

# SPEAR

*homelessness to independence*



**Impact Report**  
**2018/19**

**SPEAR**  
*homelessness to independence*

[www.spearlondon.org](http://www.spearlondon.org)  
Registered charity: 1122206



Welcome to **SPEAR**'s Impact Report for 2018/19.

A former client recently told **SPEAR** that it's both a triumph and tragedy that the charity exists. Indeed, this year, we worked with a record 839 people who were homeless or at risk. We saw increasing demand for emergency and supported accommodation and growing numbers of people with complex health and wellbeing issues. The rising number of people needing our support in South and West London reflected trends across the capital and the UK.

In this difficult environment, we welcomed the Government's new rough sleeping strategy and we are ready to play our role supporting the strategy's aim to end rough sleeping by 2027. **SPEAR**'s services have grown in scope, geographical reach and ambition over the last three years. With investment to tackle growing rough sleeping and new partnerships with private and charitable donors, we have expanded across five London boroughs and doubled our workforce.

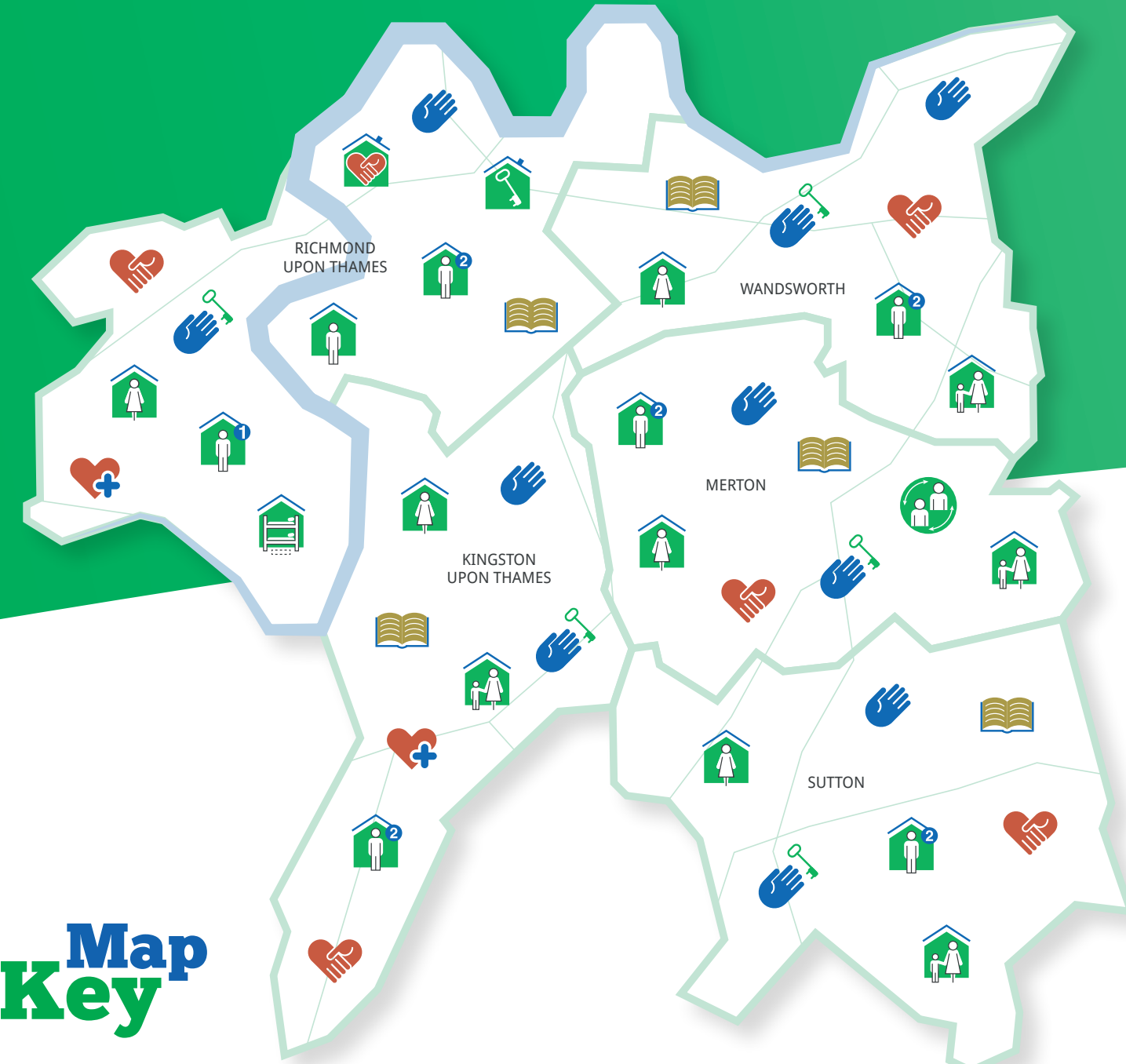
Our goal for the future is clear: to continue to deliver effective accommodation and support services while seeking new solutions to ending rough sleeping. This will only be possible with the support of the many partner agencies, funders and supporters with whom we work alongside. Thank you for your contribution to ending homelessness. May we also thank the passionate and skilled workforce of 100 staff and 140 volunteers who helped **SPEAR** to deliver the results overleaf.



Jack Stephen,  
Chairman of Trustees

# Our Services

**SPEAR** is a charity for people experiencing homelessness in South-West London. We build communities in which everyone has a place to call home and provide the help needed to lead a fulfilling life. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential



## Map Key

- |  |  |  |  |  |   |
|--|--|--|--|--|---|
|  | 24 hour supported accommodation        |  | Skills development service                                 |  | Homeless Health Link Service                |
|  | Young people's supported accommodation |  | Homelessness prevention for families and single households |  | Rough sleeper outreach service              |
|  | First-stage accommodation for men      |  | Semi-independent accommodation                             |  | Floating support and tenancy sustainment    |
|  | Second-stage accommodation for men     |  | Short-term accommodation for young people                  |  | Support to access the private rented sector |
|  | Women's supported accommodation        |  | Home-based support   |  |   |

" We would have  
**nowhere to go**  
if it didn't exist"  
- *SPEAR client* -



# Our Impact in 2018/19

## LIVES

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

**97%**

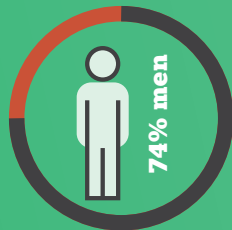
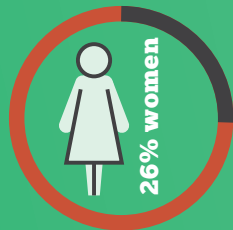
people said that they were happy with the service that they received at SPEAR

**426**

rough sleepers verified across five boroughs in 2018/19

**839**

people accessed SPEAR's services

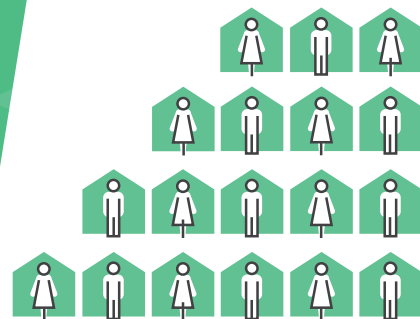


## ACCOMMODATION

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

**78%** tenancies ended positively or continued

we found accommodation for 18 people a month (4 a week)



We provided supported housing for **158** people, 44 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. At the end of 2018/19, the service:

We reduced A+E and hospital admissions by

**61%**



**131**

people were supported to improve their health

94% clients registered with a GP



## YOUNG PEOPLE

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 now and in the future.

We gave **46** young people a home

**33**

young people supported into education, training and employment

**15%**

(128) SPEAR service users were under 25

## SKILLS AND INVOLVEMENT

SPEAR recognizes that gaining new skills and building confidence is crucial; for a positive future

The number of people qualifying as peer mentors increased from 8 to

**12**

**17**

people found employment and 43 people employed since 1617 were still in work

**159**

people supported to improve their skills, go into education and find work

**24**

experts by experience gave over 650 hours of their time 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.

The prevention service delivered nearly

**7000**

interventions in Kingston, Sutton, Merton and Richmond



Improved overall wellbeing by

**84%**

**179**

people supported in 2018/19





Board of Trustees

Jack Stephen Chair  
Barrie Hatch  
Charlotta Campanale  
Jonathan Cardy  
Paul Doe  
Alex Doig  
Grant Healy  
Christine Reay  
Duncan Richford  
Rachel Smith

Patron

The Rt Hon Sir Vince Cable

Executive Team

Susan Philpott Chief Executive  
Lesleigh Bounds Director of Strategic Operations  
Donna Marshall Finance Director

# Who's Who?

# Volunteering

Thanks to everyone who donated their time and expertise this year. Volunteer roles included health support workers, outreach workers, **SPEAR** ambassadors, volunteer fundraisers and receptionists in **SPEAR** accommodation projects.

**140** gave **4,270** hours worth almost **£50,000**



What are the things I'm most proud of from this year?

- Partnership work with agencies in the community to provide coordinated support
- Introducing navigator posts to help the most vulnerable people to move forward with their lives
- The skills, creativity and dedication of **SPEAR**'s workforce in supporting record numbers of people off the streets

- Mark Taylor, Assistant Director of Operations -



# Community and Events

We reached over 5000 people in the local community including councils, health and social care professionals, schools, community groups, faith groups, businesses and residents. Thank you to those who took on physical or artistic challenges for **SPEAR**: cycling in Ride London, walking the 3 Peaks Challenge, completing runs or donating pieces for our Art Fairs.

# Finances

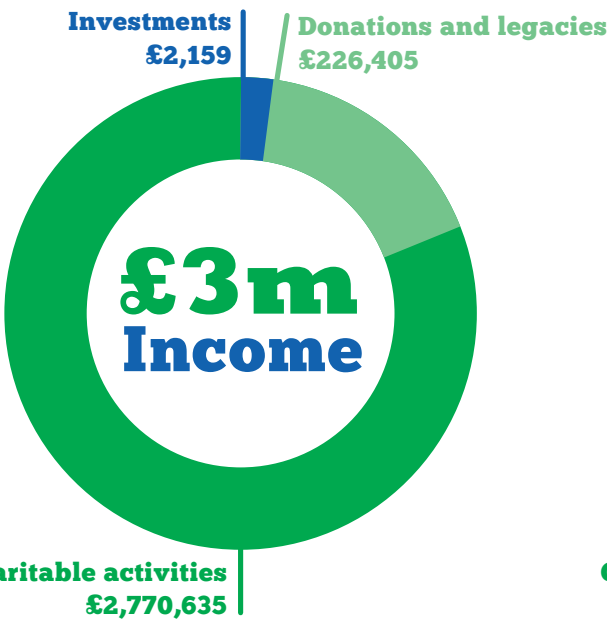
The finances below reflect those of **SPEAR** only. The 18/19 Annual Accounts show the combined figures including the Spear Endowment Trust.

**22,000**  
people visited our website

**1,900**  
Twitter followers

**631**  
Instagram followers

# How your money can help



# Would you like to get involved?

To become a **SPEAR** ambassador, please contact [supporters@spearlondon.org](mailto:supporters@spearlondon.org)  
To donate to **SPEAR**, please go to [www.justgiving.com/SPEARLondon](http://www.justgiving.com/SPEARLondon)  
To volunteer for the charity, please contact [volunteer@spearlondon.org](mailto:volunteer@spearlondon.org)

**£50**

could pay for an outreach worker to work a shift, to help find people sleeping rough and make them safe

**£100**

could buy four thermal sleeping bags, keeping rough sleepers warm during cold winter nights

**£250**

could fund a new home-starter kit full of essential items for someone moving into a new property

**£500**

could support 20 people to receive a thorough health assessment

**£1000**

could support one person to develop new skills and find a job, turning their lives around for good



# Thank You

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

Thank you for every donation of money, time, energy, expertise and gifts in kind given to **SPEAR** this year. We are grateful for the generosity of the many companies, charitable trusts and foundations, community groups, schools, faith groups and individuals who supported us. We cannot list you all, but your support is hugely appreciated.

29th May 1961 Charity  
Ahmadiyya Muslim Community  
All Hallows Church  
Burntwood School  
Charlotte Wade Charity  
City Bridge Trust  
Everyday Church Kingston  
Fresalca  
Garfield Weston Foundation  
Hampton Fund  
Hampton School  
Inspired Women  
Kew Fete Committee  
King's House School, Richmond  
Kingston Round Table  
Lotus and Laurel Yoga  
Manontropo  
Murphy-Neumann Charity Company Ltd  
National Lottery Community Fund

Our Lady of Loreto & St Winefride Church  
People Against Dirty  
PMM Group  
Richmond Parish Lands Charity  
Richmond Park Academy  
Richmond Team Ministry  
Riverside Vineyard Church  
Rotary Club of Kew Gardens  
Rotary Club of Twickenham  
St Andrew's Parish Church  
St Elizabeth of Portugal RC Church  
St George plc  
St Mary's University  
St Michael & All Angels Church  
Stephen Roberts Memorial Trust  
Surbiton High Girls' Prep School  
The Albert Hunt Trust  
The Barleycorn Trust  
The Barnes Workhouse Fund

The Berkeley Charitable Foundation  
The Cotton Trust  
The Richmond Charities  
The Shadworth Hodgson Bequest  
True Beauty Salon  
Twickenham Preparatory School  
Unicorn School  
Waitrose  
Whitton Baptist Church

Thank you also to our partners and commissioners, including the Ministry of Housing, Communities and Local Government, the Royal Borough of Kingston upon Thames, the London Borough of Merton, The London Borough of Richmond, the London borough of Sutton, the London Borough of Wandsworth.



## Michael's Story

**Michael** ran a business in London before he was affected by the financial crash in 2008. Shortly after, his father died and his stepmother became unwell, so Michael offered to care for her full time. When she passed away, he had to leave the property they had shared. Without any money or accommodation, he moved to a tent in Richmond: something totally outside his experience. "Asking for help was difficult, but being homeless was such a shock that I had no choice. I was astonished by the number of total strangers who offered me help and support to get me back on my feet. Without SPEAR I cannot imagine where I would be now."

Michael would visit SPEAR's Twickenham Hub for food and clothes. With the help of the Outreach Team, he found a new private property. Karen from the Skills Development team got to know Michael during his regular visits to the Hub. She suggested he take part in volunteering to occupy his time and improve his wellbeing. He decided to take a Peer Mentoring course, which he enjoyed immensely and he became an active member of the SPEAR Service User group.

With more confidence, Michael started looking for work again. Michael wanted a change of direction and a more rewarding career so, in 2018, he started a 12-month trainee project worker position at SPEAR's Complex Needs hostel in Richmond. He continued to volunteer regularly

for SPEAR, supporting awareness raising and speaking in schools, churches and companies about his life. His experiences led him to apply, successfully, for a role in SPEAR's Fundraising team as a Corporates and Foundations Fundraiser. He told us "It gives me enormous satisfaction to think my efforts are helping others in a small way."

