



Together
we will end
homelessness

Thank you for
supporting Crisis
this Christmas





Thank you from Crisis

Thank you so much for your generous support this Christmas. 2020 was an incredibly tough year for so many of us, but when facing hardship, you chose to reach out and help others, to make sure people in our society were not homeless and alone at Christmas.

With your ongoing and generous support, and the help of 1,102 amazing volunteers, we helped over **2,004 people experiencing homelessness** receive a special Christmas full of warmth, kindness, and expert care.

We are proud to work alongside you as we end homelessness for good and would like to take this opportunity to show the impact your support has had over one of the most challenging Christmas periods Crisis has seen.

“I was happy to live in a hotel for the last two weeks. I got love and care from everybody. I got good food and clothes. First time in my life had a good experience. I would like to share one thing. Those who have arranged this, thank you!”

Hotel guest, London

Christmas at Crisis

Over Christmas, Crisis provides immediate help for people experiencing homelessness at a critical time. With the help of generous supporters and volunteers, we open centres across the UK over the festive week. Supported by more than 10,000 volunteers each working together to provide companionship, support and a wide range of vital services, each centre delivers a safe, warm and friendly place over Christmas for many people experiencing homelessness.

Over winter, despite the challenges of the coronavirus pandemic, your support enabled us to adapt our services and support as many people as we possibly could, ensuring the spirit of a Crisis Christmas was the same.

“It was very nice of Crisis to provide me with shelter and food whilst I was lonely.”



YOUR SUPPORT ENABLED US TO PROVIDE:



SOMEWHERE SAFE TO STAY



ESSENTIAL FOOD AND FESTIVE TREATS



WELLBEING PACKS INCLUDING ESSENTIAL CLOTHES, HYGIENE AND PERSONAL CARE ITEMS



PHONE AND ONLINE SUPPORT FROM VOLUNTEER BEFRIENDERS



VIRTUAL GAMES AND QUIZZES



CHRISTMAS ACTIVITY PACKS OF ARTS AND CRAFTS



HEALTH AND WELLBEING PROGRAMMES



ADVICE ON HOUSING, EMPLOYMENT AND BENEFITS



YEAR-ROUND SUPPORT WITH TRAINING AND EDUCATION

Your impact



475

PEOPLE IN HOTEL ACCOMMODATION

597



ONE-TO-ONE
ADVICE SESSIONS



402

TELEPHONE
BEFRIENDING SESSIONS

140



HEALTH
APPOINTMENTS



2,004

PEOPLE RECEIVED
A WELLBEING PACK



238

DIGITAL INCLUSION
SESSIONS

202



ONLINE ACTIVITY SESSIONS
ATTENDED 485 TIMES

229

PEOPLE REFERRED TO OUR CASE
MANAGEMENT TEAM



SCAN THE CODE TO SEE A REGIONAL
BREAKDOWN OF YOUR IMPACT



"When the hotel staff knocked on the door in the morning and gave me a free breakfast, I thought that miracles really do happen at Christmas!"



Christmas warehouse

	2019	2020
FOOD	Volunteer-run kitchen services at centres providing hot meals for guests across the week.	Three hot meals a day plus festive treats provided by an outsourced catering company.
ESSENTIAL PACKS	Programme of wellbeing activities in the centres including yoga, arts and crafts and access to essential items like clothes, toiletries and technology.	Wellbeing packs containing toiletries, clothes, portable chargers, knitted items, books and Christmas treats.

Our work at Christmas is only made possible through the collective effort and generosity of our supporters across Britain who donate the vital resources needed to support people who are homeless. This year, with your support, the warehouse team have been able to deliver thousands of wellbeing packs to people facing homelessness during the pandemic, at a time when day centres and food banks had shut down. **Find out more about the Christmas warehouse here:**



"The staff and volunteers were so friendly and caring, they made me feel like somebody again."

Call centre, befriending, information and advice

	2019	2020
WELLBEING AND ENTERTAINMENT	Face-to-face activities and entertainment including karaoke and bingo, dog services, massages, hairdressing and fitness events.	Online events programme of arts and crafts, music performances and fitness. Most activity sessions had between 2–6 guests with some participating in over three sessions every day.
ADVICE AND SUPPORT	Face-to-face volunteer team providing advice, support and companionship to guests.	Call centre providing housing, immigration and wellbeing advice. Some guests were seen via socially distanced appointments.

Your donation provided us with the ability to train our volunteers to ensure that good quality information on housing, wellbeing, benefits and immigration was available to those who reached out, providing a first step to help with any longer-term needs. Through our call centre, remote befrienders and advisors delivered 327 befriending sessions and 597 advice sessions. **Find out more about our services here:**



VOLUNTEER STORY:

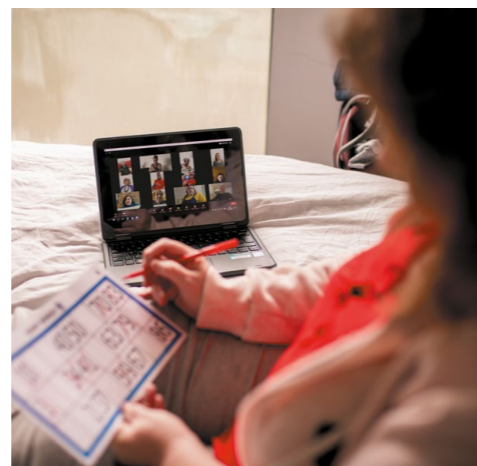
"I have been volunteering with Crisis at Christmas now for several years. I enjoy helping our guests at the East London Day Centre and have fulfilled most of the roles, ranging from serving meals, being the information robot and even cleaning the toilets (not nearly as bad as it sounds!). So, it was with a heavy heart that I learnt a few months ago that the offering this year would, understandably, be very different.

My role this year would be working at the call centre. My wife and I, along with the other volunteers, would be the first point of contact for people calling our helpline. We took various calls from people who were looking for help with accommodation, seeking advice on immigration or simply wanting a chat with a friendly voice. I was very nervous but the training we received was great and really helped me help our callers.

Very little could train me for my first call, however. The caller was clearly fed up and frustrated and the comments he made about himself and some other people he knew, meant I had to escalate the matter with extreme urgency. I was pleased to hear later on that our caller was safe and well.

Volunteering with Crisis is very fulfilling as you get to see first-hand the results of your contribution. It is, without doubt, the most upsetting yet uplifting few days of my year and I urge anyone reading this to give it a go. Your soul will thank you."

Spencer, Christmas Volunteer



"I didn't have to look over my shoulder and had some nice, peaceful relaxing time in comfort. Staff and volunteers were pukka!"



Support over Christmas

	2019	2020
VOLUNTEERING	12,696 volunteers working nationally in kitchen support, warehouse, healthcare and entertainment.	1,102 volunteers. In order to keep everybody safe this year, there were significantly fewer volunteers both in London and the other regions of Great Britain.
DIGITAL SERVICES	Access to an IT suite at the day centres, giving people the chance to set up an email account and get in touch with family and friends.	This year we launched an app for guests to access a programme of events and information. Guests who didn't have smart phones or tablets were given one on arrival to take part in digital inclusion sessions.

"We've previously had feedback from members that the period between Christmas and New Year can be very quiet and lonely for some. This year, we had some amazing donations from local businesses. Staff from Crisis Skylight South Wales all pitched in and we put together 110 food hampers to go with the brilliant bags from the Crisis Christmas team. We've been doing socially-distanced drop-offs to Crisis members, and have had some lovely responses from members. Today we were able to deliver 40 hot roast dinners to people in Bed & Breakfast accommodation in Swansea and Neath Port Talbot, along with the Christmas goodie bags. Christmas this year has looked really different, but it has been an amazing team effort that members have really enjoyed."

– Sally Davies, Admin and Facilities Manager, Crisis Skylight South Wales



Volunteers have always been integral to our work during Christmas. However, because of the changes required to keep everyone safe, we were sadly not able to welcome all of our loyal volunteers this year both in London and the other regions of Great Britain. In spite of this, our staff and volunteers on the frontline were still able to offer support and connection in a socially distanced way, making inspiring changes to people's lives. Your donations have helped us facilitate a way that guests, staff and volunteers could socially distance, but also allowed us to work with our most vulnerable guests in a more targeted way, providing the intensive support many of them will need to end their homelessness. **Find out more about our support over Christmas here:**



"Please keep up the great work. People could really use more programmes and places like this."



Case management – beyond Christmas

	2019	2020
ACCOMMODATION	A number of centres were open nationally for one week offering guests a bed for the night, a chance to shower, freshen up and get clean clothes.	Secured rooms in four hotels and student accommodation across the capital, along with regional offers to ensure that guests could keep safe, self-isolate and access our services. Open for two weeks and run by small shift teams.
HEALTHCARE	Health checks and treatment from a range of healthcare professionals including doctors, dentists, opticians, physios and podiatrists.	Volunteer health professionals to offer advice and referrals on to health providers and remote physiotherapy.

The impact of your support lasts long after Christmas as guests are introduced to Crisis' year-round training, education and support to leave homelessness behind for good. Christmas with Crisis is the first step towards supporting people out of homelessness and providing hope for the future. 2020 saw the first official full-time Christmas Case Management Team deployed with the aim to build relationships with guests who needed support after Christmas and begin to understand their needs and long-term options, then put plans into action for the new year. 229 guests at the London hotels were referred to the Christmas Case Management Team and have begun their journey out of homelessness. **Find out more about our Case Management over Christmas here:**



PATRICK'S STORY:

Patrick*, 31, is experiencing homelessness and lost his job due to coronavirus.

"I'm enjoying my stay at the hotel, nice to have a proper bed. I feel a little less stressed out with my current situation."

Patrick hopes that in 2021 he can **"start afresh and get back to work and have some normality in my life. I would like Crisis to help me with my move and eventually do some sort of work with Crisis and help others the way they are helping me."**

*Patrick is a pseudonym to protect his identity.



Josh's story

Beyond the numbers, your support has a deeply meaningful human impact in changing lives forever.

Josh*, 31, stayed in one of the hotels Crisis was running over Christmas, where he received vital support.

"I feel safe and I feel that I'm getting the help I need to move forward with my life. I feel comfortable being in the hotel and I feel a bit happy being able to speak to someone about my situation. I feel a sense of hope I can have a good future."

"The staff are very kind and I'm enjoying my stay at the hotel. The best thing about Crisis and my stay is the service and the help I'm getting from the staff."

If Josh wasn't in the hotel, he said he would be sleeping on the streets, **"being less motivated to carry on living. Feeling empty inside."**

Josh described what it's like to be homeless, saying **"I spend my days and nights alone in my own world. You feel worthless, you feel like the world is judging you and there's no way out."**

But since spending Christmas with Crisis, Josh said: **"I've been given information on what to do next and how to take the steps to find my own place."**

Josh hopes to join Crisis in the new year. **"Most important is finding a place of my own so I can feel comfortable to move forward in my life. Also help with my negative thoughts. Mainly finding a place and staying off the streets so I can focus on my future."**

"We should all have a place where we call home to feel safe."

*Josh is a pseudonym to protect his identity.

Christmas with Crisis is the first step in Josh's journey out of homelessness and that's all thanks to you. By supporting Crisis, you really are helping people transform their lives.

What we've learnt

Although Crisis at Christmas 2020 challenged us to adapt and look closely at our services, there were a great number of learnings to be taken away. The vast number of calls to our call centre showed us how apparent loneliness and food deprivation was, and the number of people who rely on us for food and companionship at this time of year.

There is currently scope for us to expand our call centre service regionally and provide further access to our year-round services. Having the service run over two weeks, and particularly being open on the Monday after New Year, was beneficial for guests to immediately transfer to other services that were open. It also provided us with more time to assess guests' needs and

appropriately support them. And perhaps one of the greatest standouts was the benefit of hotel accommodation.

Next year we would like to work more closely with schools and colleges that have similar student accommodation attached with communal areas and space, to provide both the companionship guests need and the targeted support, privacy and dignity individual rooms can provide.

Of course, none of this year would have been possible without the dedication of our generous supporters like you. Thank you once again for making Crisis' Christmas a success this year and transforming people's lives.



A MESSAGE FROM RICHARD LEE, DIRECTOR OF FUNDRAISING AT CRISIS:



"We're extremely grateful to everyone who gave their support at Christmas. With your help, we were able to give people a Crisis Christmas with friendship and support, food and crucial advice. Christmas is just the beginning – now we'll be working with people throughout the year, helping them to leave homelessness behind for good.

It's been a difficult time for us all, but thanks to the generosity of our supporters we've been able to adapt our frontline services and be there for people without a safe and stable place to call home."

A handwritten signature in black ink that reads "Richard Lee".

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