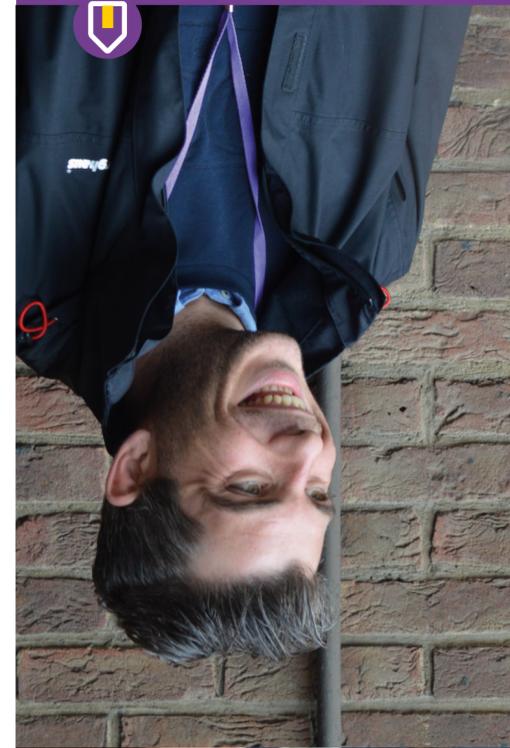


The difference we're making

Changing attitudes • Changing lives



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The difference we're making

Prevent



Our helpline team responded to **27,447** calls from people across Kent

We helped **1,301** families to build on their strengths so that children and young people have the chance to thrive



98% of people helped by our homelessness prevention service kept their home

"We're the voice on the end of the phone, reminding callers that someone still cares"

Whenever a call comes through to our helpline, we have to be prepared for anything.

It could be someone who's facing their first night on the street, or a family in crisis because they can't afford both rent and food.

Whatever they're facing, we're the voice on the end of the phone providing support and empathy and reminding callers that someone still cares.

People often don't know where to turn in times of crisis. Sometimes, they're afraid to ask for help. That's why it's so important that we're there for them, even if no one else is.

Our team have been trained by the Samaritans to engage with vulnerable people sensitively and professionally.

Provide

Our team provided one-to-one support to **649** rough sleepers across Kent



Each year, we support more than **7,000** individuals and families

We helped **728** people into safe accommodation

We increased our presence in Kent's most disadvantaged areas, helping more people to manage their mental health and wellbeing



Challenge



126 talks, workshops and assemblies reached almost **16,000** children and adults

People took part in service user involvement events

1,368 times



We provided **176** education and training opportunities



and delivered **165** sessions of our award-winning employability programme, Workwise



0800 567 76 99

We're proud of our 45-year reputation as Kent's leading homelessness charity



We're here for people who have nowhere to go and no-one to turn to. Some are living on the streets, others need our support to prevent or resolve any issues that could put them at risk of homelessness.



We prevent
We stop people from losing their homes and help others to live safely and independently in the community.

We provide

We work with people on the streets, in our supported housing and in local communities. We help people with their mental health, housing, education and employment so they can get where they want to be in life.



We challenge
We're fighting for a fairer society and we won't give up until everybody has a safe place to call home and the chance to make a positive contribution.

"Homelessness can be solved if we work together"



We're marking our 45th year with a positive message – together, we can end homelessness.

It won't be easy. Brexit is dominating the political agenda and the country's economic future is uncertain. It's harder for vulnerable people to get support because the services set up to help them are disappearing.

But Porchlight is making a difference. We're working in communities across Kent to provide the support that so many families and individuals desperately need.

We prevent vulnerable people from ending up on the streets. By increasing our presence in Kent's most disadvantaged areas, we're helping people to address the social problems that are affecting their mental health or independence and putting them at greater risk of homelessness.

We're making a bigger impact in communities by joining forces with local authorities, healthcare agencies, voluntary and community organisations. By pooling our resources and expertise, we've been able to support more people where and when they need it the most.

Extra funding for Porchlight's rough sleeper teams means we've been able to reach out to more people on the streets. And we're addressing Kent's housing shortage by working with funders and supporters to make bigger investments into properties of our own.

Because charities are under more pressure than ever, we're finding new ways of working. We launched Kent's first Housing First scheme which sees people with the most complex needs moved straight from the streets into their own homes.

We continue to speak out for the most vulnerable. We've joined with our colleagues in the homelessness sector, adding our voice to national campaigns, holding the government to account and championing the people and communities we support.

We know that for every homeless person we help, there are countless others in urgent need. Our helpline – which provides emergency support to people in crisis and is the only one of its kind in Kent – is receiving more calls than ever before.

We don't want to be here in another 45 years so we're asking you to stand with us. If we work together, we can achieve our goal – a fairer society where the most excluded are included and everybody has a safe place to call home.

Mike Barrett, chief executive

Rough sleeper service

Our team goes out to find people who are living on the streets. They help them into suitable accommodation and find them support for any problems they are facing.

"It's taken a long time but I'm finally trusting people again" Becky

Becky spent large periods of her adult life homeless. Like many women living on the streets, she was exploited and abused.



"I would be kicked awake by drunk people or spat on and told to get a job. I'd have to move around three or four times a night to find somewhere safe enough to get a few hours sleep."

The turning point came when Becky met our outreach worker Ismaila who helped her find the right support in one of our hostels.

Becky is now looking at a better future. She's living in a place of her own and is determined to make something positive out of her experiences. As well as volunteering locally, she took on the challenge of cycling the UK in aid of charities that helped her.



Family support

We provide practical and emotional support to families, helping them to stay safe and deal with any difficulties so that children and young people have the chance to flourish.

Work, health and learning

If you've been homeless it can count against you when going for a job. Most people we support want to work but their past is held against them.

It's important that people have recovered from the trauma of sleeping rough before getting a job. We help them to overcome this trauma by supporting them to rebuild their mental and physical health, their self-esteem and their confidence.

When people feel ready, we help them to access the opportunities they need to turn things around and get where they want to be in life.

Helpline

A lifeline for people in crisis, our free helpline is the only service of its kind in Kent.

We're there for people who have nowhere to go and no one to turn to. We help people to access our own services, as well as food banks, drop-in centres, places of safety, mental health support and more.

We're the voice on the end of the phone giving advice, support and empathy and reminding callers that someone still cares.

COMMUNITY FUND Call 0800 567 76 99

The BeYou Project

The BeYou Project provides safe spaces and advice to young people in Kent who identify as LGBT+ or are questioning their sexual orientation and / or gender identity.

We also offer advice to friends, parents and carers about how best to support young people in their lives who identify as LGBT+.

We started The BeYou Project because we know that young people who come out to parents or carers when they are still living at home are at greater risk of homelessness.

By creating a culture of understanding and inclusivity where everyone feels free to be themselves, we can give more LGBT+ young people the chance of a brighter future.



Supported accommodation



Homelessness prevention



Rough sleeper service



Work, health and learning



Helpline



HeadStart volunteer mentoring



Housing First



Porchlight adolescent wellbeing service



Bexley adolescent support service



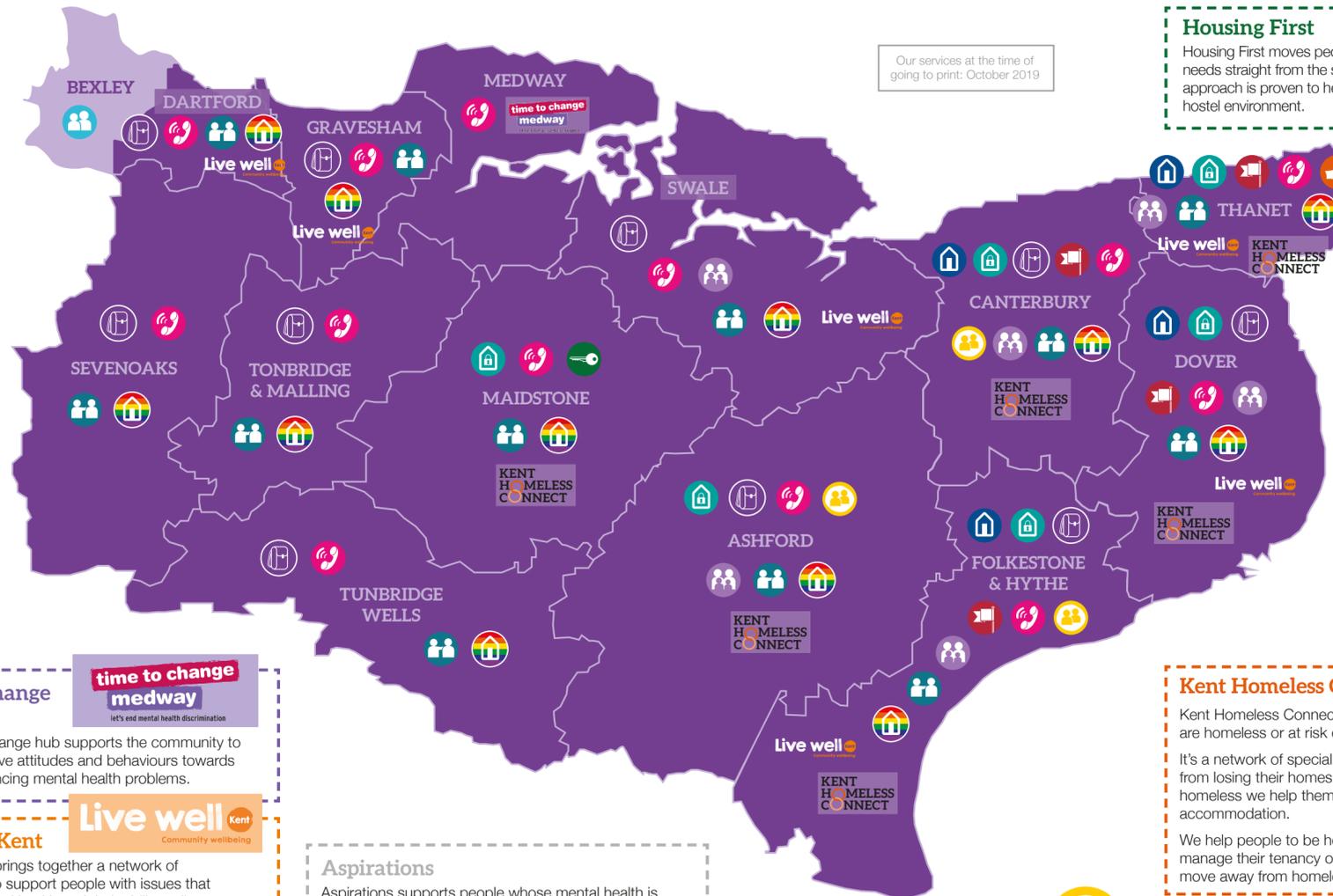
Family support



Substance misuse family resettlement service



The BeYou Project



Our services at the time of going to print: October 2019

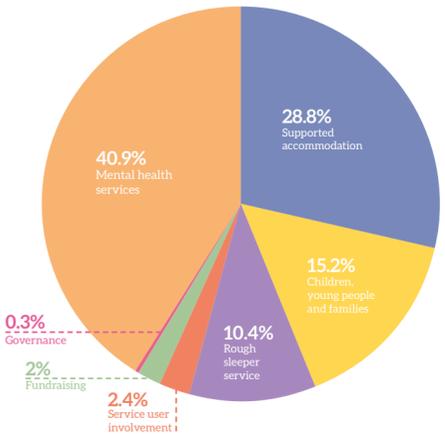
Housing First

Housing First moves people with very complex needs straight from the street into their own home. This approach is proven to help people who struggle to live in a hostel environment.



Changing attitudes • Changing lives

Expenditure breakdown 2018-19



To find out more about how we spend our statutory and voluntary funds, visit our website to view our trustees' report and accounts porchlight.org.uk/our-publications



How your donations help

Many of our vital services rely on donations to keep going. Will you help us support some of the most vulnerable people in your community?

£25 could fund a basic starter pack of food and toiletries, helping someone feel cared for on their first night in one of our hostels



£61.50 could fund a three-hour outreach session, helping people who are sleeping rough to move off the streets and start rebuilding their lives



£112.50 could fund five personal support sessions to help someone keep their home



Donate on **01227 813199** or at porchlight.org.uk/donate

Time to Change Medway



Our Time to Change hub supports the community to help end negative attitudes and behaviours towards people experiencing mental health problems.

Live Well Kent



Live Well Kent brings together a network of organisations to support people with issues that affect their mental health and their ability to live as independently as they would like.

For example, our Community Link service works alongside GP surgeries to connect people with support in their local area – and helps to reduce pressure on the NHS.

Our community housing service helps people with mental health issues to access appropriate housing and we have other services which help people who are socially isolated, encouraging them to gain confidence and feel part of their communities.

Aspirations

Aspirations supports people whose mental health is a barrier to them gaining employment. The service operates right across Kent and Medway.

Aspirations is a project funded by the European Social Fund and The National Lottery Community Fund.



"I feel like I'm part of the community again" Louise

Louise has worked in social care since the age of 16 but found herself struggling to cope. "I was stressed and anxious all the time. It got so bad that I couldn't do the job."



Louise's mental health declined to the point that she was admitted to hospital. "I couldn't cope with challenges and everything seemed like a huge problem, even if it wasn't. I would get anxious, panic and turn to self-harm."

Aspirations worked with Louise and helped her to sign up for a stained-glass course. "I talked to people there and that started to build my confidence. It meant I had to drive somewhere new which was nerve-wracking, but it got easier."

"I'm working again now in a local shop. I used to dread going to work, but now I actually look forward to it."

"My confidence is through the roof. I've been going to the gym and I've lost weight. Now that I'm earning again, I feel like I'm part of the community."

HeadStart volunteer mentoring

Our trained volunteer mentors give children and young people (aged 10-16) the support and skills to cope with adversity and do well at school and in life.

Bexley Adolescent Support Service (BASS)

We work in Bexley with children as young as 8, helping them to address issues at home, school or with their own mental health and wellbeing.

BASS can help with everything from education issues and family matters to coping with peer pressure, drug and alcohol use, and respecting the law.

Substance misuse family resettlement

Partnering with The Forward Trust, we work right across Kent to support prison leavers with substance misuse issues and their families, helping them to avoid relapses and reintegrate back into the community.

Porchlight adolescent wellbeing service

We partner with NELFT to work with young people in Thanet with a focus on mental and physical health, emotional wellbeing, resilience, offending behaviours and substance misuse.

Kent Homeless Connect

Kent Homeless Connect helps vulnerable people who are homeless or at risk of becoming homeless.

It's a network of specialist services that prevents people from losing their homes. If people have already become homeless we help them to access and maintain accommodation.

We help people to be healthy, find a stable home, or manage their tenancy or their finances so that they can move away from homelessness for good.

We deliver Kent Homeless Connect with our partners Riverside, on behalf of Kent County Council. In West and North Kent the service is delivered by Look Ahead.

Supported accommodation

As part of Kent Homeless Connect we provide supported housing. Our hostels and shared houses are a safe environment where people can recover from the chaos and stress of homelessness and take steps to rebuild their lives.

Supported accommodation isn't just about housing: we provide the emotional and practical support people need to plan for their futures. Residents have regular meetings with their support worker where they discuss their next steps, whether that's learning new skills, getting employment advice or reconnecting with family and friends.

We're also providing support in 'hubs' based in community centres and other local spaces. Encouraging residents to come out into the community will help people feel less afraid about eventually stepping away from our support.

Homelessness prevention

We want to prevent homelessness wherever possible. As part of Kent Homeless Connect, we provide specialist support to help people maintain their home, or manage any problems that are putting them at risk of homelessness.

Live Well Kent is also available in West Kent, Ashford and Canterbury where it is delivered by our partners The Shaw Trust.