

# PROVIDENCE ROW

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

**Impact Report thanks to the very kind support of the  
City of London Court of Aldermen over the last 12 months**

**Prepared by Tom Hill (Head of Philanthropy)**



**Thank you very much for supporting Providence Row via the Livery Cloth Grant which enabled us to help 1,530 people experiencing homelessness in East London and the City.**

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### How you have helped

The last 12 months proved to be a difficult period with our client numbers being the highest on record while we also faced increased costs due to ongoing high inflation. Despite these challenges, your very kind grant helped 1,530 homeless people via our Crisis and Progression services so they could move from times of crisis and develop the skills and independence to approach the future with confidence and hope.

**You helped people like Lily** (not her real name) through our Routes to Roots (R2R) hospital discharge project \*N.B., for confidentiality purposes, the photo does not correspond to the person represented in the case study.

Lily was 53 and receiving care at the Royal London Hospital when she was referred to our R2R team following a heart attack; partly due to her addictions to alcohol, Crack Cocaine and Heroin.

She became homeless due to family complications many years ago causing her to lose contact with her mum, sister and daughter, who was placed into her sister's care around that time.

For four years, Lily was sofa surfing with people who were exploiting her. She was receiving Universal Credit benefits but the money was going to someone else's bank account and she never saw any of it.

After an assessment, our R2R Worker helped Lily apply for a birth certificate so she could start another benefits claim, open a new bank account and re-visit her housing options.

Following some intensive advocacy work with the Local Authority Housing Team, our R2R Worker helped Lily access temporary accommodation due to her vulnerabilities and health risks. We also bought her some essentials like a bed, food, clothing, pots, pans and toiletries.

While Lily achieved some positive outcomes, she remained quite chaotic and difficult for us to work with. After several more months, we began preparing to discharge her from our service and ensured she was linked up with substance use and other local health services; helping prevent any relapses.



"I'm over the moon with my new home ... before your help I thought I would end up back on the streets again. Now my life is back on track, I want to get in touch with my sister and eventually my mum and hopefully see my daughter again too!"

**Thanks to you**, and our other supporters, these 1,530 people benefitted from our numerous Crisis and Progression services with 1,021 clients using our Resource Centre/Welcome Area for showers, triage assessment and sign-posting to our other services to receive help in some of the following ways (below and on the following page):



**349** people entered accommodation over the year.



**548** people accessed substance use support and treatment.



**50** people accessed our Severe Weather service over the winter when temperature dropped below 0°C.



**320** people accessed our Health & Wellbeing service with over **30%** accessing more than three treatments.



**139** people received support from our Routes to Roots hospital discharge team so they didn't return to the streets following treatment.



**64** clients completed one or more of our accredited training opportunities and **14** secured employment.



**1,022** people ate **15,169** nutritious meals between them, helping maintain their strength and energy levels.



**193** people received support from our Outreach Psychotherapy team to deal with their past, present and recurring trauma.

### What's the ongoing need

Having just completed our busiest 12 months on record in support of 1,530 clients, we know there is still a huge need for our work. In line with our experiences, Tower Hamlets, where we deliver most of our services, experienced a 36% increase in rough-sleepers over a 12-month period and, during 2023/24, there were 625 rough-sleepers in the borough compared to 460 in 2022/23.

Homelessness generally is also rising sharply with around 183,000 homeless/vulnerably housed people in London (London Councils', 2024), up 8% on 2023. The CHAIN database of rough-sleepers showed 4,332 people were rough-sleeping in London from April to June 2024, 20% higher than the same period in 2023.



Homeless Link's 'Unhealthy State of Homelessness' report (2022), found homeless people fare much worse than the general population in several health measures:

- 82% experience mental health issues in contrast to 12% of the population.
- 63% suffer from long-term illness, disability or infirmity compared to 22% of the population.

### Looking ahead to the next 12 months

To continue providing the most effective support to our clients, we will carry on working closely with them to understand their evolving needs, and, adapting our services and partnerships in some of the following ways:

- Provide a **greater level of outreach services in the local community** (like our Psychotherapy and Employability & Progression projects) in support of our most vulnerable and desperate clients who often won't come into our day centre for various reasons.
- Increase the number and capacity of health & wellbeing services on offer through our **brand-new medical room**, crucial to our clients' recovery and route away from the streets.
- Explore ways to **provide some of our key services at weekends** following discussions with several of our City of London Business Improvement District partners.

We feel confident that, thanks to our generous supporters like the Court of Aldermen, our dedicated staff team and many partner organisations, we will be in a strong position to continue providing the unique, award-winning services our clients desperately need so they can break the cycle of homelessness and have more positive outlooks for the future.

### Ways we could continue working in partnership

I hope you have found this report interesting and informative and if you have any questions having reviewed it then please do ask. Separately, if the Court of Aldermen felt there could be the possibility of continuing to work in partnership with Providence Row in support of our clients then we would be delighted to hear from you.

Some ways you might like to consider supporting our work in 2024/25 include:

**£3,000** will help our **Welcome Area to assist around 800 new homeless people** accessing our support to have showers, receive breakfast, undergo assessments and be sign-posted for other vital help.

**£5,000** will enable **five clients to access our Employability & Progression programme** so they can develop skills in IT, money management, CV writing, interview techniques and job searching, as a few examples, helping them gain employment so they can live independent, self-sustaining lives in the future.

**£6,000** will help us **support around 1,500 clients to get off, and stay off, the streets** and provide access to our wide range of Crisis and Progression services, as well as our community of support, so they can get their lives back on track and work towards achieving their potential.

**Thank you very much, once again, to the Court of Aldermen for supporting Providence Row via the Livery Cloth Grant and for taking the time to read this report.**

**If you have any questions about this report, our services in general and/or how we may continue working together in support of our clients in 2024/25 then please don't hesitate to get in contact with Tom Hill (Head of Philanthropy) via [thill@providencerow.org.uk](mailto:thill@providencerow.org.uk) or 07968 148 990.**