

# SPEAR

*homelessness to independence*

## RECRUITMENT PACK



## About Us

SPEAR stands for Single Persons Emergency Accommodation in Richmond. In 1987 a homeless person sleeping on river bank in Richmond was found dead. This spurred local resident Penny Wade to set up an emergency accommodation scheme. In 1989, the Penny Wade night shelter then moved to a more permanent accommodation on Kew Road, and is still operating today.



*Penny Wade House is a 14-bed complex needs hostel in Richmond*

Over the years SPEAR has branched out to cover the boroughs of Richmond, Kingston, Merton, Wandsworth and Sutton. Our services have also increased to support people experiencing homelessness throughout their journey from homelessness to independence. We work closely with support services, volunteers, local authorities, businesses and individuals in the local community to enable sustainable change in people's lives.

Website: [www.spearlondon.org](http://www.spearlondon.org)

## Our Vision

We strive for communities in which anyone facing or experiencing homelessness can quickly move into secure accommodation, get effective support, and work towards their hopes and aspirations.



*Residents at our youth hostel taking cooking lessons*

## Our Mission

To enable people experiencing homelessness in South and West London to find secure accommodation and work towards a positive future.

*Clients volunteering to help refurbish one of our multiple occupancy homes in Sutton*



## Our Approach and Values

We build communities in which people suffering from homelessness have a place to call home and the help they need to lead a fulfilling independent life.

We recognise that homelessness is much more than just a housing issue, so we provide a range of support services to help our clients reach their full potential, always operating from our values:

### **Working together**

We work alongside service users, partners, staff and volunteers to design and provide services that meet the needs of those experiencing homelessness. Together we overcome challenges.

### **Aspirational**

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone, and encourage our clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

### **Respectful**

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

### **Determined**

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers they face.

### **Visionary**

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

## Diversity and Inclusion

Diversity and inclusion are at the heart of what SPEAR does, All our clients are treated fairly and respectfully. We are committed to ensuring that our services are accessible and reach all members of the communities we serve.

SPEAR is an inclusive employer. We are committed to maintaining a culture of diversity. We have a Diversity Steering Group made up of staff members to assess and change the way the charity addresses diversity and inclusion for the better.



*Staff, volunteers and clients at the Twickenham Hub*

## Our Beneficiaries

SPEAR is an inclusive organisation supporting a range of people experiencing homelessness in South West London. We work with young people, aged 16 – 25 and adult men and women, including women who have experienced domestic violence. We support people off the streets and those at imminent risk of homelessness into accommodation, including supported hostels, shared houses and independent flats.

We assist people with their physical and mental health, addiction issues and their skills, education and employment – helping them sustain their tenancies, pursue personal goals and aspirations and move towards more independent living. Our clients are at the centre of our work and we have a Service Involvement Group who meet regularly and feedback on our services. This

includes encouraging people to train as accredited Peer Mentors in order to support and help others.



*Clients helping another client to tidy up her garden*

## Our Achievements

We were awarded the “Best Charity” Commended Award in 2019’s Richmond Business Awards.

In 2019, St George Developments won their category for the ‘Best Business Commitment to Fundraising’ through their partnership with SPEAR and Honeypot Charity. SPEAR was also in the shortlist for ‘Most Impactful Charity Partnership’. Both these awards were given by The Berkeley Foundation.

SPEAR achieved an award from St Mary’s University for ‘Outstanding Placement Provider’ for offering multiple, high quality volunteer placements at SPEAR for students – the majority of these were within the fundraising team. Read the inspiring review written by St Mary’s [here](#).

Not only is SPEAR commended as an organisation, the people we work with are also recognised as champions. Our volunteer won a Community Award from the Mayor of Kingston for their contribution of over 474 hours during the pandemic, and a young client received the Inspiring Hope Young Person Award from UK Youth for lifting fellow hostel residents' spirits during the pandemic. Read more about their achievements [here](#).



*Volunteer Andy receiving his award from the Mayor of Kingston*

Our clothing volunteers who fit clients into new clothes were nominated for the Team London Awards. Acara – a property management company who volunteer their professional skills fixing things and doing odd jobs in our offices and hostels won the ‘Richmond Community Heroes’ Award. Watch their interview film [here](#).

SPEAR’s quality of work is highlighted by our gaining of the ISO 9001 Quality Assurance Qualification and we are constantly working towards a high quality standard of work.

[Watch this video](#) to get a feel of how we engage with the community to achieve the common goal of ending homelessness.

## Our Volunteers and Supporters

We wouldn't be able to help the lives of the people experiencing homelessness without the incredible support of our volunteers and supporters. Our volunteers make our work stronger and bring new skills.

Volunteer roles include: receptionists, donations coordinators/collectors, yoga instructors, drivers, befriending/mentoring, student placements, outreach volunteers, art tutors, skills development, personal stylists, hairdressers, gardeners, and SPEAR ambassadors giving talks about SPEAR's work.



*Our Clothing Project has been run by sisters Kate and Sarah for many years*

We also receive incredible pro-bono corporate support including: Consultancy, Media and Communications, Film & Photography and Property Maintenance – all offering their expertise and skills. We produce many pro-bono SPEAR films about our work and our supporters and volunteers – available on SPEAR's social media channels. Click the images below or search for 'SPEAR London' on these platforms:





# Our Impact in 2019/20

## LIVES

SPEAR understands that every person is different. We help people with every aspect of their life so they can fulfil their hopes and ambitions.

**91%**

people surveyed were happy with the support they received from SPEAR.

**620**

rough sleepers verified across SW London in 2019/20 (+46%)

**950**

people accessed SPEAR's services (+13%)

**23% women**

**76% men  
1% other**

## ACCOMMODATION

SPEAR provides different types of accommodation, with varying levels of support, suited to the individual needs of each person.

**79%**

tenancies positively ended or continued

We found accommodation for **309 people** (+45%), 25 a month (6 a week)



We provided **210** supported housing for (+33%), 50 were women

## HEALTH

SPEAR helps people to improve their mental and physical health and wellbeing. Our Homeless Health Link Service supports people to overcome the barriers they might face in accessing health care.

We reduced A+E and hospital admissions by

**56%**



**104**

people were supported to improve their health

**96%** clients registered with a GP



## YOUNG PEOPLE'S LIVES

SPEAR provides accommodation and support for young people affected by homelessness. Our goal is to equip people with the skills and tools to live and work successfully in the future.

We gave **42** young people a home

**48** young people supported into education, training and employment (+45%)

**130** SPEAR service users (14% were under 25)

## COMMUNITY DEVELOPMENT & INNOVATIONS

SPEAR recognises that gaining new skills and building confidence are both crucial for a positive future.

**15** people found employment and 41 people employed since 2016 were still in work

**181** people supported into education, training, volunteering and employment (+14%)

The number of people qualifying as peer mentors since 2016 increased from 12 to **14**

**22** people with lived experience volunteered to help their community

## PREVENTION

The best way to reduce homelessness is to prevent it from happening. We support single people and households to better manage issues that put them at risk of losing their homes.

Improved overall wellbeing by **70%**

The prevention service delivered **1,444** interventions

## COVID CRISIS

Following on from the Government's 'Everyone In' directive announced on 27 March, SPEAR quickly reacted to move people from the streets to safe, more self-contained locations where they could adequately practise measures to self-isolate.

**417** people supported off the streets and into accommodation since March

# Our People

## Board of Trustees

SPEAR's Trustees meet with our CEO and Senior Management team at least every three months at our quarterly Trustee meeting to review the governance of the charity. In addition, some members of the Trustee team also meet to review other more specific areas such as audit and risk, finance, operations, HR or fundraising.



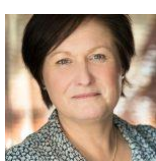
**Chair Paul Doe** – Paul retired as Chief Executive of Shepherds Bush Housing Group in 2017 after twenty years as CEO. Paul received a MBE in 2016 and is a Member of the Chartered Institute of Housing. He is also a trustee of another homelessness charity in Elmbridge.



**Vice Chair Duncan Richford** – Duncan joined the Board of SPEAR in 2016 as a Trustee. Duncan has worked in investment banking for over 20 years, with significant time spent in finance, trading, structuring, sales, risk management and in leadership positions.



**Jack Stephen** - Jack was Deputy Chief Executive and Finance Director of Thames Valley Housing for 21 years until 2015 where he had line responsibility for all areas of Accounting, Treasury, IT and Human Resources. Jack is currently a non-executive Board Member of Aldwyck Housing Group, Barnet Homes Housing Group and Folio London.



**Charlotta Campanale** – Charlotta is a local Councillor who has a thirty-year association with SPEAR, having been a volunteer for Penny Wade at the time of SPEAR's creation. Charlotta became a trustee in 2016 and looks forward to contributing to SPEAR'S continuing journey from Homelessness to Independence.



**Alex Doig** – Alex joined SPEAR as a trustee in 2016. He works in Richmond as an NHS consultant in Child and Adolescent Mental Health and has been a Richmond resident since 2005. Alex is also a Trustee of Hounslow Youth Counselling Service, and supports ADHD in Richmond.



**Grant Healy** – Grant joined SPEAR as a Trustee in 2015. While serving as a local Councillor he heard of SPEAR’s work and the high opinion of it held by many of his colleagues, and decided to become involved as a trustee.



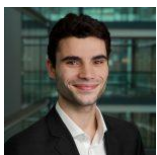
**Christine Reay** – Christine has been a local resident since 1976 and is a former City solicitor whose specialism was private client law (including charity law). She is also a former JP from the Richmond Bench. She has been involved over the years in a number of local charities as a volunteer.



**Jonathan Cardy** – Jonathan Cardy joined the board of SPEAR at the end of 2016. He was first elected as a local councillor in 1998 and apart from one four year gap has been a local councillor since then. As a local councillor he appreciates that housing is one of those basics that we all need.



**Nigel Bloomer** – Nigel joined SPEAR as a trustee in 2020. He is a local resident in Richmond, an investment operations leader with 35 years in asset servicing and asset management, and brings 16 years of experience as a Trustee for a pension fund.



**Kai Bilimoria** – Kai currently works as a Management Consultant at EY. He devotes a lot of time to charitable causes; from hosting a fundraising event for hundreds of people as President of the Harold Macmillan Society, to volunteering at Slough Mencap, to teaching English at an orphanage in India.



**Fiona Barrett** – Fiona is an experienced lawyer with a specialism in public law. She trained and worked for some years in City law and for the last 12+ years, she has worked for the government, mainly focusing on judicial review.



**Wim Overeynder** – Wim has worked for over 25 years in delivering major Operational Improvement Programmes with public (NHS) and private companies across multiple industries. Wim joined SPEAR as a trustee in 2020, prior to that he volunteered in numerous public events and promotional campaigns. [Watch this video with Wim.](#)

# SPEAR Organisation Chart

## SENIOR MANAGEMENT TEAM



## SPEAR's commitment to staff

SPEAR is committed to developing the skills and abilities of the people we work with, illustrated by the implementation of our Learning and Development Policy. All new staff undertake a range of training and all staff are given on-going and refresher training appropriate to their roles. Further training and personal development ideas are regularly discussed in supervision sessions and we encourage staff to undertake formal or accredited training.

We are a London Living Wage Employer and our proud to say that all our employees are paid this wage or higher.

