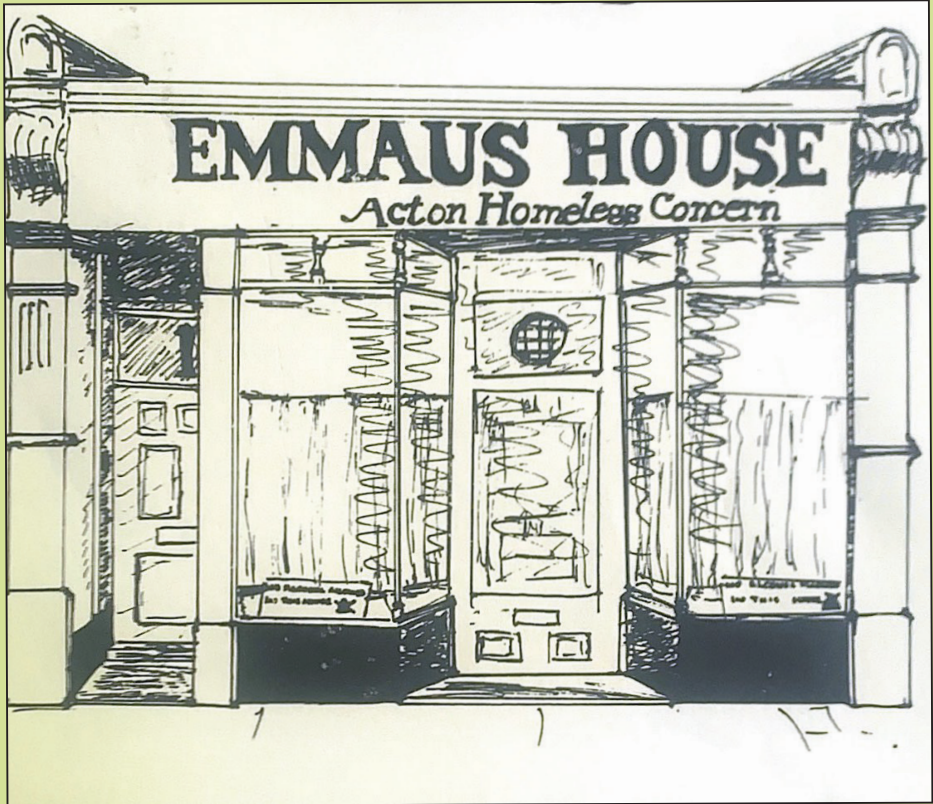


# 2023 / 2024 Trustee Annual Report



**35 Years of Advice . Support . Hope**

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# Welcome from the Chair of Trustees

**“We are a lifeline for many of the clients that come through our doors...”**

As another year passes, and seasons come and go, whether it is summer, winter autumn or spring, the clients’ needs remain the same.

They still need the basic provision of a safe place to be, simple things that many of us take for granted, like a hot meal a drink and a place where they are not judged by their appearance and 35 years on our ethos remains the same.

We are here with advice, support and hope and the team who work directly with the clients offer unfaltering support through the work they do daily.

We are a lifeline for many of the clients that come through our doors, whether for the first time or the hundredth. It should be inconceivable to think that in a progressive society, we still have clients that need an advocate to access basic health services and even a bank account.

We are blessed as a charity to have a team that listens with the intent to understand

the need at the time, not just replying, as though they have heard it all before.

It is humbling to be part of such a richness of care, thought and kindness from everyone who plays a part.

It has also been wonderful to have welcomed our new parish priest Fr Patrick, who has been an amazing addition to the trustee team.

The donors, supporters, volunteers, employed team and trustees play an integral part in keeping the charity operational, this is a real community effort and the charity is always spoken of fondly by those who know us well.

Myself and the other trustees are once again grateful for the level of generosity from our community and we all thank you for the help you provide, making a difference to someone somewhere.

**Karen McDonagh**  
Chair of Trustees

## Meet our Staff



**Rose**

I find it so rewarding that 18 years on, I'm still here. I cook the food here like I'm cooking for family.



**Flavia**

I'm so proud to have a job that helps people and makes a difference to their lives.



**Nadia**

Some of our clients have a bed, but not a home, so the Damien Centre is so important for them to have somewhere warm to sit and feel welcome.



**Kim**

I get so much satisfaction from working with both the clients and the volunteers who support the charity.



**Kate**

When the clients have had a nice meal, it makes you feel proud.



**Carol**

I love making breakfast for the clients in the Damien Centre and getting their day off to a good start.



**Damien**

It's like a community here.

# Trustee Report

**Acton Homeless Concern** was founded by the priests of the Parish of our Lady of Lourdes in Acton in 1989 as a practical response to the needs and problems of a large community of homeless people, sleeping rough on local streets. This problem was reaching crisis point across London at that time. Touched by the hopelessness of the group the resident priests decided that they would, with the help of the local community, find a way to provide at least a daily hot meal and some other basic needs requirement for this impoverished group. A parish owned premises would be used for the service and it was estimated that between 40 and 50 people would visit every day.

35 years later it is sad to report that the problems identified in 1989 not only still exist but have grown year on year. Latest reports indicate that 11993 people were counted sleeping rough in London last year and 88,940 households in London alone were either already homeless or at risk of losing their homes.

The profile of clients has changed over the years and what was originally a group made up entirely of single men and a small number of women now includes families, affected by rising living costs and often unable to buy even basic food. Refugees and asylum seekers also come for help. Facing insecurity and isolation, far away from their home and families, the relief of being somewhere safe is often overshadowed by the reality of making a new life amongst strangers. Although many of these people are temporarily housed most are living with uncertainty about whether they can keep their homes. Latest data estimates that more than 65000 households are now living in

temporary accommodation with as many as 88000 children. We try to support this new group of clients with food in any way we can.

This small charity welcomes everyone who comes to the door. We do not ask for payment for what we provide and there is no need to fill in a form or to provide personal information.

**We smile, say hello, welcome, come in, what do you need? And we let them know that we are happy that they have come and we hope they will come back.**

We appreciate that we would not be able to do this without the help and support from the community, given as freely now as it was 35 years ago. The rent-free premises from the Parish of Our Lady of Lourdes, financial support from the Irish Emigrant Support programme, the proceeds of fundraising including a Golf Day, Dinners, Dances, Quiz Nights and many individual donors. We will show our thanks by continuing to provide care and respect to the people who need it most, the isolated, marginalised and those who are often perceived as undesirable in today's society.

**Acton Homeless Concern  
Trustees**

# How we've helped in 2023 /24



**40,763**

Hot lunches at  
Emmaus House

**15,174**

Breakfasts,  
suppers, and tea &  
coffee at Damien  
Centre



**3,244**

Number of clothing  
requests

**13,500**

Items of clothing  
provided



**818**

Advice & advocacy  
sessions on  
housing, mental  
health issues,  
benefit entitlement  
& poverty



**1,716**

Visits to women  
and children  
sessions



**498**

Showers &  
haircuts+



**250**

Household items  
requested &  
provided



**728**

Food bank referrals ^



**6,200**

Volunteer Hours

\*1st April 2023 -31st March 2024

+Showers were not available for 6 months of this year

^ Service 6 months of year only

# Operations Report

We have had another hectic year at Emmaus House with many more people coming to us for help and support.

We are learning to deal with new groups of clients we haven't seen in the past. We have, during the year seen many working families who are homeless or poorly housed and who need help with food and other items that we are able to provide for them. Refugees and asylum seekers arriving in the area, also look for help with day-to-day necessities and for support with the emotional effects of escaping from countries affected by war, famine and other hardships including extreme poverty.

We have always recognised that everybody is different and that people need to be treated in the way that is most comfortable for them in order to trust us and the help we are trying to provide. People who have to sleep on the street are almost always frightened. They worry about where they will sleep every night, who will help them if they are attacked, when they will get something to eat, how they will keep warm. This makes their world a very frightening place to live in. **We try always to help them in a way that makes them feel secure and supported.**

As the Centres Manager I am able to ensure delivery of a wide range of services thanks to a team of staff who are dedicated and committed to the clients we help every day. Staff are supported by a large group of volunteers who give

freely of their time and who work with the same level of commitment. I thank them all for the tremendous work that they do. I am sure that we continue to thrive and develop because of the exemplary attitudes of these two groups and the way in which they work, all with the same goal, making life more tolerable for our clients and providing them with care and understanding.

**I have been supported throughout the year by our Trustees, all of who work tirelessly behind the scenes and manage and guide the charity with their skills and knowledge. I would like to thank them for their support and guidance.**



I have worked with many outside organisations this year in order to find ways to help our clients with the problems they are experiencing. We often work under pressure which is probably when we are at our best. We have helped with a broad range of problems and we have managed to find solutions for most of them.

I am immensely proud of the results we achieve, working here together at Acton Homeless Concern. I am also immensely saddened that the problems of our clients continue to grow and worsen year by year and that the need for organisations like ours increases. I know that we will carry on helping for as long as we are needed.

**Ian Breen**  
Centres Manager

# Reflections from the Parish

There are millions of people in the world who still feel cold, lonely, overburden, abuse, because there is no love. People have closed the door of their hearts to them. The greatest evil in our world is lack of love and charity.

If I speak in the language of angels, but do not have love, I am only making noise. If I have the gift of prophecy and can understand all mysteries and if I have a faith that can move mountains, but do not have love, I am nothing. If I give all I possess to the poor so I may boast, but do not have love, I gain nothing. There are three things that last: Faith, Hope and Love. The greatest of these is Love (1 Corinthians 13:1-13)

May everything we do and say breathe Love.

How does God love look like?

God love looks like Jesus, stripping off his cloak, kneeling on the floor, and washing the feet of his disciples. Love looks like the master, doing the work that only servants do. Love looks like the Creator washing the feet of creatures. Love looks like the willingness to stoop down low enough to do the dirtiest task. Love always looks like service.

## **God Love looks like Acton Homeless Concern.**

I thank God for the opportunity to be associated with Acton Homeless Concern for the past two years. It has been a humbling experience for me to see in action the generosity, the goodness, kindness and the extra ordinary dedication of so many who serve the marginalised members of our community with such an amazing loving heart.

**This year, Acton Homeless Concern is celebrating 35 years of offering advice, support and hope to those on the margins of our society.**

It is not just a place of serving the poor a hot meal. It is more than that. It's a place for lives to be transformed and relationship to be built. It's a place of generosity, mercy, love and welcome. The Centre is a great blessing for the whole community.

Love is the identity of Acton Homeless Concern. Christ love is tangibly present. Thank you to all who make that presence possible.

I would like to sincerely thank all the Trustees, workers and so many volunteers for your hard work, sacrifice, time, energy, compassion, above all your self-giving love.

To everyone who has helped Acton Homes Concern in any way, thank you for all that you do for the poor. You have all been magnificent.

May the good Lord continue to bless each and every one of you

With prayers and best wishes,

**Fr Patrick Adusei Poku C.S.Sp**  
**Our Lady of Lourdes Parish Priest**

## What our Clients Say

“

I get food and clothes and I have made new friends. A happy place to be.

W.S.

”

“

If it wasn't for the Acton Homeless charity, I would not have any support. They do a very good job!

T.B.

”

“

The staff are nice to me. I don't see people and when I come here I can talk to people. Also the food is very nice and it is free. Love the place.

L.D.

”

“

I go to the Damien Centre in the morning to get my breakfast. I get a nice breakfast and meet nice people.

Anon

”

“

Emmaus House helps people. It offers a place to receive letters. It is important for many things. It offers food, hot drinks. It offers advice. Thank you!

Anon

”

“

I'll never be able to thank you enough for what I am getting. This place and people are so nice and very much respectable. Thank you so much.

N.A.

”

“

I am in a new room thanks to the charity. I like Emmaus House and the Damien Centre. Don't know what I would do if it wasn't here .

N.D.

”

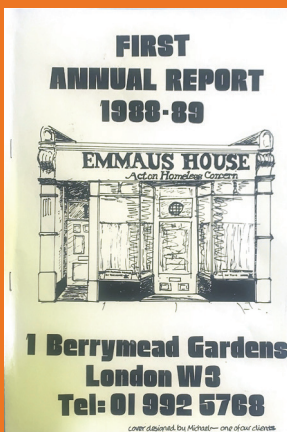
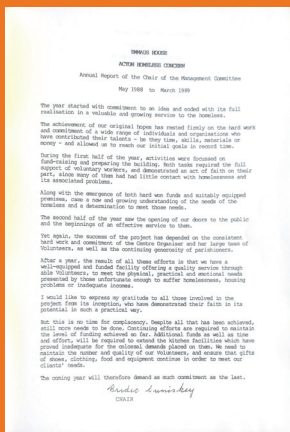
# 35 Years of Advice, Support & Hope

After taking over the parish of Our Lady of Lourdes the Fathers of the Sacred Heart realised that giving the disadvantaged people who were knocking on the church door sandwiches, clothes and a few pounds wasn't enough as there were many more unmet needs. The church tapped into the local community and resources to make a more comprehensive response to the immediate needs of the many sleeping in poor conditions and presenting themselves at their doorstep.

Their vision for Emmaus House was to be a wrap-around caring environment where

each unique person felt respected and valued. 18 months of talking, planning, fundraising, demolition and building followed, and in 1989, Emmaus House was ready and the charity was launched.

The acknowledgement of the dignity and uniqueness has always been a priority in the vision and mission of the charity, in the belief that 'we are all made in the image and likeness of God'. It is on this foundation stone that the miracle story of Emmaus House and Acton Homeless Concern is built.



# Treasurer's Report

This report includes the profit and loss report and balance sheet for the year to 31st March 2024. Full copies of the accounts will be available at the Annual General Meeting on November 4th, 2024. A full copy can also be emailed on request from Kim at [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org) and on the Charity Commissions website [charitycommission.gov.uk/charity-search](http://charitycommission.gov.uk/charity-search).

Income for the year 31 March 2024 was £209,133 an increase of £13,850 from the previous year. We benefited once again from grant funding from The Irish Department of Foreign Affairs and proceeds of an annual Golf Day. Other income is exclusively from small organisations, churches, schools and individual donors. We are grateful for ongoing support without which we would not be able to help our many clients, people who are living on the very edges of society.

We continue to benefit from rent free use of the Emmaus House premises and we are grateful for this and for the unwavering support for our work that we receive from the priests and parishioners of Our Lady of Lourdes in Acton. We receive help in the form of free food from The Felix Project and City Harvest as well as donations from local businesses and community.

**Thanks to these contributions staff were able to provide more than 60,000 meals from Emmaus House and The Damien Centre during the year for a cost of less than £1,300.**

This has enabled us to continue the provision of meals every day, free of any charge to clients, ensuring that everyone can benefit without having to find the money to pay.

Our expenses for the year were £240,231 an increase of £26,120 on 2023/24. The largest cost increase in the year was for utilities. We reached the end of long-term fixed contracts at a time when prices had increased across the board and especially for commercial supply. It was necessary during the year to invest in long-overdue improvements to the premises; we replaced large items of equipment for our kitchen, renewed the central heating system and upgraded lighting throughout the centre. We have also purchased new computers and printing equipment for staff.

Staff salary and pension contributions were our biggest expenditure in the period totaling £180,244 for the year. Trustees consider this to be a worthwhile investment. Our staff provide continued support and commitment to our clients through their hard work and dedication.

For 2023/24 our accounts show a deficit of £31,104, We have, however, continued to maintain a reserve which this year amounts to £284,091 providing more than one year's operating costs and ensuring stability for staff and clients for the foreseeable future.

Trustees and management want to thank our staff for their hard work and commitment throughout the year. We also thank all our volunteers who support staff in delivering services to our clients. They play a big part in our ability to deliver such a high level of services at minimal cost.

**Anne Gray**  
Treasurer



Government of Ireland  
Emigrant Support Programme



An Roinn Gnóthaí Eachtracha agus Trádála  
Department of Foreign Affairs and Trade

# Annual Accounts

## Income and expenditure for the year ended 31 March 2024

|   | 2024           | 2023           |
|---|----------------|----------------|
|   | £              | £              |
| <b>INCOME</b>                                 |                |                |
| Donations and Gifts                           | 191,165        | 180,372        |
|   | <b>191,165</b> | <b>180,372</b> |
| <b>Other income</b>                           |                |                |
| Grant Department of Foreign Affairs - Ireland | 15,060         | 14,640         |
| Interest Income                               | 2,908          | 271            |
|   | 17,968         | 14,911         |
|   | <b>209,133</b> | <b>195,283</b> |
| <b>EXPENDITURE</b>                            |                |                |
| <b>Staff cost</b>                             |                |                |
| Wages and salaries                            | 175,140        | 167,094        |
| Pensions                                      | 3,166          | 3,095          |
| Staff and volunteer training and welfare      | 979            | 728            |
| Travel and subsistence                        | 959            | 1,817          |
|   | <b>180,244</b> | <b>172,734</b> |
| <b>Other charges</b>                          |                |                |
| Premises costs:                               |                |                |
| Rates Light & Heat                            | 20,851         | 11,602         |
| Cleaning and Waste Disposal                   | 3,862          | 1,670          |
|   | <b>24,713</b>  | <b>13,272</b>  |
| <b>General administrative expenses:</b>       |                |                |
| Telephone and email                           | 4,311          | 4,518          |
| Printing Postage & Stationery                 | 1,214          | 2,953          |
| Bank charges                                  | 345            | 343            |
| Insurance                                     | 2,861          | 2,485          |
| Equipment Replacement                         |                |                |
| Repairs and Renewals                          | 20,014         | 3,084          |
| Sundry expenses                               | 2,747          | 4,724          |
| Food & Provisions                             | 1,236          | 7,684          |
| Fund Raising Costs                            | -              | -              |
|   | <b>32,728</b>  | <b>25,791</b>  |
| <b>Legal and professional costs:</b>          |                |                |
| Accountancy fees                              | 2,320          | 2,320          |
| Advertising and PR                            | 232            | -              |
|   | <b>2,552</b>   | <b>2,320</b>   |
|   | <b>59,993</b>  | <b>41,383</b>  |

### Balance sheet as at 31 March 2024

|   | 2024<br>£ | 2023<br>£ |
|---|-----------|-----------|
| <b>FIXED ASSETS</b>                                   |           |           |
| Land and buildings                                    | 225,000   | 225,000   |
| <b>CURRENT ASSETS</b>                                 |           |           |
| Cash at bank and in hand                              | 284,091   | 314,887   |
| <b>CREDITORS: amounts falling due within one year</b> |           |           |
| Other taxes and social security costs                 | 3,800     | 3,660     |
| Other creditors                                       | 6,425     | 6,257     |
|   | 10,225    | 9,917     |
| <b>CAPITAL AND RESERVES</b>                           |           |           |
| Profit and loss account                               | 498,866   | 529,970   |
| <b>PROFIT AND LOSS ACCOUNT</b>                        |           |           |
| Brought forward                                       | 529,970   | 548,804   |
| <b>Profit</b>   | (31,104)  | (18,834)  |
|   | 498,866   | 529,970   |

Full copies of the accounts can be emailed on request from Kim at: [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org) and on the Charity Commissions website [charitycommission.gov.uk/charity-search](http://charitycommission.gov.uk/charity-search).

Registered Charity Number: 105881

# Why we are Trustees #getinvolved

## MEET OUR TRUSTEES

Charity Trustees are the volunteers who share the responsibility of governing a charity and directing how it is managed and run. Trustees' duties are to act in the charity's best interests, manage the charity's resources responsibly and act with reasonable care and skill. In practical terms this means attending a monthly meeting, to discuss operations, finances, key risks and issues and make any decisions. Find out more about what being part of Acton Homeless Concern means to them.



**ANNE**

I have worked at Acton Homeless Concern for more than 30 years, assisting with governance, finance and management. I love working with

an organisation that delivers support to its clients in a simple and uncomplicated way, where staff and volunteers create a warm and happy environment for everyone who comes to the door needing help. I have stayed for so long because the rewards I receive through being involved with the charity are far greater than what I contribute.

## SHIRLEY

I have been a trustee for AHC for 6 years now and the reasons that made me want to join haven't changed. There



is nothing fancy about AHC, the focus is fully on the fundamental basic needs for our clients - food, clothes, toiletries and other services easily taken for granted. I love the ethos that all is offered with the dignity of our clients at the forefront and I'm inspired daily by the fantastic team of staff and volunteers. I don't have a fixed role within the trustee team - I'm a willing pair of hands to help where I am needed and I'm happy to do pretty much anything.

## NICKI

I first heard about the work of Acton Homeless Concern through Our Lady of Lourdes, and I supported the charity with donations of clothes and food.



Three years ago, I became a trustee, and I really enjoy helping out with whatever needs doing - communicating with our supporters, helping with fundraising, pitching in with annual clear-outs. I'm so proud to be part of this charity - our staff and volunteers make everyone welcome, and do their best to help with love and compassion.



### KAREN

I'm Karen. I've been part of the trustee team now for nearly 12 years. I answered an advert in the parish

newsletter, the trustees were in need of a minute taker, that is how I became hooked! As I knew of the charity through the parish and living in the community I thought this is a great way to deepen my understanding on what lived experience is, and the impact this has on the most disadvantage people in our local area. And as soon as I arrived to take notes I knew there was so much to learn to understand as well as the skills that I could bring.

12 years on, we still have the same challenges and as a team of trustee volunteers we are persistently supportive, in the work that takes place on a daily basis. I feel truly privileged to be in this position, and absolutely love doing whatever is called upon me to do, always in the hope it makes a small difference to somebody somewhere.

### GET INVOLVED

**If you are interested in becoming a Trustee, we'd love to meet you and share more about the work we do. You don't have to be a professional trustee to join us, we're just looking for people who are passionate about supporting the most disadvantage in our local community. Get in touch with us on [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org) and we'll arrange an informal chat with Karen, our Chair of Trustees.**

### MARY

I became involved with the charity 35 years ago during its setup. It now feels like a second home. I had previously worked with women



who were affected by poverty, domestic abuse and discrimination and I welcomed being able to put my experience to practical use. 35 year later women still experience the same problems in increasing numbers. I am honoured to provide a place of security and shelter for them even if it is just for a few hours every week.

### FATHER PATRICK

The Christian values of the Spiritan founders of respect, integrity and justice inspire us to work beside homeless people, the poor and those



marginalised in society with compassion – regardless of race, religion, gender, beliefs, age, sexuality – but because they are human beings. As a religious missionary order, being involved in Acton Homeless Concern was one of the reasons we were attracted to Our Lady of Lourdes.

## Mayor of Ealing - Charity of the Year

This year's Mayor of Ealing, Councillor Yvonne Johnson, has chosen Acton Homeless Concern as one of her chosen charities of the year and is holding events throughout the year to raise awareness and funds to support Emmaus House and the Damien Centre and the CAPE Project.

The Mayor, Cllr Johnson was first elected as a councillor in South Acton in 1986 and has continued to serve residents here for the past 38 years. She has been involved with Acton Homeless Concern since the very beginning of the charity 35 years ago. Cllr Johnson was part of the founding for Acton Homeless Concern Management Committee – as recorded in the very first annual report.

The mayor reflects on her involvement with Acton Homeless Concern from the early years:

**“Acton Homeless Concern was fairly low-key and small in the beginning, gradually the charity grew through obtaining grants for support and has grown into the charity that it is today. Having been involved from the very start, Acton Homeless Concern is close to my heart. It’s important that people have a place to go to in the daytime, to eat, to keep warm and to get the help they need”.**

Acton Homeless Concern is honoured to be chosen as one of the Mayor's Charities of the Year and we are very grateful for her support.



**Councillor Yvonne Johnson Mayor of the London Borough of Ealing**



**The Mayor visits the volunteers, staff and trustees at Emmaus House**

# Women & Children Report

The Women and Children's group has been part of Acton Homeless Concern since the beginning. Wednesdays in Emmaus House were reserved for women and children only and we welcomed in those in temporary accommodations and poor living conditions. In the early days, Wednesdays were about helping in many different ways – we'd have sewing and mending sessions once a month, where a seamstress would be on hand to show our clients how to repair clothes, replace buttons and zips and take up hems. We would also help women with budgeting – giving advice on how to shop in a cost-effective way and we offered cooking classes, showing them how to make tasty and nutritious meals for their families. Back then, not everyone had a television – and of course there was no internet – so access to this sort of information and help wasn't as widely available as it is now.

The women would take part in activities in Emmaus House while their children were looked after with fun activities and lots of toys to play with next door at 3 Berrymead Gardens.



The women who came to the group 35 years ago were local mothers and grandmothers who needed an opportunity to get out, find someone to talk to and unburden themselves – one of the most important things we could do was to just listen.

**Fast forward to 2024 and we still run a Women and Children's Group every Wednesday – now in the newly refurbished 3 Berrymead Gardens space.**

Our Wednesday clients are a mix of different women – many of whom are being housed with their families in hostels and can be dispersed to accommodation across the country with very little notice. We give out fresh food, fruit and vegetables, and items like toiletries and nappies are always in great demand. We have women and children's clothes for those who need them, and different household items – all of which are donated by our supporters. Some women come in for very specific items, some for a cup of tea with a biscuit and a chat, and some need to be seen individually, rather than part of a larger group

One thing that hasn't changed in 35 years, is that everyone has their own personal problems and need someone to simply listen to them without judgement – and I thank God that we are here and are able to do just that.

**Mary**  
Volunteer Trustee

# Why we Volunteer #getinvolved

Meet some of our volunteers and find out why they keep turning up to help week-in, week-out.

**Maria**



“I enjoy meeting the clients and the other volunteers ”

**Bob**



“ I like to chat and get to know the clients ”

**Leila**



“I really like the people here and it makes me feel useful ”

**Mercia**



“ I love helping people ”

### Katherine



“ Interacting with the clients gives me a sense of fulfilment ”

### Theresa



“ Helping people gives me lots of satisfaction ”

### Deirdre



“ There is just so much love here ”

### Maria



“ I help the people and they help me ”

We are a volunteer-led organisation with over 6000 hours volunteered last year. We really couldn't do what we do without them and each and every one of them is amazing. There's plenty to do in both Emmaus House and the Damien Centre – sorting, chopping, peeling, serving, making tea, caring, listening, chatting, laughing - It's very rewarding and lots of fun.

**If you're interested in volunteering, get in touch by email: [admin@actonhomelessconcern.org](mailto:admin@actonhomelessconcern.org) or by phone 020 8992 5768**

# For 35 years we've been blessed by the support of the local community

We'd like to express our enormous thanks to the many churches, faith groups, schools, colleges, charitable trusts, community organisations, local businesses and individuals who have all contributed their time, money and efforts to help some of the most needy people living around us.

To each and every one of our supporters and volunteers – you are truly amazing.

**THANK YOU!**



Brochure designed by  
[karirodnes.design](http://karirodnes.design)  
[#karirodnesdesign](https://twitter.com/karirodnesdesign)