



CARITAS  
ANCHOR  
HOUSE

*your* PLACE

2021/22

our impact



Druice



“““

I still get nightmares and flashback to my experience on the streets, but they are starting to become less frequent.

I am taking things slowly, but one step at a time I am getting better and feeling more positive. I have been given everything I need here at Caritas Anchor House, now I finally feel like I am in control.

Dulce

**Our mission is to build hope, enable lasting change and end homelessness for people in East London.**

Caritas Anchor House is a homelessness charity, and we are here to help people in our local community to build their new beginnings. We do this by:

- **Providing a safe place** - to make sure that people experiencing homelessness have somewhere safe to stay as they begin to rebuild their lives
- **Offering support** - to encourage and enable people to build a better future for themselves, through the provision of personalised support, educational and life skills opportunities
- **Building resilience** - to build networks of support, and empower people to navigate services with confidence and be a proactive member of their community outside of and beyond life at Caritas Anchor House.

# Another incredible year!

**The context in which we work has become ever more challenging over the last few years.**

The housing crisis continues to deepen with house prices and rents beyond the reach of many of those living locally, wages remain stagnant, and inflation has begun to soar leading to a cost of living crisis across the country which is hitting those on low incomes the hardest.

In response to these rising needs, we are pleased to report that we started the year with 140 bed-spaces, and ended it with 229 bed-spaces, making Caritas Anchor House the largest provider of supported accommodation for people experiencing homelessness in Newham.

Our main site, Anchor House in Canning Town, provides one of the largest hostel services in the country and we now offer a total of seven accommodation services. As chair of the Homeless Link's Ending Women's Homelessness Grants panel, I am particularly pleased to have seen our first-ever women-only project open.

With all this change, it became apparent that our name, Caritas Anchor House, was no longer serving the organisation as a whole. And after much consideration and research, involving our stakeholders, supporters, residents and staff, we chose a new name to help drive us forward. In the future, we will be known as Your Place, to show each person coming through our doors that we are really there for them whichever of our services they access.

On behalf of the residents, the team and the trustees, thank you. Your kindness and support have helped us through the past two years of disruption, and continue to enable us to grow and develop, and help even more vulnerable people in our community.

**Amanda Dubarry**

Chief Executive

A portrait of a woman with long, straight brown hair and bangs, smiling warmly. She is wearing a bright green top and blue beaded earrings. The background is a dense wall of green ivy leaves.

Amanda

# Stevven



## We've expanded across Newham

“““

The trust which my keyworker has in me is invaluable.

I now feel really positive and I want to make myself a better person by learning from my past.

Steven

Our partnership with Change Grow Live and other local providers began delivering a range of **Integrated Rough Sleeper Support Services on behalf of the London Borough of Newham in September**. This means we now support over 200 residents at one time.

- Our **Core service** at Anchor House, providing 117 rooms and flats for those experiencing homelessness with low to medium-level support needs.
- Our **Complex Needs service** service at Anchor House, providing 23 rooms for those who have been rough sleeping and have high-level support needs.
- Our **Hope Street service** at Anchor House, providing 15 move on 'houses' for people who have been rough sleeping with low to medium support needs.
- Our **Direct Access Assessment Hub** based in Upton Park, providing help to people who have been rough sleeping and are coming straight from the streets.
- Our **Women's Service** in East Ham for women who have been rough sleeping and have high support needs.
- Our **Launchpad service** in Beckton for men who have been rough sleeping and have medium to high support needs. This service runs alongside our accommodation at Bradymead in Beckton for people who have been rough sleeping who have medium to high support needs.
- Our **Move on Support Service**, operating from the Courtney Hotel in Wanstead, supporting people who have been rough sleeping.

## Hope Street opened!

**During the pandemic, we worked closely with architects and the charity LandAid to transform an unused warehouse into an innovative modular accommodation for adults who have experienced rough sleeping.**

We wanted to create a positive and caring environment that restores an individual's self-respect through unique and distinctively designed spaces and a sense of community.

The initial design was inspired by our heritage, supporting seafarers, and our belief that every individual is different and special. The architects took the idea of Cornish fishing cottages and created a street where every accommodation unit is different, through their unique footprints, differing windows and rooftops, and cheerful colours. Wood was used as the primary building material because of the positive impact it has on mental health.

Hope Street has the feel of a compact village with each room designed to empower its residents to feel a sense of ownership of both their home and their environment. And the warehouse structure offers light and space helping to create a peaceful and secure haven for residents to retreat to and call home.

“““

I've never seen anything quite like this before: it is such a great use of space. Projects like Hope Street build on the great work we did during the pandemic to house people who were experiencing rough sleeping.

**I look forward to working with Caritas Anchor House in the future to deliver more innovative projects like Hope Street.**

**Tom Copley**

Deputy Mayor of London for Housing and Residential Development





# Thorajim



## Health and wellbeing

“““

Having my own room has made a massive difference to my mental wellbeing. I feel so much more settled now, and I have the headspace to think about what I want to do in the future.

Ibrahim

Many who stay at Caritas Anchor House have understandably experienced feelings of despair, hopelessness and panic during their homelessness journey.

With lockdown restrictions lifting, it was important to get our health and wellbeing programme running again.

We carried out over 40 sessions and had over 120 residents attend. This included free weekly yoga classes on Wednesday afternoons.

Our Peer Led Recovery Sessions were held every six weeks and covered a range of important topics, including mental health, managing stress, maintaining healthy relationships, diet and sleep.

67

residents reported mental health issues that impact on daily life (18%). This has halved since last year when 130 residents reported mental health issues (47%).

278

attendances at our physical and health care activities, a 22% increase from last year

## New approach to support residents

**This year, we created a new Community Partnerships team to oversee our employment support to residents, resident engagement, as well as volunteering.**

We have been delighted with the outcomes this team has achieved. Research shows that across the UK, an average of 7% of people living in supported housing are in paid employment. At Caritas Anchor House, over 18% were in paid employment in the year.

We worked hard to ensure residents had the support they needed to achieve this success. As Covid-19 restrictions lifted, we resumed group and in-person meetings and employed a full-time Job Coach. Our Education, Training and Employment service provided a wide range of activities including ESOL, IT, intensive ETE (employment training and education) sessions. And our Community Engagement sessions included regular Resident Sounding Board meetings, as well as attending the Newham Housing System workshop, and the London Mayoral Assembly.

And all of this was supported by 43 incredible volunteers who undertook almost 1,000 volunteering hours.

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# 689

attendances at employment at education sessions,  
a 274% increase on the previous year



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Before moving to Hope Street, I was sleeping on the streets around Waterloo for over 20 years. Now I have a safe place to live and I've just started a new job working on the Docklands Light Railway.

This means so much to me as this is my first proper job in 23 years.

David

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# 68

residents gained employment

# David



Amar



“““

Caritas Anchor House helped me move into a flat of my own in Newham. I moved 10 days before Christmas, which was a fantastic early present.

It's great to have my own space with a bit of privacy. Everything is coming to together now.

Amar

## Moving to a home of their own

**Our goal for all residents is that they move into their own homes and can live independently.**

Our Move On Team plays a key role in helping people to reclaim their lives by providing people with access to suitable and safe homes.

Once lockdown restrictions lifted, we were able to move forward with viewings and securing new tenancies for residents again. We continued to build strong relationships with the local authority and privately rented accommodation providers so that residents could start their next chapters in a property that was right for them.

We continue to keep in touch for six months after a resident secures their own place. This enables us to assess if any further support is needed to help them to maintain their new tenancies long-term. This has become even more important with the unemployment rate being 14% in Newham and soaring living costs.

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# 129

people moved on from Caritas Anchor House





## Thank you for your donations

“““

I have been really saddened to see so much homelessness in London and wanted to do something to help. Volunteering through LandAid was hugely rewarding.

Nicole

Without your support, we wouldn't have been able to achieve all that we have over the last year.

We continue to be humbled by the kindness and generosity shown by everyone. Whether it's financial donations to help us improve and develop the services we provide, gifts of time from all our wonderful volunteers, or physical items that have supported some of the most vulnerable people in our society. All of this incredible support is valued and appreciated by both staff and residents, helping to transform lives on a daily basis.

This support couldn't be more important as our services expand and we help an increasing number of people move away from homelessness for good. Our thanks go to all the individuals, schools, community groups, local business and corporate partners, as well as the trusts and foundations that underpin some of key programmes. Together, you have enabled us to support residents through the rising cost of living crisis. Even the smallest gifts, like food and toiletries, make a big difference. They can be just that boost that a resident needs to get them through the week.

15

new 'houses' for people who have experienced rough sleeping

£83,000

worth of food, toiletries, clothes and other gifts in kind were received

## What next – plans for future

**The last year was a transformative and exciting time, both in terms of our growth, and also coming out of the pandemic and resuming our full service once again.**

We are now looking ahead to options which will enable us to provide further move on housing for our residents, to ensure that good quality accommodation is available. We are looking to restructure how we deliver our housing management and customer services and to embed this new structure in supporting our new multi-site provision. We will also be looking at how we can provide a more gender-informed support provision for the many women using our services, and developing our visiting support model.

We will continue with our plans to upgrade our Barking Road site. With the help of our incredible supporters, we have already made good progress in our capital appeal to upgrade the reception area. Not only will this greatly improve the welcome for everyone visiting the site, but importantly it will bring a new meeting room for residents to discuss matters privately with staff.

What won't change is our relentless pursuit to end homelessness one person at a time in Newham and our gratitude to everyone who supports us on that journey. Thank you for your donations, fundraising and hours spent volunteering with us.

We couldn't do it without you!

“““

Caritas Anchor House has supported thousands of people to move on from homelessness over the years, and we're so pleased now to be able to have an even bigger impact in our community – where levels of homelessness are higher than anywhere else in the country.

We're proud to be working with such dedicated partners to reduce and prevent rough sleeping and make a difference to so many people.

**Amanda Dubarry**  
Chief Executive



# *your* PLACE

Solving homelessness  
one person at a time



We provide hope, a home and a healing  
place to grow for people experiencing  
homelessness in east London.

*your* PLACE



**THIS PLACE IS  
LIKE ONE FAMILY.  
Being here has  
really helped me.**

Paula

**#ONEPERSON**

## **It was a big decision to change our charity name and identity, and not one that we took lightly.**

The idea had been discussed for a number of years, but in 2020 we undertook stakeholder engagement work to review our mission and our values. And what we learnt was that our charity, our work and our impact were viewed very differently across our audiences. We agreed to find an identity to help us achieve our mission and to live our values. Something that would resonate with residents, supporters and our partner organisations alike.

Everything we do is about the individual. Finding a tailored way to support their needs and give them back their sense of identity. It's what makes our organisation special, and it's a proven pathway out of homelessness and its destructive cycle.

**'Solving homelessness, one person at a time'** became our focal point. This message, along with community and belonging, is at the heart of our organisation and it's the driving force of our strategy.

The name Your Place came later. It was developed with a handwritten typeface 'your' confidently underlined, offering a sense of ownership and new strength to our residents, and supported by solid yet softer coloured 'place', a building offering safety and security.

This rebrand launch, planned for October 2022, will be a platform for us to widen our supporter base, diversify our income sources and raise more funds to support and sustain our work going forward.

We hope you like our new name and identity, and we look forward to showing you the impact this change will have on people experiencing homelessness in east London.

For every £1, we spent

**79p**

on delivering services to change the lives of people experiencing homelessness.

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**Thank you**



**Volunteer**



**Donate**



**Partner**



**Fundraise**

## **But there is more to be done**

In such an exciting year of growth, our team has stepped up to support even more people in their journey out of homelessness. Without your support this wouldn't have been possible. Thank you.

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**[fundraising@caritasanchorhouse.org.uk](mailto:fundraising@caritasanchorhouse.org.uk)**

More information and full accounts available at  
**[www.caritasanchorhouse.org.uk](http://www.caritasanchorhouse.org.uk)**

**In such a challenging year, our people have shown an incredible resilience, adapted to ever-changing environments and worked so hard to keep each other safe. Thank you.**

## **Contact us**

### **Caritas Anchor House**

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