



# Impact Report

2025



*Small grants,  
big impact.*

# Welcome

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## A message from our Chief Executive

Welcome to Church Homeless Charity's annual Impact Report. This year, the stories reflect a landscape that is becoming increasingly complex and demanding.

While our mission remains constant, the obstacles our beneficiaries face are evolving. We have seen a significant rise in people seeking help due to the relentless cost-of-living crisis, the trauma of domestic violence, and the weight of declining mental health. These are not isolated issues; they are the catalysts that push people over the edge to become homeless.

We help people from all walks of life, without exception. Our support is open to everyone, regardless of background or faith. We believe that the individual is the expert in their own life. Whether they need a specific item to secure a job or a deposit to escape a dangerous living situation, we provide what they need, where they are, and how they define it. By trusting people to identify exactly what will help them move forward, we empower them to escape homelessness for good.

As one of the few remaining organisations providing direct personal grants, our role is more critical than ever. We distribute grants within one week, so we know that people get the money they need when they need it.

We receive no funding from the government or the Church of England, we are entirely reliant on the generosity of our donors.

None of this vital work would be possible without your trust. Your donations are not just grants; they are the practical tools that allow individuals to reclaim their independence and their future. Thank you for your continued support.



Chief Executive of  
Church Homeless Charity

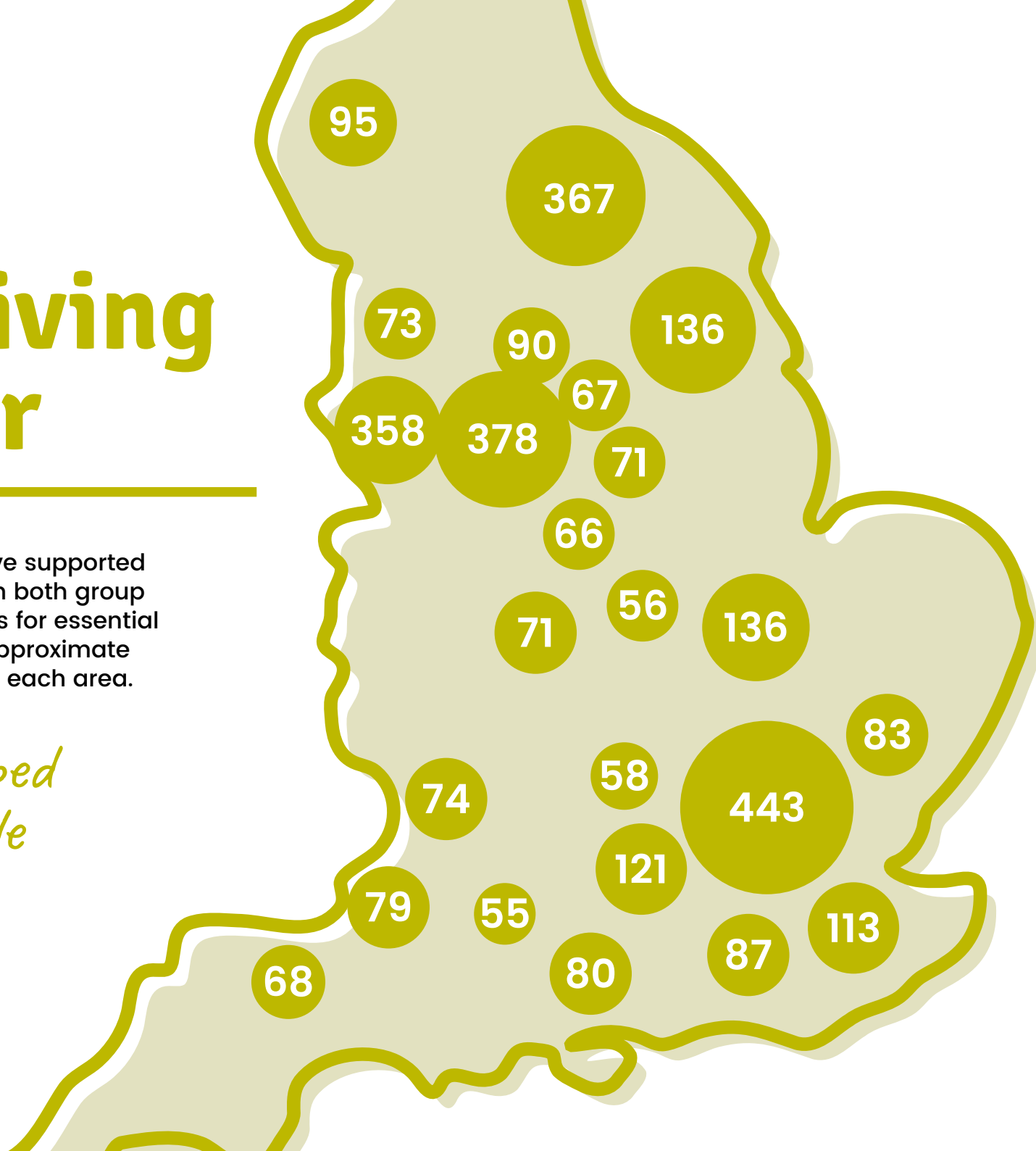


# Grant giving this year

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In the past year, our grants have supported people across England, through both group activities and individual awards for essential support. This map shows the approximate number of people supported in each area.

*In total, we helped over 3,200 people over the year.*



# Oliver's story

Oliver\* was asked to leave the family home by his father and found himself sleeping rough. With support from homeless services, he was able to move into temporary accommodation at a foyer scheme.

Oliver had very few belongings, and being homeless made it difficult for him to attend his Universal Credit appointments, resulting in his payments being sanctioned.

He urgently needed trainers and clothing. He was also relying on foodbanks and spoke about how difficult it felt having to rely on the same bag of donations every week.

A grant from CHC enabled Oliver to buy what he needed while he worked to get his benefits back on track. Having the freedom to choose his own food and clothes made a noticeable difference. Staff shared that it was the first time they had seen him smile since arriving.

**I didn't realise there were such organisations that really support people like this.**

# Rooted in history, growing in impact



Portrait of Rev'd Wilson Carlile

Our roots go back to 1880 when the Rev'd Wilson Carlile began to provide shelter for homeless people on the Thames Embankment. In 1882, Carlile set up the Church Army to provide accommodation and job opportunities to homeless people as part of its wider mission.

Rev'd Carlile founded Church Army Housing in 1924, setting up alcohol-free hostels and work opportunities for people trying to stay off the streets and improve their lot in life. In the aftermath of WWII, Church Army Housing provided shelter for 300,000 people. Later, many more hostels were set up all over England.

Over the decades, our charity has evolved, adapting to meet the changing needs of society, becoming what we now know as Church Homeless Charity. While our structure has changed, we remain connected to our origins, continuing to support initiatives like the original hostels set up by Carlile.



Women in a Church Army shelter, on the site of Queen Mary's Hostel

# Our team

Behind our impact is a small, dedicated team of five. We pride ourselves on being a lean and effective unit, where every individual plays a vital role in ensuring that every donation we receive is handled with care and purpose.

## Our base

We are based at Queen Mary's Hostel in London, opened in 1926 by our founder, Wilson Carlile. While we carry that century of history with us, we operate as a modern, mostly remote team. This agile way of working allows us to operate efficiently and keep overheads low.

Every decision we make is guided by the same aim: to stretch every pound as far as possible, so we can provide more grants to people facing homelessness and housing insecurity.



Pictured left to right: Debra Colley - Marketing Manager,  
Miriam Morris - Chief Executive,  
Kathryn Hamilton - Marketing and Fundraising Officer,  
Raman Boparai FCCA - Management Accountant.

# Shelly's story

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Shelly\* lost her home years ago due to alcohol misuse and later tried living with her mum. However, without proper mental health support and while still struggling with drinking, she was asked to leave. Shelly then spent a long period rough sleeping, losing almost everything she owned.

Due to many years of alcohol and substance dependency, Shelly was admitted to hospital where she spent five weeks.

Upon discharge, she arrived at supported accommodation with the clothes she was wearing and little else.

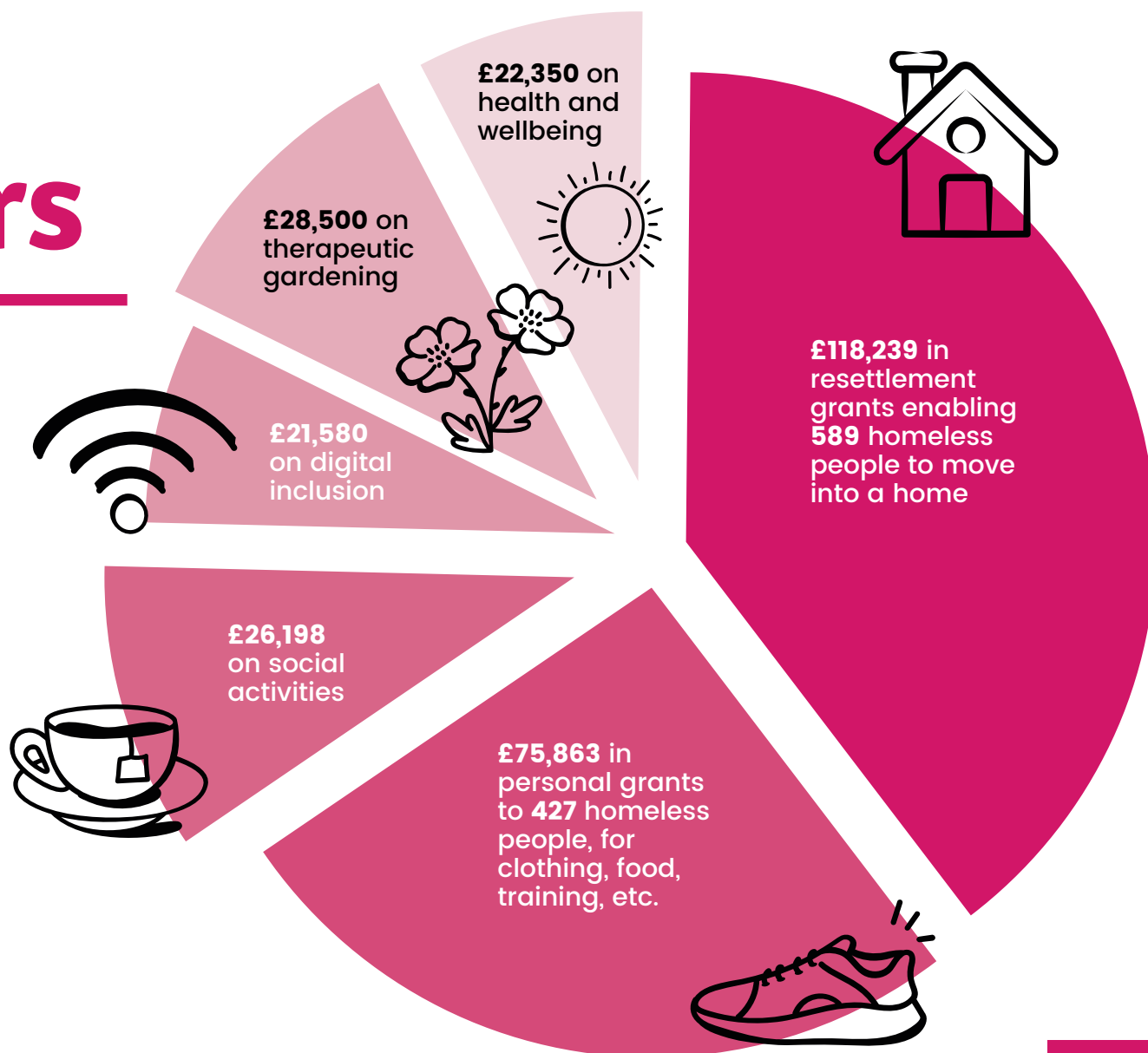
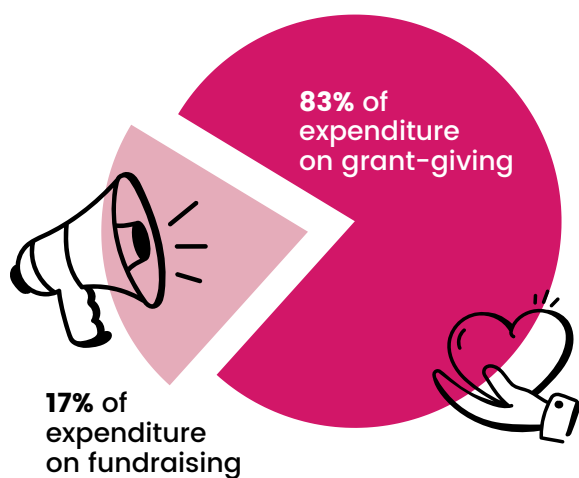
A grant from CHC helped Shelly buy new clothes, trainers, and toiletries, as well as a few personal items to make her room feel more like home. Having spent so long without her own belongings, these simple essentials helped grow her confidence and focus on her recovery.



**This was like a new start. I have a fresh outlook on life.**

# Our year in numbers

In 2024-5 we gave **£293,000** in grants to people who were homeless.





# How our grants work

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## Our Partnerships

We distribute our grants through partnerships with 133 registered schemes across England. This ensures that our support reaches those who need it most and is used effectively. It also means beneficiaries can access tailored support to help them in their unique circumstances.

## Timely, tailored grants

We help people secure essential items when there is nowhere left to turn. Unlike many charities, we receive detailed applications that allow us to understand each person's unique story. This personal approach helps us see every individual we support as more than just a number.

We also ask for feedback from grant recipients, giving us real insight into the impact of our support on their lives. Within just a few days of applying, the grant is in their hands, empowering them to take their next steps with confidence and hope.

# Paul's story

Paul, a veteran, lives with PTSD from his military service, along with physical injuries that left him with muscle weakness in his arms and legs. During a stay in a mental health hospital, he formed a close friendship that became a turning point in his journey. With nowhere to go after his discharge, his friend helped him connect with an accommodation service for veterans. There, Paul felt at ease in the environment, appreciating the balance of support and structure.

Regular walks improved his mobility and lifted his mood. Wanting to continue his progress, Paul showed interest in joining a gym. A grant from CHC covered his membership, giving him access to gym facilities and a spa - supporting both his physical recovery and mental well-being. This holistic approach empowered Paul as he took his next steps to independent living.

Watch Paul's feedback video and read more veterans' case studies by scanning the code



Once you come home, you think yourself, I've actually done something - and it sets your mood for the whole day. It has helped me re-evaluate what I want, and what I want to be.

# Personal grants

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Our personal grants are designed to be as flexible as possible, tailored to meet individual needs.

Our grants are small, usually a maximum of £200. Applicants price up specific items and request amounts that suit their specific circumstances.

## Starting over

For someone just coming off the streets, grants may cover basic essentials such as clothing, toiletries, or obtaining photo ID.



## Building self esteem

We recognise the importance of hobbies in building a sense of purpose. Our grants can fund art materials, musical instruments, cameras and more, empowering people to reconnect with their passions.



## Unlocking potential

As people progress, we can support training, education, or volunteering opportunities - opening doors to new skills and future employment.

## Reconnecting with loved ones

For many, rebuilding family connections is a crucial step in their journey. We provide grants to help people visit estranged family members, or reconnect with children. For those attending the funeral of a loved one, we can cover clothing and transport costs.



## Moving to independence

The ultimate goal for most of the people we help is to move on from temporary accommodation into a home of their own. Our grants can cover rent deposits, advance rent, utilities and removal costs, making this transition possible.



## Physical and emotional wellbeing

Good health is fundamental to building a stable life. Our grants can help with health-related needs such as dental treatments and foot care. Often people choose to attend a gym or fitness classes for their mental health. And we can also fund 1-2-1 counselling sessions.



## Staying connected

Access to the internet is essential in today's world, yet the cost of a smartphone or ongoing data is beyond the reach of many homeless people. Our grants can provide basic smartphones - or laptops for those pursuing education, training or work.



## Creating a home

We can provide grants for carpets, curtains and white goods, as these are often missing from the housing provided. A comfortable and welcoming space creates stability, helping people take their next steps in life.

# Group grants

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Our group grants support a wide range of activities within the schemes we work with, providing meaningful opportunities for residents to engage, connect, and grow.

## A positive focus

At their core, these activities offer residents something constructive to do during the day, helping to reduce the risk of returning to the streets or engaging in harmful behaviours such as begging or drug use.





### Breakfast clubs

offering a warm meal and a chance to connect with others.



### Gardening projects

providing a therapeutic way to nurture and grow.



### Music therapy

helping residents express themselves and heal through creativity.



### Trips to the seaside

offering a much-needed change of scenery and sense of escape.



### Film and book clubs

fostering discussion and shared enjoyment.



Each activity provides a stepping stone towards a brighter future, empowering individuals to build resilience, engage with others, and take positive steps forward in their lives.

# Leah's story

Leah had to leave home after her mother refused to accept her trans identity. After spending time in a crisis shelter, Leah was preparing to move into her own unfurnished flat – an important step toward independence, but one that came with financial concerns.

A grant from CHC funded a new mattress and bed, ensuring Leah could move in comfortably. Without this support, she would have had nothing to sleep on in her new home, a challenging start to an already stressful step out of a supported living environment to independent life.

The funding has made a huge difference, easing the pressure of setting up her first home and helping her settle with comfort and dignity.



**I am looking forward to starting my new life with a good night's sleep.**

# Get involved

We are passionate about empowering others to help people who are homeless. Together, we can raise compassion and understanding of homelessness – something which affects people from all walks of life.

We're often asked about practical ways to help homeless people. We understand that a lot of people fear 'getting it wrong'. There is so much we can all do to support the wellbeing of someone experiencing homelessness.

## Fundraise!

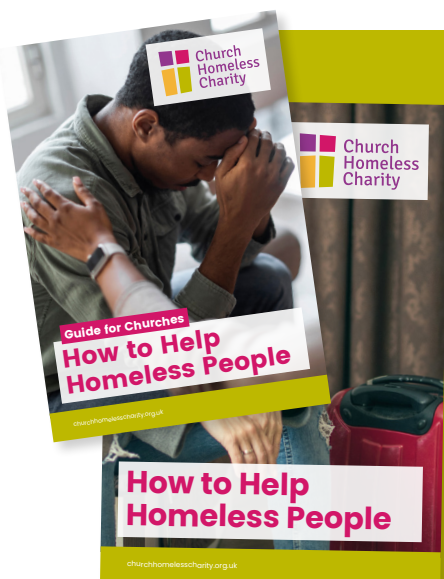
And every penny that you can raise through fundraising helps us to support those who need it most.

**You can fundraise for us by setting up a Just Giving page. Scan the code to get started.**



## Need some ideas? How about:

- Hosting a tea or coffee morning
- Joining a sleep out with colleagues
- Organising a woolly hat day (great for remote workers who meet over video calls)
- Taking part in a physical challenge, like a triathlon
- Taking a fundraising tin along to your regular yoga/martial arts/crafting class



**Our guide 'How to Help Homeless People' is a great place to start.**

Scan the code to download the guide now.



# Bob's story

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Bob\* became homeless after losing his job due to health problems. He used his savings and took on part-time work to keep his home for as long as possible, but it wasn't enough, and he eventually ended up living in his car.

Bob was offered a place in supported accommodation where he could continue working. Unfortunately, his health deteriorated further, leading to heart surgery and forcing him to stop work. Despite this setback, Bob thrived within the scheme, taking part in e-learning and communal activities and making steady progress towards independent living.

Bob was eventually offered an unfurnished social housing flat. He carefully used a grant from CHC to source a mix of second-hand and new furniture and electricals. This support helped him settle into his new home without added financial pressure, allowing him to focus on his recovery and wellbeing.



**You made this last part of my journey possible.**

# Mina's story

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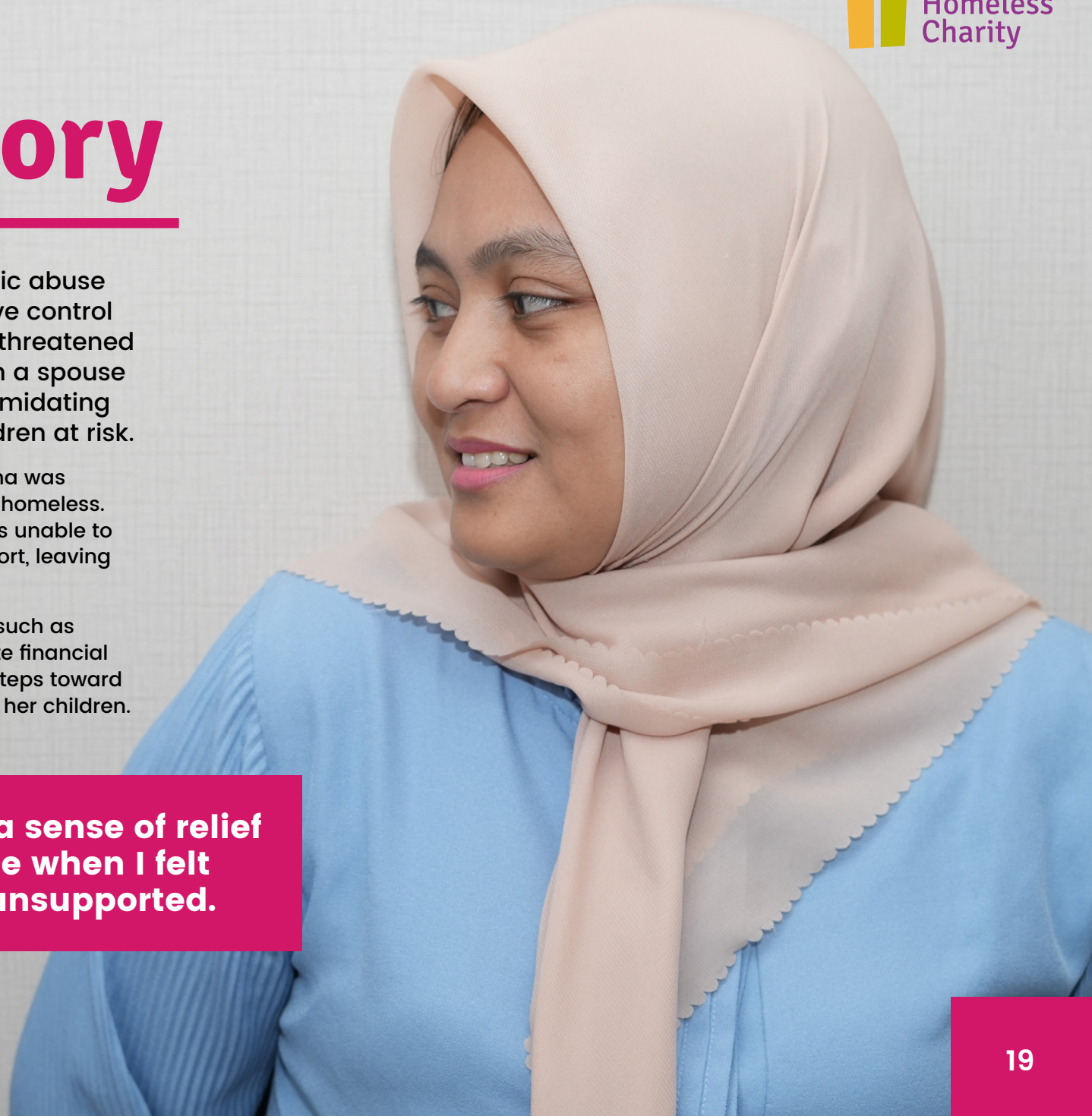
Mina\* experienced ongoing domestic abuse from her husband, including coercive control and financial abuse. He repeatedly threatened her with deportation (as she was on a spouse visa) and displayed aggressive, intimidating behaviour, placing her and her children at risk.

With no safe option to remain at home, Mina was forced to flee, leaving her and her children homeless. Because of her immigration status, she was unable to access benefits and had no financial support, leaving her in an extremely vulnerable position.

A grant from CHC covered essential costs such as clothing, travel, and debt, easing immediate financial pressure and helping Mina take practical steps toward rebuilding her life and creating stability for her children.



**Your support gave me a sense of relief and self-worth at a time when I felt completely stuck and unsupported.**



# What our partners say about us



**I have worked at Riverside for over 15 years. Without your funding, we wouldn't be able to support new clients arriving at our scheme from hostels where they've lost everything. Your support helps us make that transition easier and create a more welcoming, homely environment from the very start.**

Andrea, Support Worker at a supported housing for men and women who are homeless or at risk of homelessness who have learning disabilities in Hull.



**Many thanks for the help you give, it makes a real difference in the lives of the young people in our service.**

Denise, Support Worker at a temporary, supported accommodation service for young people aged between 16 and 21 in Liverpool.



**We appreciate your generous help and are grateful for your service, as it helps us provide that extra financial support for our residents.**


Carolina, Support Worker at a supported housing scheme in Manchester for women with medium to high support needs.



**It is amazing that funding like this is available to help people in difficult situations, and I think that the work that CHC does is so important, not only to provide the basics but to help people access things that improve their lives.**


Cat, Support Worker at a supported housing for those who are single, homeless or at risk of homelessness in Surrey.






**For us, perhaps the amount (grant) isn't much, but to our women, it really changes their life. We are so grateful to CHC.**

Avan, VAWG Service Manager at a London organisation which supports vulnerable women from Middle Eastern and North African communities.




**If it were not for CHC, finding funding would be very hard, as there is nothing available for short-term support.**

Cordelia, Support Worker at a supported housing scheme for 16 to 21-year-old homeless people in Liverpool.



**Thank you for your dedication and passion in helping those in need of things that some of us take for granted sometimes.**

Ruth, Referral Coordinator at a provider of specialised housing services for single homeless people in London.



**Your funding is so important to us – especially as you understand the need for funding that supports a holistic approach to wellbeing, healing and recovery from trauma.**

Julia, Charity Manager at supported accommodation for adults who would otherwise be homeless in Suffolk.



# Looking ahead

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The year ahead brings continued challenges. In real time, we see the impact of the cost-of-living crisis, the housing crisis, and limited social housing availability. All of which are having a direct and lasting impact on people's ability to secure and sustain a home.

Growing numbers of young people are struggling to afford private rent and cover bills – pressures that risk shaping their futures long before they have a chance to get started. At the same time, more older people are losing the security of a home, as incomes are pushed beyond breaking point.

While we welcome increased government spending on homelessness prevention, our focus remains on the "here and now" – providing a lifeline to those caught in homelessness while we wait for the housing landscape to catch up with the level of need.

We are sincerely thankful to everyone who supports our work. Your commitment enables us to respond as needs grow and pressures intensify.

Our partners play a vital role in this. Their insight and collaboration help ensure support is well targeted, timely and effective.

Together, we can continue to reach more people and provide stability at moments of real uncertainty.

We hope this report has given you a clear picture of the need we see every day and the difference your support helps to make.

If you would like any further information about this report, please get in touch using the contact details on the final page.

# Ways to donate

## Make an online payment

To make a one-off donation, or to set up a monthly gift, head to our donation form. Scan to head there now.



[www.churchhomelesscharity.org.uk/donate](http://www.churchhomelesscharity.org.uk/donate)

## Make a bank transfer or set up a standing order

Please ask us for our bank details.

## Send a cheque

Please address to:  
Church Homeless Charity,  
Queen Mary's Hostel,  
28 Greencoat Place,  
London, SW1P 1DX



## £10

Will help with **transport costs** for someone looking for work.

## £30

Will cover the cost of an **ID card** - enabling a homeless person to access health care, benefits, housing and more.

## £50

Will pay for **new school uniform and shoes** for a child in emergency accommodation.

## £100

Pays for **toiletries and clothes** for a person coming off the street.



[www.churchhomelesscharity.org.uk](http://www.churchhomelesscharity.org.uk)

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