



The Manna Society Annual Report 2018 – 2019

Working with homeless people & those in need



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

Committee Members

- Cha Power Chairperson
- Bill Dodwell Treasurer
- Tony Charlton, Sarah Coates, Canon Michael Cooley, Nannette Ffrench and David Mendez.

The **Manna Society** began in 1982 and formed under a constitution in 1988 (amended in August 1989). 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.

We are in it together!

By
Bandi Mbubi
Manna Centre Director



Although the number of people sleeping rough have hit a record high in London, with 8,855 recorded as bedded down in 2018-19, according to the Combined Homelessness and Information Network (CHAIN), our own figures from our snapshot surveys have remained constant. The figures from CHAIN are an ongoing record of rough sleepers identified, throughout the year, by homelessness services, including the Manna Centre. Frontline services consider these statistics to be more reliable than the official street count, based on a single-night snapshot, which estimates the figures to be much lower at 1283 in London. Our own last snapshot survey carried out in the Manna Centre, on Saturday 29th June 2019, reveals that 126 people used our services on the day. This is exactly 30 people less than when a similar survey was carried out in March 2018. However, we counted 149 users in July 2017. What all these internal surveys show is that numbers of people who use our services fluctuate between 120 and 150.

As an organisation, our approach has remained the same in terms of our ethos and practice. We continue to believe in the intrinsic value of every person who comes to us for assistance. Trying to offer this assistance with care and respect, not judging but trying to love them as they are, which is in itself a challenge to them and us, the staff who work here. In practice, like in previous years, we have offered 6 services. The 7th service, furniture, was discontinued a year ago for lack of storage space.

Our Services:

- 1) **Food:** The most popular service has remained food, which most people enjoy when they come to us. It consists of a sandwich, usually from Pret A Manger, when people arrive at 8.30 in the morning, followed by either porridge or cereal, such as cornflakes, at 10.00. At 11.30, we start serving lunch until we close at 1.30 in the afternoon. Throughout, people can help themselves to tea, coffee and juice. When we have afters or deserts we give them out at 12.30. During those five hours we are open, we run all our services concurrently.
- 2) **Shower and washing facilities:** This past year, we have operated our second most popular service, our shower and washing facilities, as usual. They have been in constant use when we have been open. We have continued to provide toiletries and a towel.
- 3) **Clothing Store:** The days when people can access our clothing store have remained the same; Mondays and Wednesdays. For the clothing store, however, people have to queue up early in the morning at about 7.30 to be handed a ticket to access our clothing store. That way we reckon that those who are actually sleeping rough would not miss out. Having said that, we are always watchful for people who may have missed their turn in the clothing store but may be in urgent need of a change of clothes and, if so, we do make an exception. Such people may include those who may have just been released from prison, hospital or care or who may have just lost their home.
- 4) **Healthcare:** We are grateful to the NHS who have continued to provide us with very experienced nurse-practitioners who offer excellent healthcare to our clients. This is an important service for people who would not otherwise get the medical care they need, or may get it far too late to do anything about their medical problems. We also have a podiatrist who treats abnormal conditions of the feet and lower limbs. Equally important, the work our local mental health team, the START Team, put in to help those who struggle with mental health problems. Despite reduced resources, the START Team does a great job of not only offering mental health treatment, but also working out, with us, preventative care in a multidisciplinary meeting every fortnight. Like in previous years, every

Wednesday, final years' students and their supervisors from the University College of Osteopathy have provided osteopathic treatment to our clients.

- 5) Housing and Welfare Advice: In everything we do, we ultimately believe that everyone is entitled to a home and our advice workers work with our clients to help them make this a reality. It is not always a straightforward exercise as many have complex needs necessitating equally complex interventions before accommodation can be found for them. You can read all about these interventions in the reports my colleagues in the advice team have written for this publication.

The only difference in this service, from previous years, is a new cloud-based database we are introducing from August this year, from Salesforce and configured for us by Homeless Link, a homelessness service. The London Borough of Southwark has continued to fund two thirds of our advice workers' salaries.

- 6) Computer Sessions: We have continued to enjoy great collaboration from private companies who regularly send their employees to either work in the kitchen, our drop in service or run our computer sessions. Special thanks go to Allianz, the Royal Bank of Scotland and to Sapphire Systems who have been of great help to us. With such help, we are able to offer computer time with internet to our clients who appreciate the opportunity to enjoy what the worldwide web is able to offer for their leisure and vocational needs.

To run the above services, we depend on 12 paid staff (8 full time & 4 part time) and approximately 20 volunteers every week. In addition, we have a board of 8 trustees who hold overall responsibility.

We are open 51 weeks of the year and close one week at Christmas when 'Crisis at Christmas' is open, In addition to this week we close three days during the year for 'clean-up' days.

The increasing number of homelessness in London concerns us and we are joining effort with others to continue to raise this issue in public campaigning. Earlier this year, we took part in a public event which students from King's College, London, organised to highlight the plight of homelessness. Similarly, we have also participated in a workshop that LSE organised with service providers to discuss problems homeless people faced and how they can be addressed, with a clear emphasis on social housing which many people in the field feel is the way to go.

We are very grateful to the R.C. Archdiocese of Southwark for their support to date and by providing us with security by taking out a long-term lease on the part of the building we occupy. Without such help we would simply not be able to run our services. We also thank the Christian community at large who have remained our biggest supporters, grant-making trusts, the growing corporate givers, and all people of goodwill, who make our work possible. We, the staff and the hundreds of people who yearly benefit from your generosity, say a huge thank you to you. May God bless you!



The Management of Expectations?

By

Margaret Shapland

Senior Housing & Welfare Advice Worker



Before I embark on our performance of the last fiscal year, there are a few items in the press recently that will put our efforts in context. The other night I watched “The Departed”, one of my favourite Martin Scorsese movies, albeit a violent one. Based in Boston, one character describes a unit of the Boston PD as “having more leaks than the Iraqi navy”.

Beware the “leaky ships

That phrase might well be applied to most UK government departments. Mark Field, the Foreign Office government minister – or has Boris dispensed with his services, last seen man-handling and frog-marching a climate protestor at a black tie event in the City in a leaked emails described a homeless charity in his constituency as “a magnet for undesirables” and that it was “high time “for said charity “to take a little more responsibility for their clients”.

Well, all I can say in response is that most if not all homeless charities I know of are absolutely taking responsibility for their clients as we are just about the only resource that they have to survive the very difficult circumstances in which they find themselves.

Yet another source of those pesky leaked emails is the Home Office where yet another plot has been hatched. Emails dating from December 2018 to May 2019 indicates that a “clandestine” (The Guardian’s description”) protocol has been developed which ignores European privacy laws by passing rough sleepers’ personal information some of it of a sensitive nature to the Home Office without their consent. This is despite the fact that a very similar programme aimed at EU rough sleepers was thrown out of the high court where it was deemed “unlawful and discriminatory”.

A spokesperson for the London Mayor said “Heavy-handed enforcement is not the solution to rough sleeping and our services will have no part in it”

Undesirables – really?

Let’s go back to Mr Field’s assertion about the homeless charity being a magnet for undesirables. Recently, an all-party parliamentary group focusing on housing and care for older people produced a report called Rental Housing for an Ageing Population. It estimates that over 600,000 of current millennials who have not been able to get on the housing ladder by the time they retire will not be able to afford the cost of private rented property if rents rise at the same rate as earnings, 52% of pensioners in the private rented sector will be paying more than 40% of their income on rent by 2038. As income typically halve in retirement, you can see what the outcome is going to be.

The plight of millennials

Now, let me pose a question – so these poor people who just haven’t had the luck to have a trust fund, win the lottery, get help from the bank of Mum and Dad or have parents for whom equity release in a property would compromise the fact that perhaps they are means-tested to assess the financial ability of an individual to pay for their care are part of the population of “undesirables”. Is that any way to talk about genuine hard-working people who because of current economics and a string of cost-cutting policies just can’t get the money together to pay a deposit or embark on “part rent/part buy”?

Zero hours

Does he mean those people who are working on zero hours contracts whose wages fluctuate and where although some housing cost support may be available are in situations where they take up rented accommodation without any form of contract, where they can be asked to leave on a whim with little notice to quit. They don’t apply for help with housing costs because such landlords don’t want to deal with the paperwork and the administration associated with fluctuating earnings or brief gaps between jobs. We recently had to find some form of accommodation where an EU citizen who had just a week between one job and the start date of the next, had been told by the landlord to vacate the accommodation when the rent was next due. He had expended all his financial resources because

people in these circumstances are not able to save for the proverbial “rainy day”. We found him a place for 28 days until he is able to receive enough salary to perhaps move on into accommodation which is better regulated. He could so easily been one of those EU citizens who ended up rough sleeping and trying whilst doing that to keep a job. You would be surprised at the numbers who are in that situation.

People afflicted by complex problems

If by “undesirables”, he means people with complex problems which have resulted in them becoming homeless meaning that they fall all too easily between two stools. To give you a measure of this, we are currently working with a young man evicted from two accommodations due to behaviour but refused any assistance from the council as he did not meet the vulnerability threshold. There are various opinions that he may be on the autistic spectrum, have undiagnosed Asperger’s – the fact is, he has not been properly assessed since he was in his early teens means he is just not getting the support he needs. We have now written to his GP to get a referral to a specialist service within the local mental health trust. His behavioural issues mean he would not be suitable for the emergency accommodation we can access, so we referred him to the rough sleeping team in the area where he is sleeping. That team is supposed to find and verify the rough sleeping individual in 72 hours and to be able to access a hub for rough sleepers for assessment and a support plan to be drawn up.

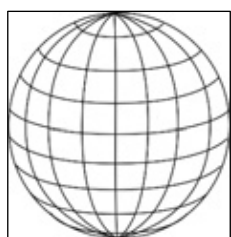
A referral made in mid-July when we met this young person had not been picked up by the team towards the end of July. In discussions with the rough sleeping team responsible, they can only reach him on early morning shifts as he is sleeping out in a park locked at night. In discussions with the team, the pressure on them due to the number of complex cases they are coming across when completing the shift as they have to take immediate emergency measures so continuing to seek out other rough sleepers on the roster is not possible because they are having to take people to accident & emergency or accompany them to other services, they are struggling with backlogs. I am happy to say he has now been picked up and in the hub, so some measure of safety is being afforded.

Let’s look at how we have been helping our community of homeless and vulnerable people



Numbers seen

Last year we saw 1,189 people, slightly down on the previous year of 1,249 but in line with the increased level of activity we are having to do for the clients – the number of consultations per client has increased by 32% on average and the number of client visits has increased by 16%



Where did they come from?

The largest contingent came from Accession countries providing 30% of those seen by the Advice & Welfare team. The major concerns for this group are the ability to remain in work and thus exercising treaty rights which many are doing which should give them entitlement to help with housing costs and other benefits. That said, the DWP are making poor decisions in terms of awarding benefits where they are justly warranted. Let’s look at an example. We have been working with an Italian citizen (from the wider EU) who is self-employed, is definitely earning enough for his work to be deemed “genuine & effective” – the phrase used by the DWP to classify anyone earning above an average of £166 (in 2019/20) per week over 3 months but was continually being refused benefits – in fact, he was earning £1,200 nett per calendar month. There was no doubt that he met the criteria for being considered a “retained” worker even if he had to rely on benefits. We have taken him through the mandatory reconsideration stage of appealing a decision not to award him any benefits as he was out for the country for 4 weeks organising to bring his family over to the UK. Thanks to our efforts, this hardworking gentleman and his family are now in receipt of the benefits they are entitled to but it is a continual struggle to contest poor decisions by the DWP.

The second largest group are of African lineage. Many of these are established in the UK - 41% of all those living in London come from Black & Minority ethnic backgrounds. Research has shown that this group tends to be more economically disadvantaged so it is no surprise to see that nearly 18% come from this background.



Help with housing

32% of all our clients – 398 in all came to us looking for help with housing – some needing permanent housing, some just needing a temporary resting place while they sought work. Overall, we managed to put 78% of those clients into some form of housing. We have been blessed by being able to use some of the funds that our supporters and friends have generously given us as well as having acquired funds from external trusts and funds to help pay for deposits and rent in advance. As

private renting is one of the major sources of housing – in this year about 35% of all housing came from this source, we need to support our clients by finding up-front costs to assist. Placement progress in other areas is slower, particularly hostel placements where we are still experiencing longer waiting lists – more than ever true when it comes to clients who are under 35. London's population has a much greater proportion of people aged under 35 than other parts of the country – the population in Inner London aged 20-34 stands at 31% compared to 18% across the rest of England. This is against a background where housing provision for this group is contracting, certainly among the housing providers that we can refer to.



How else are we assisting our clients?

The money bags picture represents the most rapidly growing area of work apart from housing and that is what we call 'income maximisation'. Effectively, this means obtaining grants or providing funds for such things as identity documents, travel costs to help people get to work or vital appointments relating to immigration or to jobcentre appointments, assisting them while they are awaiting a benefit decision when they have no funds and perhaps have been refused an advance payment by the DWP, getting items when clients are resettled into more

permanent accommodation. It has increased from 16% to 19% in this financial year.

After 'income maximisation' the next largest area which people sought help with was benefits – setting them up with Universal Credit and helping them to maintain their Universal Credit accounts as well as contesting decisions that the DWP have made including supporting appeals and Tribunal hearings



Forging new partnerships

Part of our work includes exploring ways in which we can expand services for our people. Thanks to partnerships with the Eastern European Resource Centre and the Public Interest Law Centre we have been able to introduce two much needed services.

The Public Interest Law Centre (PILC) and The Eastern European Resource Centre (EERC) are running sessions here to help our European clients apply for settled status in the UK - if they are proposing to remain in the UK post-Brexit. PILC offer advice to all Europeans and provide a weekly session whilst EERC work specifically with those from the 10 accession countries providing a drop-in session once a month here at the Manna Centre and ongoing support for any client seen at that session at their offices in Hammersmith.

Connections at St Martins/Praxis are providing immigration advice once a week to those clients who are in need of it – many of whom are destitute. We are not immigration accredited so having a specialist in this area is helping us with learning more about this area of work and they are also providing training to further develop our understanding.

Overall, we are moving into a new era in our Advice & Welfare work with a new database commissioned and a new grant that is helping support our Advice & Welfare services which focusses more on building resilience, confidence and wellbeing – so our aim over this fiscal year is to liberate our clients so that with a little help from us, they can feel that they have better control over their lives and a better quality of life – not bad aspirations for our team to make a contribution.

Diogenes on our doorsteps

By

Eleanor Smith

Housing & Welfare Advice Worker



Homelessness is an increasingly visible problem in London. Many people I speak with are shocked at the increased numbers they see sleeping rough on the street – a record 8,855 slept rough in London in the year up to March 2019. At the same time, the urban landscape is changing, demand for housing is high across the board, and residential areas are spreading into new territories in both inner and outer London. In such a busy city, it is easy to feel that there is a scarcity of space, and what space is available becomes increasingly contested. One person's regeneration is another's gentrification. Developers argue that they need to be freed from red tape in order to build the homes people need, campaigners respond that they are not being held to account for the needs of the whole community when developments often contain so little affordable or social housing. Some argue that we need to be building on London's Greenbelt, to others this is nothing short of sacrilege. This is not just a London problem either, many big cities are currently experiencing high homelessness globally, and enormous demand for more living spaces.

It is in this already fraught situation that we are seeing record numbers of homeless people, and communities are coming to terms with sharing public space with an expanding population of people who have nowhere else to go. This contact between the street community and the general population can provoke animosity on both sides. It's fair to say that most people have sympathy with the plight of the homeless, but when the full horror of that situation plays out daily on a person's doorstep, the response is often to ask whether the problem could maybe just go somewhere else. Projects for homeless people often face opposition from people living in their proposed area. A shelter opening in Bristol last year received more than 100 objections, and one of the shelters we frequently refer people to received 96 objections from local residents when it opened its new premises in North London recently. And this is not a phenomenon limited to the UK – in San Francisco, global headlines were made when local residents raised more than \$101,000 to prevent a homeless shelter being opened in their area, a city where 7,500 are estimated to sleep rough. In other large American cities such as New York, the opening of shelters for homeless people regularly causes protests by the communities affected. In big cities, we are all often faced with so many different stresses that when social problems crowd in on us, and affect our day to day lives, our instinct is to push them away.

The response by authorities to homeless people in public space is increasingly to target them for punitive interventions, such as through the Vagrancy Act, a measure considered by many campaigners and homelessness organisations to be outdated, unhelpful and harsh. The number of clearances of camps of homeless people by police and local authorities has trebled in the last 5 years, as complaints about their presence by the public surge. MP Mark Field was the subject of a furore in July this year when leaked emails revealed him describing a homeless project in Westminster as a 'magnet for undesirables', in conversation with a constituent.

Authorities charged with managing public space frequently respond that the people they regularly move on from sleeping, begging and drinking sites have accommodation, or have refused accommodation, and are harming themselves and others with their street activities. They respond with a carrot and stick approach combining offers of (frequently unsuitable) accommodation and a range of anti-social behaviour powers to move people on. This is, they say, to manage what they see as distressing, anti-social behaviour in shared public spaces. In their report 'The Case for Repealing the Vagrancy Act', the homeless charity Crisis argues conversely for a 'trauma informed' approach to any intervention, due to

the widespread incidence of traumatic experience among the street community. This involves building trust with people, and approaching them with understanding, rather than driving them into the neighbouring borough to become someone else's problem. In the same report, Kathleen Sims, head of Street Outreach at St Mungo's says: 'Some people, when they find a site they find comfortable, will return to that site. But they don't do that necessarily to be anti-social... That, to the public, can seem like people are doing things deliberately, but they're not. And there's many occasions where actually, you just have a conversation with the individual in the said doorway, to explain that they are either blocking the entrance or they are causing alarm and distress by being there. They are mortified to know that, and they would move straight away.'

Psychotherapist Christopher Scanlon presents an interesting discussion on this minority of the street community perceived to be refusing help – those who seem to have separated themselves from society, but remain visible, and who disturb us with their public presence. He thinks about this group in terms of the story of the Greek philosopher Diogenes of Sinope, who chose to live in a barrel in Athens, challenging the order of society, and refusing all offers of accommodation. Scanlon says that like Diogenes, entrenched street dwellers 'are believed to be holding themselves outside of the normal rules of society – and are doing so intentionally.' These very visible forms of homelessness and social disadvantage disturb the order of things, and violate the separation between the public and private spheres. In this country at least, distress is traditionally a private emotion, best kept behind closed doors. We do not know what to do with the Diogenes on our doorstep.

Oxford Demographer Danny Dorling, in a discussion on the tensions of overcrowded cities says 'our fear of each other makes it much harder to live together. Density is much harder when a society is very unequal. Look at Japan: it can be very dense because it's very equal', and this rings very true when discussing the emotions that are brought to the boil when the housed and the unhoused (or poorly housed) are thrown together. It isn't that there isn't enough space for everyone, or that all the good respectable people should be placed in one part of the city, and all the troubled and homeless people in another, it's that our shared public spaces could be better managed. The way we – services and the public - approach people who challenge us in this way could be better. Scanlon concludes 'Our plea is for greater tolerance, understanding and interest in the lives of those who, as a result of fearful refusal, have found themselves on the borderlines and liminal spaces of our deeply troubled society'.

This is why at The Manna Centre, we are open to everyone who needs the centre, and do not ask any questions of people coming to eat and shower and spend time, nor place any restrictions on them, other than that they treat the people around them with respect. We take people as they are, and attempt to build trust. We give them a place to go where they do not have to conform in order to be accepted.



Deconstructing the homelessness system

By

Karolina Muszynska

Housing & Welfare Advice Worker



As I have written previously, there is a general feeling among various homeless services that the current system is not very effective; front-line workers often feel like they are failing their clients; clients are becoming disappointed with services. Statistics seem to confirm this – the number of people sleeping rough is rising nationally. There is a serious need to re-think and reform the system.

Recently we (Margaret, Eleanor, Bandi and I) took part in Housing Plus Academy workshops entitled “Innovative approaches to housing vulnerable and socially excluded people”. The idea was to bring together different, statutory and non-statutory homeless services and share experiences and brainstorm new ideas. Some of the guests made short talks to share insights from their work. I was particularly inspired by a presentation/speech done by Pat McArdle, CEO of Mayday Trust. Mayday Trust are a medium sized organization that provides supported housing. In recent years they have undergone major organizational transformation and this is what Pat talked about. She started her speech very unconventionally – she introduced herself as being pre-diabetic; not having good contact with her family; not eating a healthy diet and then she asked us to do an unusual exercise during the break. She wanted us to speak to someone we did not know and tell them how much we drank last week and whether we have a history of mental health problems.

Talking to a stranger about your alcohol intake or mental health problems does not feel a comfortable thing to do and yet, at the same time most of homeless frontline workers have to ask these and other, ever more intrusive, questions to complete “risk and needs assessments”, which are now an integral part of any supported housing referral and other assessments. Do you take drugs? What drugs do you take? How much do you spend on drugs weekly? Are you pregnant? Do you have mental health problem? Have you had mental health issues in the past? Do you have a history of offending? Were you a victim of violence? Do you take medications? – these are some of the typical questions asked to newly homeless people by complete strangers countless times. Of course the purpose of the risks and needs assessment is to minimize the risk to the workers and identify a person's needs in order to tailor the support appropriately. But do we really need to know all of this information in order to establish if a particular person poses a risk? Pat's exercise made it easy to imagine how intimidating and humiliating these questions can be, especially when discussed with a complete stranger.

In 2011 the Mayday Trust asked over 100 people experiencing homelessness what they thought of the services designed to support their move out of homelessness. They published their key findings in a report called “Wisdoms from the Street”; available on their website www.maydaytrust.org.uk. Through the knowledge gained by their inquiry they identified two main problems:

1. *“The system and process when you become homeless are at best dehumanizing, embarrassing, at times re-traumatizing and at worst institutionalizing, trapping people in services.”*
2. *The results aren't good enough – too many people either stay in the system for too long or leave only to return to services” (“What's wrong with the system” by Pat McArdle, Mayday Trust).*

The Mayday Trust came to the conclusion that the current system is failing as it focuses on people's deficits and on fixing them, without taking into account their individual stories and building on their individual strengths. *“By focusing on areas of weakness, people could only develop so far, yet focusing on strengths allows them to exploit their potential”*. People reported that countless “risk and needs assessments” made them feel defined only by their deficits and made them feel hopeless and helpless when they could not make a progress. Often interventions offered by homeless services were not relevant at the time because they failed to address the underlying problem.

“Fixing is the art of focusing on the problem not the person. This is probably the biggest barrier to personalization and to people getting through their tough time. By focusing on needs, whether that be complex needs, multiple needs, dual dependency, diagnosis, we fail to get an insight and understanding into the person and the causes, connections and barriers to sustaining positive change. If someone is drinking to cope with childhood trauma, working on abstinence, trying to ‘fix’ their drinking is likely never to work. The impact of this is that we end up compounding people’s belief that their situation is hopeless. If the person has become institutionalized, they will have built up an entire history of repeated failures within the system, so they will have limited evidence that they can have a different life which creates a huge psychological barrier for change”. (Pat McArdle, “What wrong.”)

Another very interesting perspective from the Mayday Trust report, something that I have never thought of before, is that the current system is unintentionally segregating people, isolating them from mainstream society and this had a huge impact on their self-esteem and how they felt about their role within the broader community. *“People have become isolated from mainstream society – with the homeless GP, the homeless art classes, and the homeless haircut, there is no core focus on developing relationships and purpose outside the homeless sector and to reintegrate. For many who have spent years in the homeless sector, the psychological leap required to move on is too great” (Pat McArdle).*

The Mayday Trust did not stop with that research – they took all the feedback on board and decided to undergo a fundamental organizational change. They invited Logical Thinking, a consultancy company and by working together they created and implemented a model called Personal Transition Service. It is based on four main concepts:

- **Personalization** defined as giving a maximum choice and control to people, and helping them to achieve what they want, when and how they want to do it
- **Asset based** – facilitate people to see their own strengths and help them validate it
- **Advantaged thinking** – having positive and motivating conversation
- **Relationship and purpose** – focusing on building positive networks in the community

They replaced key workers with asset coaches, whose role is completely different. Asset coaches focus on individual strengths and aspirations. Meetings with assets coaches are held in informal settings, outside of the office and there is no obligation to attend or consequences if customers fail to attend. Coaches are guided to approach their customers as they would approach any other person and have a real conversation about whatever they wish to talk about.

“There are no labels attached in the places we meet, no judgement, or power imbalance, no lanyard. No one knows who we are, as far as they know we are just two humans having a conversation. The feelings that I get from this I find very hard to describe. So imagine the empowerment and feeling that the individual has. Not only does the system institutionalize the individuals it is there to support, but also the professionals working within it. The freedom and empowerment I feel now as a coach is powerful”
(Mayday Asset Coach, Andrew Durman)

I am astonished with all the work of the Mayday Trust has done so far and I truly recommend reading their reports in more details – all available on their website. It totally resonates with what I feel about the current system and I hope this is the direction that all homeless services will take in the near future.





MANNA CENTRE

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Tele: 020 7357 9363

www.mannasociety.org.uk

OPEN SEVEN DAYS A WEEK

8.30am ☞ 1.30pm

ALL SERVICES ARE FREE

DAILY SERVICES (7 days a week):

FOOD: Breakfast & Lunch

**SHOWERS: Soap & Towels
provided**

**HOUSING AND WELFARE
ADVICE**

(Monday to Saturday)

ADDITIONAL SERVICES:

MONDAY:

9.00 ☞ 1.00 Nurse

10.00 Clothing Store (**BY TICKET ONLY**)

10.30 ☞ 1.00 Access to computers

TUESDAY:

10.00 - 12.00 Chiropodist

(1st & 3rd Tuesdays)

10 ☞ 11.30 Mental Health surgery

(2nd & 4th Tuesdays)

10.30 ☞ 1.00 Access to computers

WEDNESDAY:

10.00 Clothing Store (**BY TICKET ONLY**)

10.00 - 1.00 Osteopath

10.30 ☞ 1.00 Access to computers

THURSDAY:

9.30 ☞ 1.00 Advice for Refugees &
Migrants

10.30 ☞ 1.00 Access to computers

FRIDAY:

9.00 - 1.00 Nurse

10.30 ☞ 1.00 Access to computers

SUNDAY:

10.00 Clothing Store

(2nd 3rd & last Sunday Oct ☞ Apr)

Treasurer's Report

By
Bill Dodwell



This is my first report as Treasurer, as I have taken over that role from Tony Charlton. Tony has been the Manna Society's Treasurer since 2002; we owe him huge thanks for looking after the Society's financial affairs for so long and ensuring that the Society continues on a stable footing. Tony continues as a trustee and we wish him well following his retirement as treasurer.

This Annual Report includes the statement of financial activities and the balance sheet for the year ended 31st March 2019. Full copies of the certified accounts will be available at the Annual General Meeting if anybody would like a copy. They can also be found on the Charity Commission's website <http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithPartB.aspx?RegisteredCharityNumber=294691&SubsidiaryNumber=0>

Our income for the year to 31 March 2019 was £439,104, which is down from £562,770 in the previous year. This is mainly due to the effect of legacies; we received two very large legacies in 2018 which did not recur in 2019. Legacies are now an important source of funding for the Society; we are very grateful to our long-term supporters who continue to leave money to the Society in their wills. We continue to receive £55,000 per annum from the London Borough of Southwark, which is at the same level as in prior years, but which is now paid to us as a grant.

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Our expenses in 2019 were £480,244, compared to £454,776 in 2018. Our new building does cost us a little more than the old one, as we need to contribute to maintenance of the whole complex. We still bear some costs to ensure the building meets the needs of our users. We continue to invest in our staff, through pay rises and pension contributions.

The result is that in 2019 we had a deficit of £41,140 compared to a surplus of £107,994 in 17-18. Our retained funds are just over £389,000, which means we have more than six months running costs in hand. The Society thus continues in a good financial position.

As always, I and the whole management committee would like to thank our staff for all the helpful, friendly and productive work in the past year. We would also like to thank all the volunteers, who support the staff in helping the Manna Centre clients. The high regard that the centre is held in is directly as a result of the staff and volunteer efforts. We must also thank the Roman Catholic Archdiocese of Southwark for looking after our interests when this site was being developed and, of course, for their continuing practical support.

Finally, of course, I would like to thank all our donors, who continue to support the Society with donations and many fundraising efforts. Without your help the Society would not be able to continue with its work which is so important to many people on the margins of our society.



Statement of financial activities and income & expenditure account
for the year ended 31 March 2019

	Restricted funds	Unrestricted funds	Total funds	<i>Total funds</i>
	2019	2019	2019	<i>2018</i>
	£	£	£	£
Income and endowments from:				
Donations and legacies	66,000	370,819	436,819	<i>560,041</i>
Investments	<u>-</u>	<u>2,285</u>	<u>2,285</u>	<u><i>2,729</i></u>
Total income and endowments	<u>66,000</u>	<u>373,104</u>	<u>439,104</u>	<u><i>562,770</i></u>
Expenditure on:				
Raising funds	-	6,028	6,028	<i>6,285</i>
Charitable activities	<u>67,155</u>	<u>407,061</u>	<u>474,216</u>	<u><i>448,491</i></u>
Total expenditure	<u>67,155</u>	<u>413,089</u>	<u>480,244</u>	<u><i>454,776</i></u>
Net income / (expenditure) before other recognised gains and losses	(1,155)	(39,985)	(41,140)	<i>107,994</i>
Net movement in funds	(1,155)	(39,985)	(41,140)	<i>107,994</i>
Reconciliation of funds:				
Total funds brought forward	<u>35,011</u>	<u>395,161</u>	<u>430,172</u>	<u><i>322,178</i></u>
Total funds carried forward	<u><u>33,856</u></u>	<u><u>355,176</u></u>	<u><u>389,032</u></u>	<u><u><i>430,172</i></u></u>

**Balance sheet
as at 31 March 2019**

	2019	2018
	£	£
Fixed assets		
Tangible assets	1,527	7,126
Current assets		
Debtors	31,738	29,318
Cash at bank and in hand	<u>370,282</u>	<u>408,117</u>
	402,020	437,435
Creditors: amounts falling due within one year	<u>(14,515)</u>	<u>(14,389)</u>
Net current assets	<u>387,505</u>	<u>423,046</u>
Net assets	<u>389,032</u>	<u>430,172</u>
Charity Funds		
Restricted funds	33,856	35,011
Unrestricted funds	<u>355,176</u>	<u>395,161</u>
Total funds	<u>389,032</u>	<u>430,172</u>

The financial statements were approved by the Management committee on 4 September 2019 and signed on their behalf by Bill Dodwell, Manna Society Treasurer.

