



2019

IMPACT REPORT

BARONS COURT PROJECT 69 TALGARTH ROAD W14 9DD

WORDS FROM THE DIRECTOR

Welcome to Barons Court Project's Impact Report.

Barons Court Project is proud to have served the community in Hammersmith and Fulham for 35 years. During this time we have worked with thousands of individuals who are either homeless or living with mental health issues.

Although we are a small charity, we have a big impact in the borough and with those that we serve. I am delighted that you are taking the time to read a little bit about the impact we have and the lives that are changed as a result of our work.

By reading this report you will gain an overview of some of our recent achievements and a flavour of who we are, what we do and what we want to do more of in the future.

As you read about the journeys of some of our guests I hope that you will be inspired to partner with us, in whatever way you can, so that together we can help even more people in the future.

Please do get in touch and join us in helping the most vulnerable in society. Thank you for reading this report.



A handwritten signature in black ink that reads "Michael Angus". The signature is written in a cursive, slightly slanted style.

MICHAEL ANGUS

Director
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Tel: 0207 603 5232

WHAT DOES BARONS COURT PROJECT DO

Barons Court Project is the only drop in centre in Hammersmith and Fulham who support people that are homeless and also people living with mental health issues.

In our four story town house we aim to be a home for those who don't have one and a home for those not feeling at home within themselves. We provide a safe environment where people can express themselves and feel a part of a community.



Our Vision is for everyone to live the life they deserve.

Our Mission is to put people in control of their own lives by providing stepping stones for them to make informed choices within a practical and emotional support network. Creating a safe, inclusive and supportive community where no one is left behind.

We see the support we provide as part of a continuous journey. Firstly, we need to ensure peoples basic human needs are met, secondly, we look at developing and building their skills and thirdly, we look at the things that enrich a person's life keeping them well, out of hospital and hopefully allowing us to help people off the streets.

For those who are homeless we aim to move them on, for those living with mental health issues, if we are part of their recovery we encourage them to come to us for as long as we are needed.

There is throughput of guests each year as well as those who have accessed our service for many years. **All are welcome in our community.**

1.



2.



3.



BASIC NEEDS

We ensure that guests that access our service are able to have their basic human needs met. Below are some of the ways we've supported those who access our service in the year.



4,600

Meals provided to our guests



2000+

Items of clothing handed out during the year



1500+

Showers had by our guests



500

Toiletries handed out to our guests



400+

Guests had their clothes washed and dried

These outcomes mean guests **are nourished, their hygiene is improved, their clothes are washed and clean** and if needed new ones to wear. They **feel relaxed, acknowledged,** and **dignified** which **increases their self-esteem and sense of belonging.**

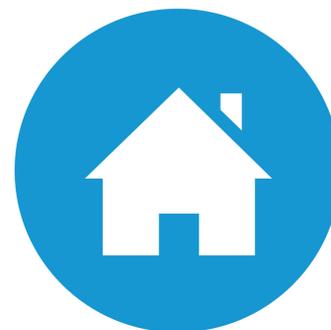
Meeting these basic needs leads to improved physical health, reduced visits to A&E and the **confidence to move forward.**

SARAH'S STORY

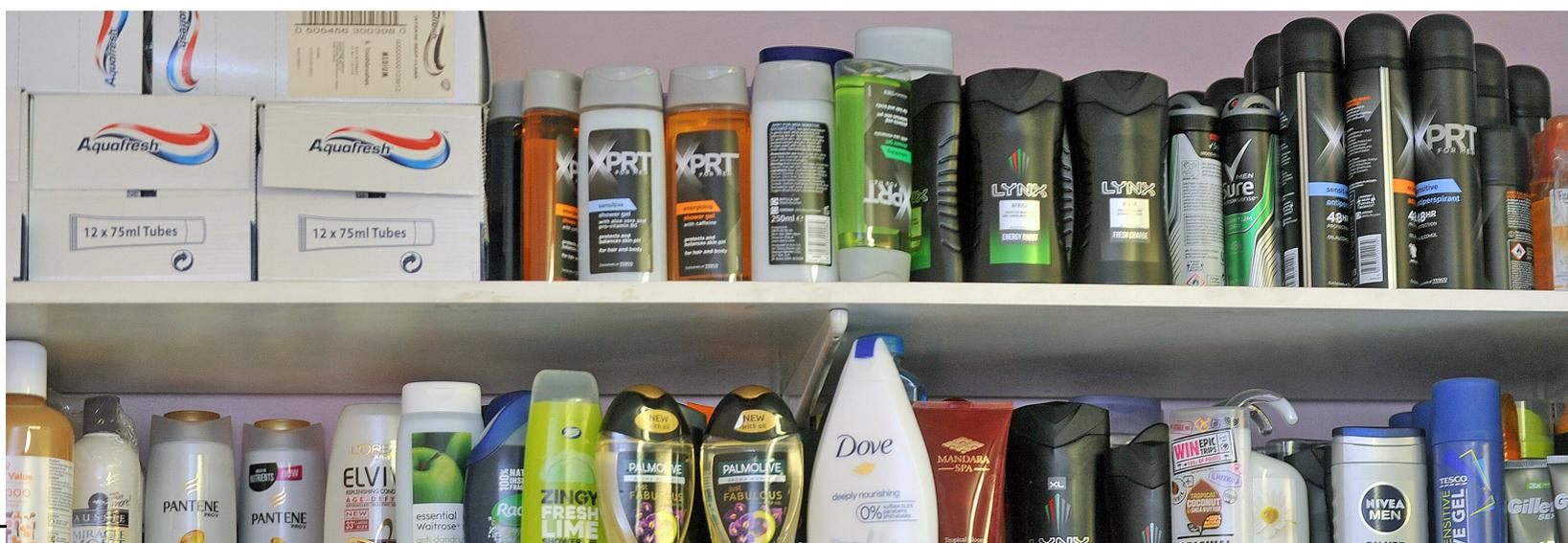
Sarah was made homeless after being evicted for rent arrears as a result of losing her job. She turned to alcohol to cope and had little motivation for finding housing or work.

As she was rough sleeping Sarah initially came to the project for practical support such as a shower, laundry, clothes to wear and something to eat. We have since been able to support her with finding accommodation and referring her to a social start up to help her progress with career opportunities.

Sarah has secured accommodation and is a lot more settled, happier and determined. She no longer drinks and attends our abstinence group for support. She is also studying bookkeeping to help her secure employment in the future.



"For the first time in a long time I feel happy. I've got my own flat and am studying so I can become a qualified accountant which has also been my dream." Sarah



LIFE SKILLS

We offer a program of opportunities to support a person to develop their personal and professional skills. These small group sessions allow personal time with our guests, enabling them to build their confidence and to remain well. We believe in enhancing peoples lives through all sorts of activities.

For our Employability group we work with guests to find work, volunteering opportunities, complete application forms, develop CV's and prepare for interviews.

Our Art group is an informal space aimed at supporting mental well-being, it provides a relaxed and inviting space where a person can be creative and belong.

Our cooking workshop helps people to develop their practical skills, making food that is not only affordable but nutritious in a group setting.

These groups have helped improve our guests ability to build relationships and trust with others, the ability to express themselves and their emotions and given the tools to deal with the stresses of daily life.

Our guests self-esteem is improved, they feel engaged and part of a safe community.



750

Visits made by our guests to our life skills program. This has led people back into education, employment and training

KAMIL'S STORY

Kamil came to the project after losing his job and becoming homeless. His first priority was to have a shower and get clean, but of course he also needed to eat and ensure his other needs were met. Clothes were provided, his post came to our address and he made use of our laundry and free haircuts. We supported him in this way each day and Kamil quickly became a much valued member of our community and began to trust us.

He noticed a job with a leading retailer that we had advertised on our jobs board. He asked for help to put together an application. Having secured an interview we helped with his preparation, Kamil got the job!

For quite some time he managed his work whilst still sleeping rough and sometimes sofa surfing. We were flexible with him to ensure he could always get a shower before his shift and present himself well for work.

We continued to work with him to consider his housing options. We are thrilled that he is now housed and with the help of the local community and our partners at Olympia London, his flat is fully furnished and he has secured promotion to a managerial role. He no longer needs our service and has moved on.



WELLBEING & 1-1 SUPPORT

Over the last year we have offered a range of wellness activities for everyone, from yoga, guitar and art workshops to supportive groups to aid in recovery and reduce isolation. We also offered 1-1 support sessions where people can get advice and assistance in areas such as housing and benefits applications.

450

Total visits made by guests to our wellbeing opportunities program

225

Hours of 1-2-1 support provided to guests

"I started volunteering at Barons Court Project in Summer 2019. Since living in London for the past five years I wanted to give something back to the community. As a guitarist and musician, I wanted to use my skills in a way to benefit others. I run a guitar group on Monday afternoons where we play and bring joy to the room with music. It has been great to be able to see the effect that music can have and the impact on peoples mental health."

Will, Volunteer



AHMED'S STORY

Ahmed comes to the project each week to take part in our art group. He is sofa surfing and lives with mental health issues that impact on his day to day life. However by using art he can express himself and showcase his talents. By attending the group he isn't isolated and has made friends.

Ahmed gave us permission to sell Christmas Cards that he designed. He also contributed a painting to an auction that raised funds for major upgrades to the centre. He is delighted to have been able to give something back to the community that he values being part of.



"I am so grateful for Barons Court Project helping me to achieve my ambitions. They have been like a family to me." Ahmed



CORPORATE PARTNERSHIPS

In the last year we have continued to partner with Olympia London and we were delighted to be chosen as Zenith UK's Charity for the year.

ZENITH MEDIA

Zenith Media UK's support has been invaluable. In the summer they supplied 25 volunteers for our Lambeth Palace event and have volunteered at the project.

They have also been fundraising on an ongoing basis through schemes throughout their work place.



OLYMPIA LONDON

Olympia London have supported us in many ways. They have:

- Raised funds
- Volunteered at the project
- Upgraded and Improved our facilities



This year we've delivered training to our partners around mental wellbeing, increasing awareness of the work we do and of mental health and its impact. We are always keen to give back to our corporate partners.

We want to develop more partnerships with other companies so that we can all work together to try and end rough sleeping in Hammersmith and Fulham.

HOW DID WE DO

On top of our day to day service we have also undertaken a number of projects throughout the year that continue to be impactful.

We enjoyed hosting a Gardens Open Day at Lambeth Palace. On a beautiful summers day we were joined by 600 guests, supported by three bands and enjoyed meeting old friends and making new ones. The event, supported by Zenith Media UK and Olympia London, raised £5,200 for our work. We remain very grateful to the Archbishop of Canterbury and Mrs Welby for granting us this opportunity.



We have partnered with the Metropolitan Police and worked with 85 officers from the borough to produce better outcomes for the people we serve. With officers now signposting and bringing people to us, they are freed up to work on other issues whilst we help those in need.

We have worked closely with Hammersmith Bid and the Local Authority and together launched 'Small Tap, Big Change'. This exciting new campaign gives the community a chance to donate to four homelessness projects in the borough. In turn this has enabled us to host more volunteers from corporate groups and work to find solutions together to end rough sleeping.



8,000

Total visits made by guests to the project

450+

Unique individuals accessing our service

10

Rough sleepers supported into housing

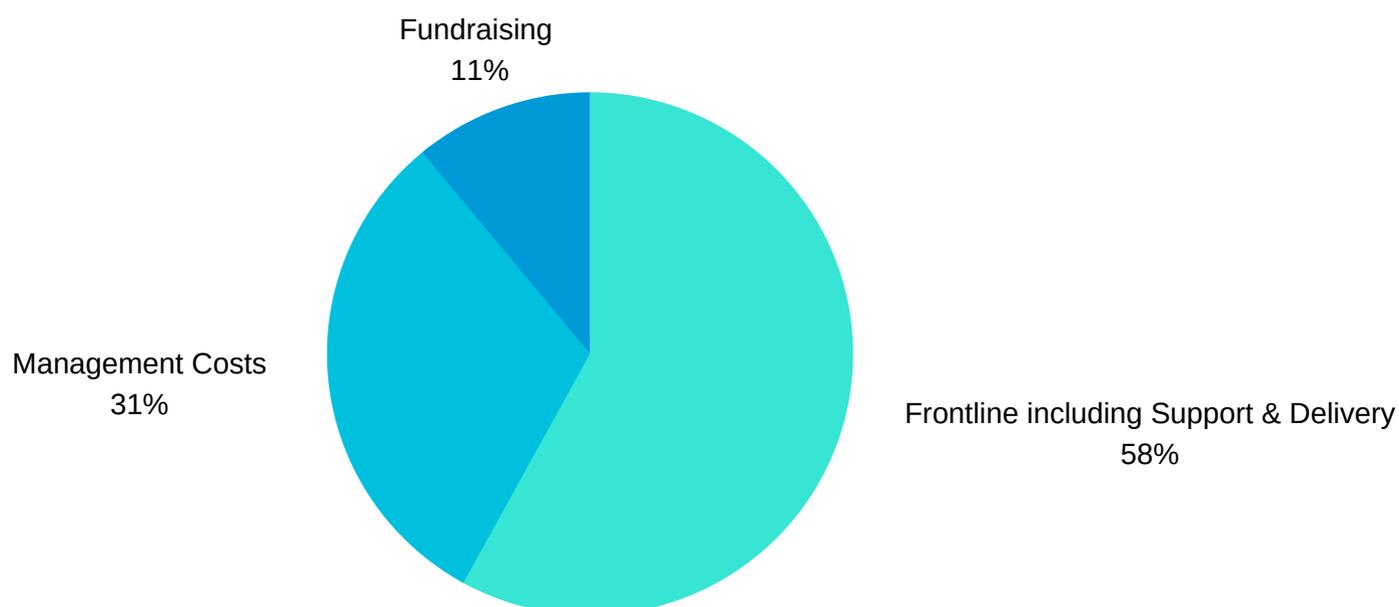
HOW DO WE SPEND YOUR MONEY



INCOME

Barons Court Project costs £270K to run each year. We are funded in part by the local authority. However we have to fundraise £180K to break even. We are therefore extremely grateful to all our donors and supporters.

EXPENDITURE

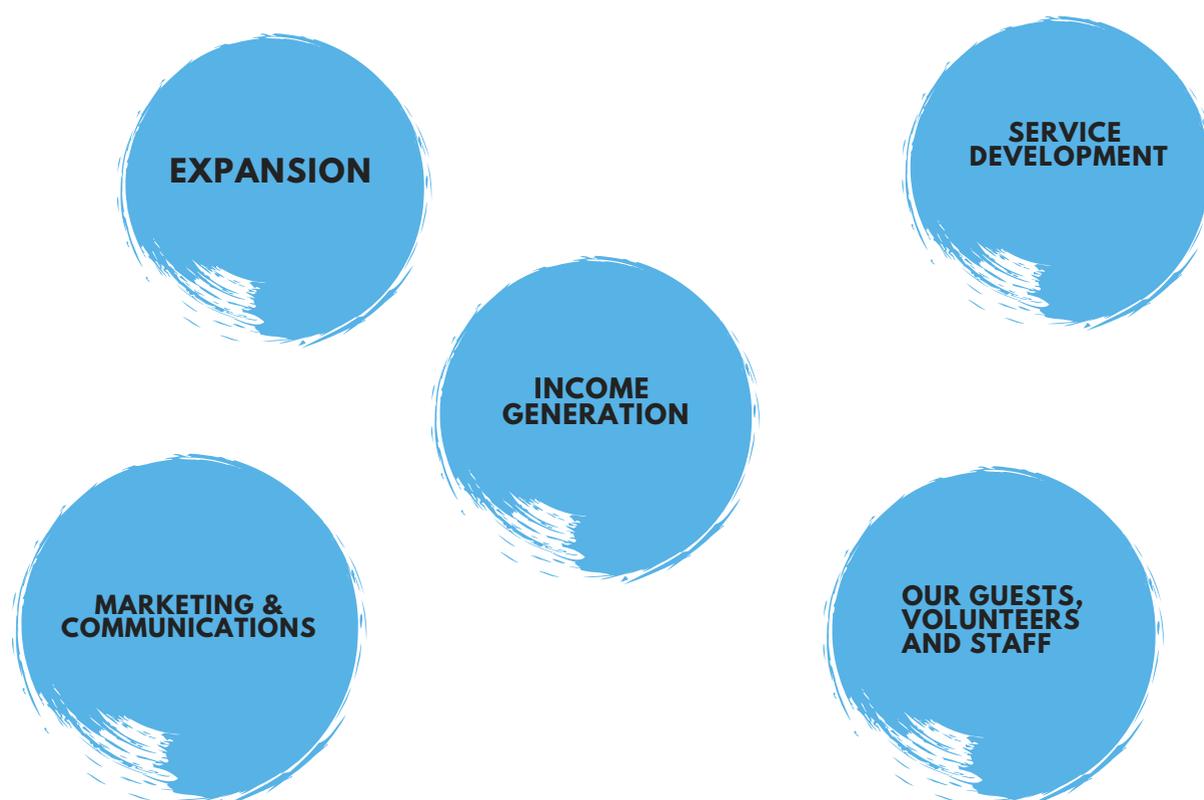


THE FUTURE

Whilst we have achieved a great deal with those we serve we want to do more. Rough sleeping continues to rise and we are not always meeting the needs of those who come to us. We are aware there is unmet need in the North of the borough and will work towards setting up a new project there. We also know that if we were open in the evenings we could reach other groups, such as young people.

So we will develop a clear Marketing and Communications Plan to tell our story and ensure that we bring in resources to develop and expand the service. We will continue to invest in our greatest resource, our staff and volunteers who have delivered the impacts this report has highlighted.

As we celebrate our 35th year we will continue to look forwards to ensure we enable everyone to live the life they deserve.



VOLUNTEERING

Our volunteers play a vital role in the project's work. Without them we would not be able to run all the services and activities that we provide.

Over the last year our volunteers have shared their skills, gifts and talents with us. From helping out with our drop in, running guitar workshops, delivering drama and creative writing to facilitating mindfulness and yoga sessions. This has freed us up to work more intensely with our guests and provide as much support possible.

Our volunteer chef received two awards recognizing her contribution to the project. Volunteering with us has provided structure and has helped with her mental wellbeing.

Two of our guests serve as representatives for the project. They have attended board meetings, shared and contributed ideas and are a voice for those we support.

We welcome volunteers from a range of backgrounds. From those in the community and corporate groups to people with lived experience who can commit on a regular basis or help us out with one off events.



2,800

hours volunteered
at Barons Court
Project over the
year

"I have been volunteering at Barons Court Project for nearly five years with my work as a Bibliotherapist and also helping in the kitchen over the Christmas period.

The impact of storytelling is immeasurable but the impact my volunteering has on me personally is a profound one. The experience itself improves my mental health and feelings of contribution within society and I relish any time I get to spend with this inspiring charity."

Sharon, Volunteer

THANK YOU

We are deeply grateful to all our supporters who have enabled us to achieve so much. By partnering with us you have helped ensure we can continue to journey with our guests and see lives change.



Want to make a difference?

There are many ways in which you can help us achieve more.

- Will you partner with us as part of your Corporate Social Responsibility?
- We are looking to recruit 500 "Friend of Barons Court Project" who donate to us each month
- We also take gifts in kind that we can use in the service
- Or you could volunteer with us and see the work we do, the guests we support and the impact our project has
- You could make a donation to the project at www.justgiving.com/barons-court

To find out more on how you can support us to make a difference, visit our website at www.baronscourtproject.org or give us a call on **02076035232**.

Join in the conversation at:

 [@baronscourtproject](https://www.facebook.com/baronscourtproject)

 [@BaronsProject](https://twitter.com/BaronsProject)

 [@baronscourtproject](https://www.instagram.com/baronscourtproject)

"I don't know where I would be without Barons Court Project, they've been like a home to me, a safe space and a life line."

Kamil , Guest

Words from our Partners

Our partnership with Barons Court Project has been incredibly important to the agency, driving awareness of mental ill health and homelessness in our local borough. The opportunity to support this effort through various fund raising opportunities has been really fulfilling and humbling for our colleagues.

This collaboration has been a great pleasure. Together we have set clear goals and as a result we've seen our positive contribution lead to fantastic results.

Helen, Global Production Director, Zenith Media UK

"I am delighted that Olympia London staff have elected Barons Court Project our charity partner for the second year. Our partnership has enabled us to raise funds and provide practical help to service users. We have also benefitted from their knowledge, advice and training for our staff.

We look forward to supporting the day centre in Hammersmith & Fulham to care for the homeless and the most vulnerable in the community in 2020."

Nigel Nathan – Olympia London Managing Director