





Chairman's statement

A roof is simply not enough – I am reminded of this every time I walk into Crisis Skylight, our activity centre on Commercial Street. If we hope to get homeless people off the street for good, we must help rebuild their skills and their connection to the world around them. So as my second year as chair of Crisis draws to an end I will remember this year as the year we really embraced learning and skills as a permanent way out of homelessness.

We were also proud, this year, to see FareShare, our food redistribution scheme establish itself as an independent charity. This was a real reflection, not only of the entrepreneurial spirit of our staff, but also of our transition, from an organisation concerned with food and basic needs, to one looking at learning and skills as a solution to homelessness.

It is a fitting moment, as we say goodbye to FareShare, for us to look to the longer term future of Crisis. This year we took our boldest step yet, launching a search for a site for the Urban Village project, an exciting experiment in urban living. This project will house 400 key workers and formerly homeless people, in an integrated community.

In the past year, we have forged strong partnerships with government, as well as the private sector, and other voluntary

organisations. But whilst we have travelled a massive distance, our values have remained the same - engaging and empowering homeless people. I am proud to say that we have maintained our challenging stance on the invisibility of single homeless people. It is shocking that despite the increasing prosperity we see in Britain today, there are still 380,000 homeless people, hidden away from public view.

Through our projects we have redoubled our efforts with hidden homeless people, providing them with workshops, courses and other support. It is heartening that the importance of our work was recognised this year by a visit from His Royal Highness the Prince of Wales and our Skylight Activity centre winning the Charity Finance Award, for best educational project.

But everything we do, be it winning an award, or helping a homeless client find a job, we owe to you, our volunteers, donors and supporters. Whether you are the farmer who delivers potatoes to our shelters every Christmas or the government who has given us £200,000 funding, you make Crisis what it is and I thank you from the bottom of my heart.

David Bell
Chairman



Giving people support to train and get back to work

Last year Changing Lives provided 106 homeless and vulnerably housed people with awards to do training or start small businesses

Changing Lives also provided over £32,000 to help 11 previous award winners develop their business

Changing Lives awarded a total of £117,540 to homeless and vulnerably housed people to train or get back to work



“I haven’t looked back, I’ve got self-respect for the first time.”

Terry qualified as a tree surgeon with the help of a grant from Crisis

GETTING back to work is an important step for many homeless and vulnerably housed people. A job gives them independence and self-respect. Crisis helps people overcome the barriers to finding work, that lack of skills and a permanent address can create.

Terry lived in children’s homes from the age of five, by the time he was 27 he had spent six and a half years in and out of prison. Between stints behind bars he often ended up homeless.

When he was released he found work at a firm of tree surgeons. He loved the work, but without qualifications the pay was poor and Terry had to live in a caravan as he couldn’t afford rent.

Then he heard about Crisis Changing Lives. It is a Crisis project which provides financial awards to homeless people to help them get into work

through buying equipment, starting a business or getting training. Through a grant from the scheme, Terry paid for a training course qualifying him as a tree surgeon. He bought a truck and chainsaw, began to advertise in local papers and is now self employed.

This year Changling Lives awarded £117,540 to homeless and vulnerably housed people to provide funding for a variety of pursuits from setting up a pottery business to paying fees for a football coaching course.

For the first time this year Changing Lives also started to provide grants to people who had set up businesses, with the help of a previous award, so they could develop them further.

Crisis would like to thank Barclays for their continued support of Changing Lives.



Helping homeless people build confidence and skills



“By coming to Skylight I have developed myself as an artist and become more confident.” Khristian

Over 100 homeless people come to workshops at the Crisis Skylight activity centre every day

35 per cent said they felt more confident because of coming to Crisis Skylight

CRISIS believes that solving the problem of homelessness is about more than providing a roof. People need skills, not only to find work, but to manage their lives.

Crisis Skylight is a centre where homeless people join free workshops ranging from IT to Tai Chi. In its first full year of operation Skylight has seen some exciting developments.

The artroom at Skylight is busy every day with budding homeless artists and this year many were given the opportunity to display and sell their work at an exhibition at Credit Suisse First Boston bank.

Through the Pathways team, who joined us in April, Crisis is now able to provide free and fully accredited courses in subjects including basic Maths, English and IT. Taught everyday in the Skylight centre these courses have enjoyed a good initial take up.

Crisis has been developing ambitious plans to open a Skylight Café, based under our head office in East London. It will provide training opportunities for homeless and vulnerably housed people and sell delicious food and drinks to the general public.

Improving the health and emotional well-being of homeless people

1,000 people accessed medical services at Crisis Open Christmas

12,000 meals and 290,000 cups of tea were served

331 guests were given housing advice



“I was not treated as a number. Crisis gave me respect and a sense of equality.” Zat

ZAT was on and off the streets for 10 years stuck in a cycle of drinking and depression. When he visited Crisis Open Christmas he found support, companionship and compassion.

He also learned about Skylight, where he went on to become involved in drama, painting and contemporary dance. He went on to work as an ambassador for Skylight, visiting hostels to explain what Crisis does. He has helped many other homeless people, by encouraging them to visit the centre themselves.

“I was not treated as a number. Crisis gave me respect and a sense of equality,” he said.

Crisis Open Christmas centres, open between December 23 and 30, offer homeless people care and companionship over the festive period, which can be a difficult and lonely time of year. They give homeless people a chance to take the first steps toward rebuilding their lives providing guests with access to courses in IT and maths, drama and art. There are also 21 vital services, including housing and medical advice, hairdressing and dentistry.

Crisis is committed to making sure homeless people are supported year round, not just at Christmas and encourages first time guests to get involved with other projects such as Skylight and Changing Lives.

As well as direct health and wellbeing work with homeless people at Open Christmas, Crisis carries out ground breaking research in these areas. This year we commissioned a major inquiry, published in February, drawing attention to the multiple health issues faced by many homeless people, including addiction, mental health problems, TB and HIV.

FareShare becomes independent

This year Crisis was proud to establish its food redistribution project FareShare as an independent charity. FareShare redistributes fresh food from manufacturers and retailers to homelessness projects. Its independence will allow it to broaden its remit beyond homelessness, to include others from older people to asylum seekers.

Helping homeless people live independently and become part of their community

About 380,000 people in the UK live in hostels, squats and other temporary accommodation

SmartMove gave advice to 5,356 people this year, helping them to build independent lives



“I was overwhelmed. SmartMove did everything. All I had to do was meet the landlady and accept the keys.” Barry

BARRY was homeless for years. After splitting up with his partner he was left with nothing. No money, no job, no home. He applied to the council several times for accommodation but didn't get any help.

With help from Crisis SmartMove he was able to move into a one bedroom flat. He has since had help to move into a new flat that doubles as an artist's studio. Barry has now exhibited his paintings in several galleries and sold a lot of his work.

“Three years ago I didn't have any hope,” Barry said. “Strength of character and a lot of help from Crisis has made me a member of society again”.

Crisis SmartMove helps homeless people find decent, affordable private accommodation and offers landlords a financial guarantee in place of a cash deposit.

But it's not enough just to help people find their own place to live. For people who have been homeless for years, moving into their own home

presents a whole new set of challenges. So this year Crisis SmartMove has started giving homeless people advice on subjects such as budgeting and healthy eating, before they even move in.

In the past year Crisis, through SmartMove, has also worked with environmental health departments and landlords to improve the standards of over 400 properties.

Moving can also be lonely for someone who has been homeless; so it's important that people are helped to become part of a community. Crisis is working on an exciting new project where ex-homeless people and key workers will be housed along side each other, on a site in London. The Urban Village will also have on-site help tailored for homeless people including healthcare, counselling and employment opportunities.

The idea has already been a great success across a number of sites in New York, set up by US organisation Common Ground which has provided a huge amount of inspiration and support to Crisis in developing the idea here.

Providing a voice for homeless people

There are up to 380,000 hidden homeless people in the UK today

The problem costs Britain around £1.4billion a year

There will be over one million hidden homeless people in the UK by 2020



“I would really like people to put the homeless label to one side, actually look at me for who I am.” Danny

DANNY’S mother kicked him out almost ten years ago. Since then he has never had a real home. He has slept on friends’ floors and been in and out of hostels. At his most desperate moments he went to all-night clubs to avoid sleeping rough.

His housing situation is extremely stressful and has made it tough to hold down work. “It is so much pressure because you are trying not to let the people at work know how bad your situation really is. You’ve got to put on this brave face, but deep down you are falling to bits,” he said.

Crisis estimates around 380,000 people, like Danny, live in hostels, bed and breakfasts or are sleeping on friends’ floors. They are the Hidden Homeless, single homeless people who exist out of sight.

Through our services we help as many homeless people as we can, but it isn’t possible for us to get to everyone. A very important part of our work is campaigning on behalf of single homeless people to make sure they get the help and support they need.

This year Crisis published the Hidden Homelessness report, and launched a campaign calling for the first ever Hidden Homeless Census, which would establish exactly how many Hidden Homeless people there are and what help they need to get back on their feet.

Crisis also published How Many, How Much, another groundbreaking report, focusing on the numbers and cost of single homelessness.

Crisis has been operating against the back-drop of the government’s anti-social behaviour agenda. Our Innovations Fair this year entitled Compassion or Coercion, debated and explored anti-social behaviour and homelessness. The event attracted over 100 attendees and high-profile speakers.

Crisis also held six seminars with politicians, policy makers and practitioners and delivered a programme of one to one contact with key decision makers.

At Crisis we
rely on the
generosity of
our donors and
volunteers.
Thank you for
your support



"This is my way of doing a little something for those less fortunate. Crisis is a worthy cause."

Harriet Engwell, who pledged a legacy donation to Crisis

MORE than one third of all donations to Crisis come from individual supporters, whose gifts – in the form of one-off donations or regular monthly contributions – totalled nearly £2.5 million this year.

Crisis received £557,000 from 70 companies taking part in the Christmas Card Challenge, who pledged their Christmas card budgets to our work instead of spending it on cards and postage. Their support was announced in the Financial Times, and many used a special e-card to send to their clients and business contacts.

More than 1,400 schools, churches and community groups across the UK raised over

£310,000 for Crisis through fundraising events and collections. This year 1,560 runners took part in our annual Square Mile Run and raised a grand total of £150,000.

Crisis has worked in partnership with many trusts and foundations across a wide range of services for homeless people. It was largely due to the support of charitable trusts that we have been able to begin offering accredited training.

Crisis could not deliver services such as Open Christmas without the many donations or 'gifts in kind' it receives; last year these totalled £1.3 million and included food, furniture, art and IT equipment.

Volunteering

None of the work we do would be possible without the enormous contribution made by our volunteers. We rely on over 3,500 volunteers to run Open Christmas and help us year round at Crisis Skylight activity centre running workshops or welcoming members. Many also help us in our head office, or fundraise and raise awareness about Crisis around the country. Whatever your skills or talents you can support Crisis. If you want to volunteer visit www.crisis.org.uk/volunteering

THANK YOU...

We would like to express our thanks to all those who have supported our work this year; in particular we wish to acknowledge donations from the following:

ABN AMRO
 Accenture Ltd
 Alfred McAlpine PLC
 Allen & Overy
 Alliance & Leicester PLC
 Amec PLC
 Ashurst
 Babcock International Group PLC
 Baker & McKenzie
 Bank of America
 Barclays PLC
 BG Group PLC
 BHP Billiton PLC
 Bradford & Bingley PLC
 BT Group PLC
 Cadbury Schweppes PLC
 Canary Wharf Group PLC
 CRESTCo
 Dealogic Ltd
 Ernst & Young
 Fidelity Investments International
 The Financial Services Authority
 GlaxoSmithKline PLC
 Glencore UK Ltd
 Grosvenor Group Holdings Ltd
 International Power PLC
 JPMorgan
 Linklaters
 London Stock Exchange PLC
 Lovells

M&G Investment Management Ltd
 Marks and Spencer Group PLC
 N M Rothschild & Sons Ltd
 National Grid Transco PLC
 Office of the Deputy Prime Minister
 Off the Streets and Into Work
 Pearson PLC
 Pret A Manger
 Reckitt Benckiser PLC
 Scottish Power PLC
 Simmons & Simmons
 Taylor Wessing
 The Balcombe Trust
 The City Parochial Foundation
 The D G Charitable Settlement
 The London Housing Foundation
 The Monument Trust
 The Paul Hamlyn Foundation
 The Tudor Trust
 Threadneedle Investments
 Weil Gotshal & Manges

Crisis is very grateful to the 40,000 individual supporters whose gifts make it possible for Crisis to make a real difference to the lives of homeless people. Thank you.

"Crisis is one of the most professional charitable organisations I have ever worked with." Sue Eilfield, Human Resources Director, Financial Times.

Financial Review

03/04 INCOME (000s)

DONATIONS & GIFTS	£4,724	76%
GRANTS	£284	5%
LEGACIES AND INVESTMENT INCOME	£894	14%
OTHER INCOME	£312	5%
TOTAL	£6,214	

03/04 EXPENDITURE (000s)

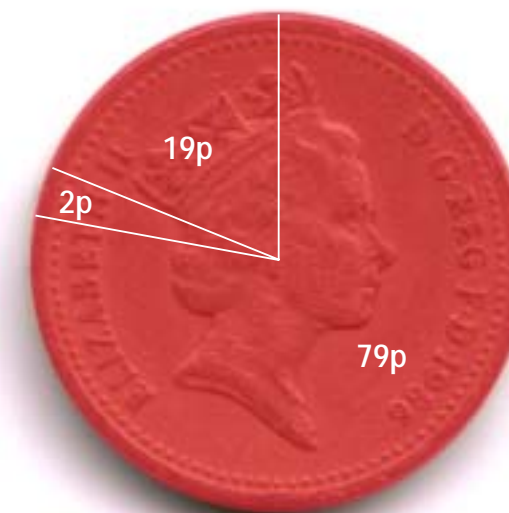
PROJECTS & SERVICES	£4,067	76%
FUNDRAISING & PUBLICITY	£1,189	22%
MANAGEMENT & ADMINISTRATION	£126	2%
TOTAL	£5,382	

From every **£1** donated to Crisis over the last three years

... **79p** was used to fund services for homeless people

... **2p** was used on management and administration

... **19p** went towards fundraising and publicity costs



Note: A copy of our audited report and accounts for the year ending 30th June 2004 can be found at our website, at www.crisis.org.uk/about/annual_report.php

Providing hope across the UK

"I feel happy knowing I have a roof over my head and I still have my best mate Sheba, my dog living with me."

Patrick, Doncaster

"Because I have been homeless I have a unique ability to train homeless people in IT. I have been there "

James, Nottingham

Crisis offers help and support to homeless people throughout the UK through Crisis SmartMove and Changing Lives.

We designed SmartMove as a franchise model to be replicated nationwide – leaving the day-to-day running to a range of local homeless organisations that share the Crisis ethos.

There are currently 28 SmartMove projects - from Dundee to Devon.

Changing Lives provides financial awards to help homeless or vulnerably housed people achieve their educational and vocational goals.



"Strength of character and a lot of help from Crisis [SmartMove and Changing Lives] has made me what I am now – a member of society again." Barry, Great Yarmouth

"The award has changed my life unbelievably. Now I have a social network at college. The computer is the only tool I need to achieve my end objective. Without it I have nothing. Thanks to Crisis and Changing Lives." Peter, Oxford





**Fighting for hope for
homeless people**

CRISIS
66 Commercial Street
London E1 6LT
tel: 0870 011 3335
fax: 0870 011 3336

www.crisis.org.uk

Crisis UK (trading as Crisis) Charity no 1082947 Company no 4024938
Writing by Allison Martin @ ngo.media, www.ngomedia.org.uk.
Design by Carsten Glock @ The Content Team, www.contentteam.co.uk