

Charity Registration No. 1058819

Company Registration No. 3252735 (England and Wales)

**ACTON HOMELESS CONCERN  
(EMMAUS HOUSE AND DAMIEN CENTRE)**

**ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022**



ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2022

## Welcome to the 2021-22 Annual Report

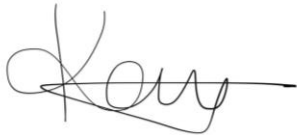
Over the last 12 months we have seen an increase in people needing support, hope and advice. We are back to the in-person levels we were operating to pre-pandemic.

I'm truly grateful for the work that our employed colleagues deliver on a day-to-day basis and the amazing support that we receive from our volunteer network and our incredible donors. Without these groups, this wonderful community-based charity would not be able to deliver the services that we do, in the way we do it.

The trustees once again are so proud of the way in which people come together to help the most vulnerable and disadvantaged in our society.

It has been a full on 12 months in my post as chair, which I could not do without the support of an excellent working trustee group and dedicated colleagues. I personally want to thank everybody for all that they give and all that they do - we truly are a blessed charity.

Thank you so much!



Karen McDonagh

Chair of Trustees



St Patrick's Day lunchtime



Artwork by one of our talented clients brightens up the dining space in Emmaus House

# ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2022

We aim to assist with as many of the challenges faced by our clients as, initially by providing food, clothing and other basic needs requirements free of any charge but with an ultimate objective of steering people to other services to improve ongoing health and wellbeing.

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### Reserves policy

The Trustees regularly undertake a review of the financial activities of the charity to avoid deficits and to stay within budgets which are reviewed annually. Given the vulnerable nature of the charity's clients and their dependence on the services provided it is considered that ideally, unrestricted reserves should be sufficient to cover one year's charitable activities and also support ad hoc projects as and when they arise, which would currently amount to a minimum £200,000 per annum.

##### Risk assessment

The Trustees confirm that the major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and that systems and procedures have been established to identify and respond to risk and to provide a methodology for risk management and its reporting.

Major risks are defined as those risks which have a high likelihood of occurring and would, if they occurred, have a severe impact on operational performance, achievement of aims and objectives or could damage the reputation of the charity.

The Trustees have established a comprehensive risk policy and register which form a major part of governance and operation. The register is regularly monitored and updated, to identify any new risks, assessing the main risks applicable to the charity, evaluating what action needs to be taken and periodically monitoring and assessing the policy.

##### Constitution of the Charity

The charity is incorporated as a company limited by guarantee not having a share capital and is a registered Charity No. 1058819. Each member guarantees to pay during their membership and for one year after membership ceases, a sum not exceeding £1 to the company in the event of a winding up order. Any surplus on winding up is to go to a Charity whose objects are of a similar nature.

##### Organisational Structure and Decision Making

The organisation structure of the charity consists of a board of trustees who meet at least eleven times a year, to consider reports from the officers and staff of the charity, to consider and review the charity's activities, general progress and current financial position. Decisions are then made regarding expenditure and reserve levels. The trustees are empowered to delegate their functions to committees, the membership of which must include at least one of their number. The treasurer is responsible for overseeing accounting procedures and reports regularly to the board on cashflow, budgets and general accounting matters.

Responsibility for operations is delegated to the charity's management and administration teams who ensure that the charity's aims and objectives are met and that services are delivered in a manner that prioritises client interest and welfare. The Centres Manager is responsible for staff management and the day-to-day operation of services. One trustee undertakes the role of (unpaid) Managing Director to assist with the charity operations. The Chair communicates regularly with the management team and ensures that there is a good line of communication between staff and trustees.

# ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

*FOR THE YEAR ENDED 31 MARCH 2022*

### **The trustees present their report and accounts for the year ended 31 March 2022**

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016)

The accounts will be submitted to the Charity Commission after the AGM on 2<sup>nd</sup> December 2022. The annual report and accounts help to provide timely and regular information on the charity and its funds to help understand the charity's objectives, structure, activities and achievements and to gain appreciation of the financial transactions during the year and of its funds at the end of the year.

### **Aims, Objectives and Activities**

#### **The Aims of the charity**

To ensure the delivery of a holistic range of basic needs services to homeless, poorly housed and otherwise impoverished people across the London area.

To make a further contribution in raising levels of awareness to the problems of the group

To increase, wherever possible, opportunities for rehabilitation and settlement

To improve accessibility to counselling and medical services

To enable clients to take control at levels which are acceptable to them

To ensure equality of opportunity and to promote inclusion for client's staff and volunteers

To investigate and further utilise other supportive groups and share good practice

To provide good quality services and continuing value for money to funders and benefactors

#### **The principal objectives of the charity are:**

Fitter healthier clients who are better equipped to deal with the problems of their lifestyles and who recognise the benefits of self-care.

Inclusion for clients, creating improved confidence and social skills, appreciation of the benefits to be gained through contact with peers and trust in support groups and agencies

Early intervention where possible with long-term health problems, for the benefit of both the client and the community at large'

Improved access to advice on emergency housing, drug and alcohol problems

Greater understanding and acceptance of clients and their problems amongst the local community.

Acton Homeless Concern has been offering services to homeless and impoverished people in West London for more than 30 years. The charity's aims and objectives are based on local and national strategies for our client group, in response to the objectives of our partners and on input from clients and users. All our charitable activities are undertaken for the benefit of the public. The problem of homelessness continues to grow despite government and local authority initiatives for its reduction. More people than ever are sleeping rough in London and many of them come to daytime drop in shelters looking for support.

Client profile has changed little over the years. They are usually people who are suffering the effects of rough sleeping, and poverty and the physical and mental consequences of alcohol and drug abuse and who are living with poor housing, unemployment, family break up and physical, emotional and sexual abuse.

**ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**ACHIEVEMENTS AND PLANS FOR FUTURE PERIODS**

**At Emmaus House**

Hot lunch at midday  
Distribution of clothing  
Hot showers and hairdressing facilities  
Health checks and testing (Regular checks for HIV, Hepatitis C, Diabetes, High Blood pressure)  
Exclusive Women's and Children' day once a week  
Access to Optician and Dentist on request



Guidance and crisis counselling (provided by partners): including:

- Advice and advocacy on housing issues
- Advice on emergency hostel accommodation
- Alcohol and drug counselling
- Benefits advice and assistance with appeals
- Referrals to local food banks
- Fortnightly Legal advice clinic (advice on housing, benefits and other issues)
- Weekly assistance on all welfare issue for the elderly
- Assistance with hospital visits



**At The Damien Centre**

Breakfast and tea, coffee and sandwiches throughout the day  
Opportunity to socialise and interact with peers, volunteers and staff  
A safe environment to rest and relax throughout the day  
Advice and referral to Emmaus House services when required  
Access to advice and counselling on an informal basis

As we reached the end of lockdown restriction, Management and staff focused on returning to normal service delivery. By the end of March 2022 all food services were offered as in-house sit-down meals at both centres. There is still some small element of "fear of close contact" among older clients but despite this, delivery of food in both centres is almost at pre-pandemic levels.

Staff and volunteers continue to practice the lessons learned during the pandemic and pay particular attention to ventilation, additional and more stringent hygiene routines and close management of client numbers. With these precautions in place, we are now able to welcome anyone looking for our help and support.

## How we helped in 2021-22\*



Hot lunches at  
Emmaus House

**30,577**

Breakfasts &  
evening tea at  
Damien Centre

**17,573**



**10,000**

clothing items and

**200**

household items  
provided



**300**

showers  
and  
haircuts



**1,142**

visits to  
Women &  
Children  
Wednesday  
Group



**1,160** sessions

for advice and  
advocacy on  
Housing,  
Mental Health  
issues, Benefits  
and Poverty



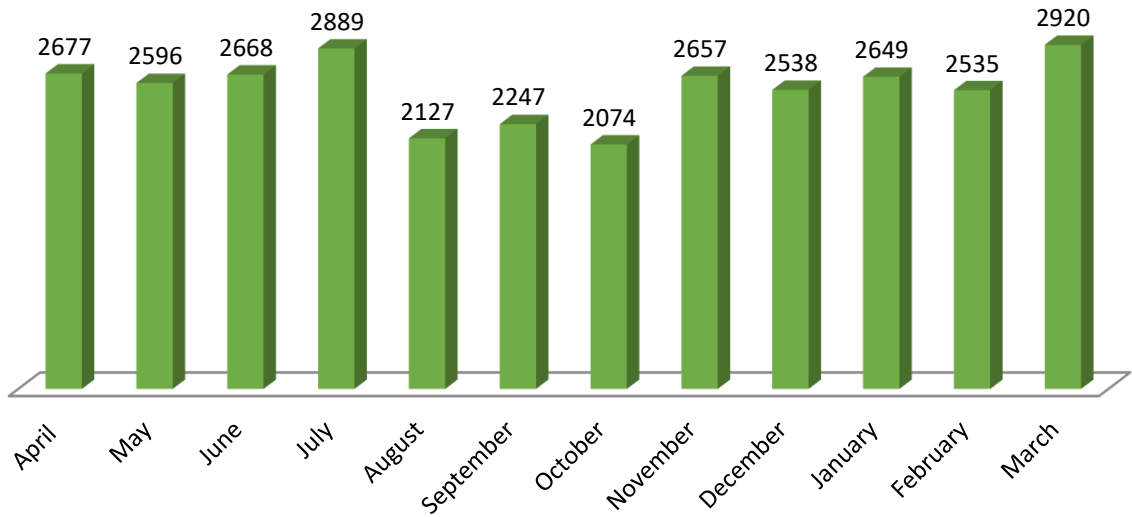
Health  
services  
provided

**124**

**3,430** volunteer hours

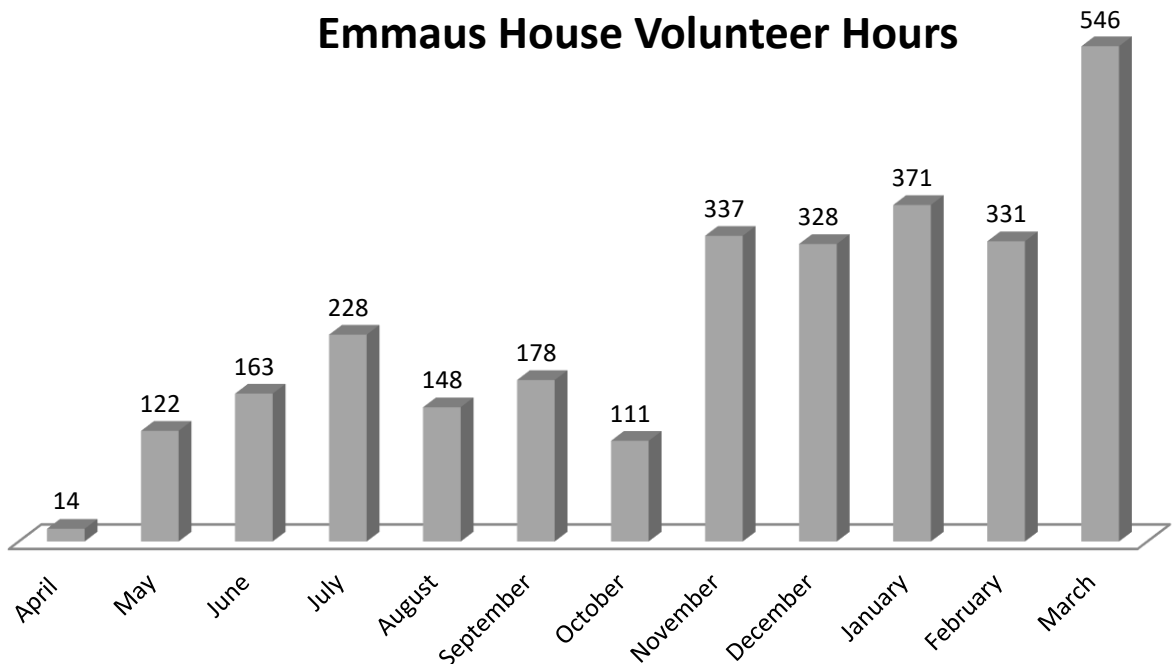


### Emmaus House Hot Lunches



With all restrictions lifted people can now come for food between 9 am and 6 pm at the Damien Centre (for breakfast and refreshments throughout the day) and between 11.50 am to 1:50 pm at Emmaus House for a hot lunch. Food is the most important service we have. It is a means of attracting clients to other help and support we can offer. Services at the most basic level will often encourage a process of gradual engagement with clients who are unable to access statutory service by themselves and can sometimes be the start of finding routes out of homelessness, poverty and ill health.

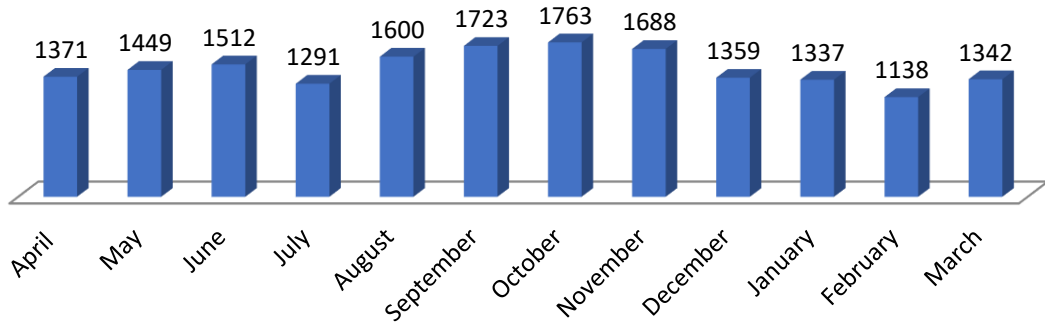
### Emmaus House Volunteer Hours



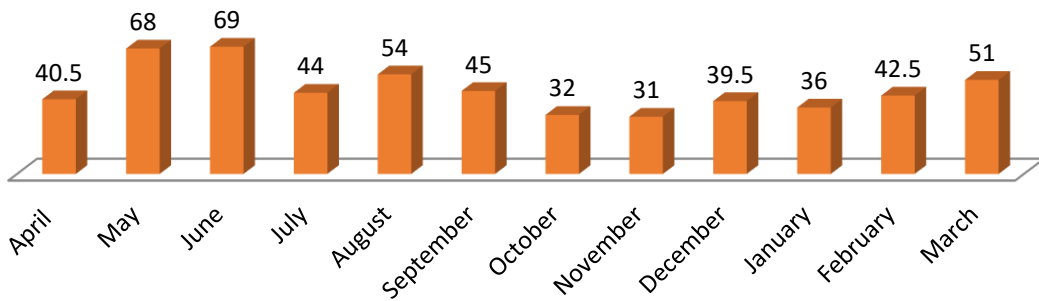
From a slow start in April 2021 the number of volunteers at Emmaus House increased steadily and had almost reached pre-pandemic levels by the end of the year. Returning volunteers are mostly in the younger age groups with over 60s still concerned about mingling with others.

**ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2022**

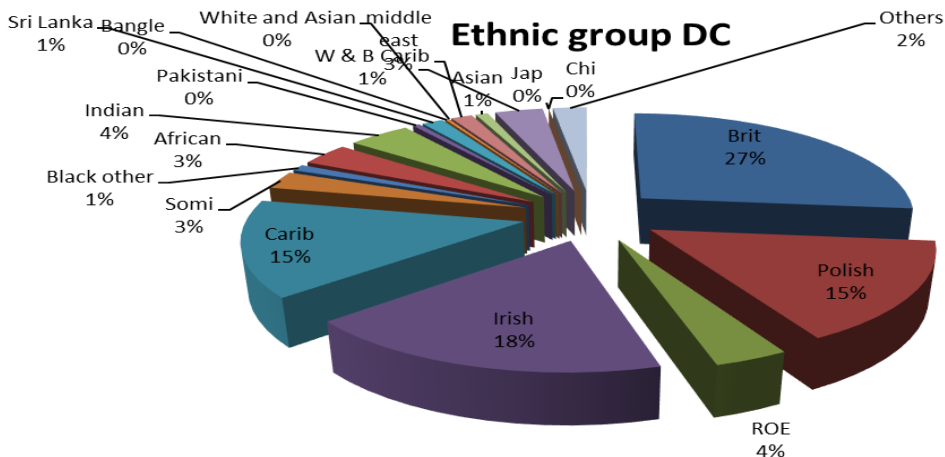
**Client visits per month Damien Centre**



**Damien Centre Volunteer Hours**

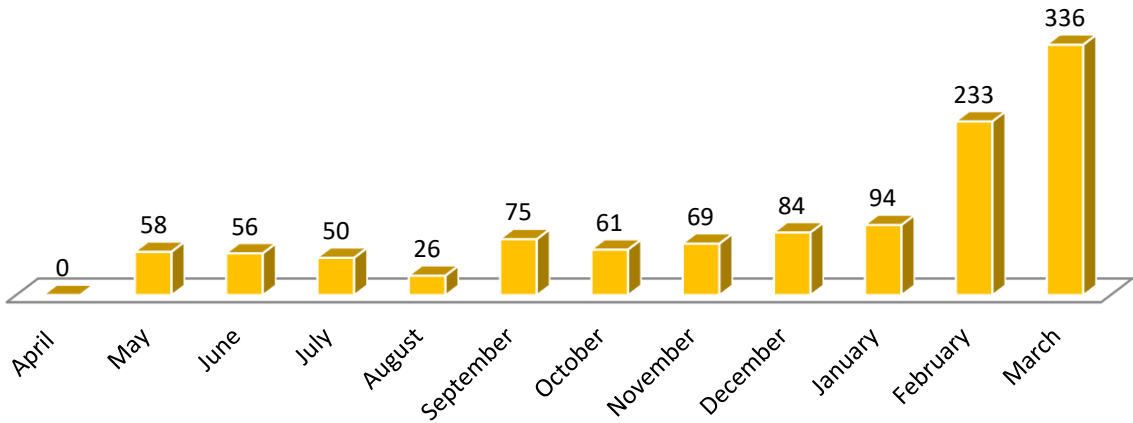


Volunteers assisted with delivery of 17573 visits for breakfast, evening tea and refreshments at The Damien Centre throughout the year.



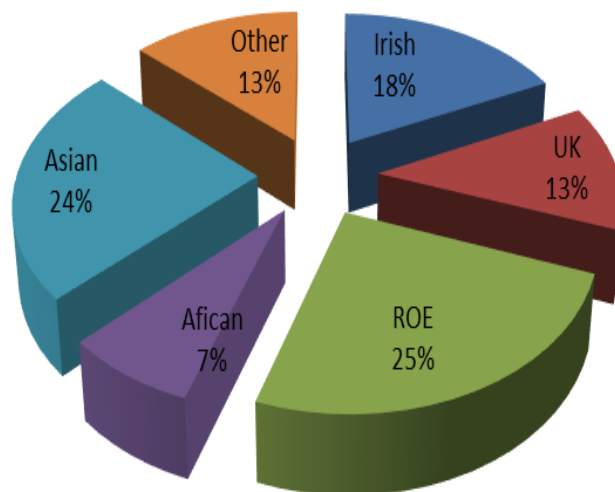
Damien Centre clients are recorded as 92% Male and 8% Female. 93% are in Age group 16 to 65 and 7% are 65 and over. We measure Age and ethnicity at the Damien Centre because of the more relaxed environment which enables staff and volunteers to engage with clients and request personal information more easily

## Women & Children's Wednesday Group



Return has been slow for Women and Children Wednesday sessions although all services have been available to them throughout the year. There has been a steady provision of food and clothes to the group and they have been encouraged to access all advice services. At the start of 2022 we began to see increasing large numbers of emigrant families and Asylum Seekers, housed locally and in need of both material and emotional support. Food, clothes and household item were in high demand from this group of clients most of who had left their homes with almost no belongings.

## Womens Group



## Partnership – Food

Our partnership with organisations such as The Felix Project and City Harvest and with many local businesses has enabled us to provide meals at an unbelievably low cost. Bestway Dairies in Acton continue to provide all the bread and dairy products – milk, eggs cheese, yogurt and cream – that we require. Local churches, schools and clubs and societies collect food for the charity during the winter months and at Harvest Festival time. Representatives of numerous organisations “meal days” when staff and representatives come to the centres and provide food and cook meals for our clients. Our staff work tirelessly to ensure that the meals prepared from these many donations are nutritious and filling and culturally appropriate. The charity recognises that the value of these food donations was a minimum £50,000 during the year.



## Partnership – Outreach Services

The charity provides a wide and holistic programme of service for its clients due to the support of outreach workers from local organisations engaged in the care of our client group. This level of service could not be provided on our income without their contribution. During the year our partners included but were not limited to:

- Alcoholics Anonymous
- Ealing Rise for drug counselling and rehabilitation
- Skylight, Crisis, St Mungos and Street Link Outreach for emergency hostel accommodation
- Nucleus Ealing - support with temporary housing
- Ealing and Hounslow Winter Church Shelters (referral of rough sleepers for winter accommodation)
- Ealing Food Bank (assessment and referral for food vouchers)
- Inisfree Housing Association
- Ealing Homelessness Forum
- GPs Homeless Awareness Forum

## Health and Wellbeing services

Clients continue to be seen on an emergency basis by doctors at Brook Green Surgery. However, we have been able to encourage most clients to register with local GPs.

South Acton Dental Practice continues to provide emergency appointments for our clients as well as a once-a-month clinic for homeless people in the area to attend for check-ups and treatment.

We have not been able to provide a chiropody service since before lockdown and we are now also looking for a barber/hairdresser.

## Plans for the immediate future

We will work to keep the charity at the centre of the community. To promote, locally, a positive reaction to clients and their problems. There is already a high level of goodwill and support from this community for the charity's work. However, there is also a perception that homeless and people suffering from mental health and addiction problems offer a level of threat to the public. Our clients are often treated as an almost separate community who are marginalized and suffering exclusion and discrimination because of their lifestyles. We will work to ensure that people from every section of the community benefit from receiving services in a completely non-discriminatory and unconditional environment. We will network closely with leader of all communities to ensure that our services are advertised as being available to anyone who needs help and support.

**ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**  
***FOR THE YEAR ENDED 31 MARCH 2022***

We are grateful for the continued support we received from the Irish Department of Foreign Affairs Emigrant Support Programme, the Willow Trust and The Batchworth Trust. As important as the funding we receive is their affirmation of our work. We also thank the parish of Our Lady of Lourdes for the continued use of the Emmaus House premises and for the support from their priests and many parishioners. We thank the longstanding local supporters who have continued their fundraising efforts throughout the pandemic and also the many churches, schools and individuals who support us year on year.

Our volunteers have, again, played an invaluable part in our operations, we would have difficulty providing such a high level of services without their input. In a year where volunteer hours were, of necessity,

Our final thank you must be to our staff. They have worked throughout the pandemic with commitment beyond any expectations. Daily they have adapted to new ways of operating while still ensuring that clients were cared for and they have made the transition out of lockdown restrictions easy for all of us. We are blessed to work with this amazing group of people. Thank you all..

**Karen McDonagh – Chair of Trustees**

On behalf of the trustees

Acton Homeless Concern Emmaus House and The Damien Centre

2 December 2022



Our Emmaus House and Damien Centre staff

## OPERATIONS REPORT

**This year saw us able to welcome clients back inside after a long two years of restrictions – serving meals and food at the front door. It was wonderful to begin to get back to some normality at the charity.**

Services began to return to normal and volunteers began to filter back, slowly at first but building back to normal numbers towards the end of March. As we expected, some of our older volunteers have not yet come back - it will take some time for them to feel safe, but we will stay in touch with them and reassure them as much as possible over the coming months.

Staff have had to adapt to yet another change. They worked so hard with so many new rules and regulations during the pandemic, it took some time for them to settle back into the old routines. They are, however dedicated and committed to client care and have put in an extraordinary effort to help us return to normal. They provide a vital lifeline to our clients at the front door and are often the reason we are able to offer more help than just food.

During the year we have benefited from food donations because of our partnership with The Felix Project, City Harvest, businesses, charitable organisations and individuals in the community. We have been able to provide more than 50,000 meals and food parcels at almost not cost to ourselves because of these donations. We thank them all and assure them that they cannot know how important their contribution to our work has been

through some of the most difficult times we have all experienced.

I also have to thank Tommy James and Ciaran Casey, who despite not being able to hold the annual golf tournament still managed to raise more than £35,000 for the charity by appealing to everyone who would have usually attended on the day. Their friends and colleagues responded with great generosity. We thank everyone who helped us financially throughout the year. I hope they realise what their contributions mean to the charity and its clients.

There were many new faces using our services during the year, most with heart-breaking stories of job losses, housing difficulties and general decrease in income resulting in poverty – some for the first time needed in a service like ours. Requests for referrals to Ealing Food Bank more than doubled, as did people needing referral to housing and benefits agencies. We are also seeing increases in numbers of people suffering from mental health problems which they feel are as a result of the pandemic and the subsequent enforced isolation.

Numbers of Asylum Seeker and refugees looking for help showed a month-on-month increase from the beginning of 2022. They arrive in the UK with nothing and need food, clothes and advice. We provide as much help and support as we can.

**Ian Breen**  
Centres Manager

## TREASURERS REPORT FOR THE YEAR 1<sup>st</sup> APRIL 2021 to 31<sup>st</sup> MARCH 2022

**Our annual report includes a statement of financial activities and balance sheet for the year ending 31st March 2022. Full copies are available should anyone require them and can be requested during the AGM or they can be requested via email at [admin@actionhomelessconcern.org](mailto:admin@actionhomelessconcern.org)**

Our income for the year to 31<sup>st</sup> March 2021 was £188,967 down £25,020 on the previous year (2021 income £214,017). We have not received either local or national government funding this year.

Our total expenses in 2022 were £206,232 an increase of £10,969 (2021 expenditure £195,463) and explained in some part by the increase in the cost of repairs and maintenance following the pandemic and lockdown when these works could not be carried out and as explained in last year's report.

Salary for 8 employees continues to be our biggest expenditure being 85% of our total income. Expenditure is very slightly less than last years due to a short period between one member of staff leaving and a replacement commencing work with the charity. (£160,742 in 2022). The balance of income utilised for all other areas of operation was a minimal £28,225.

We know that this entirely due to the donated volunteer hours, services and in particular food valued in this current year at a conservative £125,000. The shortfall in the period was met by unspent income from the previous year which was reserved for the maintenance and refurbishment

works mentioned above. Our reserve remains at £200,000 which ensures at least 1 years' operating costs in hand, a sum that trustees consider necessary to ensure continuation of employment for staff and services for our vulnerable clients.

We provide a holistic package of basic needs services to a group of clients who are the most vulnerable and impoverished in society. All services are delivered free of any charge in order to encourage attendance and take-up. It is the opinion of trustees that we should continue to operate in this way. We are indebted to our donors and benefactors for their financial support throughout the year which has enabled us to operate our services in this way. We thank the Parish of Our Lady of Lourdes and its parishioners for the free of charge use of the Emmaus House premises; The organisers and participants in the Golf Day collections; The Department of Foreign Affairs at the Irish Embassy; The Willow Trust; The Batchworth Trust for their annual grants and the countless other individuals and organisations who have supported our work with their fundraising efforts. We have not received either local or national government funding this year.

Finally, I would like to thank our management, staff and volunteers for another year of committed effort for our clients and also our Board of Trustees who have devoted so freely of their time and skills.

**Anne Gray**  
Treasurer

**ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)**  
**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**Income and Expenditure for the year ended 31 March 2022**

|   | 2022           | 2021           |
|---|----------------|----------------|
|   | £              | £              |
| <b>Income</b>                                       |                |                |
|   | <b>188,877</b> | <b>212,629</b> |
| <b>Donations and gifts</b>                          |                |                |
| Donations   | 121,699        | 124,110        |
| Activities for generating funds                     | 38,181         | 23,519         |
| Sundry income                                       | -              | 20,000         |
| Government of Ireland Department of Foreign Affairs | 12,500         | 25,000         |
| Willow Tree Trust                                   | 15,000         | 10,000         |
| The Charity Trust                                   | 1,497          | 10,000         |
|   |                |                |
| interest receivable                                 | 90             | 1,442          |
|   | <b>188,967</b> | <b>214,071</b> |
|   |                |                |
|   | 2022           | 2021           |
|   | £              | £              |
| <b>Expenditure</b>                                  |                |                |
| Staff costs   | 158,051        | 162,990        |
| Staff and volunteers welfare                        | 1,066          | -              |
| Pensions  | 2,691          | -              |
| Rent, rates and utilities                           | 10,602         | 10,196         |
| Telephone and email                                 | 3,818          | 3,906          |
| Food and provisions                                 | 1,006          | 1,059          |
| Cleaning and laundry                                | 1,514          | 1,943          |
| Repairs and maintenance                             | 18,796         | 7,286          |
| Insurance   | 2,240          | 2,033          |
| Travelling  | 851            | 1,198          |
| Printing, stationery and postage                    | 2,290          | 937            |
| Sundry expenses                                     | 616            | 1,318          |
| Bank charges  | 371            | 277            |
| Legal and professional                              | 2,320          | 2,320          |
|   | <b>206,232</b> | <b>195,463</b> |

Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

ACTON HOMELESS CONCERN (EMMAUS HOUSE AND THE DAMIEN CENTRE)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

**Balance Sheet for the year ended 31 March 2022**

|   | 2022       |                | 2021        |                |
|---|------------|----------------|-------------|----------------|
|   | £          | £              | £           | £              |
| <b>Fixed assets</b>                                   |            |                |             |                |
| Tangible assets                                       |            | 225,105        |             | 225,000        |
| <b>Current assets</b>                                 |            |                |             |                |
| Cash at bank and in hand                              | 333,102    |                | 347,483     |                |
| <b>Creditor: accounts failing due within one year</b> | (9,403.00) |                | (13,189.00) |                |
| Net current assets                                    |            | 323,699        |             | 334,294        |
| <b>Total assets less current liabilities</b>          |            | 548,804        |             | 559,294        |
| <b>Income funds</b>                                   |            |                |             |                |
| Unrestricted funds                                    |            | 548,804        |             | 559,294        |
|   |            | <b>548,804</b> |             | <b>559,294</b> |

## Women & Children's Group report

**Every Wednesday, along with my volunteers, I welcome families into the Women & Children's Group – a safe space to feel comfortable, get help and talk openly.**

At the start of this financial year, our priority was to keep supporting these female clients - but this was done in the Our Lady of Lourdes Parish Hall instead of our usual home of 3 Berrymead Gardens. This meant that we were greeting the women individually and getting them the help they needed rather than welcoming them in as a group.

At the beginning of the financial year, the numbers of women we were helping on Wednesdays were low, but we were still able to offer all services – it meant being very organised and having a selection of the most requested items on hand in the Parish Hall.

Another reason for the change of location was that our usual home of 3 Berrymead Gardens was undergoing a make-over during the lockdown period. When it finally reopened in December 2021 it was a relief to move back in and regain the 'social club' atmosphere where they women could sit down and chat. The previously rundown premises were transformed – and it's now light and airy with proper kitted out kitchen facilities.

The new-look premises were courtesy of Barratt Homes London. They became interested in us after

one of their employees did a stint at Emmaus House as a corporate volunteer. When they heard 3 Berrymead Gardens needed refurbishment, they stepped in and did it all for us - using their own staff and materials. And on top of that, they presented the charity with a cheque for £10,000.

By the start of 2022, we began to see increasing large numbers of emigrant families and Asylum Seekers, housed locally and in need of both material and emotional support. Food, clothes and household items were in high demand from this group of clients - most of who had left their homes with almost no belongings.

We have a store cupboard of clothes and shoes and household items for these families to take home. All these items are gifted by supporters of the charity and donated items include toiletries, sanitary items, nappies, bedding, towels, pots and pans, plates and cutlery as well as clothes for babies, children and women.

The women we see come from many different circumstances – some living in hostels or cramped shared accommodation, so the little things we can help with, make a big difference.

**Mary Foster**  
Trustee



The grand opening of refurbished 3 Berrymead Gardens



Essential supplies given out at the Women & Children's Group