



**The Manna Society
Annual Report
2012 – 2013**



CONTENTS

Manna Society Committee Members	2
The Ethos of the Manna Society	2
Director's Report: Bandi Mbubi	3
Achievements despite the challenges: <i>Margaret Shapland</i>	4
English for speakers of other languages	7
My experience so far: Ellen Burns	8
Treasurer's Report: Tony Charlton	9
Statement of Financial Activities	
2012-2013: Income & Expenditure	10
The Manna Society Balance Sheet as at 31 March 2013	11
Manna Day Centre facts	12

Patrons: Most Rev Kevin McDonald, Retired RC Archbishop of Southwark,
Rt Revd Christopher Chessun, Anglican Bishop of Southwark.

Committee Members

- Bill Dodwell Chairperson
- Tony Charlton Treasurer
- Becki Bruneau, Emma Chippendale, Canon Michael Cooley, Nannette Ffrench, Christine Higgins, Cha Power & Marc Thurgood.

The **Manna Society** began in 1982 and formed under a constitution in 1988 (amended in August 1989). Our Charity Registration number: 294691.

The Society's objects and purpose: ***'to relieve poor persons who are homeless and/or unemployed by the provision of food, shelter and other forms of Christian care with the object of promoting the physical, mental and spiritual welfare of such persons and of improving their conditions of life.'***

(Constitution No 2a)

The Ethos of the Manna

Our vision is the creation of a just society that respects the dignity of every individual.

The Manna Day Centre is a place of unconditional acceptance. Our task, as we see it, is not to judge but to love.

We aim to respect the dignity and worth of each person with whom we come in contact. Each and every one has an intrinsic value that deserves to be respected. No one is dispensable. Our task is to feed and care for homeless people and those in need who seek our help, but we cannot be content with this. We must also seek to challenge the structures of society that lead to homelessness and poverty.

Director's Report

By
Bandi Mbubi



For almost 3 years now homeless people have been affected by the reform of the welfare benefits system. The social programmes that they are so reliant on have all been invariably reduced. For instance, our local mental health team have had to cut down on the number of times it holds surgeries in our centre. From once a week, they can only afford to visit once every fortnight. It is difficult to assess the impact of these cuts and changes. But our own recent internal snapshot survey indicates a sharp increase in the number of people seeking our help, by 30%. 216 people used our day centre on the day the survey was conducted (23rd May), compared to 166 people when a similar survey was held last year in October.

Throughout, I'm grateful that the trusteeship has ensured that we maintain our Christian ethos of love, acceptance, human dignity and justice. It doesn't mean remaining exactly the same every year, but adapting our services to the changing environment, to the circumstances of our service-users.

This attitude has led us to respond to the needs of those who seek our help in new ways whilst upholding our guiding principles. We have expanded our housing and welfare advice service to include work with the private-rented sector to address the shortage of housing for those on welfare benefits. It has meant releasing our senior Advice Worker, Margaret Shapland, two days out of five to spearhead this element of our advice service. She has sought to build relationships with trusted landlords and social housing providers to build enough stock for our clients.

Similarly, 3 years ago, we developed an education system from scratch to equip our service-users with the tools they need to integrate them into mainstream living. We have found that the various changes in the welfare system, particularly the way in which applications for benefits are submitted, means access to the internet has become a necessity, not a luxury. Increasingly, most applications are done online.

This year has been no exception; food has continued to be by far our most popular service, catering on average for 200 people every day of the week. Our cook, Irena Boyle, cooks some very delicious meals. She relies on a dedicated team of volunteers who work alongside her. Another popular service is our shower facilities. They are in constant use every day. Twice a week the first 35 people are given a ticket to access our clothing store. Our volunteers run this vital service with efficiency and dedication. We owe them a debt of gratitude for their reliable service.

The most seismic change to our whole organisation this year is Pat Flood's retirement. It is not an exaggeration to say that he is a hard act to follow. He has been with us for 23 years and it is hard to imagine the future without him. His humility, his humour and sense of duty is what we will all miss. Malcolm Applegate who has worked alongside Pat for the past 3 years has also moved on and since August this year, David Holland has replaced him. Ellen Burns has joined the housing and welfare advice team to bring the total of people offering advice to 2 full-time workers and 1 part-time.

The service-users, the staff and I are all grateful to the R.C. Archdiocese of Southwark for the premises in which we operate from. Without such generosity, we would not simply be able to function. We thank the whole Christian community, grant-making trusts, private organisations and all people of goodwill for the help, both financial and in kind, they have given us this year and previously. As always, a huge thank you to the Trustees for their service.

Achievements despite the challenges

By

Margaret Shapland

Housing & Welfare Advice Worker



“With so many gloomy headlines this year about homelessness, it would be easy to despair – however, the last year has also shown what can be achieved despite the challenges” – Rick Henderson (CEO – Homeless Link) – Guardian Housing Network Blog

Homeless Link published their annual survey of the homeless sector, and six out of every ten projects surveyed said that their budgets had been cut whilst we know that demand continues to grow.

Numbers of rough sleepers in London continues to rise with a 13% rise year on year - 6,437 were recorded in 2012-13 and there has been a 62% rise since 2010-11. Alongside that, shortage of affordable housing means that many families find it harder to get the help they need and the biggest reform in welfare threatens to add to the numbers who find themselves homeless – the impact of the change in rules for housing benefit for under 35 year olds making shared accommodation their only options has given a taste of what is to come in that it is becoming harder to find housing opportunities for them.

We know that we are seeing more people, we are being sought out by single parent families to assist with finding housing – we have never identified ourselves as a service for families as our major service thrust, we know we are seeing more clients coming from the “old EU” countries reflecting the economic climate in those countries with little or no resources to support themselves until they find employment, we know that our role in tenancy sustainment is increasing to ensure clients in accommodation remain in accommodation.

What happened in 2012-13?

So, let's focus on the second part of Rick Henderson's statement and look at what can be achieved despite the challenges by looking back at our year 2012-13 in Advice and Welfare.

- **1012 clients were seen – an increase of 3%**
- **2110 visits to the service – an increase of 12% reflecting the greater need for advice and support and more complex problems were brought to us**
- **420 people approached us for help with housing – we placed 230 in housing – 55% of all those requesting housing**
- **3249 interventions were made on behalf of clients – 3.2 per client**
- **The service offered 328 advice sessions – 86% coverage and an increase of 9% over 2010-11 offering a greater opportunity to clients to access the service**
- **We continue to assist clients with accessing employment and training opportunities with 298 interventions being made on behalf of clients seeking such assistance**

So, what plans are being made going forward?

We are continuing to source housing opportunities for clients as it is evident (and again supported by Homeless Link's survey) that there is silting up of available hostel places making it harder for the newly homeless to get help and particularly those who are under 35. In London, it is harder to place younger people in private rented accommodation – one colleague who works in a London night shelter told us that they had been unable to place anyone under 25 with a private landlord. We have taken a decision that we need to put more resource behind acquiring housing opportunities looking not only at the private rented sector to acquire landlords but also in building relationships with housing trusts and co-operatives to allow greater choice particularly as many clients approaching us for housing both fall into the under 35 age group and do not have an established local connection to any London borough. It is an ever-changing landscape with housing organisations closing their lists to referrers as they are unable to move clients on to other accommodation and as their waiting lists lengthen, so the work is continuous.

From April 2013, Crisis Loans (which we had used to obtain rent in advance for clients) were devolved to local authorities who devised a number of support schemes with varying criteria for qualification - in effect, 33 different schemes for each borough - in many instances making it harder for clients to access up-front funds to cover rent in advance to landlords. We have negotiated a protocol with our home borough of Southwark and are in the process of doing something similar with LB Lewisham but this remains a hurdle for those migrating to London from the regions or outside the UK, who cannot access such schemes as they have no local connection to a London borough. Going forward, we will be seeking to extend protocols to other London boroughs.

As we build relationships with housing trusts etc, it has become clear that there is an expectation that referring services provide more ongoing support to clients primarily because the amount of funding that housing trusts etc receive has been cut and precludes them providing staff levels that can support the clients as they would like. This has implications in terms of the ongoing work we do with clients with time allocation in the Advice and Welfare service.

A look at specific clients

What always illustrates what we do best is the stories of clients we have worked with and what we have been able to do for them.

Ingrida– relieving a desperate situation

Ingrida, a Lithuanian lady, was referred to us by a migrant centre in Hackney who had met her and felt that we could help. She had been working as a live-in carer for an older person who subsequently passed away. The property was returned to the housing provider and Ingrida having no legal rights to remain in the property was at her wits end in trying to resolve her situation. She had no funds and the borough in which she had been living had no provision in their Emergency Support Scheme for rent in advance.

We had a landlord who had appropriate housing but ideally he wanted 1 month rent in advance and 1 month deposit a total of £1600. We asked if he would meet Ingrida as the landlord puts a lot of store in the type of person he rents his accommodation to. He met with her and liked her,

considered her likely to be a responsible tenant and agreed to let the property to her. It then fell to us to try and find some funds to help cover the up-front costs. We looked at the Emergency Support scheme in her home borough and having scrutinised it, it was clear that it was unlikely to help – we approached them and it was indeed the case. So we set about negotiating with the landlord as to what level of up-front security was acceptable, We negotiated down from the £1600 and approached three separate funds who we knew would give grants to individuals to help us. We were lucky and all three agreed to help us – the funds received were enough to cover the amount promised to the landlord and Ingrida moved in – she is happy there and hoping to return to her career in social care.

Neil – supporting a client with no recourse to public funds

We met Neil back in 2012 and he had an immigration case that was not progressing. He is Jamaican born and came to the UK on a visa. Whilst he was here, his brother was shot in Jamaica over a land dispute – threats were made to his life if he returned and his mental health was deteriorating resulting in a significant mental health diagnosis. Many services in London are restricted by their funding so cannot help people with no recourse to public funds. We found a solicitor for him, managed to get him into a shelter and in conjunction with The ROBES Project, we have been supporting this client in making his application for leave to remain in the UK involving researching the circumstances, getting supporting evidence from mental health professionals etc., the ROBES project has done a magnificent job in helping to move him around various night shelter projects in London and latterly both projects have looked at finding funds to keep him in accommodation in backpacker hostels and covering travelling costs to get to the accommodation as there are few shelter options from April to November and his mental health deteriorates rapidly if he is under stress and having no accommodation is one of the biggest stressors he faces. It looks from recent conversations with his solicitor that the Home Office is near to making a decision which we hope is positive though nothing is certain and this just illustrates the ongoing work that is being undertaken and we are lucky in that the society does not have the restrictions that other organisations face, thanks to the people who support us.

As you can see from these examples and I am sure from the examples that my colleagues – Karolina and Ellen can recount, sometimes hope and optimism can be called into question, especially when you read quotes like the one below from Leslie Morphy, chief executive of the homeless charity, CRISIS talking about homelessness in London

"The Mayor of London pledged to eliminate rough sleeping in the capital by 2012. Instead we see today the number of people sleeping on London's streets – in absolute destitution in one of the world's richest cities – has more than doubled on Boris's watch."

This may well be the case but organizations such as ours have to hold fast and use our ingenuity to counter such situations and our belief that a difference can be made, so I end with a quote from Franklin D Roosevelt that I hope informs our work at the society

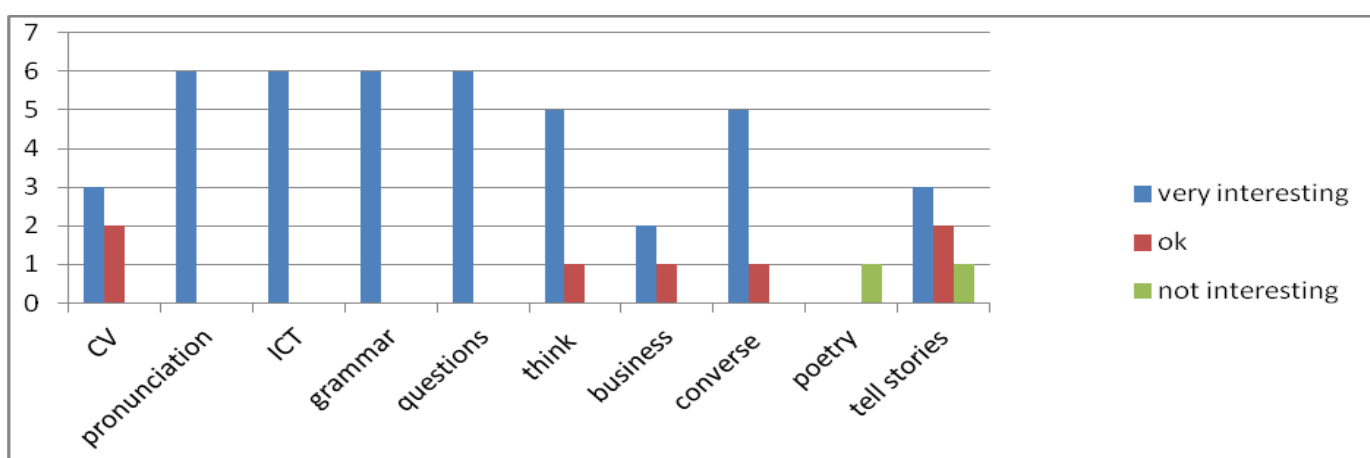
"We have always held to the hope, the belief, the conviction that there is a better life, a better world, beyond the horizon. - Franklin D. Roosevelt

Thank you for continuing to hold fast to that hope to provide a better life for the clients we serve though your support for us at the society.

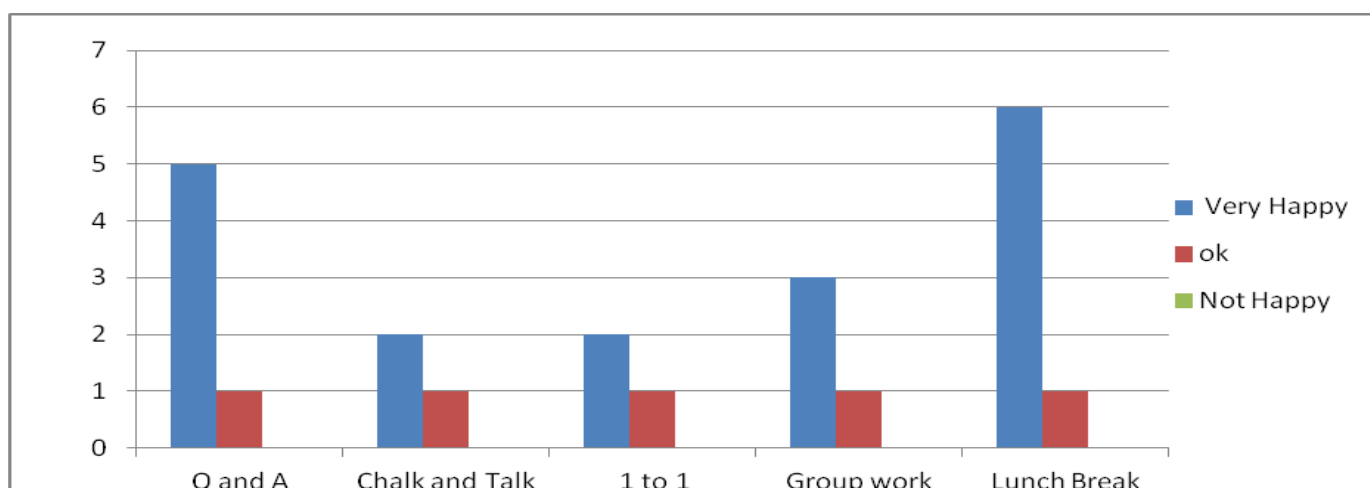
English for speakers of other languages at the Manna Centre

An English class is run for three hours on a Saturday morning for up to twenty students at a time, though numbers are variable. It has run since 2011. Chris, Angelika, Alizon and Barbara are the qualified volunteer teachers. Students come from Africa, Europe and South America. They were given an evaluation questionnaire in July at the end of the year. For students whose English was not sufficiently advanced to understand the questionnaire, we provided a translation for the questions. Everyone was keen on keeping the lunch break! No one was unhappy with the teaching. Question and answer and group work were more popular than individual attention and teacher talk. The students were unanimous that pronunciation, grammar and ICT were their priorities for improvement. We will take account of these findings when the next term starts on 7th September.

Students' views on Teaching Focus:



Students' views on Teaching Methods:



My experience so far
By
Ellen Burns
Housing and Welfare Advice Worker



Having just completed my 6 month probationary period at the Manna, it is an opportune time for me to look back at my experience here so far. It really has been a whirlwind for me. There is so much to learn, and every day at the Manna is something of an onslaught of humanity, with all its beauty, flaws, and strangeness ‘in extremis’.

Some problems are very practical and straightforward, and can be solved quickly. Others are very complex, intricate and long-term, their threads leading back into the bigger social and political knots of poverty, education and parenting, for example. And sometimes leading the mind onto even larger, over-arching, philosophical considerations such as free will, nature/nurture, mental illness, personhood... It is certainly a thought-provoking job.

But back to the concrete stuff: I have been helping clients to negotiate their way through the complexities of how the different London boroughs help their residents (and thus learning these winding pathways myself). As recent TV documentaries have highlighted, it is very difficult indeed to get a council flat. Having lived in a borough for many years, and becoming homeless, is not in itself a ticket to being helped. Only *very* vulnerable people will be given a council flat, and it is sometimes a long and arduous process to apply, and to prove that these criteria apply to your client.

We are also constantly making referrals to hostels, housing associations, shelters, supported housing, and other housing schemes. My colleague Margaret has been freed up by my arrival to spend more time making connections with housing providers, and building up good referral relationships with them. It feels really positive and dynamic that the list of referral options open to us grows every day, with the widest possible range of client groups being catered for. For example, we have recently built up a referral relationship with a charity that helps homeless Muslim people.

Then there are the ‘miscellaneous’ enquiries – helping people to get onto appropriate benefits, trouble-shooting with regards to benefits issues, writing letters to solicitors to support someone’s immigration case, and so on.

With regards to the more complex, longer-term cases, one particular client, a charming older gentleman with a severe and chronic alcohol addiction, springs to mind. He has lived in Southwark for most of his life but, having ‘drunk himself out of’ his own tenancies, and then out of all family options, has slid into chronic rough sleeping. We have been trying to collect together enough paperwork to be able to book him an appointment with the council’s Housing Options team, with a view to some kind of supported living. Due to his alcohol problems, and extremely chaotic lifestyle, this is taking months. For example, he has no ID, as this has been lost or stolen. He finds it very difficult to get to the Manna on time to see me, and remember what he needs to bring with him. There is no point trying to book an appointment until all the documentation on his health problems, ID, past addresses, and so on, has been assembled. Suffice it to say we have got to know each other well over the past few months! He seems to value the fact that there is someone here who knows his case well, and will encourage, support and nag him as appropriate.

A lot of patience, gentleness and tact is also required in building up relationships with people who have ended up on the streets due to mental health problems. Often they do not believe that they need help, or that you can help them, and I have learnt by my mistakes not to try to rush

people into support services, as they may just disappear, in which case you have not helped them but done the opposite.

I have learnt so much in my first 6 months at the Manna, from both my short- and long-term cases. It is a caring and highly efficient place to work, where not a second of time or a crumb of food gets wasted. I look forward to learning more here for a long time to come.

Treasurer's Report

**By
Tony Charlton**



On the following two pages of this annual report is the statement of financial activities and the balance sheet for the year ended 31st March 2013.

Our income and expenditure report shows that we received £551,653 and our costs for the year were £406,205 and we therefore had a surplus for the year of £145,448. This is a very large surplus and it means that our reserves now stand at just over £350,000 which is roughly equivalent to 10 months' running costs. The main reason for the surplus is that we received a bequest of £127,872 from the estate of Miss Mary Ellen Twaits.

Our running costs for the year were roughly £24,000 less than for the previous year. This is partly due to the fact that we had one less member of staff for part of the year but all positions are now fully staffed once more.

We have reduced the previous provision of £50,000 in our accounts to cover any costs that we might incur as a result of the redevelopment of the Manna Centre to £25,000 and that also has an effect on our total assets position at the end of the year. It now seems increasingly likely that the building work will go ahead and we are now beginning to have a much clearer picture of the likely costs to the Manna.

For this current year, we are anticipating that we might have a deficit of £40,000. If that were to be the case, we would have total funds at the end of the year of over £300,000. We are aware that we have to be prudent and we are also aware that the economy is still not as healthy as it was a few years' ago and that fundraising is still difficult but, having said all that, our overall position is extremely healthy. Charity Commission guidelines suggest that we should aim to have around six month's running costs in reserve and in our case that would be around £200,000. Because of this very healthy financial situation we are currently looking at what additional services we can offer. No decisions have been made but we are all aware of how difficult the housing situation is, particularly in London, and we are confident that we will find a good use for our surplus.

Each and every one of our donors is responsible for enabling us to be in this very healthy financial position. I therefore take this opportunity to thank everybody who has donated money and/or goods and services in the past year. I would like to thank United St Saviour's Charity (logo at bottom of page) who funded 50% of one of our day centre worker's salaries and the other 34 Grant Making Trusts who supported our work during the year. I must also thank the Roman Catholic Diocese of Southwark for the use of this building, without which we would simply be unable to function. This is also the right time to thank the diocese for all their support whilst we have been negotiating with the developers regarding the space we will occupy and the services we will continue to supply within the much larger scheme which will greatly change this part of Melior Street. Also, I must thank all the staff and volunteers at the Manna for all the hard work that has gone on throughout the past year. I am sure that all this work is greatly appreciated by all who use the centre.



The Manna Society

Statement of financial activities for the year ended 31 March 2013

	Restricted funds 2013 £	Unrestricted funds 2013 £	Total funds 2013 £	Total funds 2012 £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income	47,000	495,334	542,334	420,282
Investment income	-	9,319	9,319	9,123
Total incoming resources	47,000	504,653	551,653	429,405
Resources expended				
Costs of generating funds:				
Costs of generating voluntary income	-	8,486	8,486	7,398
Charitable activities	48,289	346,190	394,479	419,704
Governance costs	-	3,240	3,240	3,150
Total resources expended	48,289	357,916	406,205	430,252
Net income / (Expenditure) before investment asset disposals	(1,289)	146,737	145,448	(847)
Gains and losses on disposals of investment assets	-	-	-	(5,600)
Net income / (Expenditure) for the year	(1,289)	146,737	145,448	(6,447)
Net movement in funds for the year	(1,289)	146,737	145,448	(6,447)
<i>Total funds at 1 April 2012</i>	<i>1,840</i>	<i>203,217</i>	<i>205,057</i>	<i>211,504</i>
Total funds at 31 March 2013	551	349,954	350,505	205,057

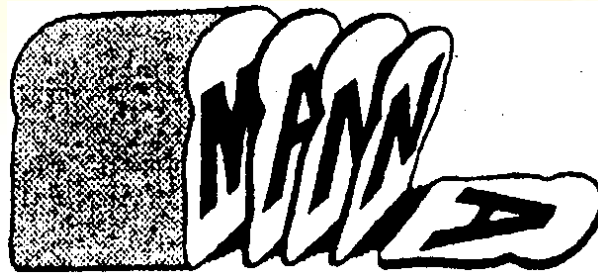
All activities relate to continuing operations.

The Manna Society

Balance sheet as at 31 March 2013

	2013		2012	
	£	£	£	£
Fixed assets				
Tangible assets		4,874		6,931
Current assets				
Debtors	36,184		1,778	
Cash at bank and in hand	<u>389,663</u>		<u>305,591</u>	
	425,847		307,369	
Creditors: amounts falling due within one year	<u>(55,216)</u>		<u>(59,243)</u>	
Net current assets		<u>370,631</u>		<u>248,126</u>
Total assets less current liabilities		375,505		255,057
Creditors: amounts falling due after more than one year		<u>(25,000)</u>		<u>(50,000)</u>
Net assets		<u>350,505</u>		<u>205,057</u>
Charity Funds				
Restricted funds		551		1,840
Unrestricted funds		<u>349,954</u>		<u>203,217</u>
Total funds		<u>350,505</u>		<u>205,057</u>

The financial statements were approved by the Management committee on 16 September 2013 and signed on their behalf, by: Tony Charlton, Manna Society Treasurer.



The Manna Centre, 6 Melior Street, London SE1 3QP

Tele: 020 7403 1931

EVERY DAY (7 days a week)

- **Approximately 150 - 200 people use our services**
- **150-200 free lunches served**
- **Over 100 use our toilet facilities**
- **Over 40 have a shower**
- **35 use the clothing store (Twice a week)**
- **70% of service users are homeless**

IN 2012 - 2013

- **Over 1,000 clients benefited from Housing & Welfare advice**
- **Accommodation found for 230 clients**

www.mannasociety.org.uk