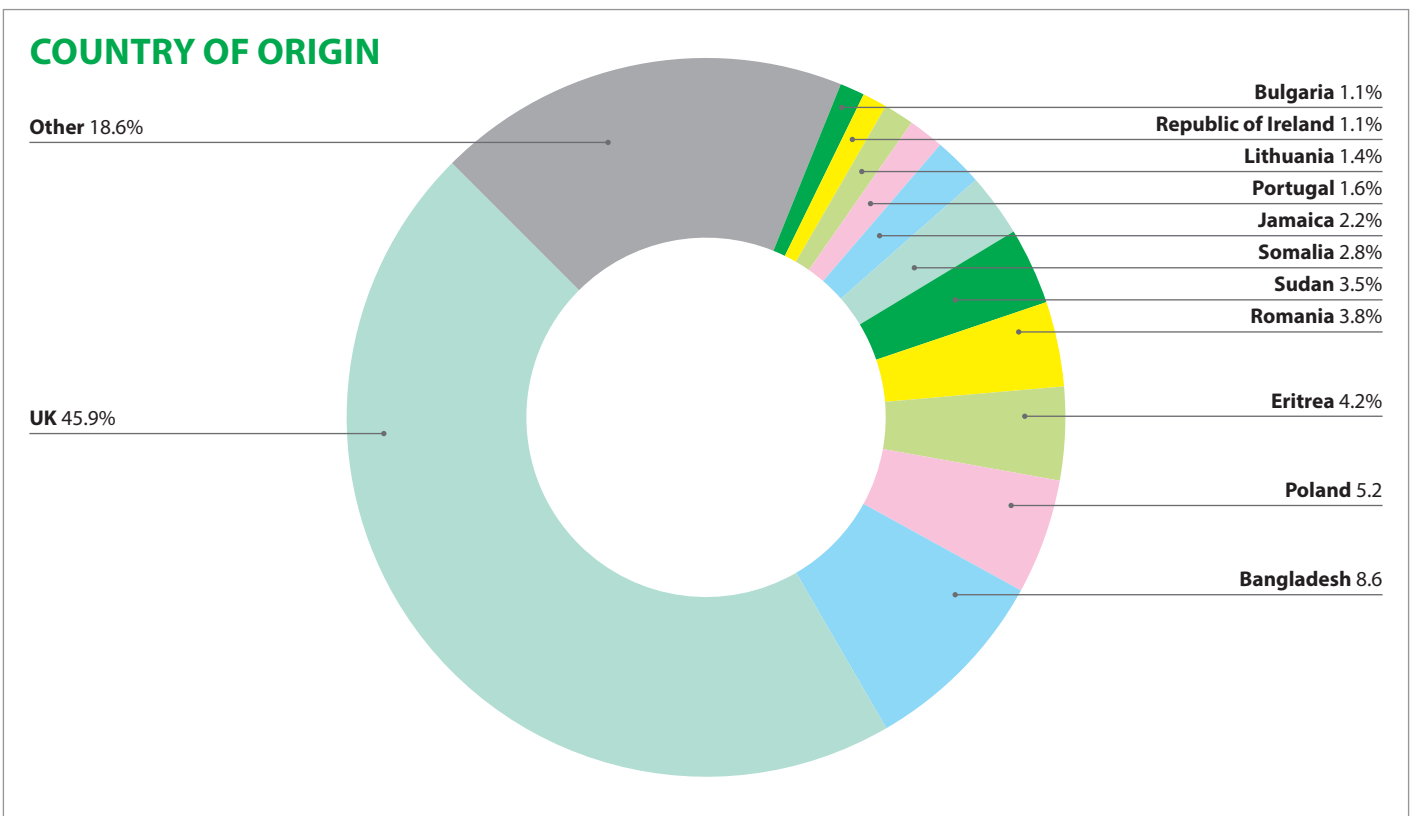
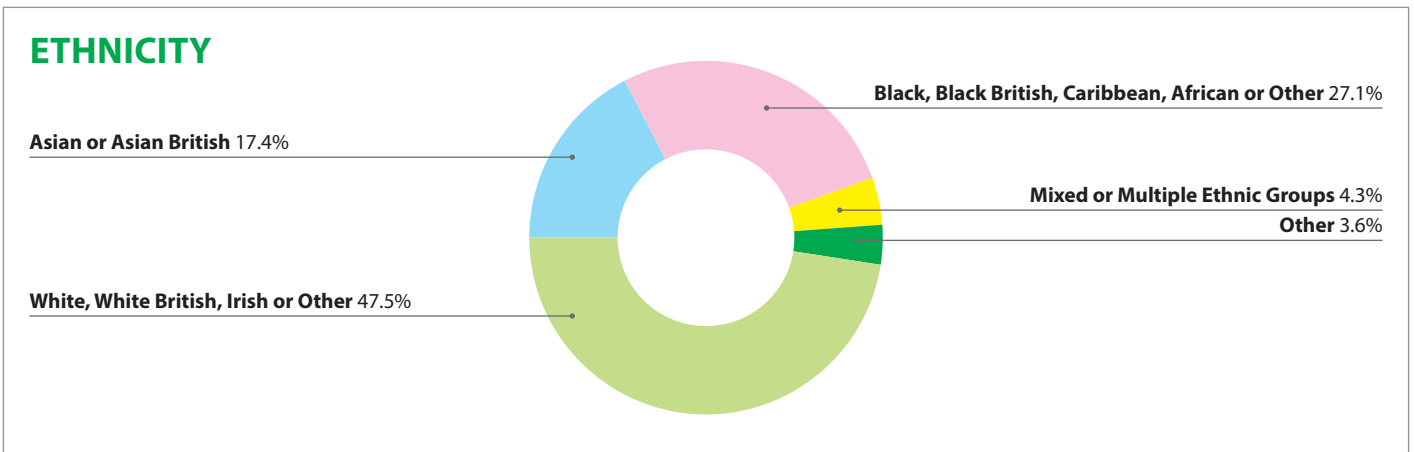
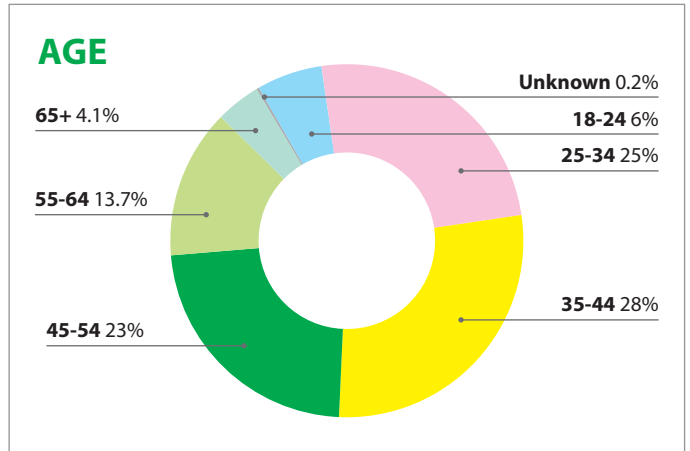
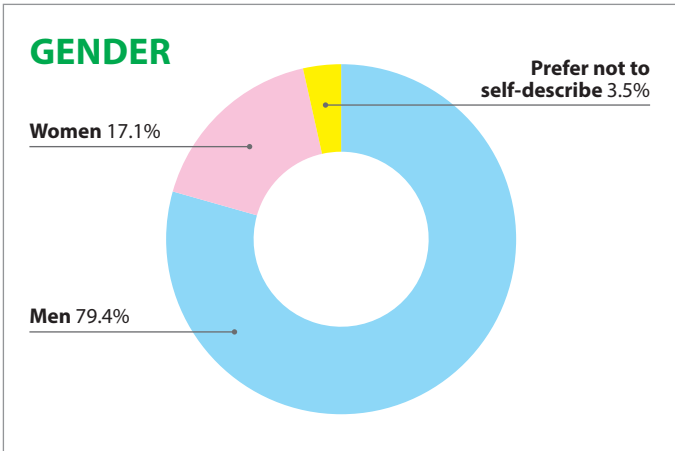
45 Community volunteers contributed to **changing the lives** of our clients across various services.

2 newly certified peer mentors provided support to our clients after completing their **accredited training** with us.



Who We Supported in 2024-2025

This data is representative of those who we supported, who disclosed this information.



Individual Spotlight:

Ana's Story – From Crisis to Self-Care

Ana had recently moved into a hostel when she engaged with our specialist outreach psychotherapy service. At that time, she was regularly using Class A substances and needed to process deep-rooted trauma stemming from her childhood, domestic violence, and her children being placed into care.

Ana's therapeutic journey was guided by three clear goals: to reduce substance use, move into her own flat, and ultimately, regain custody of her youngest son.

Therapy was paced carefully, with regular reviews, to ensure that Ana could process her experiences without risk of re-traumatisation. Through the sessions, she gained a better understanding of the triggers motivating her substance use, which included physical health worries and a strong fear of accessing health services. We explored the fact that modelling self-care would be essential if she eventually regained custody, and setting a good example for her child became a powerful motivator. With dedicated and targeted support,

Ana's fear of medical appointments eased. This shift, combined with talking about her children and exploring her identity as a mother, helped her successfully end her substance use and maintain a methadone prescription.

The outreach psychotherapy service focused on processing past trauma, helping Ana shift her internal narrative from self-blame and self-neglect to self-compassion and self-care. She began prioritising her wellbeing through small but significant steps: eating regular meals, taking pride in her appearance, and attending doctors' appointments.

As therapy came to an end, Ana successfully moved into her own flat, and her youngest child was returned to her care.

Ana's transformation, from addiction and deep-rooted trauma to sobriety, stability, and hope, is a profound testament to her courage and the essential value of our outreach psychotherapy service and team.





Our Unique Rooftop Garden: Where Skills Are Built For Employment

Our multi-award-winning rooftop garden is far more than a place to grow food, it is a therapeutic sanctuary, a classroom, and a launchpad for new beginnings.

Employment Solutions and Accredited Training

The primary function of our unique urban garden is to provide practical, accredited qualifications through the Horticulture Training Programme. This structured curriculum allows individuals affected by homelessness to discover a passion for gardening, learn valuable skills, and increase their employment opportunities.

Holistic and Collaborative Impact

The garden embodies our commitment to co-production, with the individuals we serve deeply involved in every activity, from planting and composting to harvesting. The tranquil environment helps them develop social skills, hope, and a sense of belonging.

The produce grown is put to immediate use, supplying our kitchen all year round to cook nutritious and delicious meals for rough sleepers and those living in temporary accommodation.

Milestones and Sustainability

Our rooftop garden flourished last year, nurturing not just plants, but people and potential.



National Recognition: The garden received major accolades at the London in Bloom Awards, including a National Certificate of Distinction and a Gold Award in the 'Our Community' category.



Productivity: Over 70kg of fresh produce was harvested, which contributed to the preparation of 897 meals in our community kitchen.



Wellbeing: Our clients consistently reported improvements in self-esteem, mental health, and motivation.



Sustainability: This wildlife oasis, which features a bug hotel and bee-friendly plants, also helped save £1,506.85 worth of CO2 emissions, a testament to our sustainable commitment.

Through your support, this green space continues to act as a vital hub for community engagement and positive change.

Our Main Campaigns and Events

This year, **our major campaigns** – the Safe Space Appeal, the Big Give Christmas Challenge, and the CEO Sleepout – powerfully **combined fundraising and advocacy** to support people facing homelessness in London.

The **Safe Space Appeal** inspired wide public engagement, with our *Many Doors* video receiving a **Bronze Award** at the Smiley Charity Film Awards. Through the **Big Give**, we achieved our **£40,000** target in just 6 days, doubling the impact of every donation. Our annual **Christmas Carol Service** at St Mary Moorfields – hosted by our Patron, the Duke of Norfolk, and sponsored by Natixis Investment Managers – brought together supporters for a memorable evening of music and generosity.

Finally, 2024 marked our first **CEO Sleepout** at Lord's Cricket Ground, where senior business leaders raised over £25,000, demonstrating powerful solidarity with those experiencing homelessness.

Together, these campaigns not only raised vital funds but also amplified Providence Row's message: that everyone deserves a safe space and a community to belong to.



Get Involved and Be Part of the Solution

There are many ways to support our mission and make a direct impact on the lives of people experiencing homelessness. Find the best way for you to contribute today.



To find out more about how you can get involved, visit providencerow.org.uk or email us at getinvolved@providencerow.org.uk



Corporate Partner Spotlight: Natixis Investment Managers & Providence Row

A 10-Year Partnership of Purpose

Since 2015, Natixis Investment Managers has stood as one of Providence Row's most dedicated and transformational corporate partners. Celebrating 10 years of shared purpose, this exceptional partnership has raised over £475,000 and established the gold standard for meaningful corporate social responsibility. Their commitment is holistic: from leadership participation in the CEO Sleepout to founding the annual Charity Cycle Ride, Natixis staff engagement runs deep.

The impact of this long-term collaboration goes far beyond funding. Natixis staff have been vital partners in our feeding service, volunteering in the kitchen to

serve meals and cultivating fresh produce in our garden projects. Their support provides consistent resourcing for our employment & training programme, enabling thousands of people to access essential training, qualifications, and employment-focused opportunities. This strong foundation has directly resulted in over 100 individuals accessing secure, long-term employment.

Their partnership has also enabled the expansion of our healthcare services, including outreach psychotherapy, and helped keep our vital infrastructure operational. Natixis has not just supported a cause, they have provided certainty, stability, and a true pathway to help people rebuild their lives.

“ Our partnership with Providence Row is a testament to what's possible when corporate purpose meets community resilience. Over the past decade, we've not only supported their mission—we've grown alongside it, learning how to be better partners, better neighbours, and better stewards of change. ”

Laima Bobelis Director of CSR, US and UK

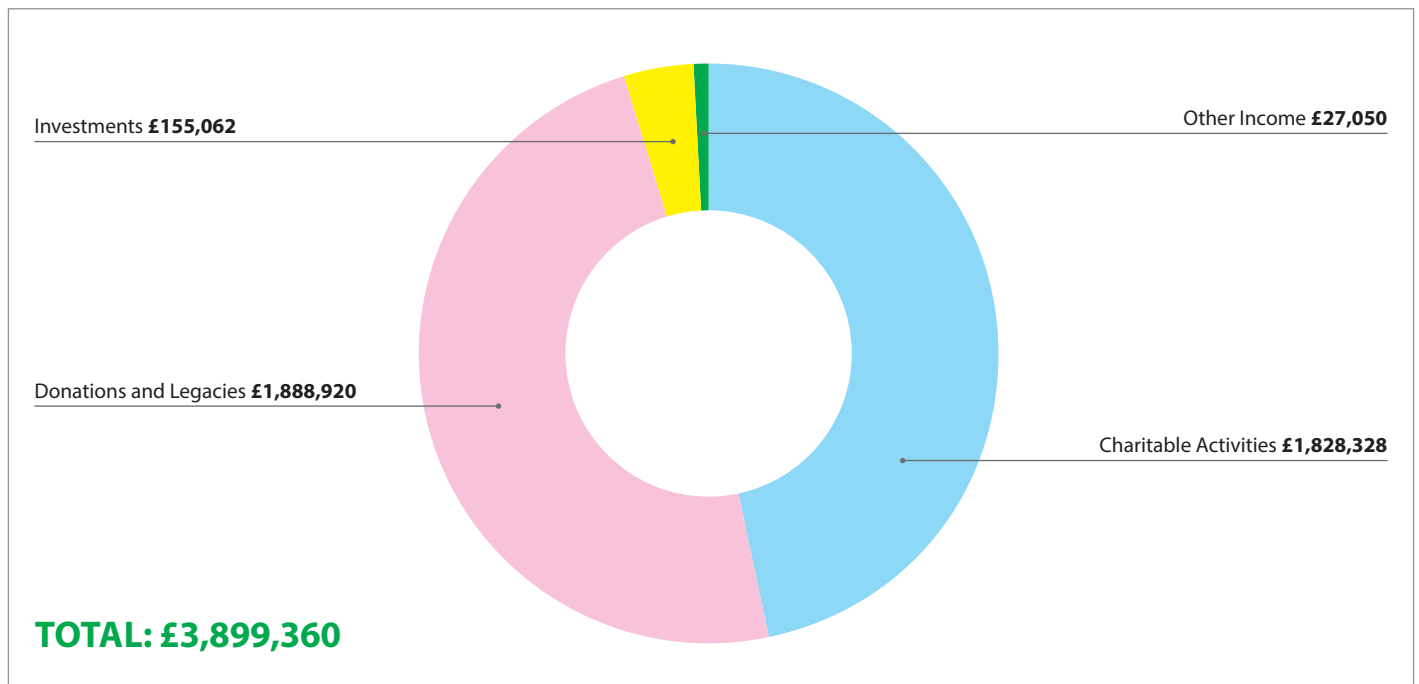
“ This partnership has become part of our culture in London, but we've had engagement across our global offices too. When employees volunteer at Providence Row, they come back energised and inspired. ”



How We Are Funded

In 2024/25 Providence Row received a total income of approximately £3,899,360 with key sources including £1,828 million from charitable activities (including government contracts, performance related grants, and rent), around £1,888 million from donations and legacies, and about £155,000 from investment income.

This funding mix illustrates a diversified model: government-funded service delivery, philanthropy and individual giving, and investment returns. Such a structure provides both operational stability and strategic flexibility for the charity to deliver its services to people experiencing homelessness in London.



Fundraising at Providence Row

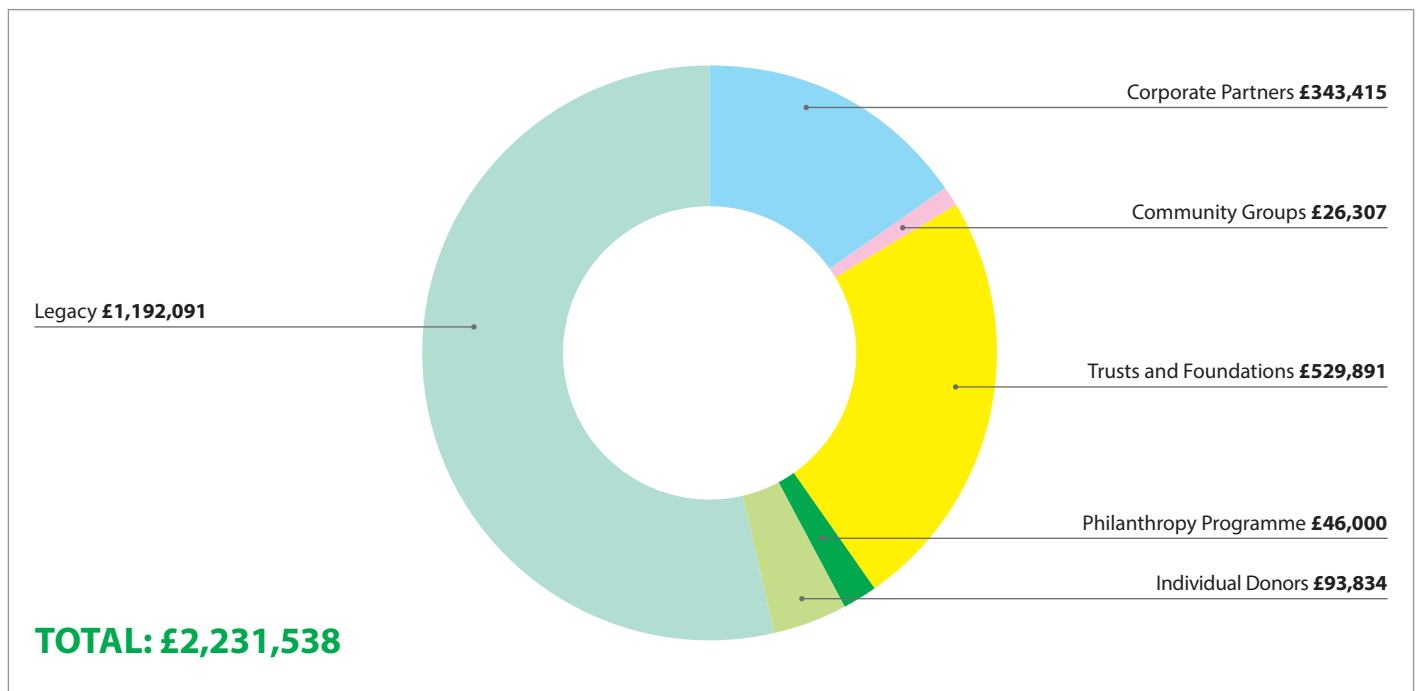
Despite ongoing economic pressures and shifts in donor behaviour, Providence Row's fundraising remains robust, mature, and strategically positioned for the future.

With strong foundations now in place, our focus is on deepening resilience, broadening income sources, and aligning fundraising with our long-term growth and social impact.

Over the past year, our corporate partners contributed £343,415 (£219,565 in 2023/24) through events, activities, and grants, with 270 corporate volunteers from 22 companies dedicating their time and expertise – an invaluable contribution to our community.

Community groups raised an additional £26,307 (£126,780 in 2023/24), while our trust and foundation partners including performance related grants provided £529,891 (£527,649 in 2023/24) in committed, often multi-year funding, offering long-term stability for our programmes.

Through our Philanthropy Programme, we secured £46,000 by nurturing key relationships, and our individual supporters collectively contributed £93,834 (£89,262 in 2023/24), directly improving the lives of those we support. Most notably, legacy income reached £1,192,091 (£1,500 in 2023/24), a remarkable testament to the generosity of those who have chosen to uphold Providence Row's mission beyond their lifetime.



Thank You

We are profoundly grateful for the wide-ranging community that makes our mission possible. This impact is a **collective achievement**, driven by the commitment of every partner.

Our sincere thanks extend to our dedicated **staff and volunteers**, as well as the **community organisations, churches and religious institutions, commissioners, trusts, foundations and Livery companies, corporate businesses, and individual donors** who stand with us. Thank you for making our vision – **that everyone has a safe space and a community in which to belong** – a reality in London.

A special mention to **our clients** – those for whom we open our doors every day, and with whom we share a vision of dignity, inclusion, and respect.

The supporters recognised below are included for their significant contribution to our mission and their valued permission to be named in this report.

Aldgate Connect BID	Overbury	The Albert Hunt Trust
Beazley Plc.	Porticus	The Charles Plater Trust
Business Junction	Sir Harold Hood's Charitable Trust	The Drapers' Charitable Fund
Caritas Westminster	Sisters of the Holy Cross	The Fishmongers' Company's Charitable Trust
CHK Foundation	Smith Charitable Trust	The Forrester Family Trust
City Bridge Foundation	Society of the Holy Child Jesus	The Jan and Catherine Nasmyth Charitable Foundation
Commissioner and Ending Rough Sleeping Team Manager, London Borough of Tower Hamlets	Spitalfields Market	The Marie Celeste Samaritan Society
Derwent London	St Anne's and Guardian Angels Catholic Primary School	The Poor Fund of the Worshipful Company of Fan Makers
Garfield Weston Foundation	St Boniface, Roman Catholic Parish of German Church	The Rayne Foundation
Good Things Foundation	St Botolph without Aldgate	The Simpson Foundation
His Excellency, the Apostolic Nuncio to Great Britain	St Mary and St Michael Catholic Primary School	The Tower Hamlets Mayor's Community Grant Programme
Hiscox Foundation	St Mary Moorfields	The Union of the Sisters of Mercy of Great Britain
Institute of Our Lady of Mercy	St Peter & St Paul Catholic Primary School	The William Arthur Rudd Memorial Trust
Integrated Commissioning Team, London Borough of Tower Hamlets	StreetSmart	Unum Limited
Italian Medical Charity	Substance Misuse Commissioning Team, London Borough of Tower Hamlets	Westminster Cathedral
Land Securities Group Plc.	Tatton Investment Management	Women's Environmental Network
Mace Group	The 29th May 1961 Charitable Trust	Young City Catholics
Markel International	The Adint Charitable Trust	
National Lottery Awards for All		
Natixis Investment Managers		

Connect With Our Team

 info@providencerow.org.uk

 020 7375 0020

 providencerow.org.uk

Providence Row
The Dellow Centre
82 Wentworth St
London E1 7SA



 **PROVIDENCE ROW**
HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

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.

