

**Acton  
Homeless  
Concern**



**Advice • Support • Hope**

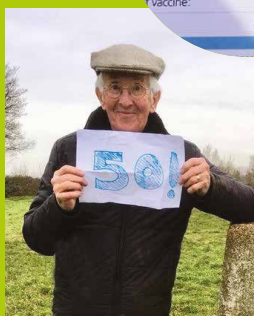
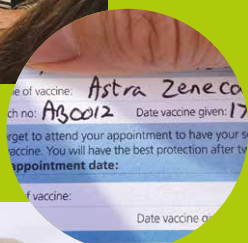
# A year like no other

**Annual Report 2020-21**



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# Welcome to the 2020-21 Annual Report

Since the charity was founded 32 years ago, this has been a year like no other.

When the pandemic restrictions were first imposed, we had to innovate rapidly to continue fulfilling our mission. Inevitably some services had to be suspended to protect all users of Emmaus House and the Damien Centre.

But we kept going throughout with a hot takeaway meal service and special school holiday projects to help local families in need. You can read more about these and our other responses to the crisis throughout the report.

The Trustees are immensely proud of our staff who continued to do all they could during an incredibly challenging 12 months. We'd like to thank them and our clients too for ensuring everyone stayed safe.

We're especially grateful for the support of the local community who, even without our normal fundraising activities, continued to donate their time and money to help our clients.



**Anne Gray**

Chair of Trustees



Left: Emmaus House  
Right: Damien Centre







# Our mission is to provide **advice** and **support** for those who need **shelter** and **hope**

Acton Homeless Concern came about in 1989 when the Sacred Hearts Community responded to those that came to the Church door seeking food, clothing, friendship and advice.

The purpose of the Charity is to reach out to those who have nothing by providing a safe, friendly place where they will be warmly welcomed as guests, treated with dignity and offered practical help.

We act as an advocate for the most marginalized people in our society. Many come in great need: lack of housing, poor accommodation, broken families, unemployment, mental illness, alcoholism and drug abuse but the Charity is honest with itself about what it can do at any given time or place.

The ethos of the Charity is shaped by listening to those it serves and working in solidarity with them.

The spirit of the Charity is encapsulated in the Mission of Christ – “being sent to bring Good News to the poor”– friendship, empowerment, transforming lives, social justice and truth.



Left: Kim, Administrator  
Right: Flavia, Bookkeeper



## Trustees report

### **The charity commenced the year – 1st April 2020 – with a new set of policies and procedures geared to compliance with government lockdown and Covid-19 regulation.**

The Damien Centre had closed several weeks before the statutory lockdown on 23rd March as the limited space in the centre was not judged to be safe for staff, volunteers and clients. Damien Centre staff were relocated to Emmaus House to ensure the delivery of all allowable services. Volunteers were asked to remain at home until changes in guidance allowed a return to work.

During the first weeks of lockdown different measures were introduced to comply with government guidance for the care of homeless people. This changed constantly during the first weeks with sometimes only a day's notice. By mid-April it was obvious that the only service we could guarantee on a daily basis was takeaway food.

The government's "Everybody In" initiative required that local authorities offer accommodation to people sleeping rough or sharing inadequate accommodation, where infection control would be difficult. The initiative resulted in more than 14,000 people being offered temporary, emergency accommodation including 6,000 who were rough sleepers. 90% of our clients, who would usually sleep rough, were housed in various types of accommodation, including hotels and self-contained flats.

We were able to establish that most of the remaining 10% continued to sleep rough through personal choice. A successful social media campaign resulted in the charity being able to issue mobile phones to clients who needed them. We also gave away prepaid phone cards, provided by a donor. Clients were able to contact us when they needed help and staff could remain in touch with them to provide some element of social contact and to assess their wellbeing. Advice services continued by telephone and email. Partners at the local benefits office, drug and alcohol counselling services and medical practitioners also provided help and support by telephone.



From the end of June, as lockdown restrictions eased, we began to extend services to allow some one-to-one contact with clients who needed more time or who were not coping with telephone meetings. A full risk assessment was carried out and staff, trustees and volunteers were included in discussion about how we could move forward. Telephone consultations and referrals continued to be normal practice but we were able to meet with the most vulnerable on a carefully controlled, socially distanced basis. All services were subject to government guidance and our staff being able to work safely.

Food continued to be provided as takeaway and from August 2020 limited services were introduced at the Damien Centre. Breakfast and evening supper were offered (for takeaway only – 150 meals a month provided).

**From 1st April the charity provided the following services:**

**Emmaus House Monday to Friday**

**Takeaway hot lunch and food to eat in the evening (33,468 meals provided)**

**Weekend meals provided by partners at West London Soup Kitchen**

**Clothing provided on request to collect next day (130 requests providing 600 items of clothing)**

**Toiletries and household items on request to collect next day (100 requests providing 300 items)**

**Food Bank Vouchers and referrals**

**Weekly support calls to elderly clients and volunteers**

**GP appointment by telephone on request (156 referrals)**

**Also provided by phone and email (and in person, by appointment, for the most vulnerable after June 16th):**

**Advice on emergency accommodation**

**Alcohol and drug counselling**

**Benefits advice and assistance  
– Benefit appeals**

**Legal advice clinic by Zoom or telephone on request**

**Breakfast and evening supper at  
The Damien Centre (for takeaway only  
– 11,156 meals provided)**

**Family Services**

The Trustee led women's and children's support services were cancelled at the end of March. Families were steered to available statutory services and contacted by telephone where contact was possible.

Media reports during early summer indicated that the government would not provide financial support during the summer holidays for families who would normally receive free school meals. The charity planned and carried out a Summer School Holidays Project to support these families. Food to make healthy packed lunches was provided by local companies together with play packs, toiletries and food for preparation at home.

Children's clothing and school uniforms for the new term were sourced and provided on request and parents were referred to the other services provided by the charity. More than 50 free lunches and other items were provided each week. This successful project was repeated for Christmas school holidays and will become a regular service while needed.

## Trustees report continued

A Women's Day service was re-introduced in November, providing takeaway hot food, boxes of groceries to cook at home, clothes, household goods and bedding. Families were also given wrapped Christmas gifts for children. With strict social distancing practice in place, women were allowed to meet with advisers and receive counselling and support. There were 100 visits to the service until mid-December when a new, full lockdown was announced.

### **December Lockdown**

Takeaway Services continued during the major second lockdown. On Christmas Eve clients received a full Christmas lunch to take away and everyone received a Christmas present. Staff and volunteers prepared food for clients to eat during the holiday.

Early in the year, the charity was asked to provide a venue at one of its centres for local health workers to deliver Covid vaccinations to homeless people. Uptake of the vaccination was high and most of our clients had received a first vaccination by mid-February.

Monthly clinics at a local dental practice recommenced in February with clients attending accompanied by a member of staff. The dental clinic providing this service also saw clients for emergency treatment when required.

As we reach the end of this year, there is some reason to hope that the government "roadmap", announced in February, will provide a way back to some level of normality and that we can move forward through the summer with most of our services operating. We end this year with more than 200 hundred hot meals being provided each day, clothing and toiletries provided on request and advocacy and support provided by telephone or by appointment in person. With the expected success of the UK vaccination programme, it is hoped that a delivery of all services will resume by the coming summer.

The Government priority for the homeless during lockdown was that everyone was temporarily housed, in accommodation where they could isolate safely, if necessary. The programme has been successful and we have no evidence of higher infection in our clients than in other groups in the community.

As emergency housing and Covid support for homeless people comes to an end, government has committed to fund longer term, more permanent accommodation for many of those housed during the pandemic. There are, however, a growing number of rough sleepers already returning to the street.



Shelter reports that when the eviction ban, which prevented thousands of renters losing their homes during the pandemic, comes to an end in August, there could be as many as 230,000 people, currently in rented accommodation, at risk of “COVID-Eviction”. We expect to see a rise in visits and requests for help from a group of people that would not have used our services in the past and we are prepared to adapt to meet this new need.

Acton Homeless Concern continues to be an independent organisation, which enables us to assist our clients in ways best suited to their needs and without the restrictions that are often imposed by funders. The charity receives regular financial support from many businesses, churches, schools and individual fund raisers. This has continued to be the case during this very unusual year. We have thanked everyone individually but we would like to acknowledge again the difference their continued support has made in a year when so many organisations were affected by lack of finance.

During the year the charity has also benefited from the provision of food from the Felix Project, City Harvest and many local businesses and organisations. This has enabled the delivery of almost 50,000 cooked meals and food for clients to cook themselves at a negligible cost of £1,059 for the year.

Thanks to the generosity of partner charities like the Felix Project we kept our food costs down to around 3p per meal. This means we can spend a lot more of our donated income on other vital help and support.

We have received funding from the Irish Department of Foreign Affairs, Emigrant Support Programme, the Willow Trust and the Batchworth Trust. We are grateful for the affirmation that this financial help gives to the work carried out by the charity.

A special word of thanks to the parish of Our Lady of Lourdes for the free use of the Emmaus House premises, valued at £65,000 a year, and for the unwavering support we receive from its priests and parishioners.

**Anne Gray**  
Chair of Trustees



# Operations report



**This has been a particularly hard and confusing year for our clients. When the pandemic took hold, it brought chaos and restrictions: causing our client group to suffer increased isolation and mental wellbeing issues.**

We have continued throughout this difficult time to be a source of support, trust, and hope to one of the most vulnerable sections of the community with many new friendships established and old friendships sustained.

## Communication

Passing on messages from social workers and other organisations is always important and more than ever this year when it was vital that clients had the necessary information to enable them to attend important appointments for housing, hospital visits, dental work and other issues.

Early in lockdown a supporter purchased thirty new mobile phones for clients and a Facebook appeal resulted in more, meaning we could help clients to communicate and lessen their feelings of isolation. A school in Chiswick also donated Oyster cards to help with travel and mobility.

## Community

The local community has been fantastic during the year: making masks, donating clothing, continually asking what we needed and then

delivering to our doorstep. Their kindness has been overwhelming. Donors and supporters continued to find innovative and inventive ways to help our clients. You can read more on these stories on pages 13 to 24.

## Healthcare

At the beginning of February, I was contacted by a dentist in Acton offering to help homeless and needy people without charge and he has, since then, provided much needed dental healthcare to our clients every month.

In March we were able to offer Covid vaccinations to clients. Two doctors from Ealing Clinical Commissioning Group (CCG) came to our centre and vaccinated 50 clients in the first week.

## Families in need

We have started to notice many more women with children coming to us for help. They have either lost jobs during the pandemic or had benefits delayed or withdrawn. Mary Foster, our trustee who cares for female clients, helped to put together a programme for all families in need – see page 19 for how this helped our clients

## Christmas

The Winter Church Shelter scheme did not open but most clients were either in housing or using temporary night shelters. Christmas went well and 140 attended our Christmas Party where everyone got a present. We also provided food, clothes and Christmas gifts for families.

## Our people

Staff and volunteers have been supportive and flexible, adapting without complaint to the new Covid-19 procedures and policies we have had to implement. We thank them for their loyalty and commitment. It has made a real difference to our clients.

## Ian Breen

Centres Manager

## Treasurer report

**This annual report includes the statement of financial activities and the balance sheet for the year end 31st March 2021. Full copies are available should anyone require them and can be requested during the AGM or they can be requested via email [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org)**

Our income for the year to 31st March 2021 was £214,071 up £7,596 from £206,475 in the prior year. (2020 income in accounts was £271,475 including £65,000 Donated services – market rental value of property, donated by The Parish of Our Lady of Lourdes. See also expenditure below)

In a year where so many charities suffered from reduction of income, we realise how lucky we are that our many donors have continued to support Acton Homeless Concern. Our Income and Expenditure in prior years has included the donated value of the Emmaus House premises, estimated at £65,000 and as explained above. This figure is not reflected in this year's accounts to give a more accurate indication of income and costs.

Our total expenses in 2021 were £195,363, a reduction of £20,006 from £215,369 on 2020 (like-for-like without the £65,000 for the donated value of Emmaus House as above). This is explained by a decrease in costs, particularly food, due to the pandemic. We were also not able to complete planned refurbishment works which will now be completed in the new financial year.

The majority of our expenditure is salary for nine employed colleagues, who we have employed and utilised throughout the pandemic and not made any claims against the government furlough scheme. Our reserve fund remains at more than £180,000 ensuring that we have at least 1 years' operating costs in hand, which is

an incredible achievement for a charity of this size and is due to the generous donations we have received in prior years.

Our financial position has continued due to good governance and controls for this year which also included navigating our way through the national lockdowns and the incredible efforts and work of the operational team and our Chair of Trustees, as without them our services would have stopped as no longer could we rely on our volunteer sector with a stay-at-home order in place.

We were able to offer a service to clients, remaining open throughout the pandemic ensuring front line services were delivered to those in need.

At Acton Homeless Concern we provide free meals and other basic needs services to all housed and homeless clients. This would not be possible without the generosity of all our donors as we do not receive any local or national government funding to support these local community needs. We rely on the donations from business and Industry as well as funding from the Irish Government Department of Foreign Affairs and people in our community.

It is to the credit of such a committed team of colleagues and this last year with virtually no front-line volunteers that we can offer all our listed services on such a small income, which would not exist without your support. The board of Trustees are truly blessed to be working with such a great team and we thank everyone who contributes to the running and upkeep of the centres, as none of this is possible without you. I know our clients are grateful for the warm welcome, smile and a hot drink and food along with a friendly face when it is most needed. I am so proud to be part of this wonderful charity.

**Karen McDonagh**  
Treasurer

# Annual accounts

## Income and expenditure for the year ended 31 March 2021

Income	2021 £	2020 £
	212,629	269,856
<b>Donations and gifts</b>		
Donated services – market rental of property	–	65,000
London Borough of Ealing Grant (Covid Related)	20,000	
Donations	124,110	115,864
Activities for generating funds	23,519	48,992
Government of Ireland: Department of Foreign Affairs	25,000	30,000
Willow Tree Trust	10,000	10,000
The Batchworth Trust	10,000	–
Interest receivable	1,442	1,619
	214,071	271,475
Expenditure	2021 £	2020 £
Staff costs	162,990	152,454
Depreciation	–	1,084
Rent, rates and utilities	10,196	78,469
Telephone and email	3,906	4,134
Food and provisions	1,059	3,860
Cleaning and laundry	1,943	709
Repairs and maintenance	7,286	28,294
Insurance	2,033	2,497
Travelling	1,198	1,172
Printing, stationery and postage	837	1,742
Sundry expenses	1,318	1,420
Bank charges	277	494
Website costs	–	1,730
Legal	2,320	2,310
	195,363	280,369

The methodology was changed this year and rent-free use of the Emmaus House building will no longer be disclosed as income, the gifted valued is circa £65,000 and valuation provided by an Estate Agent to the Charity.

Registered Charity Number: 105881



## Balance sheet as at 31 March 2021

	2021		2020	
	£	£	£	£
<b>Fixed assets</b>				
Tangible assets		225,000		232,916
<b>Current assets</b>				
Cash at bank and in hand		347,483		330,493
Creditors: amounts falling due within one year		(13,189)		(22,823)
Net current assets		334,294		307,670
<b>Total assets less current liabilities</b>		559,294		540,586
<b>Income funds</b>				
Unrestricted funds		559,294		540,586
		559,294		540,586

# How we helped in 2020-21\*

With lockdown restrictions imposed, we found innovative ways to continue helping and supporting our clients. Thanks to our local community and food sharing organisations like The Felix Project, we still managed to provide our core services and some extras.



Clothing items provided on request

600



GP, health and emergency dentist appointments

156

\*1st April 2020 to 31st March 2021



Referrals for rough sleeper, drug and alcohol clinic sessions

106



Takeaway lunches from Emmaus House

33,468

Takeaway breakfast and supper at the Damien Centre

(only from August 2020)

11,556



Advice sessions (telephone) such as housing, legal, benefits, general counselling

557

## List of services

### Damien Centre (Monday – Friday)

Breakfast 9am – 12pm

Supper 2.30pm – 5pm

### Emmaus House

Monday – Friday: takeaway lunch & groceries 11.30am – 1.50pm

Tuesday, Thursday & Friday: Men’s showers

Wednesdays: Women & children’s clothing & showers 11.30am – 1.30pm

Thursdays: Men’s clothing and haircuts 11.30am – 1.30pm

2nd Monday every month: Nucleus Housing; Money Management 11.30am – 1pm

### On request:

Benefits, Doctor, Dentist, Optician, Housing Lawyer and Irish Advocacy



In a year like no other...

...we cooked  
and served over  
170 takeaway  
meals a day

With lockdown restrictions imposed, we found inventive ways to continue helping and supporting while keeping clients, staff and volunteers safe.



In a year like no other...

# ...we opened a vaccination centre

We were able to offer our clients and staff the opportunity to receive the Covid-19 vaccine at the Damien Centre with doctors from Ealing Health.



## School holidays project

**In the past year, child food poverty has increased in a devastating way. A Food Foundation survey found 15% of households have experienced insecurity about food in the past six months: data showed this was 27% higher than before the Coronavirus pandemic.**

The aim of the School Holiday Support project was to reach out to families with children who were in need by offering tasty and healthy takeaway packed lunches and to supplement tightly stretched weekly food budgets. Starting in the summer holidays in 2020, Trustee Mary Foster and two volunteers set up shop every Tuesday and Friday lunchtime.

The contents for the lunches were supplied free of charge by the International School in Gunnersbury and the twice weekly food delivery was a delicious combination of high-quality sandwiches, wraps and rolls, fruit and cereal bars and water with a halal option for families who were Muslim.

The service was open and free to all and publicised in local primary schools, the Ealing Family Directory, Ealing Library Services, online media, Acton's local health visitor hub based at South Acton Children's Centre and A.P.P.L.E summer holiday project in Acton Park, with signage translated into Arabic and Polish.



Mary and her team had children's clothes and school uniforms, shoes, books and toys available to give away. Food vouchers and bags of food were also offered, plus information about Acton Homeless Concern services and other services such as local foodbanks.

The project gave the Charity an opportunity to increase outreach work with local schools and reach out to different parts of the Acton community who may not have previously been aware of the Charity's services.

Feedback from parents who accessed the service in Summer 2020 was extremely positive and many commented that the lunches really helped with managing their family's budget and that children found the lunches a big treat. The success of the project saw it continue in the Christmas and Easter school holidays, with takeaway lunches supplied by the team at Emmaus House.



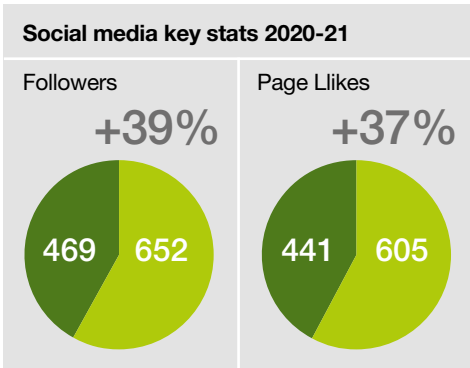
# Social media report

During the period covered by this annual brochure, our social media engagement has increased its reach to our audience of supporters, volunteers and donors.

### Our Facebook page

[www.facebook.com/actonhomelessconcern/](http://www.facebook.com/actonhomelessconcern/)

continues to be our main communication channel because it has the most flexible functionality and does not require significant administration.



We aim to write news and updates about the charity on a weekly basis to generate engagement through new Likes and Followers. These might be about recent donations or a new service.

We find it a useful tool for people to get in touch through Facebook Messenger. Typically, these are fielding inquiries about donations or how to become a volunteer and are passed on to the Centres Manager or the Administrator as necessary. We aim to respond within 24 hours.

Facebook also provides a shop window for our services and information about the charity. As a small local charity, we do not have the resources to be present on the many different channels and platforms that are available. However, we are exploring what might be possible without further effort or expenditure using a “publish once, use many times” strategy.

### Our JustGiving page

[www.justgiving.com/actonhomelessconcern](http://www.justgiving.com/actonhomelessconcern)

is another engaging way for reaching out. As well as a steady stream of monthly income, it gives donors a platform to express their support and highlight their charitable activities.

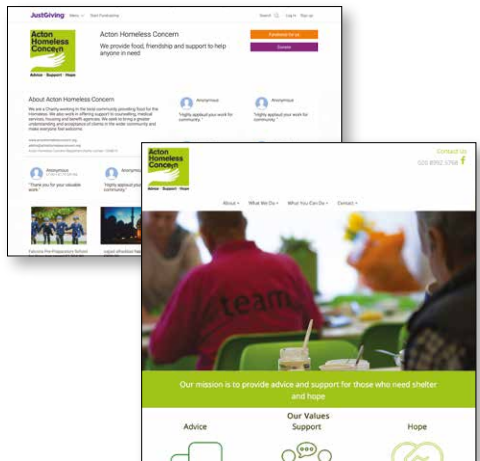
These range from making and selling Covid masks, sponsored events and legacies. As more people have used our JustGiving page, we now have a system in place to thank each donor by letter if they have left their name. Many are anonymous.

### Our website

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

is a useful landing point. It contains links to all our other outlets, critical information and contacts. It serves as a repository for important documents, like the annual reports and the Covid policies. We update it from time to time, such as the special Boden shop photo on the front page for Christmas, but it is not as flexible and immediate as Facebook.

If you haven't already, please have a look at all our web outlets. We welcome your feedback.



In a year like no other...



...we kept everyone informed through our online presence



A man with a beard, wearing a black baseball cap with a green 'A' logo, a red hoodie, and a blue denim jacket, is sitting in a blue wheelchair. He is giving a thumbs up with his right hand. The background shows a brick wall and a window. A bicycle is partially visible on the left.

In a year like no other...

...we provided  
support to those  
who needed to  
stay mobile

Thanks to a kind soul, we supplied a brand new wheelchair to a client. He's delighted to be no longer paying to rent one.



## Family services report



**For the past 32 years, trustee Mary Foster has been welcoming women and children into 3 Berrymead Gardens every Wednesday with hot drinks, biscuits and love.**

These female clients need help for many different reasons and Mary creates a safe space for them to feel comfortable and talk openly. As well as somewhere to simply sit and chat, there are women's and children's clothes and household items available.

In the past year, lockdown restrictions have meant that the women can't meet at their usual address, so Mary has moved the operation to the foyer of Our Lady of Lourdes Parish Centre. There she and her team greet the women individually to offer help. They typically see between five and 15 people at each Wednesday session with food parcels plus a selection of clothes, shoes and other free items to take home.



Mary says: "The women we see come from many different circumstances – some living in hostels or cramped shared accommodation, so little things we can help with can make a big difference. A lady I saw for the first time today just couldn't believe I was giving her a teapot – her whole face lit up. Sometimes it's just the simple things in life."

Mary is extremely resourceful at finding items that her clients might need – whether it's an outfit to wear at a child's Confirmation, or the right size of school shoes. She says: "It's important to help children look their best at school to fit in and have dignity."

Donated items including toiletries, sanitary items, nappies, bedding, towels, pots and pans, plates and cutlery. They are always needed as well as clothes for babies, children and women. School uniform is one of the most asked for items, and if a client is looking for something not in Mary's store cupboard, she'll always find it and have it for them the following week.

While Women's Wednesdays have still been able to help in the last 18 months of Covid-19 restrictions, Mary and her team are looking forward to welcoming women and families back into a newly refurbished 3 Berrymead Gardens soon. There they can browse and choose the clothes and items they need.



**Many of these women are looking for companionship – somewhere to sit and someone to talk to. That's so important. That there's someone here to listen to them. Mary Foster**

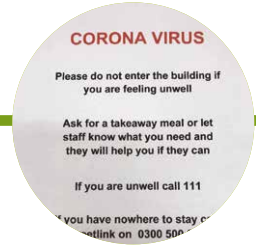
# Timeline of events 2020-21



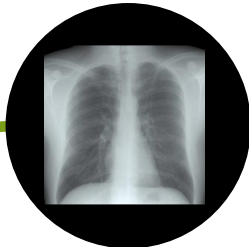
**February 2020** We were awarded another five-star food hygiene rating by Ealing Council.



**March 16 2020** Trustees met to consider the charity's response to the latest government guidance on the virus pandemic.



**March 20 2020** Damien Centre was closed until further notice and we transferred our staff to bolster services from Emmaus House.



**November 28 2020** London's mobile TB screening van checked over 42 of our clients. Homeless and people living in cramped conditions are vulnerable to TB.



**October 13 2020** Ealing CAP Job Club reopened, providing support to job seekers with a nine week course of practical workshops and 1:1 coaching.



**December 2020** Clothing retailer Boden's Christmas message in their Kings Road store. All 500 food tins were then donated to the charity.



**February 2021** Doctors from Ealing Health offered the Covid-19 vaccine to clients and staff in the Damien Centre.



**March 2021** A special thank you to Acton Town Dental Practice who started to provide free dental care for our clients.



**April 10 2020** We started a new hot takeaway lunch service is to anyone facing hardship due to lockdown.



**April 28 2020** The first Trustee monthly meeting was held online.



**September 28 2020** We restarted clothes distribution for clients by putting a rail outside Emmaus House.



**July 10 2020** A special school holidays project started to help families by providing free takeaway packed lunches.



**June 25 2020** We asked people to donate mobile phones to help support the Government's 'Everyone In' initiative.



**April 6 2021** We repeated our successful School Holiday Project over Easter to help families in need.



**April 26 2021** We were able to offer one of our most popular services – free showers – once again.

# Fundraising report

**The wonderful supporters of Acton Homeless Concern have carried on fundraising for the charity over the last year when restrictions have meant some of the more usual events haven't been possible.**

Due to lockdown, there have been no quiz nights, or social evenings, no bucket collections and even the annual Golf Day organised by Ciaran Casey and Tommy James couldn't go ahead.

Not to be deterred, Ciaran and Tommy appealed to the people who would have attended to make a donation and raised £22,200 for the charity.

In these challenging times, our resourceful supporters have found some weird and wonderful ways to raise funds. One crafty supporter faced the pandemic straight on and made facemasks in exchange for donations, raising over £600.

Another supporter helped the homeless in his 'walk out' event, where he handed out hats, gloves, hand sanitiser and water to anyone in need as he walked the streets of Central London and raised over £1,500.

As the London marathon couldn't go ahead, the 2.6 Challenge was born and people all over the country came up with inventive ways to help fundraise for UK charities – from running 2.6 miles to holding an online workout with 26 of your friends. A local school took up that challenge for Acton Homeless Concern and raised over £1,300.



Bob Cummins, one of our volunteers who helped out at Emmaus House two days a week prior to the pandemic, missed volunteering so much, he came up with an energetic alternative.

He said: "So... instead of sitting on my bum and watching TV and eating biscuits, I'm going to do something to raise money for the centre. If it were possible I'd like to have tried climbing Mt. Everest – but Nepal is out of bounds at the moment! Instead I'm planning to tackle Horsenden Hill in Ealing. Unfortunately while Everest is 29,032 ft high, Horsenden Hill is only 277ft high – that means I'll have to climb it 105 times – at least there's a bit more oxygen at 227ft and I won't have to learn Nepalese or pay for a Sherpa!"

We are blessed to have so many dedicated supporters who do such fantastic fundraising activities, or simply donate through Just Giving.

We are grateful to them all and we want them to know that every pound goes in full to the people that need help. **Thank you.**

## JustGiving™

If you would like to set up your own fundraiser for Acton Homeless Concern or make a donation, please visit [www.justgiving.com/actonhomelessconcern](http://www.justgiving.com/actonhomelessconcern)

In a year like no other...

Acton  
Homeless  
Concern



Advice • Support • Hope

Acton  
Homeless  
Concern



Advice • Support • Hope

...we continued to  
receive donations  
from fundraisers

With the help of our supporters and their  
fun and fantastic fundraising activities,  
we managed to keep the money rolling in.



## Client stories

I use it for company and food. It's lonely by myself. I only come once a day – don't use other centres. GO

”

Always get help and advice here if I have a problem. I come here and have a chat. The staff are always kind. MW

” I enjoy coming to the centres. It helps me with free food, free clothes and advice and access to dentists and hairdressers. I am always made to feel welcome. JB

”

” We are lucky in Acton to have this here. Helps so many – you don't know. Got me housed. FI

I need it 'cause I ain't got no money to buy anything. My benefits are taking a long time sorting them out. DP

”

It helps me very much it's the only time I talk to someone all day. The food's lovely. I was homeless but you got me help. AC

”

Without Emmaus house I can't think what I would do. Used the service for many years – I just need it. SN

”

# How you can help

## Donate

**Clothing, toiletries and household items are always very gratefully received.**

Please consider making a **financial donation** by visiting [www.justgiving.com](http://www.justgiving.com), search for Acton Homeless Concern and make your donation. (UK taxpayers can claim Gift Aid at no extra cost. Gift Aid enables us to claim 28p in every Pound donated in additional funds).

## Volunteer

**We are always in need of volunteers. Can you spare a few hours?**

If you'd like to volunteer, please get in touch and contact us either by phone on 020 8992 5768 or email us at [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org).

You will receive full training and support.



## Our team

**Ian Breen** Centres Manager  
**Rose and Damien** – Emmaus House  
**Carole, Nadia and Les** – Damien Centre  
**Kim and Flavia** – the Office

## Our trustees

**Anne Gray** Chair of Trustees  
**Karen McDonagh** Treasurer  
**Fr. Fergal Maguire** Secretary  
**Mary Foster** Trustee  
**Peter Robertson** Trustee  
**Shirley Norton** Trustee  
**Maggie Curtin** Minutes Secretary

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

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**THANK YOU!**