

Everybody has a story.
Our stories shape our lives
and define our sense of self.

But a story is nothing unless
there's someone to tell it to.

Like you, for example.

The people who use Thames Reach Bondway's services often have a history of sleeping rough in London. Many of them have lost everything when they first encounter us: their jobs, homes, families, memories. But each of them has been shaped, defined, and sometimes badly damaged, by a different set of circumstances and experiences.

At Thames Reach Bondway we believe that every one of our service users, however marginalised by society, has a story that's worth listening to. And it's only by listening that we can give them back a sense of themselves and help them find their place in the world again.

Here are just a few of those stories.

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“When we approach people, they’re often alone in their own world.

“I compare it to looking in a mirror that’s cracked and fogged – when you’re on the street and on your own, your self-image can often be distorted. We come and stand alongside, and explain how things could change.”

Cracks in the mirror



“For those of us who haven’t worked with rough sleepers, it’s hard to understand why they may be reluctant to accept help. Surely if you or I were homeless, we would jump at the chance to have a roof over our heads?”

“There’s a lot of distrust – often the people they were closest to have let them down badly. Some of them have suffered abuse and have not seen their families for many years.


“Why should they trust me, a stranger, when the people who should have meant most to them didn’t love them? Unfortunately, it’s all too easy to get caught up in a street lifestyle.

“What can we do? We can listen to people and encourage them to take up the option of accommodation, reminding them of the cost to health and well-being of staying put in a doorway under a thin blanket.”

Frank Moran has worked with London's street homeless since 1975. In 2001, he set up Thames Reach Bondway's Street Rescue Service. Every night, between 6pm and 2am, you will find a Street Rescue vehicle somewhere in London. From Barnet to Bromley, the team goes in search of rough sleepers in need of help. They respond to reports from churches, councils, other charities and from members of the public who are concerned about a person they have seen sleeping rough. Frank's team of 6 full-time staff is supported by dedicated volunteers, ordinary members of the public who bring their own skills and life experiences to the task at hand.

Lost & found

“People on the streets have needs that go beyond a place to stay. We go out to spend time talking to these people, to develop trusting relationships and to try and understand how we can help them. And sometimes we have to be a true friend and be brutally frank about the consequences of wasting their life on the street.”



“We work with a wide variety of people – men and women, young and old, drinkers and drug users, asylum seekers, and people with mental health issues.”

“One of the most important functions of the outreach team is keeping people in touch with the services available to them, be it alcohol/drug services, accommodation or day centres.”

“I am often shocked by how quickly a newcomer to the streets can get involved in street activities, such as heightened drug use or begging leading to a rapid loss of self-esteem and self-care.”

“And we know people can get off the streets for good and thrive – because we’ve seen it happen!”

Sally Ford and Robert Evans are members of our outreach team. Outreach workers take Thames Reach Bondway’s Westminster Street Services out where it’s urgently needed – on the streets, at night.

“What keeps you going is the challenge. If you can build up a working relationship with someone who’s spent 10 or 20 years on the street, you bring some quality into somebody’s life that everyone else thought was worthless.”

Fuchsia Hybrida & Geordie’s cans



“Motivation can be a real problem – a lot of our hostel residents have had the stuffing knocked out of them and need loads of encouragement to do anything.

“One of the things I did recently was some fundraising to try and do the back garden up, which went down really well. Once I’d been to the nursery and got the stuff, done all the heavy lugging, they were all keen to help with the planting.

“A lot of residents don’t get involved in the charity’s activities because they can’t manage to not drink, or not use drugs. One man, Geordie, did come with me to Cooling’s Nursery in Kent. He wanted to bring a can of beer, but I said come on, you know the rules. If we’re going out on a day trip, it’s no drink, no drugs.”

Dave Bennett has worked for Thames Reach Bondway for six and a half years. In the early eighties, he experienced street homelessness himself, aged just 21.

“He was fantastic. He left his cans in the house at 9.30 in the morning and came back at 5 in the afternoon. In his words, ‘I’m f***ing gagging for a drink!’

“But the thing was, Geordie has a degree in horticulture. And when we were walking in the country lanes down in Kent, he started rattling off the Latin names for all the plants we passed.

“He said, ‘Where did all this come from?’ and then he realised, ‘It’s the drink. Maybe if I didn’t drink, I could come back to this.’”

Using this moment of insight, Dave has managed to get Geordie a place on a detox programme which starts soon.

Geordie has been living at Stamford Street since July 2003 following a 14-month spell sleeping rough.





Once someone has a place in one of the five Thames Reach Bondway hostels scattered across the capital, he or she can begin working with staff to tackle the harm caused by drinking or drug addiction, improve their physical health, begin to rebuild support networks with friends and family, and work on acquiring the life skills necessary to lead a more settled life.

Each service user is assigned a 'key worker'. One-to-one sessions help them to think about the future, building up their confidence and trust. The key worker makes an action plan with each person, focusing on their strengths and weaknesses, and setting targets and timescales to help them progress. When the resident is ready, his or her key worker will do all the necessary research and background work to help them into suitable longer term housing.

“Sometimes, you come back again and again and get nothing. Then one day, a resident will open up and tell you their story, what happened in their life. In this job you never know what to expect – it’s a challenge, but never boring.”

The key to Patricia

“Patricia had been in various psychiatric institutions for many years before she became homeless. She was my first resident I was given to key-work as a student here. It took a long time to gain her trust.

“And even after we’d established a relationship, for years she didn’t want to join in any activities, she just wanted to sit by me.

“Then one day she said to me ‘Susan, I’m not going to drink any more.’ And to this day, she hasn’t had a drink. She keeps her room beautiful and goes shopping every day. She travels all the way from here to North London to have her hair done. She has Reiki once a week now. She’s lost five stone. She’ll tell you, to the day, exactly how long she’s been dry – over five years now.

“She’s my success story. For eight years I’ve been working with her and I think I’ve been able to help build her confidence and give her some pride in herself, just by listening to her.”



Patricia (left) has lived at the Robertson Street Project for eight years. Her key worker is Susan Edoja (right).

Meet the neighbours



Having a safe place to live, whether for life or just a year or two, can transform the future prospects of someone who has experienced homelessness.

We provide accommodation with support to over 400 formerly homeless people in flats and shared houses across the capital. Staff at these projects work closely with other specialists, such as drug and alcohol workers and community psychiatric nurses, to ensure that tenants' individual needs are met and their quality of life improves.

We take every opportunity we can to build up their skills and their self-confidence, helping them to develop new interests, undertake education and training, find employment and get back in contact with their families.

For staff, there are rewards as well as challenges. Although some clients can be unresponsive, others make huge progress, finding work or developing new skills and interests. No matter how complex the person's needs or how chaotic their lifestyle, we never give up.



JJ lives in a supported housing project in Brixton

Favourite snack? Wagon Wheels.

Who'd get your last one? The legendary 'Duke' John Wayne.

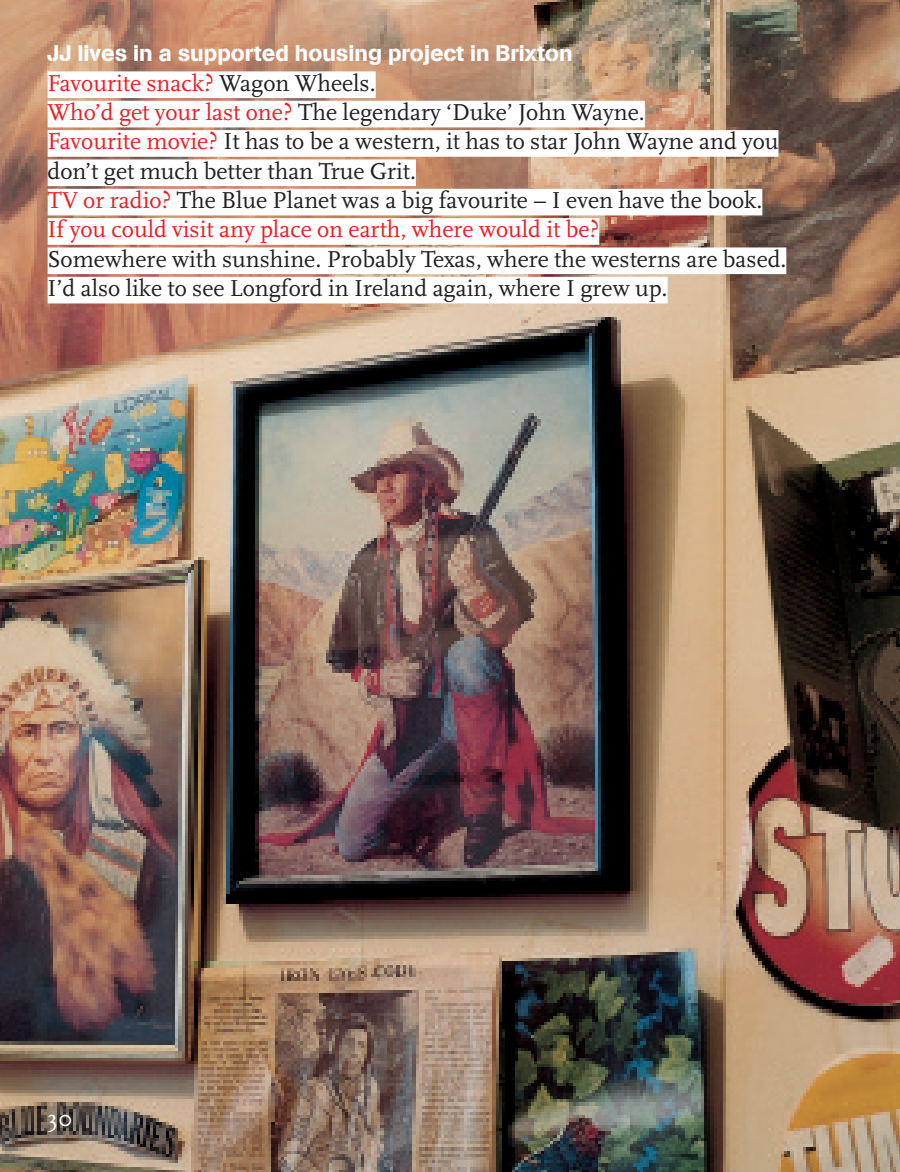
Favourite movie? It has to be a western, it has to star John Wayne and you don't get much better than True Grit.

TV or radio? The Blue Planet was a big favourite – I even have the book.

If you could visit any place on earth, where would it be?

Somewhere with sunshine. Probably Texas, where the westerns are based.

I'd also like to see Longford in Ireland again, where I grew up.



Fran lives in a self-contained flat in a block of eight flats for formerly homeless people in Southwark

Tea or coffee? Tea, milk with two sugars.

TV or radio? I prefer radio, especially the Kerrang channel.

What's in your room? I have this great collection of model dragons.

What do you like best about your house? I like having a space of my own. It wasn't easy when I first moved in. I'm in my fifties now and after spending sixteen years on the streets, then over a year in a hostel, I was afraid of moving on into the unknown. But it's so much better here.



Tony lives with three others in a supported housing project in Lambeth

Night owl or lark? I'm happy to roll out of bed nice and early, but I also enjoy listening to the radio late at night.

What's in your room? I love my music and have a big collection of CDs.

Favourite music? I like jazz, rock and folk. If pushed, I guess my favourite bands are the Moody Blues, Pink Floyd and Massive Attack.

What do you like best about your house? I like my room. I've spent a lot of time decorating it and it's peaceful. I was sleeping rough for seven years on and off, and this is, as you can imagine, a big change.

Peter* lives in a supported housing project in Tooting

Night owl or lark? Couch potato!

Favourite food? Microwave meals suit me fine.

What's in your room? A collection of model aircraft which I've built.

We've got some goldfish in the house, too, which we all take turns to feed. They're called Pinky and Perky.

What's the best thing about living here? I can plan for the future and work towards making a full recovery from the schizophrenia symptoms I suffer from.



“When you’ve survived on the streets for years, moving into a flat of your own isn’t necessarily the answer to all your problems. There are a thousand and one new adjustments to make, new challenges to deal with.”

Settling in

Liam O'Loughlin is a Tenancy Sustainment worker. His job is to help former rough sleepers, who are recovering from substance misuse problems, to maintain their tenancies once they have been re-housed in a housing association or council flat.



“It’s a real fight to find housing for my people in the first place. But the bigger challenge for them is maintaining those tenancies.”

One of the most important factors in helping people to re-adjust after a life on the street is a strong social network.

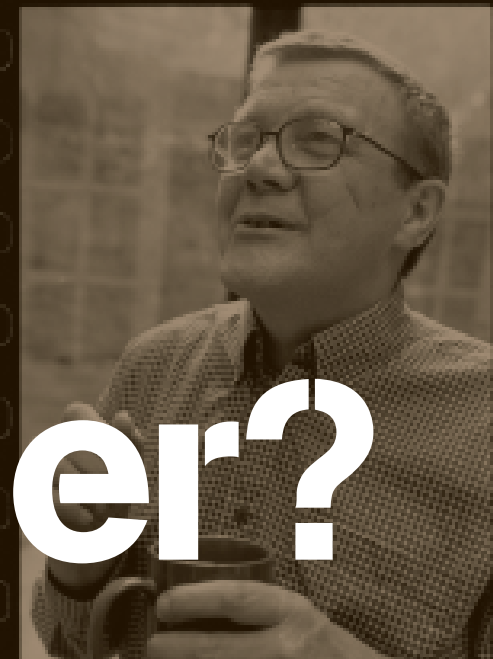
Unfortunately, there are bad friends as well as good ones to be made. Vulnerable people who were once homeless can become a magnet for criminals and crack dealers, who ‘befriend’ them and can eventually take over their flats, keeping them virtual prisoners.

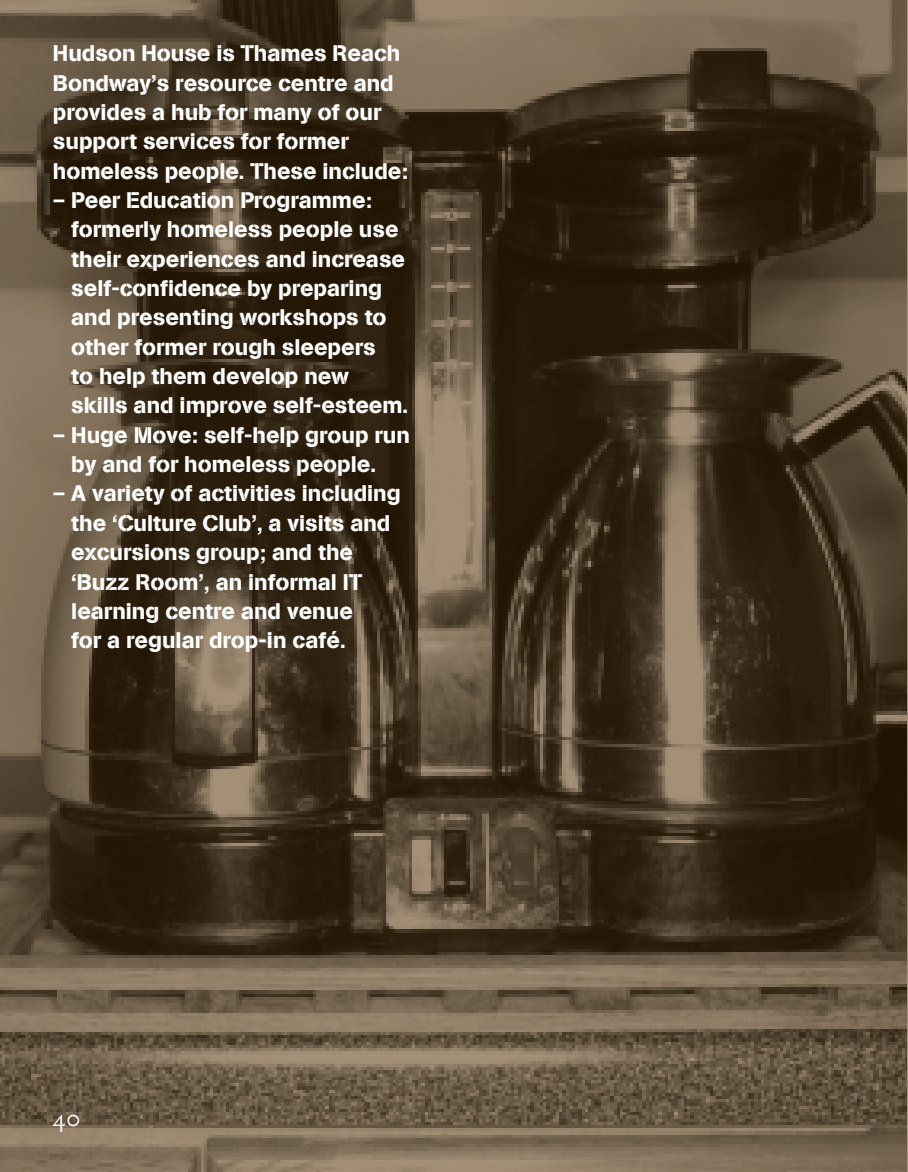
“We have to be vigilant and maintain good contacts of our own with other support agencies and the police. Inevitably there are setbacks, which can be incredibly frustrating. But we carry on working to help our clients not just to survive, but to grow and thrive in the community.”

“You meet people who were once homeless – two, three, ten years ago – and they still introduce themselves by saying “My name’s Jim, I used to be homeless.” We want to help people to define themselves in other ways.”



Happily ever after?





Hudson House is Thames Reach Bondway's resource centre and provides a hub for many of our support services for former homeless people. These include:

- Peer Education Programme: formerly homeless people use their experiences and increase self-confidence by preparing and presenting workshops to other former rough sleepers to help them develop new skills and improve self-esteem.
- Huge Move: self-help group run by and for homeless people.
- A variety of activities including the 'Culture Club', a visits and excursions group; and the 'Buzz Room', an informal IT learning centre and venue for a regular drop-in café.

Staff members Joel Hartfield and Alison White are based at Hudson House.

“Even when our clients are settled into flats of their own, there's no fairytale ending. To go from sleeping rough to living and working independently takes immense amounts of hard work and courage – and a lot of support.

“Our community support services are there to help with the final, and perhaps biggest, hurdle: finding meaningful things to do and a support network that's strong enough to last.”

Peer Educator John Thompson knows all this better than most.

“I was homeless for almost thirty years. I remember fighting off rats in a shop doorway during the dustmen's strike.

“Even after I finally moved into a flat of my own, I kept on drinking because I felt so isolated. I was full of fear. In the end, I didn't have some blinding flash, but it crept up on me, and I had my last drink two years ago.”

“But I realised it wasn’t enough just to stop drinking, I had to change in other ways; that’s when I came here to Hudson House to find out about the Peer Education Programme.

“I built up in my head how difficult it was going to be, trying to find enough reasons why I shouldn’t give it a try. And the first time I stood up to teach I was sweaty, apprehensive.

“But it taught me to be positive. Whatever can go wrong, it’s not life-threatening. The biggest thing it gave me was self-confidence – a bit of self-belief. Since then, I’ve gone on to do an introductory counselling course.

“It’s good to challenge yourself.

The fear of failure is all in your head.”

John Thompson is a graduate of Hudson House’s Peer Education Programme, in which former rough sleepers teach newly housed individuals vital skills for maintaining their tenancies and dealing with problems associated with homelessness. He now trains other peer educators and has spoken at events and seminars about his experience of homelessness.



Review 2004

“I’m proud to continue to serve as the Patron of Thames Reach Bondway, an organisation which does so much to restore quality of life to homeless people in London. I would also like to pay tribute to the dedication and passion of the organisation’s staff, who make a real and profound difference to people’s lives on a daily basis.”

The Bishop of Southwark
The Rt Revd Dr Thomas Butler
Patron of Thames Reach Bondway

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Chairman's statement

Street homelessness is a complex problem with many causes, but only one tragic effect. And it won't be solved by cynical strategies.



Ken Olisa (centre), chatting with Christopher (left) and James, residents at the Lambeth High Street project.

"A cynic," wrote Oscar Wilde, "is someone who knows the price of everything, but the value of nothing." Little did one of history's greatest wits realise that 100 years later, cynicism would have replaced the critical analysis of complex problems in much of our daily lives – as we have discovered over the last year. For example, the news that the number of people living on the streets has fallen, or our warning that money given to beggars will merely buy drugs, led to the air-waves filling with knee-jerk denials from cynically motivated pundits.

No one starts out choosing to sleep rough on the streets of our capital, but many end up there. Street homelessness is a complex problem with many causes, but only one tragic effect. And it won't be solved by cynical strategies.

Over the last year I have been privileged to witness our progress at first hand. Winners of the Hilary Stent Big Step Awards told how their prizes had funded activities from photography to computing. At Graham House I enjoyed meeting the family of Ken Everleigh, who after decades of estrangement, had been reunited with Ken before his death – thanks to the detective work of one of our

staff. In Peckham, I enjoyed seeing Mayoral candidate Simon Hughes MP opening a block of 12 flats for ex-rough sleepers while dealing with good natured heckling from a group of residents – reminding him that every vote counted! Peer Education graduates enthralled the AGM with personal accounts of how helping others to learn essential skills had given vital self-confidence to teachers and students. Closer to home, I was thrilled to see our first foray into enterprise as Streetshine's Les shone his way around my office. And, along with millions of viewers, I watched 'City Slicker' Andy Diaper star in BBC2's "I'm alright Jack" as volunteering at Graham House turned him from detractor to committed citizen.

To the cynical, these are mere drops in the ocean. But for the many who care – funders, friends, partners, staff and, of course, people who have experienced homelessness – they are big steps in a painstaking fight. To them I say a heartfelt thanks for your commitment to confounding the cynics and for helping to make the elimination of street homelessness not a sound-bite, but a goal.

Ken Olisa, Chairman

Chief Executive's statement

This year's Annual Review illustrates our services, the inspirational contribution made by our staff in helping people break free from homelessness and the impact on the organisation of homeless people themselves.



Jeremy Swain (centre),
chatting with Marion (left)
and Alan at the Graham House
hostel in Vauxhall.

Although Thames Reach Bondway now manages a great variety of services that go far beyond providing a roof, in essence our objectives remain extremely simple. We strive to give homeless people three big things which are basic, yet essential. These are: somewhere decent to live in safety and comfort, something to do which is productive and ideally self-sustaining (a job) and, finally, a caring network of people offering sustenance and support.

Our services increasingly reflect these aspirations. This year we are delighted to have opened a number of new accommodation projects and in doing so to have replaced some of our shared houses with better quality self-contained units – preferred by the majority of our service users.

We are committing resources to a range of employment, education and training opportunities, and were thrilled when Hudson House, our resource centre in Stockwell, the base for so much of this activity, was short-listed in the prestigious Charity Awards. We have been instrumental in developing a shoe care business for homeless people, offering real jobs after training, which has a remarkable impact on the self-esteem of those who can

grasp this chance to escape their dependence on benefits.

Thirdly, we have begun a new initiative in partnership with colleagues from the wider care sector to make the development and sustainment of positive social networks an integral part of our work. A full-time member of staff is now responsible for coaching, advising and developing best practice with the goal of revolutionising the way we work with service users.

Increasingly our work will be geared towards preventing a new generation of rough sleepers through tenancy support, peer education and other means, particularly as the numbers of people sleeping rough on the street decline through the efforts of our outreach staff. However, it would take very little for the achievements of the last few years to be reversed. We will continue to call on government – both local and central – to commit resources to ending, not just containing, rough sleeping. Prevention and partnership are key to achieving this, but until that time, our mission will remain to end street homelessness.

Jeremy Swain, Chief Executive

Who we help

1,400

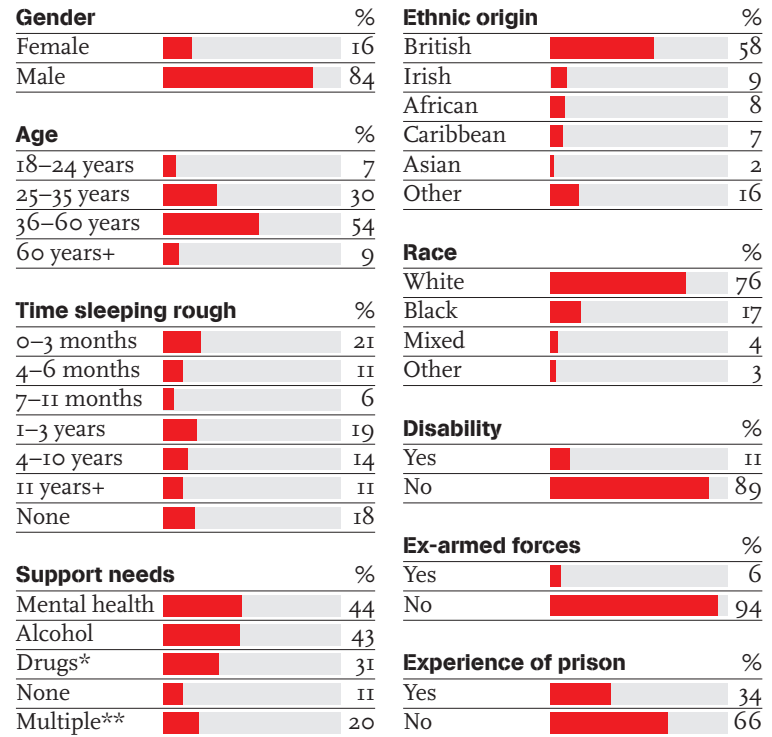
people sleeping rough were helped to move off the capital's streets by our outreach staff.

2,155

people used our hostels, supported housing projects and services helping people develop new skills.

4,129

people benefited from our services over the course of the year.



* In Central London 50% of the people who we work with on the streets have a heroin or crack cocaine problem. ** 1 in 5 of our service users have more than one support need.

Our ethos and values

1. Homelessness

We believe that homelessness and its effects are a great injustice and that anyone can become homeless. From our experience, we know that the route out of homelessness can be long and painful. We are committed to never giving up on people, no matter how complex, chaotic or challenging they may be.

2. Service users

We are passionate in our belief that people can make real and lasting changes in their lives. We have the highest aspirations and respect for our service users and will never be indifferent to their individual needs.

3. Staff

Thames Reach Bondway's staff are characterised by their compassion, integrity, professionalism and commitment. In return, unstinting support will be given to staff making decisions in the best interest of service users, trusting in their ability to work autonomously and providing protection from undue risk.

4. Integrity of the whole

The success of Thames Reach Bondway depends on the integrity of the whole body. We believe passionately in achieving trust and mutual respect between the different parts of the organisation to achieve this objective.

5. Partnership

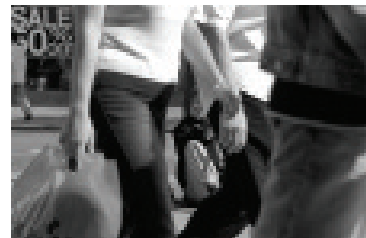
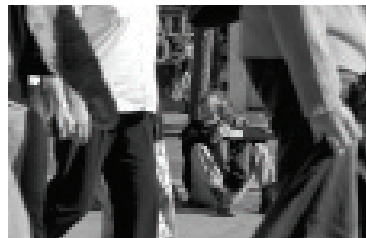
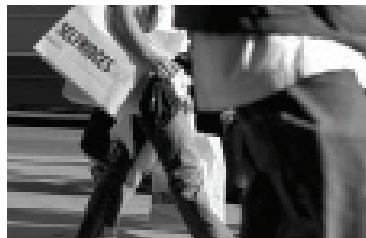
We believe our aims can only be achieved by working in partnership with others: we know we do not have all the solutions. We will generously give time, resources and expertise to others if the ultimate outcome gets us closer to our goal of ending street homelessness.

6. Free from dogma

Thames Reach Bondway will be renowned for its open-mindedness, creativity, flexibility and refusal to allow a rigid approach to reduce its effectiveness or inhibit its actions.

7. Our messages

Our strength lies in knowing what is happening 'on the ground' and we will use this knowledge to make an impact at the very highest level, especially by giving our service users the chance to speak directly to those with influence and power. We will always 'tell it as it is', presenting information and offering views with integrity and honesty, even when the message may be unpopular.



Review of the year

New Projects

Thames Reach Bondway became the lead organisation in a voluntary sector partnership providing outreach services to rough sleepers in the City of Westminster.

From October 2003, we teamed up with three other homelessness charities – The Passage, The Connection at St Martins and West London Mission – to provide a 24-hour, seven days a week service for rough sleepers in what has traditionally been the area with the highest number of homeless people in the country.

Three new supported housing projects have been opened this year.

Thomas Milner House in Peckham was opened by Simon Hughes MP in March 2004. The 12-flat development was built by Hyde Housing Association with the backing of Southwark Council.



Our Clapham Road Project, built by Metropolitan Housing Trust with support from the London Borough of Lambeth, provides 11 self-contained flats for formerly homeless people with mental health problems. It was opened in October 2003 by Stephen Twigg MP.

The third project, at Tilling Close in Camberwell, also offers flats for clients with mental health support needs. It was developed in partnership with the London Borough of Southwark and London and Quadrant Housing Association, and opened its doors in Autumn 2004.

In collaboration with researchers and consultants, Lemos and Crane, we secured funding from the Ashden Trust and Bridge House Trust to extend our groundbreaking work on helping homeless and former homeless people develop social networks. The project grew out of a research



report ('Dreams Deferred') which demonstrated the importance of social networks as a means of increasing life chances and preventing a return to homelessness. The funding allows the concept of social networks to be rolled out across the wider care sector. A partnership of key organisations is now taking the work forward.

In 2004, we collaborated in the launch of StreetShine, a new social business which provides employment to people who have experienced homelessness.

Conceived by the entrepreneur Nick Grant, who continues to play



a leading role in the business, and backed with £50,000 from the Glimmer of Hope Trust, StreetShine gives people a chance to earn a regular income by operating a professional shoe care service in offices around the City of London. The 'shoe shiners' receive an income and ultimately the chance to start up their own business, improving their confidence, skills and self-esteem in the process.

Thames Reach Bondway joined forces with Help the Aged to rescue Live Choices, a scheme helping vulnerable older people in danger of homelessness in the East End of London. This project provides activities for older people to enable them to cope with the isolation which often leads to homelessness. Help the Aged arranged funding for the project via a £30,000 contribution from insurance giant Zurich and £10,000 from the Monument Trust.

**Left to right:
Simon Hughes MP opens
Thomas Milner House, Stephen
Twigg MP opens the Clapham
Road Project, Andreas from
The StreetShine project**

Awards

Thames Reach Bondway was one of only three charities to be shortlisted for all three awards in the Third Sector Most Admired Charities Awards. It was nominated from among 500 charities across the UK in the following categories:

- Most admired charity
- Most admired charity CEO
- Most innovative charity

Moving In Moving On, a project that trains ex-homeless people to renovate and decorate the homes of former homeless people and those on a low income, received a commendation in the Andy



Ludlow Awards which recognises innovation in the field of homelessness work.

In addition, our Hudson House Resource Centre in Stockwell was highly commended in the social care, welfare and religion category of The Charity Awards 2004.

Launches, visits and events

Thames Reach Bondway's London cab, which is used to help the capital's most vulnerable and isolated rough sleepers move off the streets and into accommodation, was officially launched by Lord Rooker, the Minister for Homelessness.

The cab, which is part of the charity's expanded Street Rescue Service, goes out every night of the year, staffed by workers and volunteers, and acts as a safety net helping hard-to-engage street homeless people sleeping out in areas not covered by existing outreach services.



Joanna Lumley officially opened the Hudson House Resource Centre for formerly homeless people in South London. She also generously pledged £30,000 to ensure the centre stays open at weekends.

His Royal Highness The Prince of Wales visited Thames Reach Bondway's Graham House hostel in Vauxhall to meet a group of former servicemen who had experienced sleeping rough in London. Eight of the hostel's residents got a chance to talk to Prince Charles about their experiences, problems and aspirations.

Business Action on Homelessness – an organisation aiming to change the perceptions companies have of homelessness and to assist homeless people, through business support, in gaining employment and independent living – teamed up with Thames Reach Bondway

to arrange a visit by senior business leaders to the Graham House hostel.

Following their visit, Marsh, the risk and insurance services firm, donated £13,500 to pay for a scheme enabling hostel residents to engage in activities to help them move away from a street lifestyle. The hostel is using the money to finance art, pottery and poetry groups, visits to the coast, an outing to a country park, and a day trip on a barge for residents. The hostel itself now plays host to karaoke evenings and video nights, and recently held a barbecue for residents, staff and guests, including the Mayor of Lambeth.

Joan Ruddock MP opened the charity's new offices in Lewisham. The new premises are the base for three teams providing support to homeless people in the borough. The location of the offices allows the provision of an accessible local service to Lewisham residents.



**Left to right:
Musafiri from the Moving
In Moving On project, Joanna
Lumley opens Hudson House,
Prince Charles at Graham House**

Spreading the message

In Summer 2004, Thames Reach Bondway was the subject of a prime-time BBC 2 show which attracted over a million viewers. “I’m Alright Jack”, an entertaining reality show which nevertheless dealt with some tough issues, followed the progress of a volunteer working at the charity for a week.

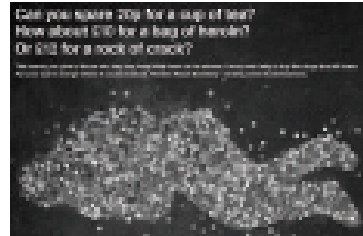
Andrew Diaper, a high flyer in the city who had little knowledge of homelessness, was filmed working at the charity’s Graham House hostel, volunteering on its Street Rescue Service and working side by side with hostel residents on a conservation project. The programme demonstrated the positive changes that homeless people can make in their lives and challenged negative stereotypes.

An accompanying fundraising drive by Andrew raised nearly £5,000 for the charity’s client welfare fund which went directly towards helping homeless people.



The charity initiated a controversial and hard-hitting campaign called Killing with Kindness, urging the public not to give money to people begging on the streets who are highly likely to spend it on life-endangering heroin or crack cocaine. The campaign received considerable publicity and created much debate. Local authorities and other bodies adopted the image in their own campaigns, which meant that the poster was prominently displayed on bus shelters and in tube stations in the West End of London. Media interest in begging continued throughout the year with various TV news items and newspaper articles featuring Thames Reach Bondway service users reflecting on their experiences of begging.

The charity also ran a campaign in partnership with Westminster City Council to reduce the number of ‘street handouts’ operating in Central London.



The campaign sought to illustrate that handouts (sometimes called soup runs) are bringing people back onto the street, undermining the work of outreach teams trying to help them leave the streets behind. A leaflet was distributed to the organisers of the soup runs to explain this problem.

Our most recent campaign calls on local authorities to help in freeing up more flats for residents of the capital’s hostels for those who are homeless to move into, warning that a failure to act will lead to a rise in the number of people sleeping rough on London’s streets.

It highlights the fact that hostels, meant as a short-term provision, are now housing people long-term. The bottleneck that has developed means that many people are having to spend up to two years in a hostel, while people sleeping rough on the capital’s streets are forced to wait for hostel vacancies to materialise.



Thames Reach Bondway’s great concern about the way in which vulnerable tenants, rehoused by the organisation, were being targeted and exploited by drug dealers led to a surge of publicity. This brought the issue to the attention of policy-makers and provided examples of excellent partnership work with housing associations, specialist substance misuse services and the Metropolitan Police.

The plight of people from the EU accession states (notably Poland) sleeping rough in Central London was also raised by Thames Reach Bondway, working closely with partners such as the Passage Day Centre. The message was that both the British and Polish governments needed to do much more to assist people stranded here, as well as to educate people wishing to come to Britain to seek work, about the pitfalls facing those without the requisite skills and contacts.

**Left to right:
I’m Alright Jack advertisement,
anti-begging campaign poster,
No Vacancies campaign poster
and advertisement**

Financial information

Board's report on summarised accounts

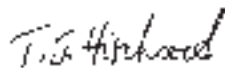
These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full accounts, the auditor's report on those accounts and the Board's annual report should be consulted. Copies of these can be obtained from the Secretary, Thames Reach Bondway, Gem House, 122-126 Backchurch Lane, London E1 1ND.

The annual accounts were approved by the Board on 6 September and have been submitted to the FSA. An unqualified opinion was issued by the auditors on the full annual accounts.

The summarised accounts that follow are a summary of information extracted from the annual accounts.



K Olisa, Chairman



T Hitchcock, Treasurer

Auditors' statement to the Board of Thames Reach Bondway Housing Association

We have examined the summarised accounts.

Respective responsibilities of the Board and Auditors

You are responsible as the Board for the preparation of the summarised accounts. We have agreed to report to you our opinion on the consistency of this report with the full financial statements, which we reported to you on 6 September 2004.

Basis of opinion

We have carried out the procedures necessary to ascertain whether the summarised accounts are consistent with the full financial statements from which they have been prepared.

Opinion

In our opinion the summarised accounts are consistent with the full financial statements for the year ended 31 March 2004.



Lewis Jordan Limited
Registered Auditors
London, 6 September 2004

Statement of financial activities

Year ended 31 March 2004

All figures in £	General funds	Designated funds	Restricted funds	Total 2004	Total 2003
INCOME AND EXPENDITURE ACCOUNT					
Incoming resources					
Donations, legacies and similar					
Donations	41,462	–	–	41,462	28,116
Income in furtherance of the organisation's objects					
Grants receivable	707,006	978,454	2,305,652	3,991,112	5,980,086
Income from charges	3,244,713	6,555,427	–	9,800,140	5,518,341
Trusts and other income	425,586	428,265	277,168	1,131,019	301,215
Investment income					
Interest receivable	49,585	–	–	49,585	41,296
Total incoming resources	4,468,352	7,962,146	2,582,820	15,013,318	11,869,054
Resources expended					
Cost of generating funds					
Fundraising and publicity	35,048	74,865	20,800	130,713	8,688
Charitable expenditure					
Costs of activities in furtherance of the organisation's objects					
Support costs	3,340,457	6,504,573	2,254,457	12,099,487	10,456,431
Management and administration	419,037	883,891	195,051	1,497,979	1,123,271
	31,178	58,631	15,527	105,336	10,959
Total resources expended	3,825,720	7,521,960	2,485,835	13,833,515	11,599,349
Net incoming/ (outgoing) resources before transfers	642,632	440,186	96,985	1,179,803	269,705
Transfers between funds	(438,967)	463,737	(24,770)	–	–
Net movement in funds	203,665	903,923	72,215	1,179,803	269,705
Fund balances at 1 April 2003	38,487	1,860,464	221,405	2,120,356	1,850,651
Fund balances at 31 March 2004	242,152	2,764,387	293,620	3,300,159	2,120,356

None of the activities of the organisation were acquired or discontinued during the above year. The organisation has no recognised gains or losses other than those dealt with above.

Balance sheet

As at 31 March 2004

All figures in £	Total 2004	Total 2003
Fixed assets		
Tangible assets	294,001	187,065
Investments	510	–
	<u>294,511</u>	<u>187,065</u>
Current assets		
Stocks	30,317	18,383
Debtors	2,058,311	2,646,874
Cash at bank and in hand	3,881,637	1,613,443
	<u>5,970,265</u>	<u>4,278,700</u>
Creditors: amounts falling due within one year	(2,964,617)	(2,343,909)
Net current assets	<u>3,005,648</u>	<u>1,934,791</u>
Total assets less current liabilities	<u>3,300,159</u>	<u>2,121,856</u>
Creditors: amounts falling due after more than one year	–	(1,500)
Net assets	<u>3,300,159</u>	<u>2,120,356</u>
Income funds		
Share capital	25	26
Restricted funds	293,620	221,405
Unrestricted funds:		
Designated funds	2,764,387	1,860,464
General funds	242,127	38,461
	<u>3,300,159</u>	<u>2,120,356</u>

Board members

John Crowther Director of Operations

Peter Davey Housing consultant to local authorities and housing associations. Formerly Director of Arlington House and Deputy Director of Circle 33 Housing Trust.

William Flenley A barrister since 1988, he has contributed to four law books.

Vasim Ul Haq Vice-Chair

A Partner of Numerica LLP, an accountancy and financial services company, a Director of AV Audit Limited, a registered auditor, and Chief Executive Officer of the Supportive Housing LLP.

Terry Hitchcock Treasurer

Executive Director of Collins Stewart stockbrokers.

Paula Jones 25 years' voluntary sector experience as a senior manager, chief executive and trustee. Formerly the Director of Age Concern London, now retired.

Tony McBrearty Deputy Chief Executive at Thames Gateway London Partnership. Former Head of Policy at the London Borough of Newham, and Senior Research Fellow at the University of East London.

Richard Mead Richard is a retired chartered surveyor.

Professor Vera Morris Vera is a Professor of Public Policy at London Metropolitan University, and is a Non-Executive Director on a NHS Trust.

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Ken Olisa Chairman & CEO of Interregnum plc, the technology merchant bank. Ken is also on the board of several national and international companies, such as Reuters, and several of the technology companies in which Interregnum invests. He is also a Governor of the Peabody Trust.

Jeremy Swain Chief Executive
Joanna Wade A solicitor and employment specialist, and an employment tribunal chair.

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Steve Wyler Director of the Development Trusts Association and Director of Social Enterprise Partnership.

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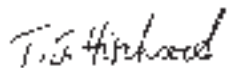
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Special thanks to those local authorities and Supporting People teams who fund and support us which are: London Borough of Camden, Croydon, Lambeth, Lewisham, Merton, Southwark, Wandsworth, The Royal Borough of Kensington and Chelsea, and Westminster City Council. We would sincerely like to thank all of the organisations, companies and individuals who have supported us with donations, grants, covenants and gifts in kind. We particularly would like to mention the Homelessness and Housing Support Directorate, the Association of London Government, Lambeth, Southwark and Lewisham Primary Care Trusts, KPMG, London Housing Foundation, Joanna Lumley, our patron The Bishop of Southwark and our volunteers who have supported us in so many different ways. We would also like to express our gratitude to those Registered Social Landlords for whom we manage accommodation – Horizon Housing Group, Hyde Housing Association, London & Quadrant Housing Trust, Metropolitan Housing Trust, Paddington Churches Housing Association, The Peabody Trust, The Places For People Group, Richmond Churches Housing Trust and Threshold Housing and Support.

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Ending Street Homelessness

Thames Reach Bondway is one of the UK's leading charities working with homeless men and women. We work in four main fields:

Outreach work with current rough sleepers.

Hostels offering safe temporary accommodation in five London locations.

Supported housing with over 400 bedspaces across the city.

Community support focused on developing self-confidence, life skills, social networks and tenancy sustainment.

In the last year, our 300 staff and 50 volunteers have worked together to help more than 4,000 of London's most vulnerable individuals. Some of their remarkable stories are collected here.

*Thames Reach
Bondway*

Thames Reach Bondway

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