

Supported by the **MAYOR OF LONDON**

WE NEED YOU

Volunteer to tackle homelessness and change lives.



Crisis



Housing Justice

Contents

Foreword	
Boris Johnson, Mayor of London	4
Introduction	5
Volunteer opportunities in homelessness organisations	
Broadway	6
Centrepoint	7
Crisis	8
Hope Worldwide	10
Housing Justice	11
Salvation Army	12
St Mungo's	13
Streetlytes	14
Thames Reach	15
The Passage	16
Other opportunities across London	
Homeless London	17
Winter shelters	18
Volunteer centres	19

Foreword Boris Johnson



It cannot be acceptable that in this great city of opportunity and wealth people still end up homeless on the capital's streets. Rough sleeping ruins lives, so I am committed to tackling it and bringing this problem to an end in London by 2012.

This is undoubtedly a challenge, but one I believe can be achieved through the contribution and work of government at all levels, the voluntary sector and the vital contribution of individuals.

Volunteers can play a crucial role in helping people to turn their lives around. By sharing their skills, experience and their time, volunteers can make a difference to individuals needing help to rebuild their lives. As this booklet shows, there are many organisations working to end homelessness and so many ways that you personally can make a difference.

I hope that many of you will find a volunteering opportunity to use your skills and experience to really transform the lives of individuals. Achieving a target to end rough sleeping is not about numbers, it is about people and the changes we can make to their lives.

I am delighted to offer my full support to Crisis, Housing Justice and all the other organisations you can find within these pages. I hope it inspires you to volunteer and be part of the solution to the problem of homelessness, so that we can end it once and for all.

A handwritten signature in black ink, appearing to read 'Boris Johnson'.

Boris Johnson
Mayor of London

Introduction

This guide, brought to you by Crisis and Housing Justice, outlines some of the volunteering opportunities in the homelessness sector.

Volunteers make an invaluable contribution and can really help people to turn their lives around. We know that people who are homeless themselves place great value on the role played by volunteers. As well as someone to talk to and confide in, they are also often viewed as a source of inspiration, helping to encourage homeless people to think positively about their own lives.

Across the homelessness sector, volunteers play a large role. At Crisis, for example, the 10,000 volunteers who are involved every year, contribute well over a quarter of a million hours of their time which would be worth over £3.7 million. Housing Justice estimates that last year alone volunteers in London's winter shelters gave 70,000 hours of their time at a value of around £715,000.

Volunteering is also a positive and rewarding experience for volunteers themselves who, through giving up their free time, can see people's lives transformed and build their knowledge and understanding about homelessness and homeless people.

There are many opportunities to volunteer in your community and help locally which can be a really good way to make a difference to people's lives and the area in which you live.

You don't need any specific experience and homelessness organisations are looking for the full range of skills, from the obvious to the obscure. We need people from good listeners to gardeners, cooks to carpenters and drivers to dance teachers.

Volunteers make an invaluable contribution and can really help people to turn their lives around.

This booklet gives a taster of some of the opportunities that are available across the sector. We can't guarantee that these will always be available but hopefully through these and the directories listed, whatever your skills and experience and however much time you have to offer, there should be a role to suit you.

Thank you for your interest and your willingness to help homeless people.

Broadway



Broadway's work has an impact on over 10,000 homeless and vulnerable people each year through a range of services, such as work and learning, debt advice and outreach services.

Broadway's volunteers come to us from a range of backgrounds, with varying experiences, and all of these are highly valued and respected. Some want to learn more about the homelessness sector, and others want to use and develop their existing skills and talents.

Our range of opportunities for volunteering includes:

- Hostel based Volunteers
- Centre Volunteers
- Workshop Volunteers
- Office based Volunteers

Befriending & Mentoring at Broadway

Broadway's Befriending and Mentoring service involves matching up Broadway clients and volunteers in a one-to-one relationship to meet on a regular basis for a time-limited period.

Contact details

For general volunteering opportunities contact Kate Wingrove.
Tel **020 7710 0605**, kate.wingrove@broadwaylondon.org

For mentoring and befriending opportunities contact Caroline Hanks.
Tel **020 7426 9621**, caroline.hanks@broadwaylondon.org

Centrepoint



Centrepoint is a national charity working to improve the lives of socially excluded homeless young people. We provide a range of accommodation based services, including emergency night shelters and short stay hostels, specialist projects for care leavers, ex-offenders, young single parents, foyers and supported flats and floating support services.

From these accommodation based services, Centrepoint helps young people to turn their lives around by gaining essential life skills; tackling physical and mental health issues and moving into education or employment.

Here are some of the opportunities that you could be involved in:

- Mentoring and Befriending
- Providing office support, such as reception/admin duties in one of our accommodation services, or supporting our teams at Centrepoint's head office
- Participating in one of our many fundraising events, such as the London Marathon, British 10K, Great North Run and our annual sponsored Sleep Out

Contact details

Tel **0845 466 3400**, volunteer@centrepoint.org
www.centrepoint.org.uk

Crisis



Crisis is the national charity for single homeless people. We are dedicated to ending homelessness by delivering life-changing services and campaigning for change.

It is the hard work and commitment of thousands of volunteers that enables Crisis to change people's lives. Every year, we are fortunate enough to benefit from the support of over 10,000 volunteers.

Volunteer roles available:

- At Christmas we are looking for general volunteers to greet guests, help and carry out a variety of tasks. We also particularly need specialist volunteers in the fields of healthcare, translation, driving, hairdressing, advice, entertainment, education and much more.

- Year round opportunities include supporting the delivery of classes and workshops at Crisis Skylight, giving talks as a Crisis Community Ambassador and supporting the work of our fundraising team.

"Yeah, the volunteers are very helpful, they're very lovely. You've gotta understand as well that the volunteers have given up their Christmas to spend time with us and if anyone can do that it's a blessing. They didn't have to do it, but they did it."

(Client at the Rough Sleepers Centre at Crisis Christmas 2008)

Contact details

For Crisis Christmas we are encouraging people to apply online, please visit www.crisis.org.uk

For other Christmas related enquiries
Tel **020 7426 3899**, volunteering@crisis.org.uk

For year round opportunities
Tel **020 7426 3861/3864**, volunteering@crisis.org.uk

Case Study Isabelle

For the past five years Isabelle has been volunteering at Crisis Skylight London using her expertise in millinery to run the hat making class.

Members get the opportunity to learn traditional millinery skills such as blocking hats, felting, trimming and measuring heads accurately. Isabelle has created a positive learning environment. She has unlocked the creative potential in learners of all abilities with activities such as trips to the V&A museum, where members viewed Stephen Jones' millinery exhibition. Members come out of her classes equipped with sound knowledge and skills. With Isabelle's encouragement some have even gone on to study millinery at further education

colleges. Her dedication as a volunteer has transformed the lives of many members at Crisis and she was recently awarded Volunteer of the Year for her outstanding efforts.

"[Volunteering] brings in extra skills, capacity and enthusiasm, it keeps us rooted to ordinary people and the general public, it provides an opportunity for others to give back, learn more and get involved." (Crisis staff member)



Isabelle accepting her award for Crisis Volunteer of the Year.

Hope Worldwide



Volunteers change the lives of homeless people through the programmes of Hope Worldwide.

Stop Over places those needing emergency accommodation with volunteer households. This has often been cited as the turning point in people's lives. Receiving welcoming hospitality and being treated as a human being for the first time in a while is life changing for many. Volunteers and staff then help them into longer-term accommodation in the private rented sector through Two Step.

Ex-homeless people are then offered a trained volunteer mentor from the Moving On mentoring scheme to provide support towards achieving

goals that they set for themselves. Many of those mentored find employment or enter education and training as a result.

Since 1993, volunteers have helped to house 3,300 homeless people and have provided over 10,000 Stop Over nights. Since 2006, volunteers have mentored over 200 people through Moving On.

Contact details

For volunteering opportunities contact Tommy Cloherty.
Tel **020 7713 7655**, tommy_cloherty@hopewww.org
www.hopeworldwide.org.uk

Housing Justice



Housing Justice is the national voice of Christian action on housing and homelessness. We exist because we believe that human dignity is challenged by the lack of decent housing.

Housing Justice supports church-linked action for people who are homeless or in housing need, such as shelters, drop-ins and other projects, as well as innovative projects like Faith in Affordable Housing, an online guide for churches in using land and property for affordable housing. See www.fiah.org.uk. We provide advice, good practice resources, training for volunteers and forums for shelters and soup runs. With our partners we also produce resources for Poverty and Homelessness Action Week each year. See www.actionweek.org.uk.

Housing Justice represents the churches voice in national and local government and voluntary sector discussions on homelessness and affordable housing.

Opportunities for volunteering include helping in the office, research, task groups and internships.



Contact details

For volunteering opportunities contact Llinos Waters.
Tel **020 7920 6600**, info@housingjustice.org.uk
www.housingjustice.org.uk

Salvation Army



The Salvation Army is a worldwide organisation working in 118 countries with a huge variety of programmes to fight social injustice.

2010 is an exciting year for The Salvation Army Homeless Services. Every centre nationwide will have dedicated workers called animateurs, whose sole purpose is to organise fun and community action. We believe the transformative power of fun helps develop a sense of purpose and builds positive relationships.

These animateurs need help!

- Maybe you have a talent or a hobby and you could give as little as an hour a month?
- Could you accompany or organise a day trip?
- Could you broker a Community Action Project for our residents to participate in?

Requirements:

- Willingness to work within Salvation Army procedures
- CRB Check (we will help with this process)

Contact details

homelessness.2010@salvationarmy.org.uk
www1.salvationarmy.org.uk

St Mungo's



St Mungo's is London's largest charity for homeless people. Our services run day and night, every day of the year to help homeless people change their lives for good.

St Mungo's creates more opportunities for homeless people to get permanent new homes and to find meaningful activities, learning and employment than any other charity.

We provide emergency shelters and hostels, and outreach teams who work on the streets with people sleeping rough. We support homeless people in their recovery, and help them tackle the problems that have led to their homelessness by opening the door to drug and alcohol treatment. We find routes to employment and enjoyable relationships.

As a volunteer, you will be making a positive contribution to the work we do, and play a vital role in supporting access to social, educational and leisure opportunities for our clients.

Our volunteers currently support activities programmes taking place in hostels across London.

Contact details

volunteerservices@mungos.org
www.mungos.org/volunteering

Streetlytes



Streetlytes-UK is a registered charity dedicated to relieving poverty and making a difference to the lives of homeless and vulnerable people in London.

Our activities include street outreach, abstinence-based motivational workshops and preparing and serving hot meals in partnership with West London Homeless Churches Concern at Chelsea Methodist Church winter night shelter.

Our new project, a night drop-in centre, has recently opened in partnership with King George Hostel and brings homeless people into a more cohesive, community based setting. We also have a peer support group which

deals with issues of drugs and alcohol. Additionally, Streetlytes work in close partnership with the Astell Foundation successfully referring clients to a rent deposit scheme.

We believe that partnering with building based services within the community serves as a bridge to galvanize appropriate services for the holistic benefit of those we serve.



Contact details

Tel **07828 627 201**, www.streetlytes.org

Thames Reach



Thames Reach helps homeless and vulnerable people to live in decent homes, build supportive relationships and lead fulfilling lives. We are a London-based charity with an ultimate goal of ending street homelessness. London Street Rescue (LSR) is our outreach service working with rough sleepers across the capital, acting as a safety net for some of society's most vulnerable men and women. Volunteers join our experienced workers to meet, assess and support rough sleepers to help them move away from the streets.

LSR offers a planned interview and induction process, including training sessions on safety and homelessness. LSR requires that volunteers have a non-judgemental attitude, the ability

to follow health and safety regulations, equal opportunities and confidentiality policies and complete an enhanced CRB check

The majority of volunteering roles are to support the evening shift work, however there are some opportunities to volunteer during the day and help in the office.

Contact details

For volunteering opportunities contact Ashley Nur.
Ashley.nur@thamesreach.org.uk, www.thamesreach.org.uk

The Passage



The Passage runs London's largest voluntary sector day centre for homeless people. Every day it helps up to 200 vulnerable men and women, providing resources and encouraging them to transform their lives. We help by offering basic care (food, showers, laundry, clothing), individual assessment and advice, health services, housing, education, training and employment, outreach services on the streets of Westminster, pastoral and spiritual care, hostel accommodation and supported semi-independent accommodation.

With over 200 volunteers who help in all areas of the organisation, there is a strong culture of volunteering at The Passage and many services could not be delivered without the generosity and commitment of volunteers.

The Passage is looking for volunteers with strong experience in fundraising and events management, who are able to give two or more days a week. We are also looking for volunteers to drive our Ford Transit Van to collect donated goods. Other volunteer roles have changing availability so please check before applying for other roles.



Contact details

For volunteering opportunities contact Sarah Norwood.
Tel **020 7592 1863**, sarah.norwood@passage.org.uk
www.passage.org.uk

Homeless London



Homeless London is the website for finding information about all the services for homeless people in London. It includes hostels and supported accommodation, day centres and advice services for homeless people and those at risk of homelessness.

We are also adding details of volunteering opportunities outside London on Homeless UK.

We are now adding information to Homeless London about volunteering opportunities available in individual hostels and day centres. Visit the site to find opportunities in your area and projects that would welcome help from someone with your skills and interests. Projects want help with a wide range of tasks such as befriending, cooking, helping with skills development, admin and fundraising work.

Contact details

For volunteering opportunities in London www.homelesslondon.org
For volunteering opportunities outside London www.homelessuk.org
For further information contact Diane Iles.
Tel **020 7840 9953**, diane.iles@homelesslink.org.uk
www.homelesslink.org.uk

Winter shelters

Church winter shelter projects play a vital role in keeping homeless and vulnerable people alive and off the streets each winter.

As well as providing overnight accommodation, many shelters work in partnership with other agencies to meet homeless people's needs including finding permanent accommodation.

Each church winter shelter project provides basic dormitory style accommodation, an evening meal and breakfast and other help one night per week for the duration of the shelter, usually 3 to 4 months. In some boroughs the church shelters are year round providers of specialist homelessness services and permanent accommodation.

Over the winter of 2008-09 London churches provided over 250 bed spaces every night helping a total of 1425 people.

There are excellent volunteering opportunities in all of the shelters, which operate on a borough wide basis. Some church shelters have websites e.g. Camden www.coldweathershelter.org but details of all the shelters may be found via Homeless London or Housing Justice.



Contact details

For details of winter shelters contact www.homelesslondon.org or www.housingjustice.org.uk

Volunteer centres



If you are interested in finding out about volunteering opportunities in a homelessness organisation near you, a good website to visit is www.do-it.org.uk. Do-it allows you to search through all of the available volunteer opportunities and apply online. You can search by postcode and by your area of interest. If you would like to volunteer within the homelessness field you should select the interest area entitled "Homeless & Housing".

Another useful source of volunteering opportunities is your local volunteer centre. Volunteer centres (VCs) are the local agencies that promote and develop volunteering. Most of the opportunities on do-it come from VCs. If you can't find a suitable opportunity on do-it, you can find details of your local VC which should be able to help.

Please be aware that some charities do not have dedicated volunteer co-ordinators and so may struggle to respond quickly to enquiries. Be persistent and don't be afraid to call back if you don't receive a response!

"I felt that volunteering was a genuine win-win. I made a positive contribution to others and felt personally enriched through the process. That doesn't happen often."

Contact details

www.do-it.org.uk

Directory

Volunteering opportunities

Broadway

For general volunteering opportunities contact Kate Wingrove. Tel **020 7710 0605**
kate.wingrove@broadwaylondon.org

For mentoring and befriending opportunities contact Caroline Hanks. Tel **020 7426 9621**
caroline.hanks@broadwaylondon.org

Centrepont

Tel **0845 466 3400**
volunteer@centrepont.org
www.centrepont.org.uk

Crisis

For Crisis Christmas, apply online
www.crisis.org.uk

For other Christmas related enquiries
Tel **020 7426 3899**
volunteering@crisis.org.uk

For year round opportunities
Tel **020 7426 3861/3864**
volunteering@crisis.org.uk

Hope Worldwide

Contact Tommy Cloherty. Tel **020 7713 7655**
tommy_cloherty@hopewww.org
www.hopeworldwide.org.uk

Housing Justice

Contact Llinos Waters. Tel **020 7920 6600**
info@housingjustice.org.uk
www.housingjustice.org.uk

Salvation Army

homelessness.2010@salvationarmy.org.uk
www.1.salvationarmy.org.uk

St Mungo's

volunteerservices@mungos.org
www.mungos.org/volunteering

Streetlytes

Tel **07828 627 201**
www.streetlytes.org

Thames Reach

Contact Ashley Nur.
Ashley.nur@thamesreach.org.uk
www.thamesreach.org.uk

The Passage

Contact Sarah Norwood. Tel **020 7592 1863**
sarah.norwood@passage.org.uk
www.passage.org.uk

Other opportunities in London

Homeless London

For volunteering opportunities in London contact **www.homelesslondon.org**

For volunteering opportunities outside London contact **www.homelessuk.org**

For further information, contact Diane Iles.
Tel **020 7840 9953**
diane.iles@homelesslink.org.uk
www.homelesslink.org.uk

Winter shelters

For details of winter shelters contact.
www.homelesslondon.org or
www.housingjustice.org.uk

Volunteer centres

www.do-it.org.uk

This booklet was published in November 2009 by Crisis in partnership with Housing Justice and supported by the Mayor of London.

Crisis Head Office and Crisis Skylight London

66 Commercial Street
London E1 6LT
Tel 0844 251 0111
Fax 0844 251 0110
Web **www.crisis.org.uk**

Crisis UK (trading as Crisis)
Registered Charity Numbers:
E&W1082947, SC040094
Company Number: 4024938