



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



Registered charity 1164674

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)
	Ajton 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).

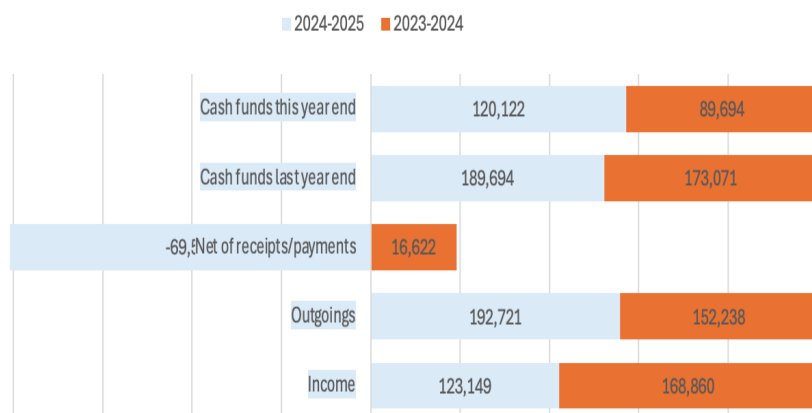
A full list of all Major Grants since 2015 can be found on the HSSH website www.hopeforsouthallstreethomeless.org.uk



Annual Accounts for Year ending March 2025

	<u>2024/2025</u>		<u>2023/2024</u>
Income	123,149	versus	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.

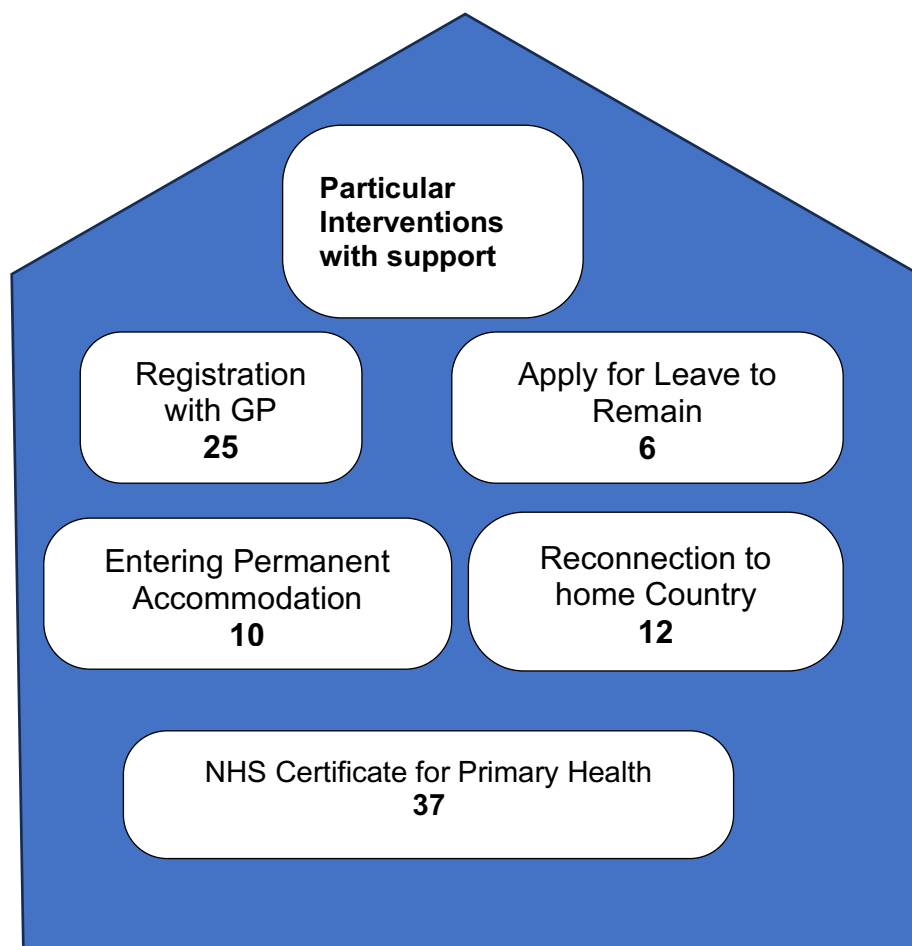
❖ Specific clinics for eyes, teeth and feet began with the Optometrist in early summer, followed by Dentaaid (mobile van) visits and the Podiatrist working from the Dominion later in 2024. These clinics continue on a regular basis. HSSH thanks Ealing Public Health for funding these services (see p....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

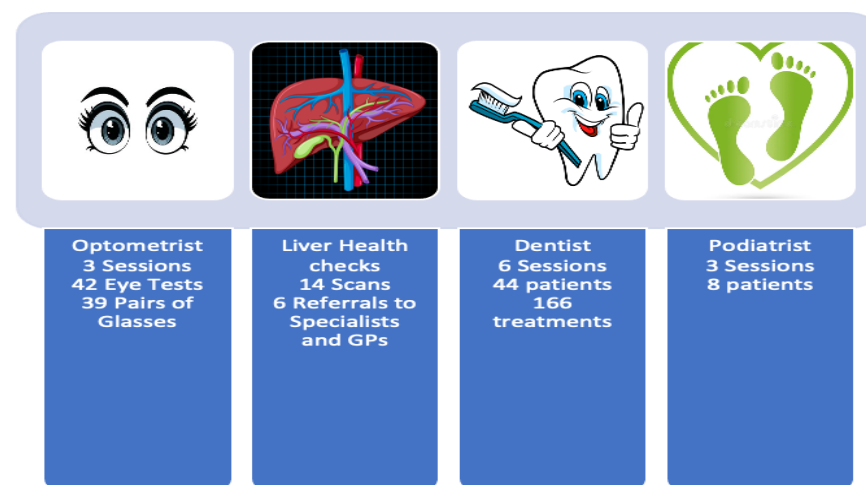


Offering sanctuary then is a tradition based on a deeply human value in the community which underlies the continuous and intense day by day activities across HSSH such as ensuring a GP, providing a shower and supplying clean clothing, accompanying to and visiting in hospital, enabling reconnection with 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

CC16a

Receipts and payments accounts

For the period
from

Period start date
01/04/2024

To

Period end date
31/03/2025

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
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets			Cost (optional) -	Current value (optional) -
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use			Cost (optional) -	Current value (optional) -
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities			Amount due (optional) -	When due (optional)
			-	
			-	
			-	
			-	
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:

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.