

Annual Review 2004-2005

"Every individual must be given the opportunity to live a life in which his or her basic needs are provided for and in which so far as it is reasonably possible, their full potential is realised. Each person matters. No human life is ever redundant. As Matthew's gospel describes it: 'I was hungry and you gave me no food, thirsty and you never gave me drink; I was a stranger and you did not bring me home; I was naked and you did not clothe me; I was sick and in prison and you did not care for me'. It is this gospel imperative which gives the Cardinal Hume Centre its raison d'être."

Cardinal Basil Hume, 1994

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 **Cardinal Hume**
The Centre
TRANSFORMING LIVES



Bringing hope.
Transforming lives.

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“The Cardinal Hume Centre helps young homeless people to attain the things which most of us consider to be the basic foundations of life – a home, a decent job and respect. A home is much more than a simple roof over one’s head. It is one of the most important human requirements, without which a person can feel devalued, alienated and rejected. It is hard to exaggerate the importance of a decent home – somewhere that is not just a temporary roof but which can be a place of security and safety, where a person can grow and develop. Society needs to sustain the moral and political will to make the eradication of homelessness a pressing and realistic goal for the future.”

Cardinal Basil Hume, 1998

The Cardinal Hume Centre desires a world in which the causes of homelessness are fully understood and addressed. Homeless people are supported and have their needs recognised so that they can live their lives to their full potential and enjoy the same rights and opportunities as everyone else within a well-informed and tolerant society. It is inspired by a founding ethos which continues to guide the organisation today.



Vision

We strive towards a society where every individual has a safe place to live and the right to access the support and opportunities they need to fulfil their potential.

Mission

Our enduring purpose is to make the difference for homeless young people, families and other vulnerable and socially excluded members of our society, helping them to obtain safe accommodation, recognise their own unique worth and realise their full potential through the provision of accommodation, education, care, support and advice

Values

With integrity, we strive to be true to our founding ethos and to living out our vision and mission; we are honest, and we are accountable to all our stakeholders.

With respect, we seek to be non-judgemental, to listen, and acknowledge each other’s worth and to put people at the centre of our work.

Through compassion, we will demonstrate our care for each individual who comes to the Centre in the quality and consistency of the services we offer to them.

To promote inclusiveness, we reject social exclusion and welcome diversity; we offer our services regardless of racial origin, of religion or politics; we will not discriminate on the grounds of gender or sexual orientation.

To encourage empowerment, we will provide holistic support to our clients in helping them to identify their needs and in making informed choices about their lives.

“All are welcome at the Cardinal Hume Centre, where the homeless find support, friendship and help in taking greater control over their lives.”

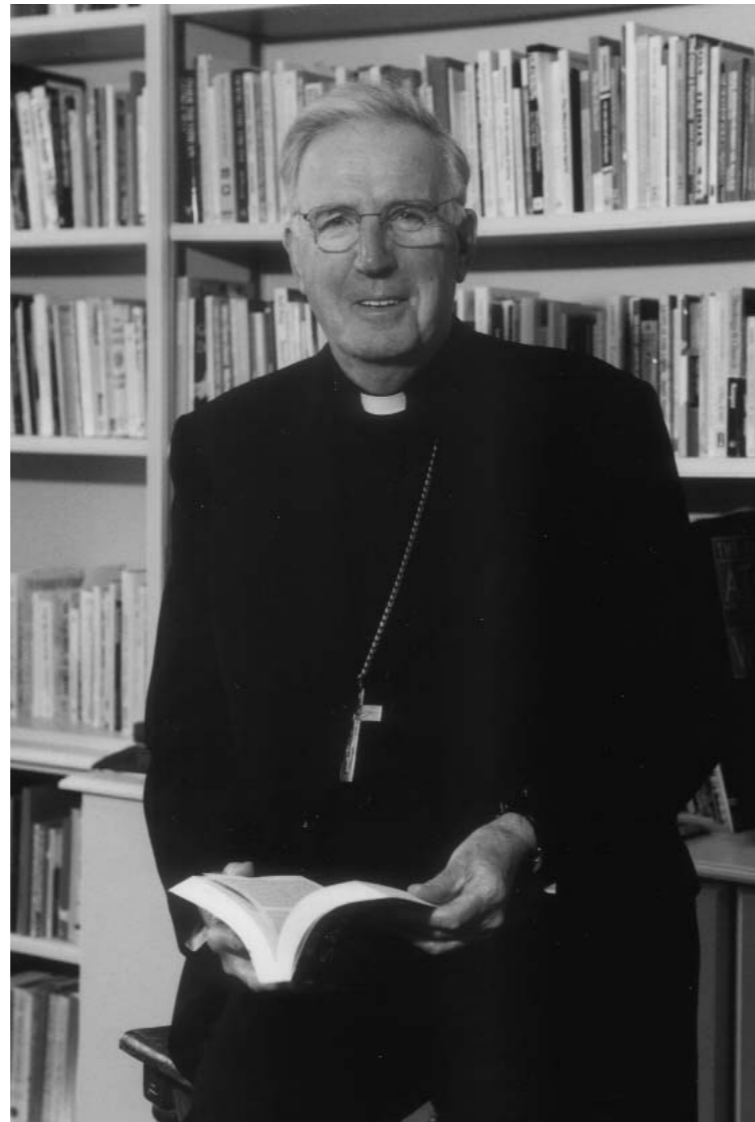
The Cardinal Hume Centre

At least one in six of those sleeping rough on the streets of London tonight are under the age of 25. Mostly they are victims of unstable childhoods, neglect, poverty and abuse, or of war and poverty overseas. All are isolated, excluded, rejected, stigmatised and victimised.

Homeless people have had heavily disrupted lives, with their problems often starting in childhood. They may have spent time in institutions of one sort or another or have mental health problems. Many have turned to drink and drugs to ease the pain. Most do not have families or friends to turn to and lack the skills to make lasting relationships.

Founded in 1986 by Cardinal Hume, the Centre is an enabling charity, providing foundations from which homeless and socially excluded people are able to start addressing some of their issues, developing skills and confidence, and rebuilding their lives so that they, themselves can take the steps necessary to escape the chaos and despair of homelessness.

The Centre is one of the few organisations which offers a complete service to homeless and displaced young people and families on a single site – a service which includes two Hostels, a Drop-In, Education and Training programmes, Skills Development, Move-On support, a Family Centre and a medical surgery.



Patron's Message

If there was one lesson from the horrors of the attacks on London on 7 July, it was that we are all each other's keepers. In the days following the attacks, I was continually struck by how people gently co-operating with and caring for each other kept London on an even keel, and sucked the terror out of terrorism. Londoners have become aware, in a whole new way, of their vulnerability and their need of others.

The Cardinal Hume Centre has long been a beacon of such recognition – assistance to the vulnerable is its lifeblood. The Centre was one of the great achievements of my predecessor and I am delighted to see it continuing to thrive as a concrete expression of that well-known passage in Matthew 25, when Jesus tells his astonished listeners that in assisting the vulnerable they are meeting Him.

It may not be obvious from a quick walk through Westminster, but the borough still has one of the highest incidences of homelessness in the country: not just those who sleep rough on the streets but the 'hidden homeless' - those in temporary, insecure or inadequate housing. All are welcome at the Cardinal Hume Centre, where the homeless find support, friendship and help in taking greater control over their lives.

The biggest challenge facing the Centre this year has been the lack of affordable accommodation available. It is a source of great frustration – someone is ready to have their own home, is able for the first time to pay the rent and to be independent, yet they have nowhere

to go. Some drift back to where they started, back on the streets and back into addictions, because they are trapped in the vicious cycle of being without a home, without a job and without money.

I hope and pray that this year we find the imagination and the energy to help break this cycle. The Centre needs assistance as never before to deal practically with the consequences of this vicious cycle, and I will certainly not hesitate to make my voice heard if I believe I can make a difference.

Meanwhile, I want to thank the devoted Centre staff who have this year had to put up with an unusual degree of building work going on around them. Staff, residents and clients alike have been living and working on what is literally a building-site with its attendant noise, dust and disruption. The staff have kept their cool, stoically putting up with it all and amazingly have kept open the services throughout this time. It is a great tribute, above all, to the Centre's director, Cathy Corcoran.

We can all look forward now to the opening of the enhanced facilities, which will enable the Centre to offer yet more of its precious hospitality to a broad range of vulnerable people at the heart of our capital city. My warmest thanks to all at the Centre and its supporters who make that hospitality possible.

Cardinal Cormac Murphy O'Connor, Archbishop of Westminster

Chair's Report

Involvement with the work of the Cardinal Hume Centre causes me to continually evaluate my own life and to seek to identify what my priorities are. I have no doubt the fact that I have a home to go to each evening is of paramount importance.



I welcome the fact that I have friends who are willing to listen to any difficulties I have and who will support me in the journey I make through life.

For many of the clients who pass through the doors of the Cardinal Hume Centre for the first time, these two simple needs of a home and friends are not possible. Many of them do not have a home to go to and they may not have friends who will help and support them. It takes a lot of courage for them to begin to trust someone else who will become involved in their lives. Life has shown them that families are not always there for them, and friends can fade away.

I am sure that the one thing that is certain is that if they are able to make their way to the Centre, either through the doors of the Drop in, or to the Surgery, the Family Centre, or the Education and training Programme, they will be warmly welcomed. Our aim is to Transform Lives but that requires a partnership with the young people and families we support. Trust takes time to build and the steps taken are often small, but they are crucial steps.

There is no doubt that over the past few years more bedrooms were needed for those with nowhere to sleep. At last the new rooms are completed (or almost so as I write) so we will be

able to provide a 'home' for 32 vulnerable young people. For them it is the much needed 'home' where they are able to stay for 9-12 months.

The Housing Corporation, through Westminster Council, gave us £1.9 million to fund the increase in the number of rooms in the main hostel and the Big Lottery Fund and BBC Children in Need have recently announced that we are to have £168,000 and £43,570 respectively towards the alterations and extension of the Family Centre. At the same time other Trust funding, statutory grants and individual donors have enabled us to complete the much needed refurbishment of the interior of the building.

All this activity has meant a massive disruption to the services offered as well as unrelenting noise that has been endured by those who continued to work within the Centre. We are indebted to all of you who have enabled this improvement and extension programme to happen, either as donors, volunteers or members of staff. I thank you for your generosity and look forward to meeting you at the events of next year – the 20th Anniversary of the opening of the Cardinal Hume Centre

Sr Sheila Sumner OSM

Director's Review

Some years ago, I remember reading the headline on the front page of the newspapers 'Shock report reveals that four fifths of the world's population lives below the poverty line'. And I had mixed feelings; delight that this appalling statistic was being brought to the public's attention, despair that such a long known fact could possibly be considered as news, and respect for the aid agency who had cleverly packaged the report to catch the editor's attention.

Switching to a much more recent headline in a report on homelessness in the UK; 'Prevention works' and I had more or less the same mix of reactions. On one hand, any attempt to emphasise something positive about homelessness has to be welcomed and on the other, why on earth should something so obvious be worthy of such emphasis? We would soon rebel if doctors handed out prescriptions without diagnosing what the problem is or if we threw away all vaccines and concentrated on finding cures to all life threatening diseases.

Homelessness can happen to anyone, from any walk of life, for a wide variety of reasons and therefore the journey out of homelessness is a complex one. It cannot be resolved simply by providing someone with a roof over his or her head; and increasingly this is becoming virtually impossible anyway as the availability of appropriate and affordable housing stock continues to shrink at an alarming rate. We know what the risk factors are; - the structural issues that determine people's life chances- and the triggers are – the immediate events - that can lead to homelessness. Yet the number of people who are officially considered to be homeless is not decreasing.

At the Centre, we know what it means to be homeless and we know how homelessness impacts on people; we hear their stories every day. We know that the ability to resolve homelessness is affected by a range of factors: a person's financial situation and their ability and opportunity to work, access to a support network, good quality advice and information on housing options, and access to suitable accommodation where support services are available.

This is the overall picture but of course each person has their own package of issues which need to be addressed according to their individual experiences of homelessness.

But we cannot change the conditions which make people homeless; we can only add our voice – on behalf of those we work with and those yet to come to our door– to call for a concerted and strategic approach at national, regional and local level to address the root causes of homelessness in all their complexity.

Cathy Corcoran OBE

It's been another busy year at the Centre. But its success is more than the sum of its parts. It's the combined energy that binds together partners, funders, supporters, staff and all who use our services. Not a week has passed without our seeing the value and importance of what we do. Here are just some of the highlights...

A Year in the Life...

April

- The contract for the long awaited building development is signed.
- The local community supports the Centre by taking part in a pub quiz.
- Friends and supporters join staff members and Trustees at the annual Thanksgiving Mass.

May

- Staff and supporters put on their dancing shoes at a Salsa evening to raise funds for the Centre.
- The first phase of building work begins.

June

- Members of the ESOL classes enjoy trips around London to build on their citizenship skills.
- Bishop Victor Guazelli, long-term trustee of the Centre, passes away much to the sadness of all who knew him.

July

- The Family Centre takes part in the SouthWestFest Family Fun Day hosted at Tate Britain.
- A new Skills Development Coordinator is appointed to work with clients from across all of the Centre's services.

August

- Parents and children from the Family Centre enjoy fantastic holidays in Dorset and Somerset.

September

- One of the Centre's longest serving charity shop volunteers, Christine Kiely, receive a Diocesan Award for her voluntary contribution to the community.
- A team of staff from across the Centre's projects begin a comprehensive client consultation to discover what young people and families think about the services offered at the Centre.

October

- Cardinal Cormac Murphy O'Connor hosts the Centre's annual open evening in Archbishop House.
- The profile of the Centre was given a welcome boost with talks at all Masses in Westminster Cathedral and retiring collections total over £4,000.

November

- The first phase of the new build is completed when the Hostel office and main reception areas are opened.
- ABCD Design and Rosemary Hamilton hold a Christmas sale and raise over £1,000 in support of the Centre.

December

- Young people from across the Centre's services perform and share their stories as part of the Christmas Celebration.
- Each of the Centre's services enjoys Christmas parties and children at the Family Centre are visited by Father Christmas.

January

- Individuals, schools and parishes come out in force to raise awareness and funds for the Centre as part of Homelessness Sunday.
- The first Hostel residents move into the brand new rooms created by the extension.

February

- An evening of Baroque music performed by BaroqueEncounter is enjoyed by all at St John's Church in Westminster's Smith Square, with all proceeds donated to the Centre.
- The first Parish Ambassador's open day takes place with supporters attending to find out more about the Centre and how they could promote its work in their own parish.

March

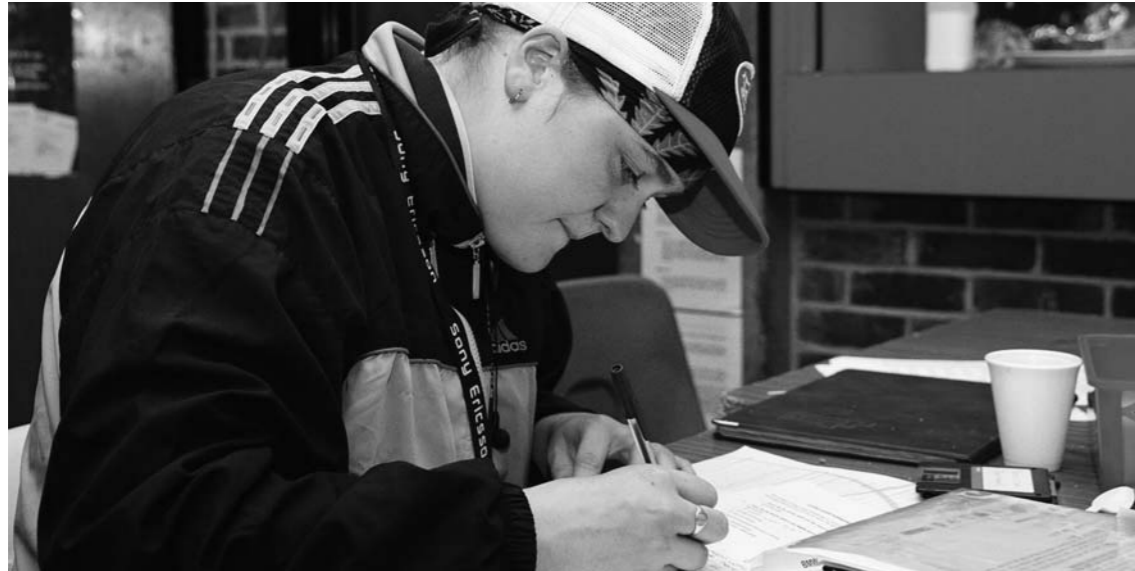
- Students from the Centre's ESOL classes visit Tate Britain to learn English through the appreciation of art.
- The Knights of St Columbia Westminster province 11 present a cheque for £300 to the Centre at their annual dinner and dance.



The Hostel

A new lease of life.

The Cardinal Hume Centre Hostel provides a solid base from which young people aged between 16 and 21 can develop new or existing skills, share aspirations, meet friends old and new and work towards independent living.



The past 12 months have witnessed changes in all aspects of life at the Hostel. In January residents made the long-awaited move into the completed third floor extension, enabling renovation work to start on the second floor. The development has very much been a joint effort, with residents choosing furniture and colour schemes. Hostel staff also benefited with the fitting out of a dedicated reception area complete with a new and much improved CCTV system which makes monitoring the coming and goings at the Hostel much easier and safer.

As well as the newly built and renovated floors there have been modifications to working practices and the services are now focused more intensely on what residents want to achieve. Working closely with the Move On team and Skills Development Worker, Hostel staff are now able to provide individual support to residents and a member of staff has been assigned to specifically promote employment and training opportunities. This new focus ensures that the young people have the opportunity to develop in their chosen direction and as a result four out of five residents are now either studying for a qualification or working.

While staff fully appreciate that each young person who comes to live at the Hostel has their own set of experiences, needs and goals, because of funding shortages it has not always been possible to accommodate individual preferences and requirements. But with the assistance of the Government's 'Supporting People' funding, staff have been able to develop existing Hostel services in order to help ensure that all residents

receive personal help and that all activity is reported accurately and supported by evidence of support plans and risk assessments.

At the age of 9, following a breakdown in family relations, Sarah was moved into foster care. From then on, life was always unpredictable and often unfair, regularly moving between foster placements and schools. Sarah was referred to the Centre Hostel by Social Services, arriving full of anger and seemingly without hope. Six months later and with the help of one-to-one counselling Sarah has managed to deal with much of the hurt, has made new friends and is about to begin a college course in travel and tourism. She now has everything to look forward to.

"We discussed what was good for me and worked on things I needed."

Dan

- Research suggests that after four weeks on the streets, homeless people become entrenched and acclimatised to being homeless, making them much harder to reach.
- The Centre's Hostel for 16 to 21 year olds provides accommodation for 32 homeless young people.

The Drop-In

This past year has seen a considerable increase in the numbers of people visiting the Drop-In, keeping the four full-time members of staff busy and helping in excess of 5,000 people identify their immediate practical needs and long-term personal development goals. Its informal environment has continued to prove a real success with the people who use it – young people who are often referred by other charities or agencies or by word of mouth on the street.

Many of the people who seek the Drop-In's help are refugees and migrants, increasingly from Eastern Europe, who arrive in the UK and find themselves living on the streets. But as they are not entitled to welfare benefits of any kind, the Centre is often unable to provide any practical support. Furthermore, despite building good relations with emergency shelters and other hostels during the past year, there is an increasing shortage of hostel places and social housing, and so many find themselves on the streets for much longer than they, or the Centre, would wish.

Despite this, over the past 12 months the Drop-In has broadened its programme of services and activities. As well as offering informal Drop-In sessions, learning services, employment advice, support, educational courses, qualifications, access and technology, IT skills development and many more opportunities, it now provides a weekly drug clinic, a weekly one-to-one counselling programme and a Men's Group, a safe forum at which young men can openly express their feelings and emotions.

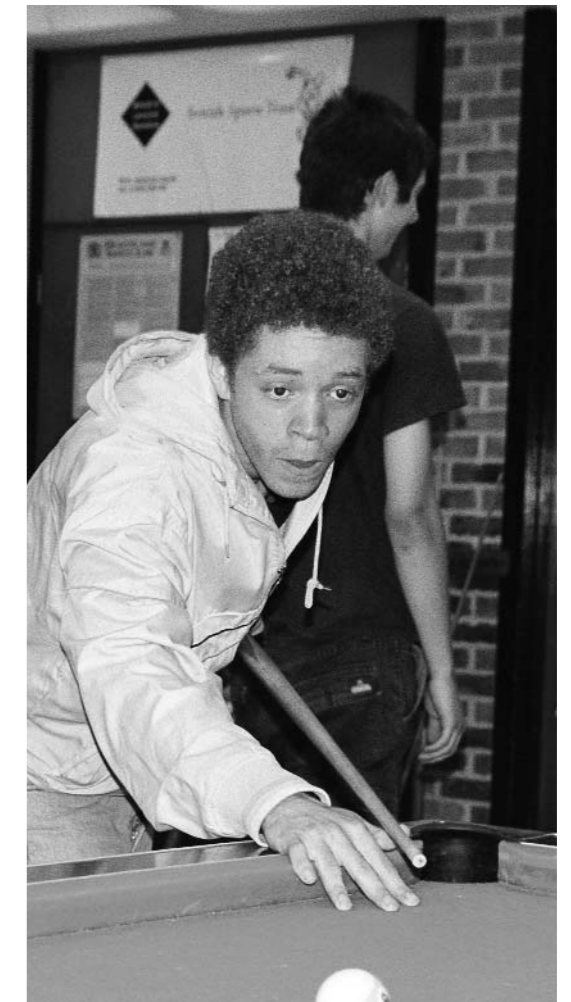
In conjunction with the City of Westminster College, the Drop-In has also run a weekly life skills programme, during which a day is spent learning about cooking, menu planning, budgeting, personal hygiene and health and safety. Trips are also arranged to museums and art galleries or for the more adventurous, go-karting or ice-skating.

Sawzia is 18 years old. She was brutally tortured and raped in her home country of Afghanistan before fleeing to England as a refugee. It's hard to imagine how horrific her experiences were. When she first visited the Drop-In, she was living at a short-stay hostel and as well as bearing the emotional scars she was also hardly able to walk because of severe osteoporosis. Thanks to the quick action and perseverance of the Drop-In staff, Sawzia was immediately placed in temporary accommodation and referred to a doctor. A year later and she is now living in her own flat, has regular counselling and is studying English at college with a view to finding a job. Sawzia is an inspiring young woman who has overcome adversity to make a life for herself.

"It's the only place where I feel safe and belong."

Josh

The Drop-In works with vulnerable young people who are either homeless or living in insecure accommodation, offering facilities such as laundry and showers, and providing information and guidance on issues such as education, employment, health, benefits and of course accommodation.



- Every year the Drop-In receives over 10,000 visits from 16 to 25 year olds.
- Over 6500 meals and 30,000 cups of tea were served at the Drop-In during the past year.

Education, Training and Employment

Learning for life.

The Centre's Skills Development programme provides access to hard and soft skills, encouraging young people to acquire basic life skills as well as developing special interests.

Inadequate numeracy and language skills, dyslexia, a lack of childcare and a fear of failure. These are just some of the reasons why two-thirds of London's young homeless leave school without any qualifications. And returning to education years later can be just as daunting when many of the Centre's clients' last experiences of learning resulted in exam failure, exclusion or truancy. An education of some sort is vital. It will help them to find paid employment - an important step for many homeless and vulnerable people and one which restores their independence, confidence and self-respect.

The Centre's Skills Development programme was set up to give young people the self-confidence to structure their time positively and build on their people skills. The programme entails a number of workshops and activities, each addressing a vital life skill such as personal and social skills (self-esteem, communication, health), basic skills (numeracy, literacy, IT), independent living skills (budget management, healthy cooking) and employability skills (CV writing, interviewing) – skills that many of us take for granted.

Just one of the many examples of the positive impact these activities are having is the new Men's Group (funded by The Pilgrim Trust) which meets once a week. As well as providing an opportunity for young men to socialise, watch a film or cook, it allows them to discuss anything from health to politics, sport to emotions. A client consultation was conducted in January which enabled every service user to provide feedback about the service and highlight any areas which could be improved or changed. The results were very encouraging and will provide an excellent framework for project development in the coming year. A copy of the results is available from the Centre.

IT Training continues to be a key element in the development of young and vulnerable people at the Centre. Many jobs demand basic IT skills at the very least, so the classes are designed to cater for every level of IT literacy. During the last year two clients have gone on to study for Open University degrees in Computing after completing the CLAIT exams offered at the Centre. In March the success of this course was bolstered by a generous grant from Westminster Adult Education Service which has helped finance the purchase of new computer hardware for the IT training suite.

Although one of many similar projects offered across London, the Centre's ESOL (English for Speakers of Other Languages) classes have perhaps unsurprisingly remained

one of its most popular courses with 131 students enrolling during the past year. The dedication and empathy of the large team of volunteers and one member of staff make it possible for students to receive both individual and group tutorage as well being taught in a class environment.

Teachers also make an effort to teach citizenship skills as many of the students are unfamiliar with the services and resources available to them. As part of this, in February students visited Tate Britain to learn English through art. By describing the works of famous painters, students were able to increase their vocabulary, learn more about art and become more familiar with a free local leisure facility.

Employment advice has continued to play a key role in preparing young people at the Centre for independent living. Although many residents return to college or undertake some form of training there are those who feel ready to find full-time employment. To meet this need there are now staff members dedicated to providing employment and training advice in each of the Centre's projects. Staff have found that paid employment is often easier to find by gaining voluntary experience. During the past year, 10 young people started voluntary work placements to increase their employability.

Nadia left Serbia and her job at the Belgrade Police Department 16 months ago to live with her son in London. When she arrived she couldn't speak any English but was fortunate enough to be introduced to the Centre and its ESOL courses. The teachers were friendly and enthusiastic and she learnt a great deal about British history, culture and arts as well as the language. With the Centre's help she's now able to read and write English and would like to help her son in his efforts to practice law and help immigrants like herself. She would also like to give something back to the Centre to thank them for the help and support they've given her and others in her situation.

- During the past year the Centre has helped more than 100 people find new jobs.
- The ESOL programme alone enrolled 131 new students this year, 15 of whom progressed to further education and 48 proceeded to full or part-time employment.

The Family Centre

A smiling face, a helping hand.

The Family Centre supports families in the local community which are living in temporary, insecure or inappropriate accommodation, providing a friendly environment where parents can bring their small children to play and meet others in similar circumstances.



While their children play, parents can seek advice and support from the three members of staff on a range of issues, from benefits to healthcare, child education to parenting. But perhaps most of all, it's a place which helps to lift the burden of isolation, where old friends can be met and new friends can be made. The Family Centre's vital role was shown once again this year as over 300 families have registered.

Due to building works the Family Centre was relocated to temporary premises on Churchill Gardens Estate which encouraged many new families to use the service. Many of these families are living in temporary accommodation on the estate and seeking advice and encouragement about their current situation and the future. The team also provided an outreach programme for those families living in temporary accommodation at the request of Westminster Council.

In the Spring staff organised holidays to Somerset for families who have never seen the sea or had the chance to get away from their often difficult lives. Activities included storytelling, arts, crafts, computer training and the New Routes course run by City Lit, which was a notable success. During the course parents were able to work on their communication skills, setting goals and dealing with everyday frustrations more effectively. Certificates were awarded to all parents who took part and so impressed the City Lit tutors that they've nominated the group for a NIACE (National Institute of Continuing Education) Award.

Like so many other young homeless people, Marie grew up in a household where savage beatings from her alcoholic father were all too regular. Again, it's an all too familiar story. She began to bully other children and started stealing until eventually she was excluded from school. At the age of 16 she could take no more and left home. In 2004 she arrived at London's Victoria Station and was pointed in the direction of the Centre which helped her get a job in a local hotel. Life seemed good when she met Dave and she soon became pregnant. In desperate need of accommodation more suitable for a baby she approached the Family Centre where for the first time in her life she felt like she had real friends. Marie's baby arrived and with the support of Westminster Council and the Centre was able to secure a one bedroom flat in the borough where they can start to build their lives for the next three years.

The Horseferry Road Hostel

Bridging the gap.

The Horseferry Road Hostel provides accommodation for eight residents up to the age of 35 who have completed a rehabilitation programme for alcohol or substance dependency and are preparing for independent living.



Many of the residents have taken huge steps towards full recovery and achieved great personal success during the past year both in terms of personal development goals and education and employment. One resident has put his experiences to good use and as a volunteer with the Narcotics Anonymous Helpline is helping others in similar situations. While another has attended an Introduction to Counselling course after realising the importance of counselling support in the success of his own recovery.

But in common with many other London hostels there is a growing sense of frustration at the chronic lack of suitable alternative accommodation for residents as they move on to the next stage of the journey. In an attempt to address this growing problem, staff at the Horseferry Road Hostel have taken the decision to limit the amount of time residents can stay to 12 months. During this time, residents will receive intensive support and guidance and exhaustive efforts will be made to secure appropriate housing at an earlier stage. It is hoped that that this much more focussed approach will alleviate the bottleneck of applications and enable residents to gain independence more rapidly.

Jonathan arrived at Horseferry Road four months ago after completing nine months of intensive treatment for cocaine addiction. Despite his privileged upbringing by loving, hard-working parents, he started to drink and take recreational drugs at school. As this spiralled out of control, he quickly got into debt with drug dealers and turned to crime to repay the money. His behaviour worsened and he was asked to leave. After living with his mother for a month, Jonathan headed to London in the hope of bigger and better things. The only thing that got bigger was his drug habit. He eventually reached a point where he felt that suicide was the only option and was it not for a concerned passer-by who alerted the police, his story would have a tragic ending. Instead, despite his experiences Jonathan is making a success of his life, starting an apprenticeship at a hair salon whilst living at the Hostel.

- 81% of younger homeless people are addicted to alcohol or drugs. Often, their situation was brought on by their addiction.
- 45% of young homeless people have experienced violence in the family home. One third of these will have attempted suicide at some stage.

Move On Team

Opening doors.

The Move On programme helps residents find suitable accommodation when they are ready to leave the hostels and then continues to provide ongoing outreach support as they build a future in the outside world.



Leaving supported accommodation can be both a liberating and daunting experience for the Centre's residents. But with the right combination of encouragement and support, residents are often able to reintegrate into society with success.

Overall it's been a challenging year for the Move On team as the continuing reduction in the availability of social housing has made it difficult to find places for our residents staying in the Hostels to move on at the end of their stay. In order to ease the situation the team has been researching alternative housing solutions and working very closely with other agencies involved in homelessness.

The team has also set up a forum for frontline workers who are trying to get young people into suitable accommodation. This provides an opportunity for them to discuss the problems they face and to share their ideas as to how to overcome them. It's hoped that it will enable the team to find accommodation for those at both Hostels within a shorter timescale.

Dan found himself in the Hostel at the age of 18 after spending much of his life in foster care and then sleeping rough on the streets of London. During his stay at the Centre he made the most of the education opportunities and worked with his key worker to consider training and career possibilities in the financial sector as maths had always been a strong subject. Dan also started to work with the Move On team in order to find somewhere to live when he was ready to leave the Hostel. Now he is living in a shared house, receives regular support from the outreach team, works on a voluntary basis with a firm of accountants and is due to begin an Accountancy course at college.

- The Move-On team provides a resettlement and aftercare service to current and past residents for up to 6 months after they leave.
- This year year 29 people were helped to move on from the Hostels into a range of independent accommodation.

The Surgery

Restoring hope.

The Surgery provides a wide range of treatments solely to homeless people and on a non-appointment drop-in basis.



- Homeless people are 40 times more likely not to be registered with a GP although there is a chronically high incidence of TB, chest and breathing problems amongst those sleeping rough and in hostels.
- In 2004-05, there were over 5,000 visits to the surgery.

Homeless men and women are much more likely to suffer from complex and challenging physical and mental health problems. Rebuilding a person's life starts with tackling the acute problems first such as the mental health issues, the alcohol and substance abuse that can have such a destructive influence on their lives. This process often begins at the surgery which the Centre hosts.

Since the Surgery opened it has continued to expand and extend its reach. In preparation for the government's new legislation regarding compulsory NHS numbers, staff at the Surgery began registering patients in October. This will allow them to receive free specialist treatment from the NHS. To cope with the increasing demand for treatment, the Centre also now employs two full-time doctors and holds two extra drug clinics each week.

Treating drug addiction with medical support is only part of the picture. There is also a need for emotional support and so counselling is provided alongside visits from the mental health nurse every Monday. And it's not only drug users who reap the benefits from counselling. The service is also used by other patients who are trying to come to terms with their traumatic experiences and living on the streets.

After losing her job and the breakdown of her marriage, Jan became depressed and slowly but surely fell into debt and lost her house. In the space of months, she had become penniless and homeless. She headed for London and it wasn't long before she turned to drink and drugs. As her dependency worsened she recognised that she needed help and turned to a local doctor's surgery who pointed her in the direction of the Centre's drug clinic. Nervous but determined, she started to attend the clinic and counselling sessions on a weekly basis and has now secured a place in a medium-term hostel. Life is starting to have some meaning once again. She is alcohol-free, is on a drug rehabilitation programme and feels that, given time, she would like to make contact again with her friends and family.



Financial Review

As you have been reading, this has been another eventful year for the Centre – full of challenge, change, success and reward.

Not only did the building development work progress without too many interruptions, the staff and residents managed to continue their daily routines without too many disruptions amidst the noise and dust. We are however looking forward to a return to normality and the opening of the modernised and extended facilities the redevelopment will afford the Centre and its clients. The second phase, extending the Family Centre, is all set to proceed and will hopefully be completed by early 2006. Once again, our thanks go to the unquestioning generosity of all our supporters as we have secured just enough funds to cover the costs of the refurbishment.

Financially, the Centre is progressing on a sound footing, giving us the ability to continue offering holistic support to homeless young people and families for the foreseeable future. Encouragingly, our voluntary income increased by £216,000 during the year and we continue to ensure that every available resource is targeted directly towards the work we do and the people we help.

The Centre is wholly committed to exercising good stewardship and effective management of all its resources, and despite rising costs, through careful budgeting and housekeeping the outgoings for the financial year were kept to within 4% of the previous year. Due to increased capacity, particularly in the Hostel, these costs are likely to continue rising in the years to come. With careful monitoring and effective use of all resources available to us, it is hoped that we can reduce any effect this may have on the services we provide.

Development of a new client database has begun to help staff deal with the increasing complexities of maintaining and analysing statistics in order to measure impact. The client database will operate across all Centre services, saving valuable time, resources and costs associated with keeping up-to-date information. This further confirms the Centre's commitment to streamlining its services and administration, so that the care offered to clients remains both relevant and current.

Our volunteers continue to play a vital role in the Centre's service delivery, and this hidden and often unsung resource enables the Centre to offer cost-effective support across all areas of our programme. This year the Centre enjoyed the unwavering support of some 16 volunteers in Arneway Street and on the two relocated sites in Victoria and Pimlico. And we are of course very fortunate to have the help of many more volunteers who give their support in many other ways such as running events, acting as Parish Ambassadors and fundraising. Without their help, which complements the core staff of 35, the Centre would not be able to offer the breadth of services it does.

Board of Trustees' Statement

The Board of Trustees confirms that the summarised accounts opposite are a summary of the information from the full annual accounts approved on 14 June 2005. The summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, the auditors' report and the report of the Board on those accounts should be consulted. Copies may be obtained from the Centre. The summarised accounts do not constitute full accounts within the meaning of the Companies Act 1985. The full accounts will be delivered to Companies' House and to the Charity Commission.

Sr. Sheila J Sumner DSM
By order of the Board on 14 June 2005

Independent Auditors' statement to the Trustees

We have examined the summarised accounts of Cardinal Hume Centre as set out opposite.

Respective responsibilities of the Trustees and the Auditors

The trustees are responsible for the preparation of the summarised accounts in accordance with the charities SORP. Our responsibility is to report to you our opinion on the summarised accounts' consistency with the full accounts and Trustees' report. We also read the other information contained in the Financial Report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised accounts.

Basis of Opinion

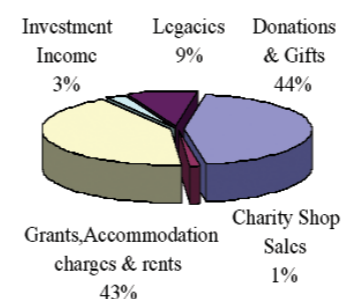
We conducted our work in accordance with Bulletin 1999/6 "The auditors' statement on the summary financial statement" issued by the Auditing Practices Board for use in the UK.

Opinion

In our opinion, the summarised accounts opposite are consistent with the full accounts and the Trustees' report of Cardinal Hume Centre for the year ended 31 March 2005.

Buzzacott
Registered Auditors
London
14 June 2005

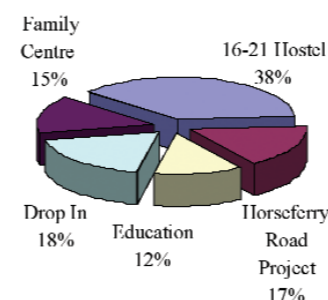
Income Sources



Expenditure



Cost of Care



* The Premises fund and the deferred loan were used to buy the Arneway Street property in 1986. The Premises Fund has been transferred into Tangible Fixed Assets Fund.

Financial Summary for Year Ended 31 March 2005

	2005	2004
	£'000	£'000
Income & Expenditure		
Income		
Donations & gifts	693	479
Charity shop sales	21	21
Grants, accommodation charges and rent	663	576
Investment income & interest	43	34
Legacies	137	170
Total income	1,557	1,280
Expenditure		
Hostel for 16-21 year olds	335	350
Horseferry Road hostel	147	141
Family Day Centre	130	119
Drop-in Centre	162	128
Education project	110	121
Wager Street Accommodation	-	2
Cost of care for the homeless	884	861
Support costs	313	299
Administration	35	38
Total charitable expenditure	1,232	1,198
Fundraising	137	88
Total expenditure	1,369	1,286
(Deficit) Surplus of Income Over Expenditure	188	(6)
Fund balances brought forward at 01 April 2003	1,998	2,004
Fund balances carried forward at 31 March 2004	2,186	1,998
Balance Sheet		
Fixed Assets		
Freehold Property	1,454	1,200
Furniture and equipment	32	31
	1,486	1,231
Deferred loan*	(339)	(339)
Current assets		
Debtors	109	65
Investments earmarked for development	900	980
Cash at bank	173	116
Creditors	(143)	(55)
Net current assets	1,039	1,106
Net assets	2,186	1,998
Represented by:		
Pearson endowment fund	151	151
Capital appeal fund - restricted	149	233
Designated Capital Development Fund	362	247
Development Funds	662	631
Premises fund - restricted*	-	685
Restricted Funds and donations	35	54
Tangible Fixed Assets Fund - designated	1,147	
Unrestricted funds	342	628
	2,186	1,998

Volunteering

Provoking thought.
Gaining support.
Raising awareness.



Volunteering can be fun. It's often unpredictable and never dull. At times it can be challenging, but it's nearly always rewarding. Above all, it's the skills, experiences and opinions of our volunteers which make our work possible.

Some volunteers work all year-round at our office or at the Hostel and Horseferry Road Project. Some help us to raise awareness about homelessness and our work. Others help to raise essential funds. If you are interested in becoming a volunteer, contact the Cardinal Hume Centre team on 0207 222 1602 or at info@cardinalhumecentre.org

Voluntary & Statutory Fundraising Activity

Individuals, schools, trusts, companies and parishes have continued to offer the Centre fantastic support throughout the year. All of those who have donated to the Centre through collections, sponsored and fundraising events, trust funds and on an individual basis have had a huge impact on the lives of young people and families at the Centre. Statutory partners have also played a vital role in the running of the Centre. The Hostel, Drop-in, Family Centre and ESOL project have all received funding from Supporting People, ALG, Westminster Council and LDA respectively.

Charity Shop

It's also been another successful year for the Centre's charity shop, with books and records continuing to draw crowds from the local area. Ted, the voluntary shop manager, and his dedicated team of volunteers have tirelessly sorted through donations and picked out some real gems. They would like to thank everybody who has donated items to the shop during the past year.

"Every year we erect an 'advent giving tree' from which we hang gift tags, each with the name and age of a child from the Family Centre. Parishioners are then invited to take a tag and purchase, wrap and address a gift to the value of £10. These are distributed at the Centre's Christmas party. Last year almost every family in the parish contributed and we were able to deliver nearly 140 gifts. It's only a small gesture but is an expression of what we feel is the true meaning of Christmas – to put a smile on the face of every child."

Dave Pione, Parish Ambassador, Our Lady Help of Christians, Rickmansworth

The Future

Making a difference.

There are some things which make it all worthwhile. I was walking past the Surgery today and bumped into Dr Paul O'Reilly, SJ, who joined the medical team last year. They had just moved into their refurbished quarters and I asked how the new premises were shaping up. Paul told me that many of the regular patients had said they felt really valued as they now had a smart new surgery and much better facilities. That somehow made the previous months of hard work and chaos worth every noisy and dusty minute.



So much of our energy has gone into maintaining services and dealing with the problems thrown up on a daily basis that it has been hard at times to feel that anything new or different has been achieved. Yet of course it has. Registration has increased in all the non-residential services despite the initial downturn caused by relocation and subsequent communication difficulties. The Drop-In, Family Centre and ESOL classes have all achieved record numbers of clients at different times during the year. And once the Hostel's new floor was handed over, we were able to offer another six young people a safe place to live and develop, moving gradually forward to our full complement of 32 bedrooms by September 2006.

There are some big challenges ahead. As we start to emerge from the scaffolding, we'll be getting back into the habit of forward planning. Once we are on one site again and the ribbon has been cut, we need to ensure that we make the best possible use of the new and improved facilities, to reach more people and to provide more services. We'll be looking at the possibility of extending the opening hours of the drop-in services and inviting other vulnerable and excluded groups to use our premises. We'll also be running a pilot scheme on the Churchill Gardens Estate in Pimlico, which has housed the Family Centre since April 2004, as once the Family Centre comes back 'home' there will again be no drop-in provision for badly housed families on the estate. We cannot afford to offer a full service but we hope to provide

a 'signpost' service for two mornings a week, advising parents on what services they can access in the locality. During the coming year, we'll be undertaking a wide-ranging review of our education and training programme, to gauge whether we are reaching the right client groups and ensuring that they have the access they need and want to IT and English classes, employment advice, work placements and skills development. At the same time, we'll be implementing the findings of the client consultation and looking for additional ways of involving clients in developing our services.

We'll also be concentrating on how to measure our impact, an increasingly popular catchphrase. We want and we need to know if we're making a difference and if not, why not? Measuring success when you work with vulnerable people whose lives tend to be chaotic, is not an easy course to take but we owe it to everyone who comes to the Centre to try. If we don't, we will not learn from our mistakes and we will not improve.

Alongside the challenges, though, there 's the major opportunity provided by our 20th anniversary. We've come a long way since 1986 and the anniversary will provide an exciting opportunity to celebrate everything that has been achieved for, and by, the thousands of people who have passed through the doors of the Centre. Thank you for making the last 20 years a cause for celebration and please stay with us on the next stage of our journey.

Thank You

In an increasingly challenging fundraising environment, our supporters have relentlessly continued to raise funds on our behalf. The Centre relies on the generosity of our donors and volunteers and the need for support is as strong as ever.

We would like to express our thanks to all the charitable trusts, foundations, organisations, individuals and religious and community groups and schools who have supported the Cardinal Hume Centre this year. Our particular thanks go to the following that made contributions to our continuing work.

- | | | |
|----------------------------------|--|---------------------------------|
| Association of London Government | EBM Charitable Trust | Off The Streets and Into Work |
| Barton Charitable Trust | Esmee Fairbairn Charitable Trust | Pilgrim Trust |
| BBC Children In Need | Hadley Trust | Street Smart |
| Big Lottery Fund | Henry Smith Trust | Sure Start South Westminster |
| Bridge House Trust | John Lewis Partnership | Tudor Trust |
| Capco Trust | Laing's Charitable Trust | Westminster Amalgamated Charity |
| City of Westminster College | Lloyds TSB Foundation | Westminster City Council |
| Clover Trust | London Development Agency | (Supporting People Fund) |
| Craigmyle Charitable Trust | Miss Jeanne Bisgood's Charitable Trust | Westminster Foundation |
| Cross Rivers Partnership | Mrs K P Glynn | Westminster Primary Care Trust |

Information

On behalf of those affected by homelessness and helped by the Centre, we would like to offer our sincere thanks to those who have made significant contributions towards our work during the past year. The help you give allows us to respond effectively to an ever-increasing demand and the value of your donations is measured in genuine and lasting impact.

Trustees

- Sr Sheila Sumner OSM (Chair)
- Karen Di Lorenzo (Treasurer)
- John Barrie
- Beth Breeze
- John Butterworth
- Neville Dyckhoff
- Anthony Fincham
- Peter Jeffers
- Adebola Kosoko
- Bishop Bernard Longley
- Jim Richards

Patrons

- Cardinal Cormac Murphy O'Connor, Archbishop of Westminster
- General the Lord Guthrie GCB LVO OBE
- Jeremy Paxman

Centre Director

Cathy Corcoran OBE

Registered Office

3-7 Arneway Street
Horseferry Road
London SW1P 2BG

Solicitors

Stone King
13 Queens Square
Bath BA1 2HJ

Principal Bankers

Royal Bank of Scotland
120 Victoria Street
London SW1 5EY

HSBC

69 Pall Mall
London SW1Y 5EY

Auditors

Buzzacott
12 New Fetter Street
London EC4A 1AG

Constitution & Objectives

The company is engaged in the relief of hardship and distress amongst homeless people in London. The company (company registration number 4333875) is registered as a charity under the Charities Act 1960 (charity registration number 1090836) and is governed by its Memorandum and Articles of Association.

Editorial

Heyward Rigby Communications
www.heywardrigby.co.uk

Design

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Photography

All images are of Cardinal Hume Centre clients, supporters, staff and services and are used with the appropriate permissions.

Other Credits

Unless otherwise stated, facts and figures supplied courtesy of The Cardinal Hume Centre, Crisis, The Mental Health Foundation, Shelter and SEU.

Counting on you...

Last financial year alone almost £700,000 was raised by volunteer fundraisers and donated by charitable trusts, companies and individuals. It is vital that we continue to build on the foundations you have already helped us to lay.

Gratitude must also go to the Central Services team, which forms the hub of the Centre and without which none of the service would be able to operate. New, more efficient systems have been installed and the new administration team has brought with them a new energy and efficiency.

If you would like further information about donating, fundraising, sponsorship, legacies or gifts in kind, please complete the attached form and return it to the address shown. Alternatively you can contact the team directly on 020 7222 1602 or at info@cardinalhumecentre.org.uk.

I am interested in...

- becoming a volunteer
- becoming a parish ambassador
- becoming a corporate sponsor
- involving my organisation in staff fundraising
- sponsoring events, projects or programmes
- making a donation
- updating my contact details

Name

Organisation

Address

.....

Postcode

Telephone

Email

Web

Please return the completed form to:
Fundraising, The Cardinal Hume Centre,
3-7 Arneway Street, Horseferry Road
London SW1P 2BG

