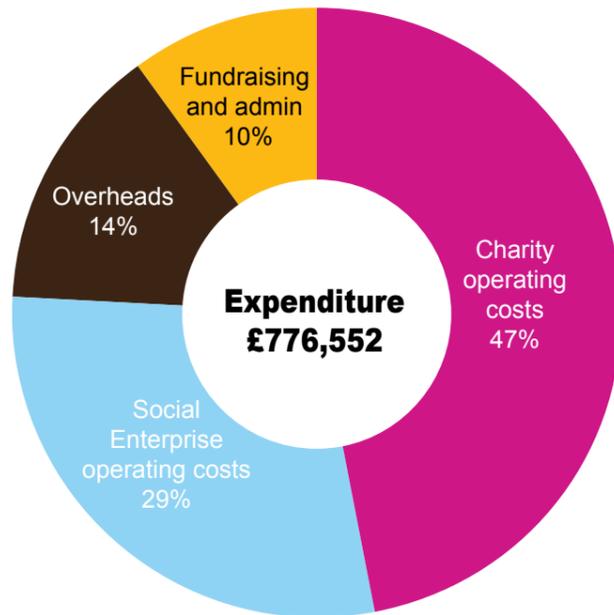
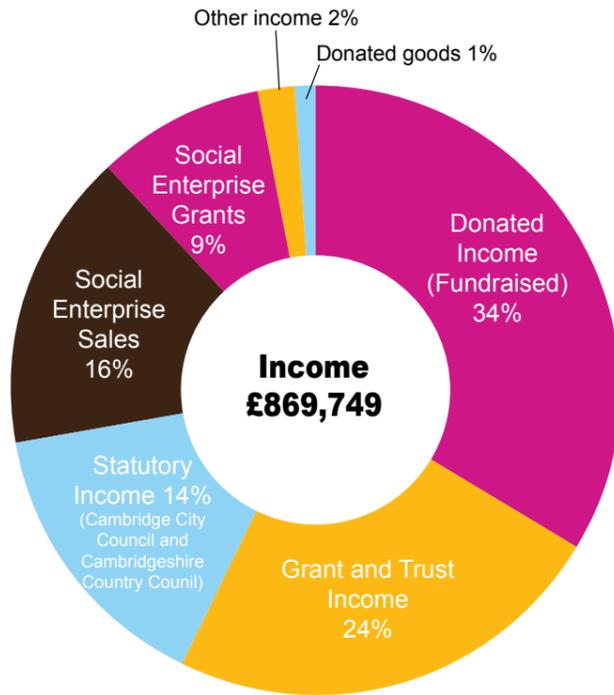


Finances

Working efficiently to change lives...

During the Year 2017/2018



wintercomfort
for the homeless

Wintercomfort supports those with experience of homelessness by offering essential welfare services and social, learning and work opportunities to enable all to realise their potential.



Annual Review 2017-2018

wintercomfort
for the homeless



Creating opportunities every day

"I have been attending Wintercomfort for a while, I wanted to show my appreciation for the support I have received from the team there. They have listened and encouraged me greatly. From basic necessities, such as showers, breakfast and clothes, to encouragement to work and to reach out for help from people again" **Matthew, Wintercomfort service user.**

wintercomfort
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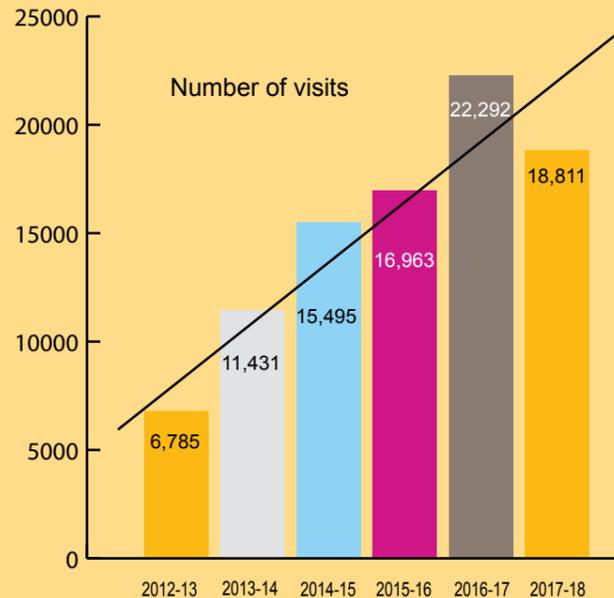
CONTACT

Wintercomfort for the homeless,
Overstream House, Victoria Avenue, Cambridge CB4 1EG
For more information please refer to our website
www.wintercomfort.org.uk/aboutus
info@wintercomfort.org.uk Telephone 01223 518 140

STAY IN TOUCH



On average 53 individuals a day visited Wintercomfort for support.



- 742** Individuals visited a total of **18,811** times over the year, a **3%** decrease on the previous year.
- 422** Individuals accessed our Learning and Training programmes and in doing so improved their life chances and skills. Our beneficiaries took part in over 20 different training and personal development activities.
- 65** Individuals participated in cookery classes.
- 45** Individuals participated in Food4Food's kitchen skills training.
- 25** Individuals completed training with Overstream Clean.
- 52** individuals moved into employment during the year with help from Wintercomfort.
- 40+** Partners worked with to support service users
- 70** Regular volunteers supporting our services

Our Key Services - meeting needs and facilitating change

Welfare Services

Rough sleepers and the homeless have complex needs and face multiple disadvantages. Those who we help often have poor physical and/or mental health and struggle with alcohol and/or drug dependencies. Many have criminal records, low educational attainment levels and poor numeracy and literacy.

They are isolated, often living on the margins of society having lost contact with friends and family. Homelessness is rarely the result of simply having nowhere to sleep. For the people who use Wintercomfort, it tends to be the result of complex and often-cumulative events e.g. job loss, eviction, addiction, leaving an institution, abuse or just an inability to cope.

We are open seven days a week and support on average 53 people per day. We provide:

- A free cooked breakfast for rough sleepers; tea, coffee, toast and cereal are free to all.
- Showers, laundry and a clothes store facility is available daily.
- Specialist external agencies come into the centre each morning to support individuals in accessing housing, benefit advice, debt advice, drug and alcohol treatment, primary and secondary health care including counselling.
- A variety of hygiene workshops are available including foot care and hairdressing.
- A sandwich lunch.

Our staff team hold one-to-one key-working sessions with service users to develop individual personal development plans that are regularly reviewed and updated. The welfare service provides a safe place with much needed companionship and a sense of community as well as encouraging individuals to access Wintercomfort's social enterprises, learning and development services

Learning & Development

Wintercomfort offers a wide range of services to support personal development, including; job skills workshops, CV writing, job searching, interviews skills and general advice and guidance. These opportunities support individuals to raise their aspirations for the future and to take the next steps towards integration into mainstream society.

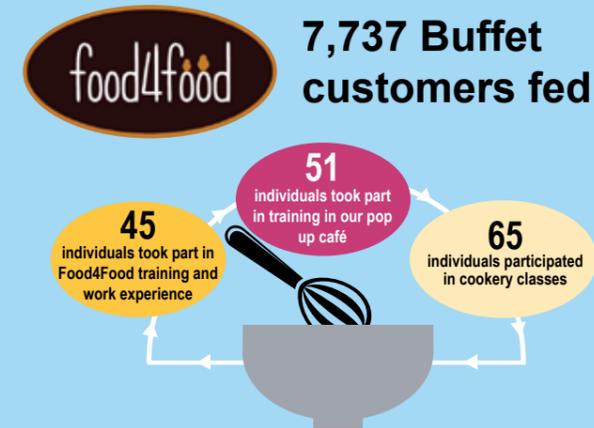
We provide basic skills workshops such as food hygiene, literacy, numeracy and English courses leading to level one and two accredited functional skills qualifications, allowing vulnerable people to gain new skills and confidence. This work is essential and helps to transform lives.

Our learning, training and volunteering activities allow vulnerable people to gain new skills and confidence. We believe passionately that everybody should be given a chance to positively change their circumstances, develop themselves and contribute to the wider community.

We have two social enterprises:

Food4Food which is a catering business and monthly pop-up café and Overstream Clean: a cleaning, gardening and handyman service. These activities provide much needed work experience, accredited learning and contributes financially to our core services.

Our social enterprises offer extended and progressive opportunities that help service users to bridge the gap between training, volunteering and employment.



"Working with Wintercomfort has opened my eyes as to how much support they give to the vulnerable and homeless in Cambridge. There is so much the Wintercomfort team do and they have a passion and energy for what they do. Their beneficiaries told me it was the best provider for miles. We will continue to build our relationship with Wintercomfort" - Jo Rees, Head of People Development at Cambuscuisine.

OVERSTREAM CLEAN



Case study: Mark

Mark first came to Wintercomfort after being released from prison and had nowhere to live, he was sleeping rough. He was suffering from schizoid personality and referred to us by The Street Outreach service.

Mark's project worker at Wintercomfort was able to support him with welfare and housing advice. He was supported to bid for social housing accommodation, which is a long process. He finally secured a small flat, after living in different hostels and night shelters in Cambridge. During this time he was coming to Wintercomfort for breakfast, volunteering and taking part in learning opportunities.

Mark spent some time volunteering as a photographer, Mark wants to take his life forward and become a professional wildlife photographer. Wintercomfort helped Mark apply for a grant from Cambridge's Street Aid fund, which awards donated funds to homeless people to enable them to move on more quickly from homelessness.

Mark described his Wintercomfort experience with this metaphor: "It's kind of scary when you are going to dip your toe in the water and you know it is going to be really cold. It's much easier doing that if you know someone is standing behind you with a towel, ready just in case you turn back and say 'no, no, no,' and come running back in and they put a towel around you."

Mark's project worker at Wintercomfort Fran Bailey, said: "It was wonderful to see how Mark has progressed and was feeling positive about his future. It's lovely when you see someone moving on with their life. Homelessness, and the other difficulties that individuals face, can be cyclical and even when you find a home, your problems don't all magically disappear."

"At Wintercomfort we appreciate and understand that people need on-going support and advice and we do our best to help them at all stages. Mark has been really proactive and determined and he has found a passion in photography, which he can develop, and progress in the future. His photos are very good and I wish him every success in the future."

Wintercomfort has more than 70 volunteers and we are most grateful to all of them for their massively valuable contribution.