

# Street Storage Annual Report

August 2020

July 2021



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# Founder Foreword

August 2020 - July 2021 saw Street Storage staff continue to respond to the COVID19 pandemic in any way we could. In addition to our storage units remaining open, we worked twice a week as part of the Government's 'Everyone In' Scheme to get people off the street and into hotel accommodation, helping people with benefits issues, housing applications and connecting them to support services. In addition, we distributed much needed PPE to homelessness taskforces, day centres and food outreach groups and supported grassroots organisations with their emergency street response - delivering food parcels and essential items to those sleeping out as many services continued to remain closed.

Personally, my proudest achievement came at the 'end' of the emergency response - in March 2021 - when Street Storage (alongside some other fantastic organisations and volunteers) led on a community COVID19 vaccination drive for those on the street in Camden and Islington.

COVID aside, this financial year saw our part-time Referral Manager Charlie Richmond leave, to be replaced by our now full-time Referral Manager and Outreach Worker, Caroline Allouf and it also saw us hire our first ever Marketing and Fundraising Manager in the form of Ben Ferris. Thanks to a very generous donation from Aspen Insurance (see '[Our Funders](#)'), we moved into our second unit of storage in January which doubles up as the first ever Street Storage office (!).

We have received more and more referrals each month and saw a significant change in demographics as a result of COVID19. We continue to grow to respond to these changes. We remain active in national and local campaigning, forums and coalitions and are now able to offer a transport service to some of our community, as well as an advocacy and signposting service.

As we move into the aftermath of COVID19, I want to thank you all for your continued support over the past 12 months - whether that be financial, voluntary, through goods and services or emotional encouragement. This year has been one of the toughest the community, and those working with them and for them, has ever faced - and we could not have done it without you.

Particular thanks must go to our funders, many of whom were flexible enough to repurpose our grants as staff responded to the pandemic, and to my wonderful Trustees, team members and volunteers who have worked tirelessly and at great risk throughout. I am immensely proud to work alongside you all.



Rachel Woolf

# Acknowledgements

We owe a lot of Street Storage's growth and success in its second year of operation to our new and existing partners, funders and supporters. On

our website you will find the logos of all of our referral partners, corporate supporters, funders and 'on-the-ground' partners who come together every day to serve our community on the streets of London.

Notable partnerships (separate to those we work with in the sector) came in the form of:

- Aspen Insurance who have committed to fund our Hackney office and storage unit for three years. This has been transformative. It has provided the first ever working office and has enabled us to store a further 150 people's belongings (and counting!). We've extended the service to include advocacy appointments, outreach and community space sharing/events as well as being able to provide onsite volunteering opportunities.
- Alan McCarthy and the team at TechServe who helped us source huge amounts of office equipment and supplies.
- CMS Cameron McKenna Nabarro Olswang LLP, particularly Monica Gouveia and Tim Elliot, who saw us successfully secure the lease on the office building.
- St Mary's School, Islington and for all the wonderful children, staff and wider school community for their fundraising efforts.
- The team at St Giles, Lesley Goddard and Rev'd Thomas Sander, for their continued support.
- Our rockstar volunteers: Maria Menicou, Ben Ashby, Gemma Zabbar, Sinead Taylor, Edward Bird, Ronnie Moyse, Guy Woolf, Arianna Soldano and Martin Smith.



# Our Story Continues

As you may or may not know, Street Storage was founded in 2019 - making us just over 2 years old. Despite our youth (!), we continue to grow exponentially as a charity. This has been achieved not only through the generosity of our donors and supporters but also through partnering with projects such as UCL - through the Evaluation Exchange - and The Cinnamon Network, as we look to expand across the UK and better evaluate our impact and service delivery.



The biggest change in the past year has been our move to our storage and office space in Haggerston. We moved in January 2021. Having an office - especially after months of lockdown - has really meant we can come together as a Street Storage community, hosting events and workshops as well as building three more rooms for storage, and a casework room for advocacy appointments.



We are proud to be part of the Dying Homeless Coalition, remembering and recording those who have died on the street - working alongside committed organisations and individuals to bring about a National Enquiry around homeless deaths.



Staff also take part in protests throughout the year alongside Action on Empty Homes to highlight the discrepancies between the number of disused buildings across the city and the number of people without somewhere safe inside to sleep at night.

# Our Community

The pandemic has changed the world as we know it. It has, and will, affect us all in different ways, but especially those in the our community. With an increase in unemployment and with more people forced into working poverty, those leaving violent homes, and the ending of the 'Everybody In' scheme, Street Storage has faced an unprecedented number of challenges.

Between August 2020 and July 2021, we have received 171 referrals and managed to store the belongings of 97 of these individuals. Of these 97:



Gender Identity  
Male - 69  
Female - 27  
Non-Binary - 1

Nationality  
UK - 36  
EU - 44  
Other - 17



Type of Referral  
Referred by Organisation - 86  
Self Referral - 11

Of the 97 people whose belongings we stored in this period:



Housed -23  
Working - 32

Re-engaged in education - 7  
Known to have reconnected with family - 10  
Storage released - 27



These 97 people:  
Filled 38 boxes and 6 lockers  
Brought 227 individual bags  
as well as 3 bikes



Our furthest storage enquiry was from Devon, but we also had referrals from Edinburgh, Manchester, Dorset, Plymouth, Norwich, Southend and Brighton

## Our Growth

- Providing transport for some of our community to and from their storage locations and our units.
- Developing our one-to-one advocacy offering as well as our outreach and campaign/coalition involvement.
- Re-imagining and growing our existing London offering to ensure more flexible drop-ins.
- Street Storage was a winner at the [Cinnamon Network Incubator Final 2021](#) - which allows us to use church networks and buildings and volunteers to expand across the UK.
- We have a funding bid in place for our first national unit that we hope to be in Manchester.
- Plans to grow the Trustee Board, bringing on someone with experience of homelessness and another with experience of business development.

## Our Relationships

In the New Year we are looking at:

- Healthcare Partnerships - to provide on site vaccine boosters, flu jabs, medical care and advice.
- Working with the Guildhall School of Music as part of their Messengers Project.
- Working with The Living Centre and the Somers Town Community Centre on an Environment and Homelessness Exhibition (Nov 21).
- Hoping to secure space at our Hackney offices for Bridge The Gap to continue their important work.
- Hosting more Street Storage events and campaigns with our partners throughout the year.

## Our Impact

- Street Storage is taking part in the UCL Evaluation Exchange Programme to enable us to better measure our data and impact reporting.
- We have pro bono data experts helping out as well as a new bookkeeper who is going to help us demonstrate our impact in numbers and better manage our fundraising plans.
- We've also been nominated for awards in the coming financial year which will further highlight the work we do and the difference we make to people's lives daily.

# Our Team

## Michal

Hello, I'm Michal. My role from the beginning in this project is the Security Guard. I provide a wide range of physical assistance to the charity. The beginning of this year brought long-awaited changes, we moved to a new office in Haggerston, it increased our possibilities, improved the comfort of work and well-being of the people we see. Director Rachel and Managers Caroline and Ben allow it to be better. The Street Storage project will continue to grow and improve the range of its services, I personally try to be helpful to my colleagues and clients and I feel part of what we are doing here for people in need.



## Ben



As the Fundraising and Marketing Manager, I wear a variety of hats. From drafting grant proposals and reporting, to social media and marketing, no day is the same. Having worked in a variety of different charities before this, I know how lucky I am to be able to make a difference within the sector, as well as such an incredible team!

Working for such an important and often ignored problem truly is rewarding, as my duties revolve around raising our profile and awareness of the issue and those it affects. Street Storage does sterling work, and every day is an opportunity to shout that from the rooftops.

## Caroline

I guess you could call me the new kid on the block, having only joined the Street Storage family this July. I came on board to take over the duties of my predecessor Charlie in managing everyone referred into Street Storage and to see them through the process. Alongside this I have been focussing on getting word out there about the services we have to offer by connecting with relevant organisations, individuals, local authorities, health providers, probation and prison services etc. as well as promoting Street Storage via publications such as The Pavement - which directly reaches people on the streets and at public events for those experiencing homelessness.

We very much recognise that in a service like ours where we are generally spending time with people 1:1 in a relaxed and welcoming setting, we are better able to build trust and meaningful relationships with people which can then lead to individuals being more open about some of their struggles, their hopes, their fears and together we can help ease some of the pain and support them to take steps in their lives.





# Our Funders

Every penny makes a difference to small organisations like ours. Working with flexible funders and securing multi-year grants and regular donors in 2020-21 has been essential for the running of the service in what has been a very tough year for fundraising. It reaffirms our mission and shows a trust in our ability to support those who need our service. We would like to take this opportunity to thank each and every one of you reading this who have contributed to our work. Notable funders in this financial year are listed below.

Aspen Insurance  
Charities Trust (Lloyd's of London)  
Emmaus Lambeth and Surrey  
Homeless Link Covid19 Homelessness Response Fund  
Somers Town Community Association LCF  
St Andrew Holborn  
St Giles & St George  
St James's Place Charitable Foundation  
The Garfield Weston Foundation  
The Haberdashers' Company  
The Homeless Alliance Impact Fund  
The Leathersellers' Company  
The SpeedoMick Foundation  
The Tudor Trust (twice!)

Particular thanks must also go to our significant anonymous donors and monthly donors, without whom we would not be able to operate on the ground, and to Paul Atherton, Andrew, Laura and Mandie Hughes-Onslow and Erik Armellino for their support. Our gratitude must again go to the brilliant Castle View Accounting team for their help with our Independent Examination.

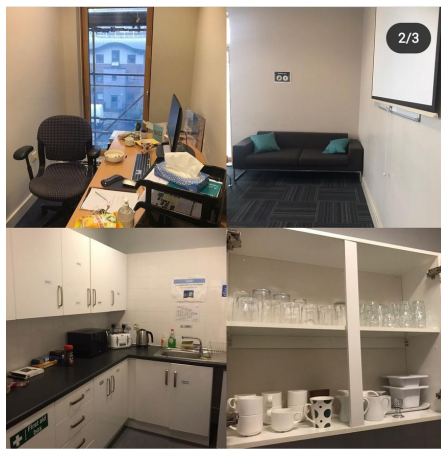




Emergency Outreach in 32 degrees



Staff hoodies courtesy of The Tudor Trust



Our brand new office - thank you Aspen Insurance!

