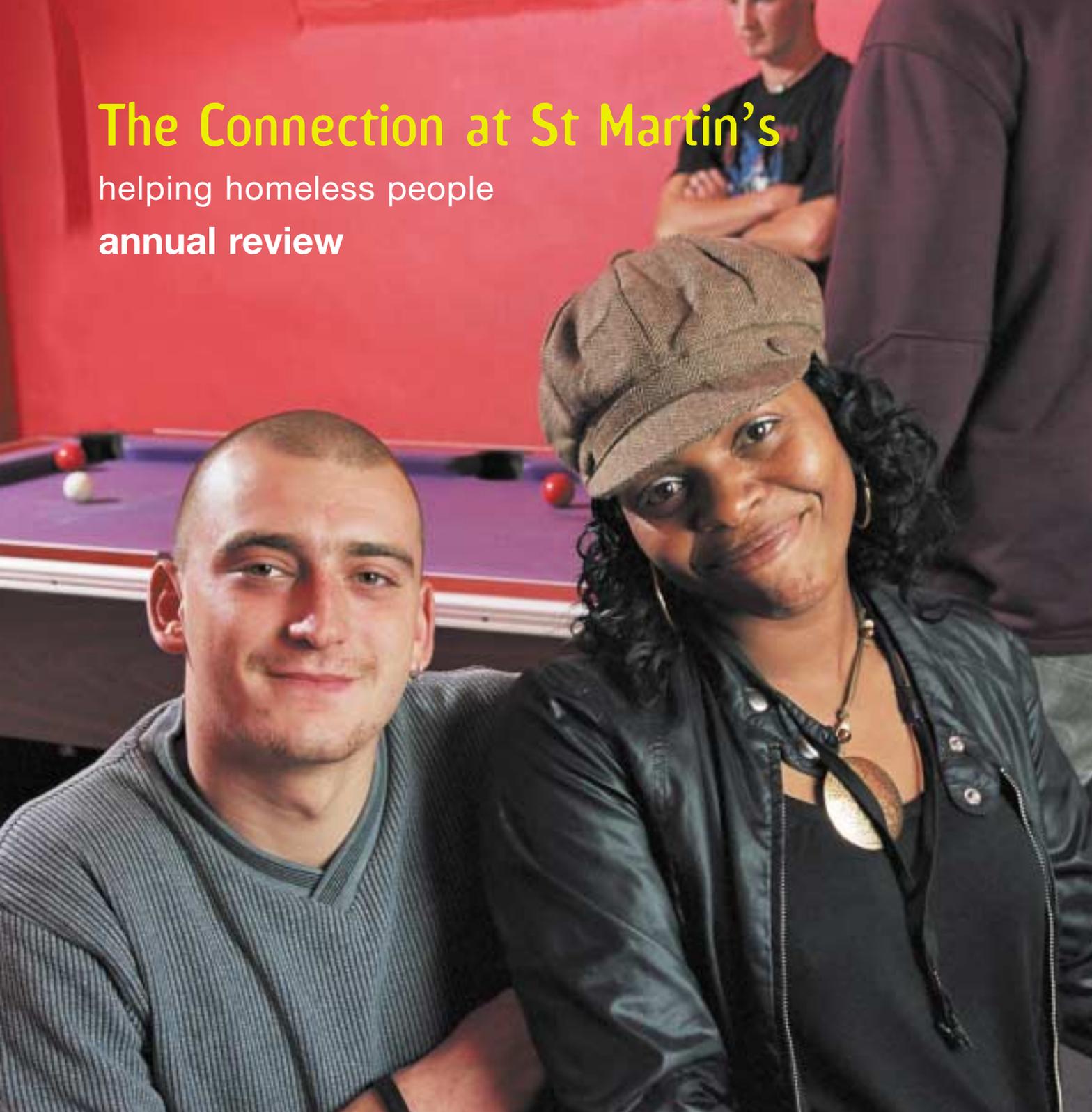


# The Connection at St Martin's

helping homeless people  
**annual review**





The Connection at St Martin's works with homeless people and those in insecure accommodation in central London. We're open every day of the week to help people find routes away from homelessness towards a secure and independent lifestyle.

We provide nine separate services:

**Day Centre for Young People (16-25)** – 75 young people use this service every day.

**Day Centre (26+)** – over 100 older people are seen here every day.

**Night Centre** – open all night, every night; catering for up to 40 people.

**Weekend Service** – targeting rough sleepers of all ages. Average attendance is 130 people a day.

**Multiple Needs and Prevention** – offering a specialised service for clients with alcohol abuse, substance abuse and mental health problems.

**Outreach/Locality** – making contact with rough sleepers in our immediate area.

**Workspace** – helping with basic skills and giving training and guidance on employment and training issues. 700 users last year; 50 secured jobs.

**Tenancy Sustainment** – helping formerly homeless people move into independent accommodation.

**St Martin's House** – Our 16-bed hostel for former rough sleepers.



## Foreword

**This annual review has two key themes: consistency and change.**

It illustrates how we offer a consistent quality of service to 7,000 homeless people in London, giving them certainty, clarity and support when their lives are otherwise governed by chaos and confusion.

It also outlines how we are welcoming change in the future as our building is about to be redeveloped and the external environment in which we operate changes.

Sometimes these themes conflict with each other. New policy and funding streams are introduced. We have to negotiate between our commitment to provide care and support for the most needy and difficult members of society and the frustration some other people feel about the visibility of street homelessness and the behaviour of some homeless people.

Change and consistency affect us in other ways too. Ian Hobbs leaves us with our heartfelt thanks and gratitude after 10 years' service. Diana Brittan, who chaired the Community Fund, has been elected to replace him as chair of trustees.

We continue to review our structure and have reduced our management costs. We have also invested in outcome measurement, in developing corporate partnerships, in promoting the use of art, and in our first social enterprise, the Connection Crew.

The consistency has been provided by our core staff and volunteers, the real stars of the organisation, and by the hundreds of individuals, firms, trusts and statutory funders who continue to support our work.

Colin Glover Chief Executive  
Diana Brittan Chair



## Every day...

The busy rush of clients starts at 9am. Stan needs to see his Multiple Needs Team housing worker; Eric needs to make an appointment to see what we used to call Outreach workers; Mary needs her benefits sorted; Sid just needs some toothpaste; Andy wants to contact his parole officer. Ron needs a jumper – it's getting cold out there. The requests are myriad.

For some, street life can be a scary and overwhelming experience. After working for a while in the Day Centre, you pick up a bit of a sixth sense, spotting those who are vulnerable, maybe just a little too proud, or too nervous, to ask for help.

Some clients have drug or alcohol misuse issues. We can help with that. We liaise closely with workers who have expertise in this field, however severe the level of misuse. Some require detox; others rehab. Many need both.

## Every night...

The informality of the night centre appeals to the majority of our clients who experience quite serious mental health problems or suffer from an addiction to drugs or alcohol. There are no forms to complete or benefits that need to be accessed – this completely free service is aimed at people that have been on the streets for a number of years and who may have fallen through the system.

The night centre is not a shelter; we do not provide beds to sleep. We do offer food, showers, clean clothes, a TV and someone to turn to if help is needed. Our aim is to engage with our clients, to assess their needs and to help them move forward.

As the centre caters for the most vulnerable individuals we are continually keeping a check on their welfare and where necessary, further help will be offered.

## Positive change...

### Peter's story

Peter's childhood was mainly spent in foster care and residential schools. No one seemed to care about him. When he first came to The Connection in 2000 he'd already been evicted from a young people's hostel because of his drinking. He was sleeping rough.

He was housed in various hostels but drink always led to eviction. Peter couldn't move his life forward as he'd lost all his motivation.

Peter spent four years moving in and out of hostels. His life was going nowhere. But when he came back to us in November 2004 he had stopped drinking. He felt more positive.

With the help and encouragement of his caseworker, Peter began volunteering in a charity shop. He enjoyed working with others. His confidence began to grow.

He then applied for a catering course at college. He began to train and play with The Connection football team each week.

Peter is currently in South America with Operation Raleigh working on a community project for three months.

### A trip to the museum

Our advice workers were finding it impossible to get through to Paul. He would sit in the day centre with his hood up. He would not speak or listen to anyone. All he would hear were the voices in his head.

This changed when Paul was invited to join our museum trip. His demeanour altered completely. He even arrived five minutes early. As soon as he entered the building he removed his hood and showed a lot of interest in the exhibits, which he could feel and touch. His usual downcast expression was replaced with a broad smile. For that afternoon he stopped hearing voices. For the first time his advice worker was able to engage with Paul in a positive way. It was a breakthrough. It was a start.





## Connection Crew

Our Workspace programme helps clients develop skills and find pathways into work.

Our new social business, the Connection Crew, takes this work one step further. This venture offers a professional, competitive crewing service for London's events industry, and gives homeless and unemployed people the chance of real work.

The Connection Crew has industry backing. It gives our clients work experience at the sharp end. It also opens up opportunities, boosts self-confidence and

fosters ambitions for those who have never worked before.

Julian, aged 18, lived in a homeless hostel in Peckham, south London. He had no work experience. Employers would not give him a chance. They thought that living in a hostel must hide a terrible past.

We gave Julian his chance. He's now an invaluable member of the Connection Crew team. "Since I got involved with the Connection Crew I have felt I've had some routine in my life. I'm learning about a working environment. I really feel like I am part of something. This is so important to me."

## A long way from home

'Jimmy' is a doctor in his thirties. He comes from Sudan. He fled his own country after he was tortured for opposing the government.

He arrived in Liverpool. He knew no one. Jimmy was housed in Manchester for two months and then headed for London. He slept rough on the streets for three weeks before being given a bed in a hostel. He was granted asylum and indefinite leave to remain in the UK, but he could not contact his family. He often visited The Connection to talk through his problems.

Jimmy is now being housed in our long-term accommodation at St Martin's House, and his life is starting to move forward. He is keen to get back to work and is currently studying English for medicine at a local college so he will be able to practice in the UK.



## Community involvement

Our corporate partnership programme achieves real and lasting benefits for our clients. Fundraising, sponsorship, employee volunteering, in-kind support and payroll giving are just some of ways businesses and the community can support our work.

**Capital Radio and Help a London Child** – Funding Safe Teen, a specialist outreach programme for young rough sleepers.

**item communications agency** – helped us clarify our beliefs and our future objectives.

**General Electric** – Staff have worked in our café, decorated the day centre and taken clients 10-pin bowling. In the future they plan to support financial literacy, life skills and employment training.

“We have been very impressed with the Volunteering Programme. They really engaged with us to understand the volunteers’ needs and, at the same time, teach us about the needs of their clients.”

**Amanda Allchorn, Community Manager, Barclays**

“Helping The Connection has enabled us to learn so much about their challenges, and to hone our own skills. That’s what corporate social responsibility is all about for us... helping someone while nurturing our own people at the same time.”

**Deborah Mansfield, Design Manager, item**

“I never forgot how this company volunteer listened to me and wanted to know what I thought. I didn’t say much at the time but I wanted to cry. I mean, they’d never met me before and yet they listened.”

**Joanne, 18-year-old rough sleeper**



## A new Connection

Major redevelopment of our buildings and the whole St Martin-in-the-Fields site has already started.

In two years' time we will have a purpose-built and fully integrated centre which has been designed specifically for our needs. In the meantime, we will move all our services into one half of our present site, and then into temporary accommodation in St Martin's Place while the building work is completed.

There's going to be upheaval. It will present logistical and management challenges.

We are absolutely committed to provide our normal services and remain fully open.

### The Connection vision

With a purpose-built centre ready in two years, we've got ambitious plans to develop and improve our services for homeless people in central London.

#### By 2008 we will:

- have helped 20,000 different people, of whom 80% will show demonstrable progress as a direct result of our intervention and services.
- be open 24 hours a day, responding creatively and flexibly to the needs of people in crisis in central London.
- be providing the fastest, most effective response to the needs of our users.
- have established our reputation for innovation and for promoting best practice.
- be a better place to work, as we renew our commitment to both paid and unpaid staff.
- have taken a lead in further rationalisation of the sector and in responding to concern about duplication of work and resources.

# Financial Report

The funding we receive is crucial to our successful operation and continued development. We are very grateful to those who have donated through the Vicar's Christmas Appeal, to the Friends of the Connection and to the many individual donors. In particular this year we wish to thank the Mayor of

Westminster, Cllr Catherine Longworth, for nominating us as her charity of the year. We also thank the many trusts, companies and statutory bodies that support us.

The Statement of Financial Activities shows a net deficit on unrestricted activities of £236,362, with net incoming resources on restricted activities of £22,427. Total reserves at 31st March 2005 stood at

£218,154. These figures fall within the trend anticipated as a part of the planning for the merger in 2003, and whilst funding is less than last year, there have been significant reductions in costs also. Income for the year to 31st March 2006 is expected to increase once more.

These accounts are taken from our Financial Statements which were audited by Edens and approved by our Board of Governors on 17th September 2005. Full copies are available on request from the Connection at St Martin's.



## The Connection at St Martin in the Fields

Statement of financial activities for the year ended 31 March 2005

	Unrestricted funds £	Restricted funds £	Total funds 2004 £	Total funds 2003 £
<b>INCOME AND EXPENDITURE</b>				
<b>Incoming resources</b>				
Grants receivable from governmental & other public bodies	–	2,605,561	2,605,561	2,603,073
Donations and gifts	800,705	317,332	1,118,037	1,248,109
Other income	160,865	38,644	199,509	172,354
Interest	8,010	-	8,010	6,850
<b>Total incoming resources</b>	<b>969,580</b>	<b>2,961,537</b>	<b>3,931,117</b>	<b>4,030,386</b>
<b>Resources expended</b>				
Cost of generating funds	51,173	148,627	199,800	210,352
Charitable expenditure				
– Direct costs	850,346	2,216,611	3,066,957	2,952,121
– Support costs	192,136	496,022	688,158	616,434
– Management and administration of the charity	112,287	77,850	190,137	314,639
<b>Total resources expended</b>	<b>1,205,942</b>	<b>2,939,110</b>	<b>4,145,052</b>	<b>4,093,546</b>
<b>Net (outgoing)/incoming resources for the year before transfers</b>				
	<b>(236,362)</b>	<b>22,427</b>	<b>(213,935)</b>	<b>(63,160)</b>
<b>Transfer of balances from The London Connection following merger</b>				
	-	-	-	123,662
Net movement in funds	(236,362)	22,427	(213,935)	60,502
Balances brought forward at 1 April 2003	429,516	2,573	432,089	371,587
Balances carried forward at 31 March 2004	193,154	25,000	218,154	432,089

The charity made no recognised gains or losses in 2004 or 2005 other than the result for the year.

## The Connection at St Martin in the Fields

Balance sheet as at 31 March 2005

	2005 £	2005 £	2004 £	2004 £
<b>FIXED ASSETS</b>				
Tangible assets		60,942		65,514
<b>CURRENT ASSETS</b>				
Stock	4,686		7,730	
Debtors	181,278		350,837	
Cash at bank and in hand	282,744		460,349	
	468,708		818,916	
<b>Creditors: amounts falling due within one year</b>	<b>292,686</b>		<b>259,276</b>	
		176,022		559,640
		236,964		625,154
Deferred Income	18,810		193,065	
		18,810		193,065
		218,154		432,089
<b>CAPITAL AND RESERVES</b>				
<b>Revenue Account</b>				
Restricted		25,000		2,573
Designated		54,000		155,500
Unrestricted		139,154		274,016
		218,154		432,089

Approved  
Ian Watson, Treasurer  
Ian Hobbs, Chair  
Date 17 September 2005

# We are so grateful to all our donors – every contribution really does make a difference

## Major contributors

AD Power Will Trust  
Anglo American  
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Barclays  
BBC Children in Need  
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Big Lottery Fund  
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## Statutory funders

Association of London Government (ALG)  
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Homelessness Directorate  
Westminster Primary Care Trust  
Off the Streets and into Work  
Connexions Central London  
ThamesReach Bondway  
City of Westminster  
Wandsworth Council  
Irish Government's Dion Fund

## Community involvement and gifts in kind

Anglo American  
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FareShare  
GCAP  
GE  
Goldman Sachs  
Intermediate Capital Group  
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National Grid Transco  
PA Consulting  
Penguin Group (UK)  
PriceWaterhouseCoopers  
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## Very special thanks to

The Vicar's Christmas Appeal Fund and all the donors to the BBC Radio 4 Appeal  
The Friends of the Connection at St. Martin's

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# thank you





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The Connection  
at St Martin's  
Helping homeless people  
of all ages

The Connection at St Martin's in the Fields

12 Adelaide Street

London WC2N 4HW

Main switchboard 020 7766 5544

Fax 020 7930 9194

Email [info@cstm.org.uk](mailto:info@cstm.org.uk)

Web [www.connection-at-stmartins.org.uk](http://www.connection-at-stmartins.org.uk)

Registered charity number 1078201

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Registered address: 6 St Martin's Place, London WC2N 4JJ

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