Deptford Reach

ANNUAL REPORT 2015/16

Advice and assessment

Housing support

Support into work

Training and education

HELPING PEOPLE **REBUILD** THEIR LIVES

About us

Deptford Reach is a **drop-in centre** for adults over 16 years of age. We help people rebuild lives that have been affected by **homelessness, mental illness, drug or alcohol abuse, poverty** or **social exclusion.**

Deptford in South East London is one of the most deprived districts anywhere in the UK with very high levels of social exclusion.

From our centre in London SE8 we offer a wide range of **support, advice, education, training** and **practical help** – including with housing, benefits, job-seeking, health and well-being.

Our popular art therapy workshops help people develop their wellbeing.

PQASSO QUALITY MARK level 1 Charities Evaluation Services

advice quality standard

We are a Living Wage Employer

816 new clients used our service this year

£250,000+ a year is needed to keep our doors open all year round

Chairman's message

As you can see throughout this annual report, the work of Deptford Reach goes on and the centre remains the **key hub for open access support** for those most in need in Deptford, as well as in Lewisham and the surrounding area.

In addition to thousands of advice sessions, training programmes and health support, this year we have again **placed over 100 people into their own homes** and then monitored them to try to ensure they maintain their tenancies and therefore stabilise their lives. It is difficult to underestimate the effect a home has on someone who has been sleeping rough but some of the stories recounted later on in this report will give you a sense of how important it really is.

This is of course one of the reasons we embarked on our **Homes for the Homeless Project**, whereby we will build **22 new studio flats** for the homeless and a **new day centre** on our existing site in Speedwell Street. I am pleased to say that we have made real progress over the last 12 months in moving towards our goal of being able to start this £3m project. In particular I would like to thank The London Borough of Lewisham for their fantastic support and all the members of our Appeal Board. We are confident that building work will begin in 2017.

As always I must also thank Stella and all the staff and volunteers for their fantastic work, as well as my fellow trustees for their support and guidance.

Tim Child, Chair, Deptford Reach

Our current building:

Our future vision:

£3 million is our target to build our new centre and studio flats

Crisis advice and assessment

We offer the only **drop-in advice and assessment service** in the borough for people in crisis. Our staff and trained volunteers help people get an **immediate response**.

"I was sleeping rough for two years."

Bradley (left), 21, pictured with his brother Aaron, 19

My younger brother and I were rough sleeping for two years before we found Deptford Reach. Everywhere we asked said we had to go elsewhere. I have health problems with my heart so it was difficult.

Deptford Reach got the ball rolling for us. The project worker contacted Street Link, who put us forward to Greenwich's housing options service, and within two days my brother and I had a place to live.

Deptford Reach also assisted me with benefit claims and food when we were rough sleeping. They let us use the computers for job searches and helped me sign on to a GP service. Without them we would not be in the right state of mind. They really helped us out of our crisis situation and put us back on our feet.

6,000+ crisis and assessment sessions delivered during the year

£5 will provide milk for tea and coffee for one day

Housing support

Our housing advice team provides pre-tenancy and ongoing post-tenancy **training and support**, and supports people who are not eligible for social housing so that they can **secure accommodation** in the private sector.

866 people helped with their tenancies

102 people supported into private sector and other alternative accommodation

"I had nowhere else to go and my only option was to sleep on the streets. I was worried that my mental health would get worse."
John, 36, now has a place in supported housing and is looking to go back to college.

"I was on the verge of eviction."

When I came out of hospital after suffering a stroke I was on the verge of eviction because I had to stop driving, which meant I lost my job.

Deptford Reach offered me the support I needed. They helped me put together a payment plan to pay off my rent arrears, so I didn't become homeless. Then they helped by finding me a flat on the ground floor because I was struggling to use the stairs. They spoke to my landlord and helped me with my housing benefit claim and my ESA too.

Without them I would have ended up homeless, alone and nowhere or no one to turn too. They supported me through my most difficult times.

Terry, 56

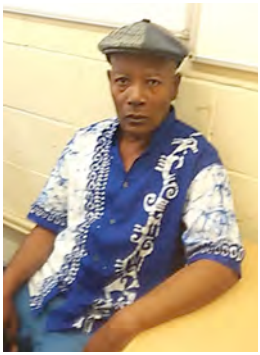
£100 helps provide a home starter pack for one person supported into accommodation

Benefits advice

Our staff provide specialist **benefits advice**, including helping people facing financial crisis.

3,862 benefits sessions delivered

"My benefits were stopped and I was going to lose my flat."



For four months I did not get any money because my ESA and housing benefit were stopped, and I had to rely on friends and family for food, gas and electricity money. I was so stressed. I had rent arrears and was going to lose the flat where I have lived for 21 years.

Deptford Reach contacted housing benefit and council tax to tell them what was happening with my ESA and they made numerous calls to get updates on what was going on. Now everything has been sorted out. They helped sort out all my problems.

Errol, 56

432 people helped with their benefit claims

"They successfully helped with my benefits."

Deptford Reach helped me with my benefits when I had nobody else to turn to. I am so happy with the help that they gave me. It's nice to know that whatever problem I have, I can ask the centre staff to help me and I know that they will be happy to help me. Keep up the good work.

Michael, 56

£350 will help towards making important phone calls for clients' needs

Pathways into employment

Whether through help with **job searches, CV writing** or **interview training**, we help people find the jobs that help them achieve financial independence.

"Now it's up to me to do the rest."

Deptford Reach helped me write my CV and I used their computers so that I could do job searches. They gave me advice about how to get a CSCS card because I wanted to improve my chances of getting a job in construction.

With their help, I now have a part-time job working on building sites and I'm looking forward to working all the time now. Without Deptford Reach my life would not have improved the way it has done. Now it's up to me to do the rest.

John, 52

715 people supported with their CVs and to apply for jobs

111 people supported into full or part-time work

Jordan, project worker (left) and Kieran, 19.

"I started by volunteering at the centre and they helped me with my job searches. Now I'm working part-time and I still come to the centre to help out when I can because they are a nice team to work with". Kieran, 19

£45 will help someone get the clothes they need for an interview

Training and education

We help people gain the **education and training** they need to increase their **confidence and employability.**

1,359 IT sessions delivered

56 people took part in digital inclusion training

"I can reach people who might not otherwise have support."

I am a National Careers Service adviser and work one day a week at Deptford Reach. I offer information, advice and guidance to support people with making decisions about learning, training and employment.

Working at Deptford Reach means I can reach people in my community who might not have access to the support available to them via the National Careers Service. I support people with, for example, applying for courses and apprenticeships and completing application forms and covering letters, so they can go on to study, training and employment.

I have found working at Deptford Reach, with their supportive and dedicated team, very rewarding.

Lorna McNish, National Careers Service adviser

The National Careers Service is impartial and free. It is funded by the Skills Funding Agency in partnership with Prospects Services.

"My communication is improving."

Due to my limitation in English, the staff encouraged me to enrol on an ESOL course. Now my communication is improving gradually and also I am training to use internet at the centre, to do my job searches.

Maimouna, 44

£112 will provide four skills training sessions to help someone find work

Volunteering for skills

Our **invaluable volunteers** are a vital part of our service. They make a hugely positive impact within their community and have the chance to **learn new skills** too.

"Volunteering helped me get a job."

I came to Deptford Reach as a student on placement from Goldsmith's University where I was studying Community Development and Youth Work. The experience at Deptford Reach helped me understand a great deal about issues that affect people in the local community, particularly those that are vulnerable and disadvantaged.

Currently I live in Deptford and continue to volunteer at the centre even though I have completed my placement. This professional experience at Deptford Reach has helped me get a job as an advisor at Goldsmith's University.

Beatrice Saleri (left) pictured with Peter, 37.

12 befrienders supported our service

Volunteers Savana and Kallie from Central EDU University of Iowa enjoyed their four month placement.

Rachel, one of our kitchen volunteers, helps to prepare food.

£350 per month will contribute towards volunteer travel

Community outreach

Our partnerships with other local organisations means we can **respond to even more needs** in our local community, and become a **community resource centre** for the local area.

241 people supported with National Insurance registrations

Thanks to John Robinson, Hearing Voices facilitator (above), we are now delivering various mental health support groups in partnership with Mind, onsite.

"I have a safe place to stay."

I was directed to Deptford Reach when I became homeless and was removed from the GP's list because of my personal circumstances. At that time, I was recovering from cancer and felt very vulnerable and scared that my situation would aggravate my illness.

Deptford Reach supported me into the Greenwich Winter Night Shelter, and the staff and nurse at Deptford Reach arranged for me to be placed in a hostel.

Since being in the hostel, my health has improved because I have a safe place to stay and I can look after myself better.

Theresa, 51

£6,000 supports one of our workers to provide advice and information for three months

Working with **local businesses, voluntary groups** and **statutory services** means we can help more local people find solutions to their needs.

"Deptford Reach offer so much support to its clients."

I first volunteered in December 2015 and I loved every minute. Myself and my colleague, Mary, wanted to help more. We raised £300 and asked for food and kitchen utensil donations. We brought more food supplies to help with the Christmas food bags.

My employer, Royal Bank of Scotland, also matched £250 of the money raised. There is a great atmosphere, a real community spirit, I have since been back and will continue to offer my support.

Marianna

50+ partnerships built with various organisations and businesses

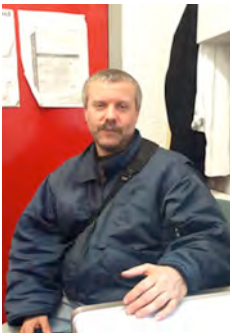
"The partnership between Deptford Reach and the Three Boroughs Health Inclusion Team is invaluable." Nurse Kate

£500 will help run our laundry service for homeless clients for one year

Health and wellbeing

We help people with their **physical health** and **mental wellbeing** too, through services such as counselling, drugs and alcohol rehabilitation, health consultations, gardening, yoga and art.

"Gardening is part of my life."



As a person with learning difficulties, gardening to me is part of my life. Joining the gardening group at Deptford Reach means I have learnt to use the different types of tools. I meet new people every time and Jackie our gardening teacher is wonderful.

Since coming to Deptford Reach, I look forward to enjoying a nice breakfast and a decent lunch, which gives me energy to carry on gardening. It is a nice place to visit and socialise.

Vincent, 42

688 healthy living activity sessions run

47 people referred for drug and alcohol support

Health for Wealth Women's Group in action.

"I enjoy the space where women can get together and talk about things that matter to us as women." Eva, 48

£50 will help deliver two healthy living sessions per week

Vital hospitality

Our **café, showers** and **laundry** are a vital part of our service. **Every visitor** to our centre is **welcomed** by our team of volunteers, many of them former clients.

"We have a strong sense of community."

I like Deptford Reach for the food and the people that attend the centre as it provides me with a life I am happy with. Without Deptford Reach, I would not be able to talk and socialise with other people, which I really look forward to, and I would probably be home feeling depressed. I really don't want that to happen again. I enjoy talking and learning from other clients. We have a strong sense of community at Deptford Reach.

Iain, 61

"There is always someone to talk to."

I have used the services at Deptford Reach for many years, during the times I have needed help. When I was homeless, I was made to feel welcome to use the shower, have a shave and have breakfast as well as lunch. The staff are very friendly and helpful, there is always someone to talk to.

Even when I was sanctioned and my benefits were stopped, the staff helped me with a food voucher which I am very grateful for because without it I would have gone hungry for days.

Greg, 51

30,000+ nutritious low-cost meals served this year

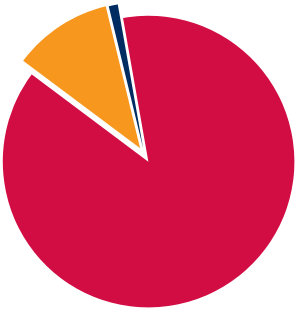
610 people supported with crisis parcels

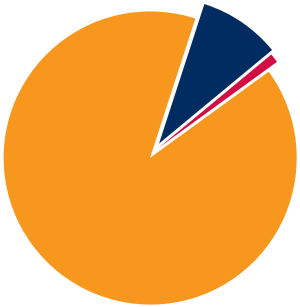
£10 will provide five meals for those most in need

Summary accounts

Total Incoming Resources – £230,814

- Voluntary Income £203,409
- Incoming resources from charitable activities £26,670
- Investment income £735





Total Resources Expended – £261,647

- Charitable activities £235,725
- Cost of generating funds £22,538
- Governance costs £3,384

The financial information presented does not comprise the statutory financial statement of Deptford Reach for the financial year end 31st March 2016, but represents extracts from them. The complete annual report, including auditors' report, can be obtained free of charge from our Secretary at our principal address.

Patron
The Rt Rev. and the Rt Hon.
the Lord Williams of Oystermouth

Trustees
Tim Child, Chairman
Richard Cox, Secretary
Ann Richards
Gerald Flood
Paul Butler
Narendra Mistry

Senior Management Team
Stella Brown, Director
Dee Saund, Team Leader

Appeal Patrons
Sir Steve Bullock, Mayor of Lewisham
Vicky Foxcroft MP

Appeal Board
Leslie Morphy OBE, Chair
Tim Child, Chair, Deptford Reach
Richard Cox, Deptford Reach
Hugh Biddell
John Samuel
Stella Brown, Director, Deptford Reach

£5,000 will cover the centre utilities for one quarter

How you can help

If you already support our work please accept our heartfelt thanks. Every gift we receive gives us the power to work harder and reach out to more people like those featured in this annual report.

Ways you can support us

Your time. Contact us about volunteering opportunities.

Food donations. Help support our kitchen project and food parcels.

Clothing. Our clothing stall relies on donations, particularly men's clothes.

Regular giving. Your gifts enable us to deliver services to marginalised adults.

Talk about us to people you know. Spread the word about how we help people rebuild their lives.

Organise and participate in fundraising events. Help us raise money to run our services and rebuild the new centre with accommodation

We are fortunate to be supported by many sections of the community, from small businesses to schools to corporate businesses and churches.

Could your organisation support Deptford Reach by starting a food bank of non-perishable goods to donate?

There are four easy ways to support our work.

1. Please make cheques payable to Deptford Reach and send to Deptford Reach, 64 Speedwell Street, Deptford, London SE8 4AT.
2. Alternatively, please make a gift through online banking or standing order. Our bank details are: account number 41323032, sort code 40-02-25.
3. Donate online at Virgin Money. Just search for 'Virgin Money Deptford Reach' to find our page.
4. Or support us every time you shop online through Give As You Live. Go online to www.giveasyoulive.com/join/deptfordreach to start shopping now.

Thank you so much.

Clients and visitors networking after our 2015 AGM, with Great Beauty Tabernacle Church volunteers serving food

Gift Aid your donation to us to turn every £1 into £1.25

Deptford Reach

"I am very grateful for this centre to have moved me on so swiftly so I can be in my own space and enjoy my independence."

Lionel, 51, who we helped to find accommodation in the private rented sector because he had nowhere secure to live.

697 people accessed our service for immediate crisis intervention

"There was a long waiting list everywhere I went, but the staff at the centre saw me immediately and did a budgeting plan with me. I now have peace of mind knowing my debt is going away." Anna, 27

Deptford Reach, 64 Speedwell Street, Deptford, London, SE8 4AT

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Charity registration number 1086143 Company registration number 04072785