

HOPE FOR SOUTHALL STREET HOMELESS

England & Wales · Charity number 1164674

Details

Other names HSSH

Status Registered

Legal form CIO

Registered 2015-12-03

Register [View on the Charity Commission register](#)

Contact

Address St. Anselms Catholic Church
The Rectory
The Green
Southall
UB2 4BE

Phone 02085743300

Email admin@hssh.org.uk

Website www.hopeforsouthallstreethomeless.org.uk

Activities

Objects: THE OBJECTS OF THE CIO ARE:TO RELIEVE POVERTY AMONG HOMELESS PERSONS AND ROUGH SLEEPERS LIVING IN THE DISTRICT OF SOUTHALL IN THE LONDON BOROUGH OF EALING WHO ARE IN NEED, HARDSHIP AND DISTRESS BY REASON OF THEIR SOCIAL AND ECONOMIC CIRCUMSTANCES, IN PARTICULAR BUT NOT EXCLUSIVELY BY THE PROVISION OF TEMPORARY ACCOMMODATION, INFORMATION, ADVICE AND SIGNPOSTING ON ISSUES RELATED TO HEALTHCARE, ADDICTION AND HOUSING.

Activities: Hope for Southall Street Homeless (HSSH) supports rough sleepers verified in Southall through outreach and casework. Staff support people by referring them directly to health providers and to services provided by partner organisations. Through partnership, HSSH aims to take people out of rough sleeping towards fulfilled lives including assisting those who decide to return to their home country.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Other Defined Groups

Geography

- Ealing

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£123,150	£192,722	-	-
2024-03-31	£168,860	£152,238	-	-
2023-03-31	£131,656	£136,484	-	-
2022-03-31	£168,290	£185,143	-	-
2021-03-31	£153,835	£135,344	-	-

Trustees

Name	Role	Appointed
ALMA PATTERSON		2021-02-23
Ajiton Agnelo Estibeiro		2024-01-31
Maryam Shah		2024-01-31
Navraj Singh		2025-10-16
SUSAN ANNE CAWLEY		2019-01-11
Sangeet Kaur		2024-01-31

HOPE FOR SOUTHALL STREET HOMELESS

England & Wales - Charity number 1164674

Accounts



Registered charity 1164674

*Transforming Lives
Restoring Hope
in Southall*

October 2025

Hope for Southall Street Homeless Annual Report

The First Ten Years of Hope for
Southall Street Homeless



St Anselm's Church, The Green, Southall UB2 4BE

Reference and Administration

Name of the Charity: Hope for Southall Street Homeless
Reg. Charity Number: 1164674

Nature of the organisation:

Hope for Southall Street Homeless is a Charitable Incorporated Organisation (CIO) governed by a Constitution adopted on 27 November 2015, Registered as a Charity by the Charity Commission on 3 December 2015

Objects

Hope for Southall Street (HSSH) supports rough sleepers verified in Southall through outreach and case work. Staff support homeless people by referring them directly to health providers and to services provided by partner organisations. Through this partnership, HSSH aims to take people out of rough sleeping towards fulfilled lives, including those who decide to return to their home country.

Vision, Mission and Activities Statements

The Vision and Mission have been revised in response to the recommendation in the Strategic Review commissioned in 2023¹, which the Trustees approved on 22 June 2024

Vision Statement

Enabling people to take ways out of rough sleeping which result in them leading fulfilled lives

Mission Statement

To respond to the complex needs of migrant and other rough sleepers in Southall, by individual support, immediate access to services for their needs and by accompanying people in coping with personal and social difficulties.



¹ 'Public Engagement Strategy' Scenius Consulting version 3, 25 January 2024

Material contributions

HSSH acknowledges and thanks individual, family and community donors for these much-valued regular donations:

Private donors – for both the spontaneous gifts, clothing, bedding and non-perishable food, which support individual needs at critical moments; for example, a replacement blanket or jacket

Family donors – who deliver food on a regular and even weekly basis

Community donors – the following who provide food each week for 80 people at the Day Centre: Delhi Wala; Gurdwara Sri Guru Singh Sabha; Aria's Coffee shop; Electro Auto Services

Thank you to all.



Activities

Hope for Southall Street Homeless (HSSH) supports rough sleepers verified in Southall through outreach and casework. Staff support people by referring them directly to health providers and to services provided by partner organisations. Through partnership, HSSH aims to take people out of rough sleeping towards fulfilled lives including assisting those who decide to return to their home.

(Recorded with the Charity Commission)

Trustees Susan Cawley (Chair)
Alma Patterson (Vice-Chair)
Ajiton Estibeiro (Honorary Treasurer)
Francisco X D'Souza
Navraj Singh
Maryam Shah
Sangeet Kaur

Website www.hopeforsouthallstreethomeless.org.uk

Independent Examiner Mr. John Thomas FCCA

Bankers CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4JQ

Reserves policy It is the policy of the Trustees as far as possible to hold monies in reserve sufficient to pay three months' running costs including payment of staff.

Public benefit The contents of this Annual Report comprise a summary of the main activities undertaken in order to carry out the Objects of the Charity for the public benefit. The Trustees have complied with their duty to have due regard to Charity Commission guidance on public benefit.

Chair of Trustees' Foreword

Welcome!

Welcome to everyone as we gather for the AGM for Hope for Southall Street Homeless.

"Welcome" is what we say as guests and visitors arrive at the Day Centre each week, whether it is their first visit or they come every week. The Day Centre that we host today grew out of trying to answer the needs of the homeless in Southall during the pandemic. It began at St John's Church and illustrates perfectly the collaboration of many groups and communities in Southall, addressing the issue of homelessness in the area. HSSH itself was founded out of initial cooperation with Ealing Borough and progressed with the support of Churches in Southall – Emmanuel Church, St George's, St John's, Holy Trinity, St Anselm's – and with the Gurdwara Sri Guru Singh Sabha leading to the establishment of the all-year-round shelter at Holy Trinity and St Anselm's, until we were forced to stop because of the pandemic'.

Homelessness, we know, is a very complex issue, and there is no simple solution. In the year that Ealing Council has been granted **Borough of Sanctuary** status, the Centre continues its work, which is more fully explained in the Annual Report. We hope that our guests and visitors see us as a place of safety and of Sanctuary.

It was particularly humbling to be profusely thanked by two individuals who had showered and been given a change of clothes ... It did, however, show me that what we can take for granted are the things that make us human and assure us that we are seen. They are basic human needs that we all have, and I want to acknowledge the painstaking work done by our staff and volunteers every day of the year. I also wish to thank those who support us financially or materially, enabling us to do this work. In a very difficult situation, you and we are able to offer HOPE to people who do not see an easy way out of their situation.

If I had a **Wish List for HSSH**, number one on the list would be that we were no longer needed. That does not look like it will happen any time soon ...

Number two would be finding a local space where we could offer our services on a more permanent basis. That also looks like it will not happen any time soon ... but you never know ... Can **YOU** help?



*Transforming Lives
Restoring Hope
in Southall*

Susan Cawley Chair of Trustees

Grants and Donations, Individual, Family and Corporate, Financial and Material

Hope for Southall Street Homeless is able to carry out its activities only because individuals and families, the community, including commercial bodies and large organisations, such as Trusts and Foundations, make occasional, regular or annual contributions. HSSH wishes to express its deeply felt gratitude to them all. Without you, the support and services could not exist.

Financial contributions

The Trustees of Hope for Southall Street Homeless record their thanks for the contributions of both individual donors and the Trusts and Foundations which have supported HSSH services.

Private Donations – HSSH wishes to acknowledge first the monthly donations from six donors or couples who are donors. These monthly donations of varying amounts account for £4,680 pa., and also to friends who give repeated and occasional sums.

Community Donations – HSSH acknowledges the individual community donations from Villiers High School; St Mary the Virgin Parish with The Plough, Norwood Green; Laundry Kaushal

Major Grants – The Cardinal's Appeal (Westminster); The Berkeley Group; Poor Servants; Caritas, St John Southworth Fund; the Government Department for Levelling Up, Housing & Local Communities (3rd year of 3-year grant).

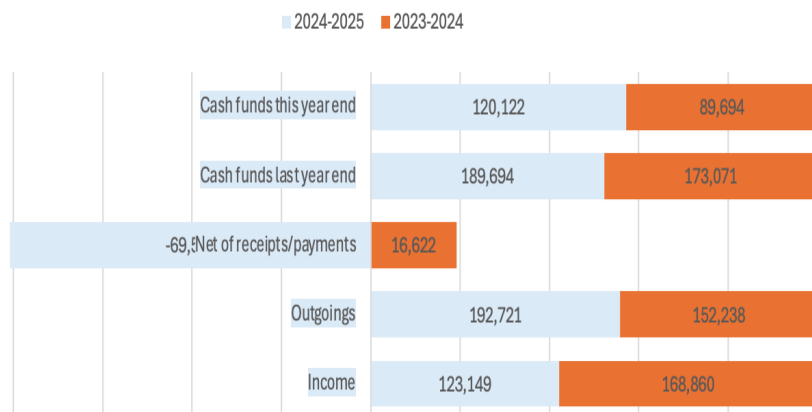
A full list of all Major Grants since 2015 can be found on the HSSH website www.hopeforsouthallstreethomeless.org.uk



Annual Accounts for Year ending March 2025

	<u>2024/2025</u>	versus	<u>2023/2024</u>
Income	123,149		168,860
Outgoings	192,721		152,238
Net of receipts/payments	- 69,572		+16,622
Cash funds year-end 23/24...	189,694		173,071
Cash funds year-end 24/25...	120,122		89,694

Annual Finance Report 2024-2025



In brief



❖ Day Centre numbers reflected a UK-wide increase of rough sleepers, from a weekly average of 60 in April 2024 to an average of 70+ in March 2025.

❖ Trustees approved a new formulation of HSSH's purpose, raising the Mission wording to HSSH's Vision and describing the Mission and Activities statements as recommended in the Strategic Review reported to Trustees by Scenius Consulting in January 2024 (p...)

❖ Trustees held six meetings throughout the year, renewing and approving all HSSH's policies and introducing two more, *Gift Acceptance and Refusal Policy* and *Social Media Policy*, with the formation of a Social Media Group, both policies being recommended by the Strategic Review.

❖ Specific clinics for eyes, teeth and feet began with the Optometrist in early summer, followed by Dentaaid (mobile van) visits and the Podiatrist working from the Dominion later in 2024. These clinics continue on a regular basis. HSSH thanks Ealing Public Health for funding these services (see p.... for annual outcomes)

❖ Numbers grew in HSSH staff's services both at the Day Centre coordinated by the Community Support Worker, providing showers and laundry at an average of 40 guests per week, and for those reaching 20 years in the UK on the Private Life route. These guests need support for their applications (evidence of living in the UK) and then typically with lengthy assistance to settle. The Complex Needs Case Worker manages this work in applying for rented accommodation, Universal Benefit, bank account and travel passes where age qualified. 10 cases began this year.

❖ Permission to use budget underspend by the Ministry of Housing, Communities and Local Government to book 5 rooms with a local provider. Over 5 months of availability, 10 people used rooms and did not return to the streets, overseen by the Manager.

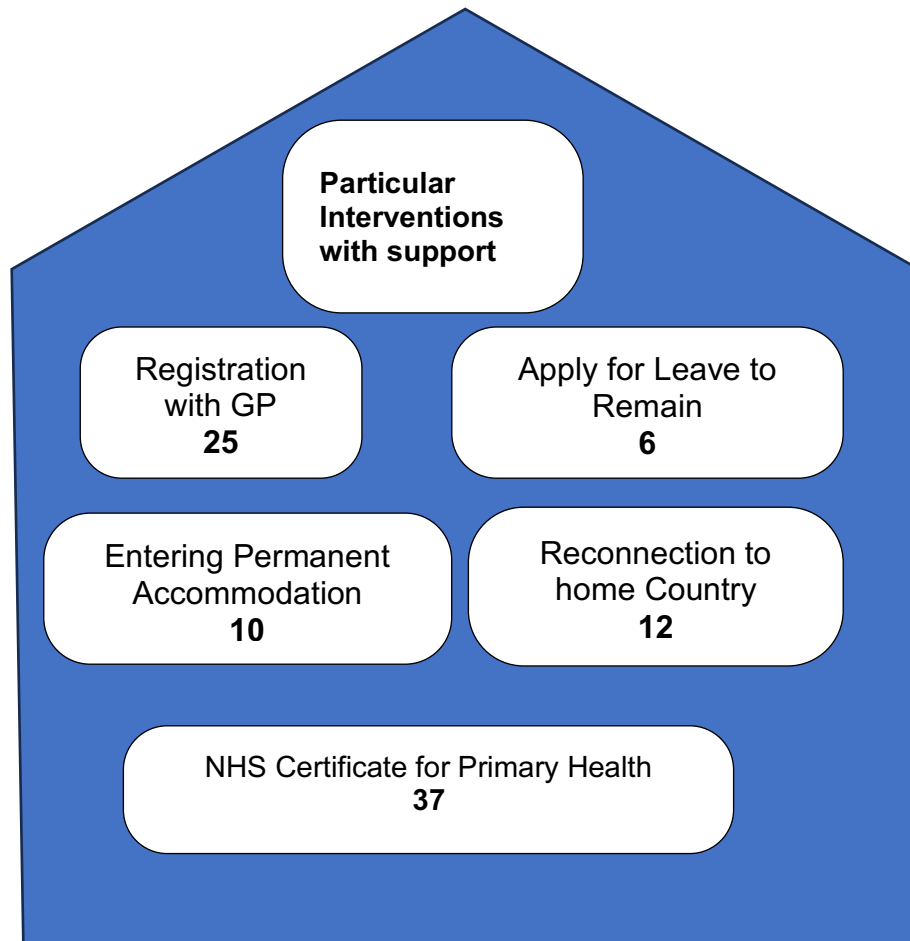
❖ First meeting with the newly elected MP for Ealing Southall, Deirdre Costigan, at the Norwood Green Village Day led to the MP visiting the Day Centre in September. In November, three Ealing Councillors visited the Day Centre.

❖ A hope that Trustees had expressed in July 2024: that the cooperation with other services in the Southall Partnership, including NHS, might result in a place in Southall where all could work in a more integrated way for the benefit of Southall's rough sleepers.

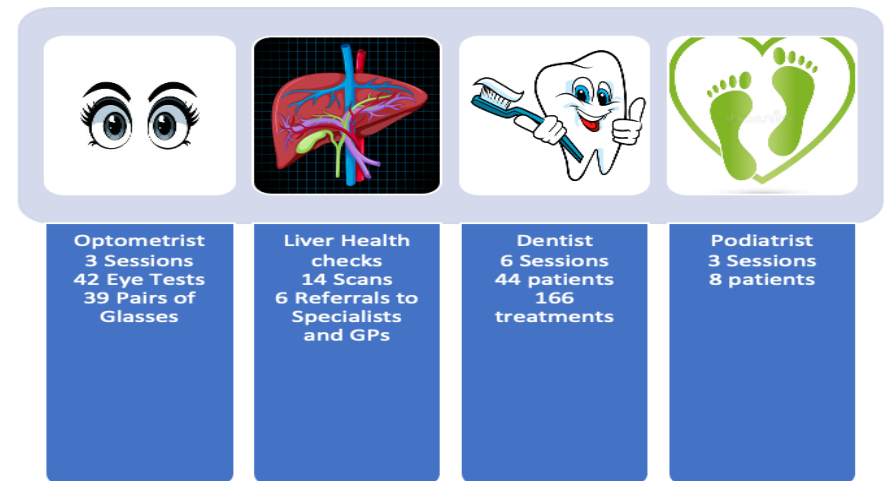
Offering sanctuary then is a tradition based on a deeply human value in the community which underlies the continuous and intense day by day activities across HSSH such as ensuring a GP, providing a shower and supplying clean clothing, accompanying to and visiting in hospital, enabling reconnection with family, supporting through the complications towards integration when Leave to Remain has been granted. All actions of Sanctuary which safeguard at least a minimum of safety.

HSSH works in partnership with other services who also contribute to Southall as being a place of sanctuary, different services each offering vital support to a group of some of the most deprived people in UK society today. The members of the Southall Partnership, of which several provide their service each week at the Day Centre in St Anselm's Parish Centre, share this ambition of providing sanctuary and keep alive a value of historic depth in British people.

HSSH looks set to be needed as a place of sanctuary in our society for the foreseeable future.



Health Check-ups provided via the Day Centre



Opposing the Hostile Environment: the tradition of Sanctuary as an inspiration

The 'Hostile Environment', declared in 2012, has impacted the lives of migrants right through the 10 years of HSSH's existence. The 'Go Home' vans and their message did not last long, but the impacts of the policy have lived on. For example, HSSH has helped to dispel the anxiety that being registered with the NHS results in personal details being passed on to the Home Office.

One measure which expresses the intended 'hostility' most acutely for HSSH's guests has been the additional 6 years that a foreign national with no visa has to survive before being able to apply for Leave to Remain. That has taken the waiting time from 14 to 20 years. Of the eight guests who have recently survived the full 20 years and have been granted Leave to Remain, two had reached pension age, and only 2 of the others were found to be fit enough to work.

'Sanctuary' is the counterforce to the hostile environment. Ten years *before* HSSH was founded, the first City of Sanctuary in the UK was founded, in Sheffield as the first City of Sanctuary. 'Sanctuary' is a cause that has spread to take in other cities and local community organisations.

Ealing Borough announced on 8th April 2025 that it had been granted **Borough of Sanctuary** status; that story belongs to next year's review. HSSH had already met Helena McGinty, Ealing borough's Consultant, in October 2024 and is represented on the on-going body that reviews the borough's actions for sanctuary. HSSH's experience lets it represent foreign nationals who are irregular or undocumented migrants and are included along with asylum seekers and refugees as proper beneficiaries of 'sanctuary'.

The practice of sanctuary has a long history, very often associated with places of faith and worship. For example, in Britain, cathedrals such as Durham and Norfolk display large brass door-knockers by which an alleged criminal could reach, knock, be taken in, and so escape vengeful pursuers until taken to court. All places of safety, embracing the alien, the fugitive, any person out of step with the society around her or him become places of sanctuary.

Attendance at Weekly Day Centre: Comparison Jan-Mar 25			
	Individual Visitors	Visited 3 times	New Visitors
January	80	17	27
March	213	69	76
Jan-Mar 2025	+37.5%	+24.6%	+35.5%



Annual Review in the 10th Year

Completing 10 years of care and support for our guests does seem a good moment for us to take stock and reset, much like a vessel returning to port for a re-fit. However, in the case of Hope for Southall Street Homeless (HSSH), the truth is that re-setting and re-fitting have been going on continuously, particularly in the last 5 years during and after the pandemic. As well as developing outreach work, the number of people HSSH staff respond to has grown: until 2020, figures showed that Southall hosted around one-third of Ealing's rough sleepers; now that figure has grown to 51% according to the Combined Homelessness and Information Network (CHAIN). This has had an impact right across the staff's work in care for its guests.

One striking example: the numbers of people HSSH staff has assisted guests through the phases to return to their home country – reconnection – has increased from an average of 2 each year between 2016 and 2020 (in 2021 guests were still in hotels) to an average of 15 each year since 2022.

Assisting a person to reconnect with his family, in nearly all cases to India, requires a chain of tasks which can include agreement with health authorities (fit to fly), and with immigration services here for travel documents, as well as pastoral work with the families back home. What makes this work of reconnection so worthwhile was expressed in the words of the daughter about her father, who had just returned home: *'After 22 years, my father has returned. I cannot remember seeing him before. I am so happy.'* In another homecoming, captured in a 43-second video of a guest being welcomed back by his family at the gate of their home, the first 22 seconds are absorbed by his mother embracing him. To watch it is profoundly moving each time.

How 10 Years have reshaped HSSH

This one example is a sign of the foundational change that has grown in the past 5 years. Inevitably, the pandemic removed the previous model of work of running the night shelter. During the pandemic, care and support continued in two ways: while staff, with a Trustee as driver, visited guests in hotels across 7 London boroughs, in Southall, a basic service of providing food and clothing at the door of St John's Church was the forerunner to the weekly Day Centre. Numbers again indicate the increase and intensity of the support now being offered: in March 2024, the average attendance at the Day Centre was 40-45; by March 2025, that had risen to 70 per week.

The most obvious ambition: supporting guests' health and wellbeing

Support for guests' health and well-being is the stand-out feature of staff's daily activities 6 days a week. The weekly Day Centre signals this most obviously through the provision of NHS-provided health check-ups and clinics at the Day Centre, as displayed on p. On other weekdays, staff offer this immediate response in their first encounter with a new arrival on the streets:

- applying for the NHS Certificate that allows each guest to access NHS Primary health services, to a GP as well as A&E;
- simultaneously referring to Streetlink to ensure that a rough sleeper becomes verified by St Mungo's and so receives that organisation's support through a key worker.

These 'first responses' by HSSH staff are the starting point for the limited services that public bodies can offer those with no current immigration status. First responses and the many interventions that follow, forge the primary relationship of personal trust which proves invaluable as conditions of rough sleeping take their toll on a guest's health and well-being. Being a rough sleeper without any means in a foreign country separated from your home and, at very least, surviving in an unwelcome society inevitably creates crises of physical, mental, emotional and social well-being.

When Najinder (not his real name) contacted HSSH, he had years before been asked to leave home by his father following threats from within the family about land. Being vulnerable in the UK, he became involved with selling and using drugs, was arrested and served a term in prison. On release, he found the courage to refuse to continue serving the drug dealer and was directed to HSSH. The support he received from staff and the work of an immigration lawyer uncovering evidence of modern slavery has resulted in Najinder having Home Office accommodation outside London while his case is reviewed. He became a volunteer with a community group, sending back a photo of himself in a Hazchem suit.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name Hope for Southall Street Homeless	No (if any) 1164674
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CC16a

Receipts and payments accounts

For the period from	Period start date 01/04/2024	To	Period end date 31/03/2025
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Section A Receipts and payments

	Unrestricted funds £	Restricted funds £	Endowment funds £	Total funds £	Last year £
A1 Receipts					
Donations	18,765.63	10,816.00	-	29,581.63	23,076.63
Grants	-	93,062.00	-	93,062.00	144,497.50
Other income	505.98	-	-	505.98	1,286.61
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	19,271.61	103,878.00	-	123,149.61	168,860.74
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	19,271.61	103,878.00	-	123,149.61	168,860.74
A3 Payments					
Staff Costs - inc volunteer Co-ordinator and Case Workers	20,669.96	104,410.86	-	125,080.82	107,771.84
Training	890.00	665.00	-	1,555.00	1,005.60
Guest Support	2,813.00	57,079.00	-	59,892.00	19,769.86
Venue & Centre costs	1,135.66	510.52	-	1,646.18	8,583.83
Insurance	981.18	-	-	981.18	0.00
Telephone, Postage, Subscriptions, etc	1,620.88	326.82	-	1,947.70	10,103.64
Sundries	823.93	-	-	823.93	1,162.13
Fundraising	70.00	-	-	70.00	3,841.16
Administration	630.00	95	-	725	-
Sub total	29,634.61	163,087.20	-	192,721.81	152,238.06
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	29,634.61	163,087.20	-	192,721.81	152,238.06
Net of receipts/(payments)	-10,363.00	-59,209.20	-	-69,572.20	16,622.68
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	90,900.15	98,794.24	-	189,694.39	173,071.71
Cash funds this year end	80,537.15	39,585.04	-	120,122.19	189,694.39

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds £	Restricted funds £	Endowment funds £
B1 Cash funds	Cash at bank	80,136.69	39,585.04	-
	Petty cash	400.00	-	-
		-	-	-
	Total cash funds	80,536.69	39,585.04	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>Susan Cawley</i>	SUSAN CAWLEY	JUNE 2025



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
HOPE FOR SOUTHALL STREET HOMELESS

**On accounts for the year
ended**

31/03/2025

**Charity no
(if any)**

1164674

Set out on pages

1-2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

John Thomas

Date:

28 JUNE 2025

Name:

JOHN THOMAS

**Relevant professional
qualification(s) or body
(if any):**

B.Sc.(Econ) FCCA

Address:

450 Bath Road

Longford

Heathrow

UB7 0EB

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

HOPE FOR SOUTHALL STREET HOMELESS

England & Wales - Charity number 1164674

Accounts

Annual Report for the Year ending 31 March 2024

Reference and Administration

Name of the Charity Hope for Southall Street Homeless

Registered Charity Number 1164674

Nature of the organisation

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Registered as a Charity by the Charity Commission on 3 December 2015

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Trustees

Susan Cawley (Chair)

Alma Patterson

The Rev'd Michael Bolley ... *Rev'd Michael Bolley resigned in May 2023*

John Coleby ... *John Coleby retired in January 2024*

Ajiton Estibeiro (Honorary Treasurer)

Francisco X D'Souza

Navraj Singh

Maryam Shah ... *elected at the AGM 31 January*

Sangeet Kaur ... *elected at the AGM 31 January*

Website

www.hopeforsouthallstreethomeless.org.uk

Independent Examiner

Mr John Thomas FCCA

Bankers

CAF Bank Ltd

25 Kings Hill Avenue

Kings Hill, West Malling

Kent ME19 4JQ

Reserves policy

It is the policy of the Trustees as far as possible to hold monies in reserve sufficient to pay three months' running costs including payment of staff

Public benefit

The contents of this Annual Report comprise a summary of the main activities undertaken in order to carry out the Objects of the Charity for the public benefit. The Trustees have complied with their duty to have due regard to Charity Commission guidance on public benefit.

Farewell to two long-serving Trustees

Rev'd Michael Bolley Father Michael had been the last of the founding Trustees of HSSH remaining on the Board until retiring last May. He was the leader of the Steering Group through 2015, seeing through the Constitution and the first 8 Trustees in November that year, and then chairing the first meeting in March 2016. This meeting saw the first Annual Report; as required, the first set of Trustees resigned, most were re-elected so that at the first Annual General Meeting 6 months later in September that Board could approve both Report and the Finances. It was Michael who managed the group to produce the Mission statement of HSSH, *Enabling people to take ways out of rough sleeping which result in them leading fulfilled lives*'. This statement has remained the 'North star' of HSSH, revised only by being known now as HSSH's Vision statement. He also provided HSSH with its first suite of policies. All this input was and remains foundational and on which HSSH has developed its work.

When Rev Gerard Mitchell SJ became Chair, Michael became Honorary Treasurer, taking over from Sophie Schuil-Brewer, now Rev'd Sophie Schuil- Brewer, another founding Trustee. He remained Hon. Treasurer until the appointment of Francisco X D'Souza in 2020, then staying on as a Trustee until May 2023. Throughout the 4 years and 3 months of the shelter, Michael hosted the night shelter 5 nights a week in the Hall of the Church of Holy Trinity where he was the Vicar.

The existence of HSSH and its survival is in very large part due to Michael's dedicated involvement, his representing of HSSH in local authority and Church forums, all motivated by his passion to see a collective, Southall-based response to its high level of rough sleeping. All at HSSH wish Father Michael together with his wife, Monica, a long and healthy retirement.

John Coleby John became a Trustee in HSSH's first full year in November 2016. At the time John was elected a Trustee, until a few months before he resigned at the AGM of January 2024, he was Director of Caritas Westminster (www.caritaswestminster.org.uk).

This is an agency of the Roman Catholic Westminster diocese, the body tasked with developing community of love, social justice and equality both within the Church and between the Church and society. It achieves this through separate organisations responding to people who tend to be excluded from mainstream society – for people who are deaf, for people with disabilities, for the increasing number of people struggling with food bills. One special and highly acclaimed project is that of accommodation for women who have been trafficked. Overseeing and developing this agency gave John a great affinity with the aims and mission of Hope for Southall Street Homeless.

HSSH is also indebted to John for prompting its present Manager to apply for this post. With the Manager and the Secretary, he formed the regular Operations Group, reporting to the Trustees. John has retired from his post with Caritas Westminster and has taken up a temporary role in the Catholic diocese south of the Thames, Southwark, with the major task of introducing the principles and work of Caritas across a larger area than that of Westminster. HSSH thanks John, wishes him well in his new role and trusts that he will keep HSSH among his continuing interests.

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Structure, Governance and Management

Structure The charity, by Constitution, provides for voting members other than the Trustees. Membership is invited and limited to organisations which demonstrate an active interest in the welfare of Southall's residents and its community. These organisations may nominate a representative with powers to vote at general meetings, including for new trustees nominated from the members at the Annual General Meeting. At the Annual General Meeting, one third of the Trustees will retire, and that number will be replaced by decision of the members. In addition, the Trustees may decide to appoint new Trustees up to the total set in the Constitution, which is 9.

Governance The Trustees held 8 scheduled meetings during the year including and between May 2023 and February 2024.

The Annual General Meeting took place on 31 January 2024 at which the 2 new Trustees were voted in by the Members

Particular decisions taken by the Trustees

1. Strategic Review In view of the major change in HSSH's operational work, no longer running a night shelter and providing extensive outreach and day-by-day support to rough sleepers, Trustees agreed to the proposal to engage an external agency to conduct a review. Trustees chose Scenius Consulting and Coaching rather than what was offered by the National Council of Voluntary Organisations (NCVO) on the basis of different emphasis. Both were attractive. Scenius produced the first version of its report, Public Engagement Strategy 2024-27 and presented it to the Trustees in December and was adopted for implementation.
2. Change to scheduled meetings Proposed at the November meeting and formally adopted at the December meeting, following a poll in-between, that Trustees will meet every 2 months, with the Operations Group to continue to meet each month and refer any substantial matter to the Chair. Also: with the possibility of a Trustee attending from distance or for any other reason, that alternate meetings may be held on-line.

Management The Trustees employ a Manager whose role is to oversee and assist the members of staff, the Complex Needs Case Worker and the Community Support Worker to provide the services which are the core of HSSH's care and support for rough sleepers.

Objectives and activities The services provided by HSSH staff put into practice the Objects of the charity. They are reflected in the Annual Review.

Annual Review April 2023 –March 2024

Towards 10 years' of services

Now entering its 9th year of service of caring for and supporting homeless people, Hope for Southall Street Homeless (HSSH) can look forward to its 10th anniversary in 15 months' time

totally in the spirit of its founding idea, 'Hope'. But hope is what emerges from real experience which is always mixed, the reversals giving hope its depth as a value. For example, in this past year, while there has been a 90+% increase of people deciding to return home and to their families - 'reconnection' – viz 25, following 14 the previous year, there has also been an observable increase in drug-pushing among people on the streets. While the cooperation between HSSH and professional services, including the NHS, has developed, there have been more occasions to involve the police on account of violence involving rough sleepers resulting in more hospital admissions, at least 4, including 2 individuals admitted twice. Violence among rough sleepers is a worrying trend. There is no cause and effect between development and any contrary trends; they just illustrate the complicated context in which HSSH staff work for its guests.

In hope, we could paraphrase Charles Dickens words which open A Tale of Two Cities and say, it could be even better times, and it might be worse times. Because of the increase of rough sleepers in Southall this past year, as measured by numbers coming to the weekly Day Centre, from around 50 in April 2023 up to 70 by March a year later, we could almost see Southall as tale of two communities, the very much smaller one, of rough sleepers, being spread around sites, streets and open spaces in and around Southall, insecure within the multi-ethnic vibrant wider community.

An illustration of the two communities. Right at the end of March this year, HSSH was invited along with other organisations to become involved in an initiative of Ealing Council entitled Designing Crisis Intervention project. This focused on a part of Southall where a large group of rough sleepers had become encamped within a particular housing area. Work has continued right through the current year to resolve the resulting problems for that community; but that includes removing the rough sleepers to another part of the wider community. And there is no proper space or place for about 50 rough sleepers.

The Year At a Glance

It is worth trying to capture this past year with a few standout factors and features:

- The sole remaining Founder Trustee resigned from the Board at the same time as retiring from pastoral ministry: **Revd Michael Bolley**. Similarly another Trustee appointed in the first year of providing services, **John Coleby**, resigned, as noted.
- Two Trustees were elected at the AGM in January, one heading a legal company, the other a local NHS Primary Health Service Manager.
- As noted, the number coming to the Day Centre has grown to an average of 65 each week, of whom less than 10 are *not* rough sleepers, an overall increase of 17%
- At the (GLA) Annual Rough Sleeper count in November, a snapshot figure, of the 53 found across Ealing that night 45 were in Southall (reported by the Borough Rough Sleeping Coordinator)
- HSSH, having been shortlisted for the Homeless Link Excellence Awards in the category of Health and Well Being, was approached by the NHS NW London Homeless Health Steering Group, resulting in us joining the Ealing Homeless Health Board

- HSSH staff were key agents in 2 health initiatives: one, finding rough sleepers early morning in order to attend a health check-up provided by the alcohol and substance misuse service, RISE; the other, ensuring that 70% of those attending the Day Centre one week attended the NHS TB Task and Treat Mobile Unit. Of 53 screened 4 were referred for hospital checks.
- Supporting those who have decided voluntarily to return to their home country and family – reconnection – Staff have enabled 25 to reconnect in the past year, a 90 plus% increase from last year's 14. This support includes liaison with the family at home, sometimes welcoming of their relative's imminent return, occasionally not.

The enduring hope: accommodation

The fact of empty buildings always stands out at a time when providing accommodation is the target whether as a national ambition, or that of a local authority or of a charitable body such as HSSH. One building in particular has become totemic in this context – the old Southall & Norwood Public Library remains empty since its latest users, a Church group, who left in 2023. (History records that in the 1940s, the Library was used by the Local Refugee Committee to accommodate Belgian refugees). Owned by the local authority, rumour says that it is earmarked to become a school. That is understandable given the increase of several high rise blocks of apartments 10 minutes' walk away. However, this building was highlighted as a space that could be converted for accommodation and more when it was used for 10 days in November to meet the Severe Weather Emergency Protocol (SWEP). 50 of Southall's rough sleepers were given floor space; HSSH then provided mattresses, blankets, some furniture, and arranged for daily delivery of food from the Gurdwara. To some it felt like staking a claim for Southall's rough sleepers, not least because the operation served to improve the situation for local residents. It ensured that the entrance to this empty building stopped being a site where drugs were being supplied and shared as we heard from the empty building's neighbours.

HSSH has returned again to the company managing the estate to try and get an update and to remind the agents that there is a local interest on behalf of several community organisations seeking to better serve the street homeless population.

Also enduring: local community support help to meet a greater need

The nightshelter between January 2016 and March 2020, closing as a result of Covid, had involved a great response from individuals and families in Southall, and some beyond. With the development of the Day Centre welcoming 60-plus each week and the daily, time-tabled provision of laundry, showers and some food to our guests, families and a range of outlets continue to offer food weekly – Day Centre – and as requested during the week; similarly, individuals, families and outlets bring both new and used clothing that can be re-used.

On behalf of our guests, HSSH thanks all our donors for their deep kindness and generosity.

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Grants and donations

The Trustees of Hope for Southall Street Homeless record their thanks to the following charitable Trusts and Foundations for their grants towards all forms of the running costs:

The Albert Hunt Trust	The Mount & Mrs Smith Trust
Cardinal's Appeal Fund (Year 2 of 3)	
Caritas Westminster (Year 2 of 3)	National Lottery Awards for All
The Jesuit Fund for Social Justice	PSMG General Council

The Trustees acknowledge also the second tranche of the 3-year grant from the Government's Department of Levelling Up, Housing and Communities.

All previous grants 2016 to 2023

All Grants to HSSH since being founded

(excluding contributions specific to the year 2023/24 as listed above)

An Anonymous Trust	Albert Hunt Trust
London Catalyst	London Catalyst Samaritan Fund
Caritas Westminster	Cardinal's Appeal Fund
Diocese of London Homeless Appeal	The Jesuit Social Fund
Society of the Sacred Heart	Near Neighbours
Clifton Primary School	St Anselm's Young Adults Grp
Miss Rashpal Kaur & Congregation	St Edward's Golders Green
St John Southworth Fund	St Anselm's Parish
St James – Southall Waterside	St Wilfrid's, Preston
St George's, Southall	Hilden Charitable Trust
Mrs Rashpal Kaur Sohal and Congregation	Sisters of the Holy Cross
SMG General Council	Archer Trust
St Luke's Parish, Pinner	Emmanuel Southall
Alec Reed Academy	Missionaries of Charity, Southall
Southall Jesuit Community	Jesuits in Britain
Passionist Grants Fund	Holy Trinity Southall
Pacific Eagle Ltd	Devonshire Estate Agents
Berkeley Homes Southall Waterside	Souter Charitable Trust
Southall Wards Forum	Central Jamia Masjid
Little Company of Mary	Medical Mission Sisters
Sisters of the Sacred Heart of Mary and Joseph	Religious of the Assumption
Ealing Abbey	Ealing CVS
Farm Street Parish	St Anselm's Catholic Primary School
Hasmat's Ltd	Kingsdown Methodist Church
Archer Trust	Albert Gubay Foundation
Cardinal's Appeal Fund	Housing Justice
National Lottery Fund	Southall Wards Forum
St Mary Norwood Green PCC	St John Southall PC
The Leslie Aldridge Trust	The Brothers Trust
The Edward Gosling Foundation	The London Community Response
Fund	
The National Lottery Community Fund	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name Hope for Southall Street Homeless	No (if any) 1164674
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CC16a

Receipts and payments accounts

For the period from	Period start date 01/04/2023	To	Period end date 31/03/2024
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Section A Receipts and payments

	Unrestricted funds £	Restricted funds £	Endowment funds £	Total funds £	Last year £
A1 Receipts					
Donations	23,076.63	-	-	23,076.63	8,573.53
Grants	25,000.00	119,497.50	-	144,497.50	122,837.00
Other income	614.61	672	-	1,286.61	245.75
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	48,691.24	120,169.50	-	168,860.74	131,656.28
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	48,691.24	120,169.50	-	168,860.74	131,656.28
A3 Payments					
Staff Costs - inc volunteer Co-ordinator and Case Workers	47,809.80	59,962.04	-	107,771.84	108,218.36
Training	1,005.60	-	-	1,005.60	308
Guest Support	2,200.00	17,569.86	-	19,769.86	15,248.11
Venue & Centre costs	8,583.83	-	-	8,583.83	5,000
Insurance	-	-	-	0.00	906.43
Telephone, Postage, Subscriptions, etc	10,103.64	-	-	10,103.64	4,818.75
Sundries	1,162.13	-	-	1,162.13	1,950.00
Fundraising	3,841.16	-	-	3,841.16	35
	-	-	-	-	-
Sub total	74,706.16	77,531.90	-	152,238.06	136,484.65
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	74,706.16	77,531.90	-	152,238.06	136,484.65
Net of receipts/(payments)	-26,014.92	42,637.60	-	16,622.68	-4,828.37
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	116,915.07	56,156.64	-	173,071.71	177,900.08
Cash funds this year end	90,900.15	98,794.24	-	189,694.39	173,071.71

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds £	Restricted funds £	Endowment funds £
B1 Cash funds	Cash at bank	90,500.15	98,794.24	-
	Petty cash	400.00	-	-
		-	-	-
	Total cash funds	90,900.15	98,794.24	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
	<i>Susan Cawley</i>	SUSAN CAWLEY	27 /08/2024



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
HOPE FOR SOUTHALL STREET HOMELESS

**On accounts for the year
ended**

31/03/2024

**Charity no
(if any)**

1164674

Set out on pages

1-2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

27/08/2024

Name:

JOHN THOMAS

**Relevant professional
qualification(s) or body
(if any):**

B.Sc.(Econ) FCCA

Address:

450 Bath Road

Longford

Heathrow

UB7 0EB

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.