



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Impact Report 2025-2026

A year of dignity, community and safety



Who we are

Founded in 1860 on Catholic values of dignity, compassion and social justice, we provide **hope** to individuals who are sleeping rough or in temporary accommodation and have nowhere else to turn.

Providence Row broke new ground as London's first non-sectarian shelter, a legacy of radical inclusivity that continues today. We are a **specialist homelessness charity**, working in the East of London and the City. We work at the most acute end of the homelessness spectrum, **reaching individuals with the most deep-rooted needs**, people whose entangled mental health, physical health, trauma and substance use challenges mean they often struggle accessing mainstream services.

We are guided by a clear vision: **a future where everyone has a safe home and a community in which to belong.**



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

“ In 2025, Providence Row celebrated its 165th anniversary, a remarkable milestone marked with a Eucharistic mass at Westminster Cathedral. It was a moment of reflection, gratitude, and renewal for an organisation whose founding was itself an act of faith: faith that every person, regardless of who they are or what they carry, deserves to be seen, supported, and given the chance to rebuild their life.

What followed was another remarkable year of compassion, commitment and impact.

When the Duchess and I visited the Dellow Centre in spring 2026, we were reminded once again why this work matters. We had the privilege of joining the team in the kitchen, cooking alongside staff and serving meals to those individuals supported by Providence Row.

A meal here represents far more than food on a plate. It provides nourishment for bodies that may have gone without warmth for those who have spent nights in the cold, and a moment of genuine human connection for people experiencing profound isolation. It offers a reason to arrive in the morning and can become a gateway to the wider support available, whether that is a conversation with a caseworker, a referral to a health service or an introduction to the catering trainee programme, where participants can learn professional catering skills, gain qualifications and take meaningful steps towards employment.

Over the past year, Providence Row has continued to help people make lasting changes in their lives. Through wraparound services spanning housing, physical and mental health, substance use support, employment and advice, individuals

have been given the time, space and consistent support needed to rebuild trust, strengthen relationships and understand how past experiences may continue to shape their present.

For some, this has meant finding safety after domestic abuse; for others, re-engaging with essential services, moving towards employment or being reunited with their children. Each journey is different but all are rooted in the possibility of a safer, more secure, and more hopeful future.

None of this would be possible without the dedication of Providence Row's staff, volunteers and Trustees, or the generosity and belief of its supporters and partners. As Patron, I offer my heartfelt gratitude to everyone who has stood alongside Providence Row during this significant year. Your support enables the organisation not only to respond to immediate need, but also to remain beside people as they build lasting change. I hope we can all take pride in what has been achieved together and continue to share in Providence Row's enduring belief that no one should face homelessness alone. **”**

The Duke of Norfolk
Patron of Providence Row



The year at a glance

1,270

People used our services



36,313

Tailored one-to-one discussions held



11,239

Meals served at The Dellow Centre



Physical healthcare

NEW Weekly GP clinic launched at The Dellow Centre

NEW Assessments for lung disease introduced

280 People benefited from specialist health checks at our Health and Wellbeing Fairs

1,548 Showers taken

68 Wound care treatments administered

36 Days of safe shelter provided during extreme weather

Mental healthcare

307 People received mental health support in a setting of their choice

1,298 Mental health conversations held

Mental health service named winner of the **2026 London Homelessness Awards**

Drug and alcohol support

1,273 Overdose reversal and testing kits distributed

260 People guided to advance their recovery

Skills and employment

52 Accreditations earned across vocational and life skills programmes

15 People secured employment

Housing

84 People supported into accommodation

80 People housed following hospital discharge

Influencing sector-wide change

485 People trained in drug and alcohol care, health and nutrition

39 Drug and alcohol care training sessions delivered across hostels, universities and statutory services

20 Sector events attended annually to share learning and expertise

3,300 Volunteer hours generously given, supporting our service delivery and welcoming our clients

Who we supported and why it mattered

In 2025, **195,938 people in London** experienced homelessness. Across the capital, 12,938 people were seen sleeping rough, 60% higher than a decade ago. In the five boroughs where Providence Row primarily work (Tower Hamlets, Hackney, Newham, Redbridge, and the City of London) rough sleeping has seen a 25% increase in the four years prior to 2025, demonstrating that the scale of need remains significant.

The nature of that need had also intensified. Over the last five years, **complex and multiple mental and physical health issues** among people sleeping rough **increased by 185.5%**. In 2025, 81% of accommodation providers turned someone away because their needs were too high to manage safely. Providence Row was there for those individuals.

The people we supported were adults aged 18 and over, spanning the full spectrum of homelessness, sleeping rough, in temporary accommodation, or sofa-surfing. We provided specialist women-only psychotherapy – addressing deep routed trauma, welcomed clients alongside their pets, and worked across 76 nationalities, reflecting the full diversity of the communities we served.

Our services were designed to connect: a meal could lead to a health check, a health check to psychotherapy, psychotherapy to a caseworker who helped someone into a tenancy. Through our partnership with Bedu & Partners, we provided access to 74 rooms of temporary accommodation within our own grounds. And across all our work, we collaborated with more than 60 partner organisations, because no one can easily navigate the fragmented landscape of homelessness services alone.

As one person with lived experience put it in April 2025:

“ Housing won’t keep you housed unless you have other things around you to support that. ”



Safe space & dignity

- ✓ Drop-in day centre
- ✓ Washing facilities
- ✓ IT facilities
- ✓ A rooftop garden and allotment to provide for learning opportunities

Housing, specialist advice & advocacy

- ✓ Housing support
- ✓ Money advice
- ✓ Multi-agency advocacy across housing, police, probation, and safeguarding services
- ✓ Assistance with obtaining ID, official papers and bank account setups
- ✓ Providing a postal address

Food & nutrition

- ✓ Nutritionally balanced meals and hot drinks
- ✓ Tailored nutrition guidance

Education & purpose

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

Community & connection

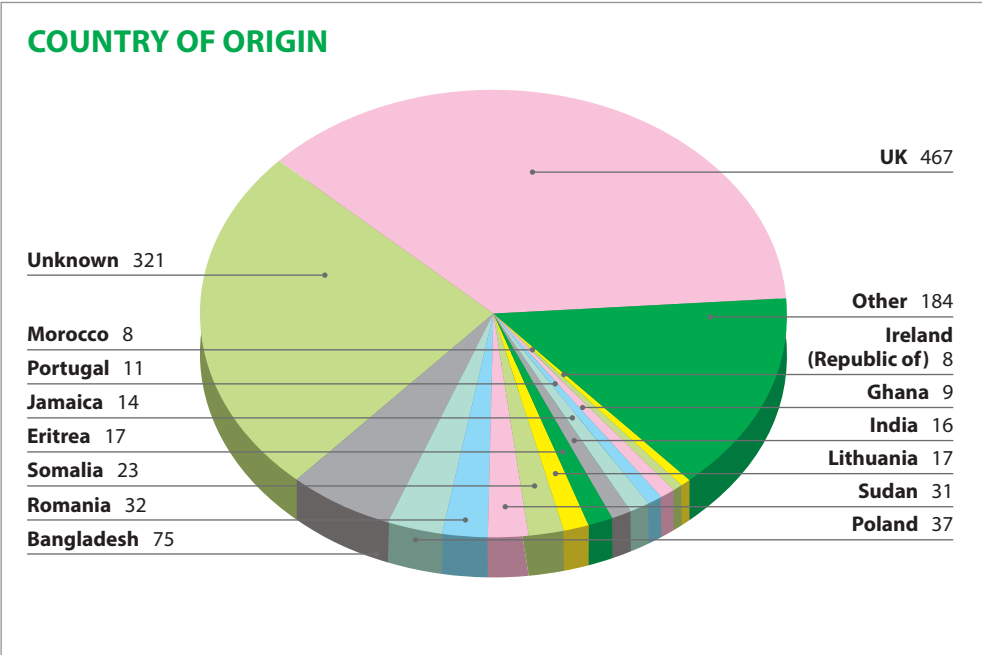
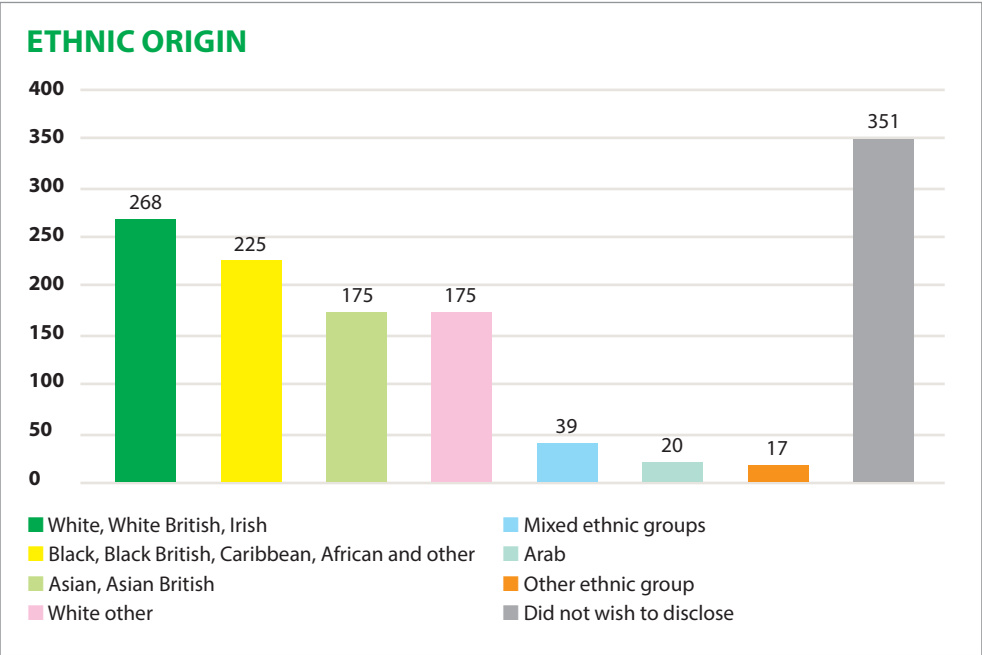
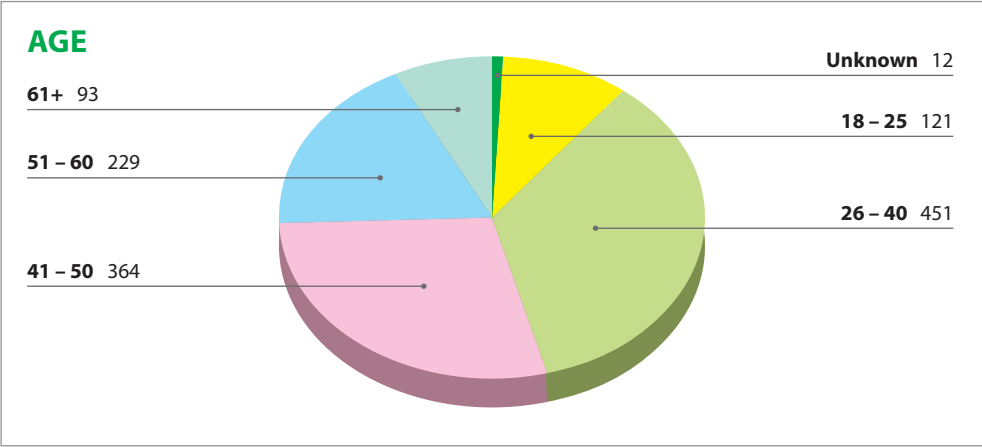
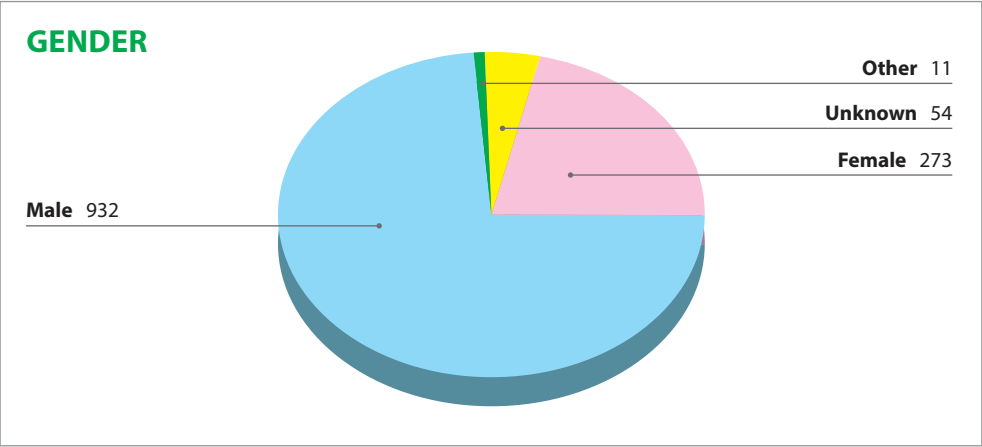
- ✓ Recreational activities (arts, gardening, library)
- ✓ Support groups
- ✓ Peer-to-peer mentoring

Healthcare & wellbeing

- ✓ Harm reduction service
- ✓ Outreach psychotherapy to support with trauma
- ✓ Health education
- ✓ Tailored addiction recovery programmes
- ✓ First aid, wound care
- ✓ Access to vaccinations and screening tests
- ✓ Post-hospitalisation tenancy and health support

Who we supported and why it mattered (continued)

1,270 people accessed our services in 2025/26.





Our impact in action

In 2025/26, Providence Row supported **1,270 people** impacted by homelessness across East London and the City, delivering **36,313 interventions**, a **46% increase** on the previous year. Our team met with clients regularly, on the street, in outreach, in our services, building a **sustained relationship** that gives time to take hold and to deliver real change. This approach is embedded in every part of our work.

Our outreach psychotherapy team supported 307 people this year, **up from 200 the year before**, delivering **1,298 sessions** to individuals impacted by trauma who might otherwise never access mental health care. Our drug and alcohol support team introduced new testing strips, helping clients identify high-risk compounds and stay safer as the substances in circulation continue to change.

Our rapid prescribing clinic and emergency wound care pilot, both introduced within the past two years, are now delivering real results for the people who need them most.

Fifteen people moved into employment this year, our strongest result across the past three years.

James' story: Starting over one step at a time

When James arrived at Providence Row, he had been sleeping rough since his release from prison. With nowhere to go and no immediate support in place, he came in for an assessment and from the first conversation, it was clear that what he needed went far beyond emergency accommodation.*

James was using drugs and alcohol heavily, and described the impact this was having on his mental health. During the assessment he became visibly distressed, particularly when speaking about past experiences. Flashbacks and intrusive thoughts made it difficult to continue in a conventional way. Rather than pressing ahead with a full assessment, his key worker made an immediate decision to adapt, shortening the session and committing to a more flexible, holistic approach that would work at James's pace, not ours.

Building trust took time. James was rough sleeping, often exhausted from being awake through the night, and frequently without a phone after selling his belongings to survive. Reaching him was not straightforward. With his permission, his key worker began communicating through his next of kin, who could see James more regularly and pass on appointment times and messages. It was a small adjustment that made an enormous difference.

As the relationship developed, his key worker was able to move forward. James was referred to Providence Row's harm reduction and substance use service, for support with his drug and alcohol use. He was also referred to our outreach psychotherapy service, to help him process the traumatic experiences that had been surfacing since his assessment, and to the Rough Sleeping and Mental Health Programme run by the NHS, for specialist support around his mental health diagnosis and medication. A referral to Tower Hamlets' supported hostel pathway was completed at the same time.

James is now housed in a supported hostel through a twelve-week rough sleeping initiative placement. He is attending weekly psychotherapy sessions and beginning to engage with our harm reduction team. For someone who arrived at our door in acute crisis, the progress he has made is significant.

His story shows that working slowly with someone, taking the time to build genuine trust, consistently produces better outcomes than rushing toward a solution. It is also a demonstration of what joined-up support looks like in practice, key workers, psychotherapists, substance use specialists, mental health services, and family members all working alongside one person, toward the same goal.

* James is not his real name. His story is shared with his consent.

Our main campaigns and events

2025/26 was a year that brought our **community together** in remarkable ways, through sporting challenges, cultural moments, retail innovation, and the kind of collective generosity that makes everything we do possible.

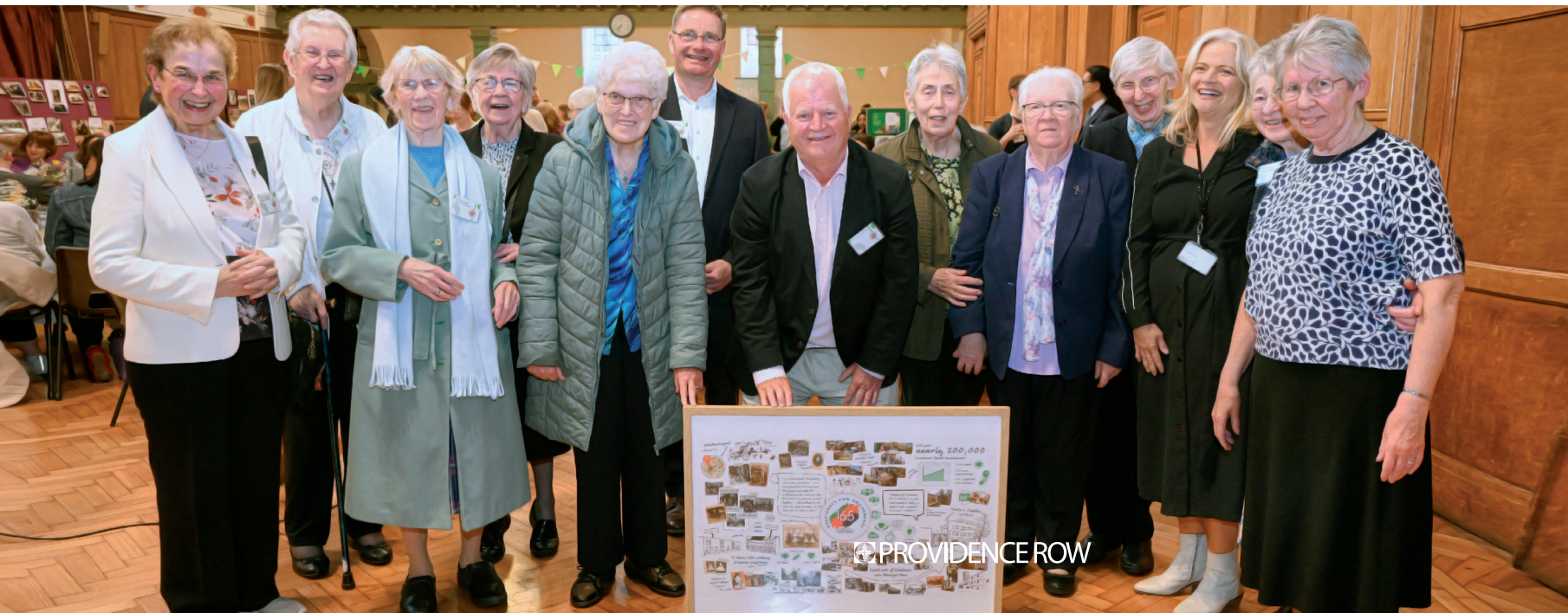
Our 165th anniversary shaped much of the year. On 22 May 2025, around 200 supporters gathered at Westminster Cathedral for a Eucharistic service of thanksgiving, followed by a reception in the Cathedral Hall. Special thanks go to Westminster Cathedral, the Sisters of Mercy, and the Andaz London Liverpool Street hotel, who generously catered the celebration. A historic timeline board travelled to every event we held throughout the year, and our anniversary film was nominated for a Smiley Charity Film Award.

Now in its second year, the **CEO Sleepout** at Lord's Cricket Ground raised £12,852 for our frontline services, with six senior leaders joining London's business community for a night that continues to open genuine

conversations about homelessness. **The MarComms Cup** returned as an annual 5-a-side football fixture, with ten teams raising £5,000 with special thanks to Spreckley for their precious support. Our **first ever pop-up charity shop**, created in partnership with Round Retail and the Cheapside Business Alliance, brought preloved fashion to the City of London for three months, raising over £7,000 and saving an estimated 3,000 kilograms of clothing from landfill. **Our Christmas Carol Service** at St Mary Moorfields raised £8,498, and for the third consecutive year we surpassed our **Big Give** target, raising £41,597 thanks to 32 generous supporters.

Our corporate and community partners showed up throughout the year with creativity and commitment from **Natixis Investment Managers' Golf Day and Coast to Coast Cycle**, to **Canopy by Hilton London City's 12-hour Peloton Challenge and a Retro Gaming Night**.

We are grateful to every individual and organisation that gave their time, energy, and resources in support of our work.



PROVIDENCE ROW

For 10 years, Providence Row has been more than a charity partner to Natixis. They've been trusted collaborators, thought partners, and friends. Together, we've created opportunities for employees to engage directly with their mission, building lasting connections that extend well beyond a single volunteer day or fundraising event. This partnership has shown us that the greatest impact happens when organizations come together not as supporters and recipients, but as partners working toward a common goal.

Laima Bobelis,
Director of CSR, US and
UK, Natixis Investment
Managers



Volunteer spotlight

Stepping out of a lift, walking towards the office doors; it had been a normal day for Aled when he first came across an information stall about Providence Row. His high-responsibility role at McGuireWoods London LLP has little crossover with the homelessness crisis in London, but something made him stay and listen, and something inside clicked during that first conversation. Fast forward two years and Aled has dedicated countless hours of reliable, attentive and positive work volunteering in our kitchen supporting our chefs and clients in the delivery of our catering service. So just what is so special about being part of the volunteer team at Providence Row?

“I find the experience and the people working at Providence Row to be truly humbling and inspirational. I volunteer once a week for the breakfast shift which means chatting to the clients to ensure that when they arrive they receive a warm friendly greeting and amazing food - all fresh and cooked on site.”

Aled has formed a fantastic relationship with staff, other volunteers and the clients at Providence Row while fitting into his role supporting our catering programme. The smile and greeting from Aled that comes with breakfast in the morning is a reminder to our clients that the community around them truly cares about stepping up and making a difference but Aled benefits in his own ways too:

“I talk about it all the time, raising awareness. I speak to my family about it. But truly, I’m so lucky to have found Providence Row. When I go to work people have a different perception of me because of the role I play, but [at Providence Row] I feel appreciated for being myself. When I come here I’m just Aled. I go to work and it pays me... but I love coming here.”

Food, community and a safe space are all part of what Aled represents to the people who look to Providence Row to turn their lives around. Everyone has the potential to make an impact when their community needs it, Aled realised that potential on just one normal day, two years ago.

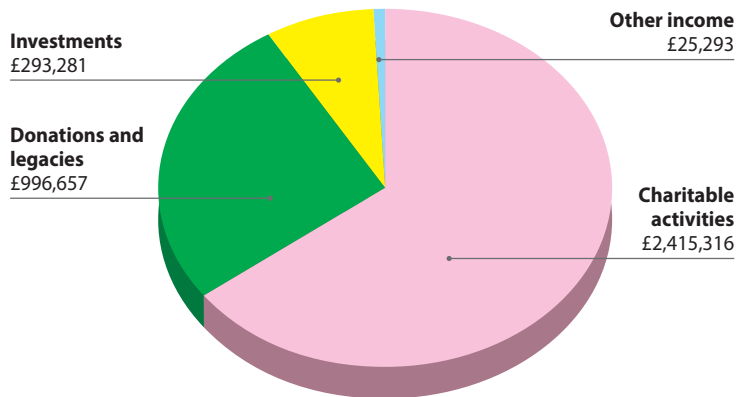
“I cannot cure homelessness but I know I can be there for the people that find themselves in this terrible situation.”

How your support makes our work possible

Providence Row's income combines statutory contracts and commissioned services with voluntary giving from donors, legacies, trusts, and corporate partners. Last year, voluntary giving from individuals and organisations accounted for 34.85% of our total income, a proportion that is vital.

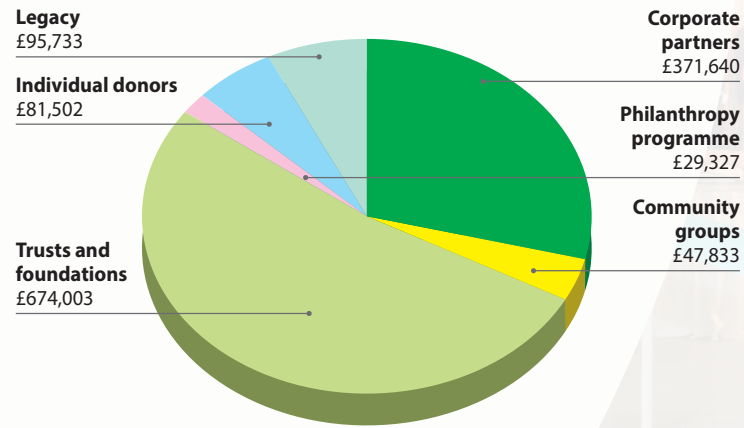
Voluntary giving is what makes our full service offer possible to ensure that the people we support receive the depth of care they need alongside the other services that are funded. Every donation, legacy, and act of corporate generosity is felt directly in the quality and reach of our work.

OUR INCOME



TOTAL: £3,730,547

FUNDRAISING INCOME



TOTAL: £1,300,038

“ One of my favourite local organisations... Everyone is so passionate about helping people, and the experience has really changed the way I see homelessness. ”

Kasia Drozdz , Canopy by Hilton London City Hotel

“ It was a very humbling experience. The staff do a fantastic job and it is very clear that their empathy for the clients and a love of what they do delivers good outcomes. ”

Matthew Saperia, Peel Hunt

A message from our Chief Executive

// This report captures what Providence Row achieved in 2025/26 and what is possible when specialist support, sustained commitment, and genuine compassion come together.

None of it happens without the people and organisations who make it possible. Our staff bring deep expertise and dedication to work that is rarely straightforward. Our volunteers give their time in ways that are felt by every person they encounter. Our partners, commissioners, funders, and supporters provide the foundation that allows us to plan and to reach the people who need us most. Thank you.

As we look ahead, Providence Row is at a significant moment. We are seeking to expand our specialist provision for women experiencing homelessness, a group whose needs are distinct, whose homelessness is often hidden, and who deserve support designed specifically around their experiences. We are building on the success of our award-winning outreach psychotherapy service, addressing trauma amongst rough sleepers, extending its reach to more people. We are exploring extended weekend openings, ensuring that the people who depend on us are not without support on the days when other services close. And in 2027, we begin the most significant refurbishment of The Dellow Centre, our drop-in day centre, since it opened in 1994, transforming it into a genuinely trauma-informed environment built to serve the people of East London and the City of London for decades to come. Our legacy since 1860 continues.

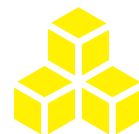
If this report has raised questions, sparked interest, or made you want to know more about how you can support our work, please do get in touch. //

Nigel Williams

Chief Executive, Providence Row



How to get involved



Fund specialist
services or job roles



Leave
a legacy



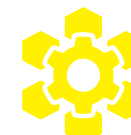
Become a
corporate partner



Raise
awareness



Volunteer
your skills



Gifts in kind & pro
bono expertise



Fundraise



Share your
networks



Donate

To find out more email us at
getinvolved@providencerow.org.uk

Thank you

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

Our sincere thanks is extended to the community organisations, churches and religious institutions, commissioners, trusts, foundations and Livery companies, corporate businesses, individual donors and our dedicated staff, volunteers and Trustees; without whom we would be unable to open our doors to clients.

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
Beazley Plc.
Caritas Westminster
Cheapside Business Alliance
City Bridge Foundation
Commissioner and Ending Rough Sleeping Team Manager,
London Borough of Tower Hamlets
Derwent London
Eastern City Business Improvement District
Fallow, Roe, Fowl and OXO Tower Restaurants
Garfield Weston Foundation
His Excellency, the Apostolic Nuncio to Great Britain
Hiscox Foundation
Institute of Our Lady of Mercy
Integrated Commissioning Team, London Borough of Tower
Hamlets
Italian Medical Charity
Land Securities Group Plc.
National Lottery Awards for All
Natixis Investment Managers
Orbis Investments

Overbury
Reed Smith
Round Retail
Sir Harold Hood's Charitable Trust
Sisters of the Holy Cross CIO
Smith Charitable Trust
Spitalfields Market
St Botolph without Aldgate
St Mary Moorfields
StreetSmart
Streets of London
Substance Misuse Commissioning Team, London Borough of
Tower Hamlets
Tatton Investment Management
The 29th May 1961 Charitable Trust
The Adint Charitable Trust
The Bluefield Foundation
The Caerlow Trust
The Charles Plater Trust
The City of London Justice Rooms Charitable Trust

The Court of Aldermen
The Drapers' Charitable Fund
The Eleanor Hamilton Educational Trust
The Fishmongers' Company's Charitable Trust
The Forrester Family Trust
The Hamilton Wallace Trust
The Jan and Catherine Nasmyth Charitable Foundation
The Marie Celeste Samaritan Society
The Poor Fund of the Worshipful Company of Fan Makers
The Rayne Foundation
The Simpson Foundation
The Sisters of St. Joseph of Peace CIO
The Tower Hamlets Mayor's Community Grant Programme
The Union of the Sisters of Mercy of Great Britain
The William Arthur Rudd Memorial Trust
The Worshipful Company of Feltmakers Charitable Fund
Westminster Cathedral
Young City Catholics
YouView TV Ltd
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Connect with our team  **020 7375 0020**  **providencerow.org.uk**  **getinvolved@providencerow.org.uk**

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 **PROVIDENCE ROW**

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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.

