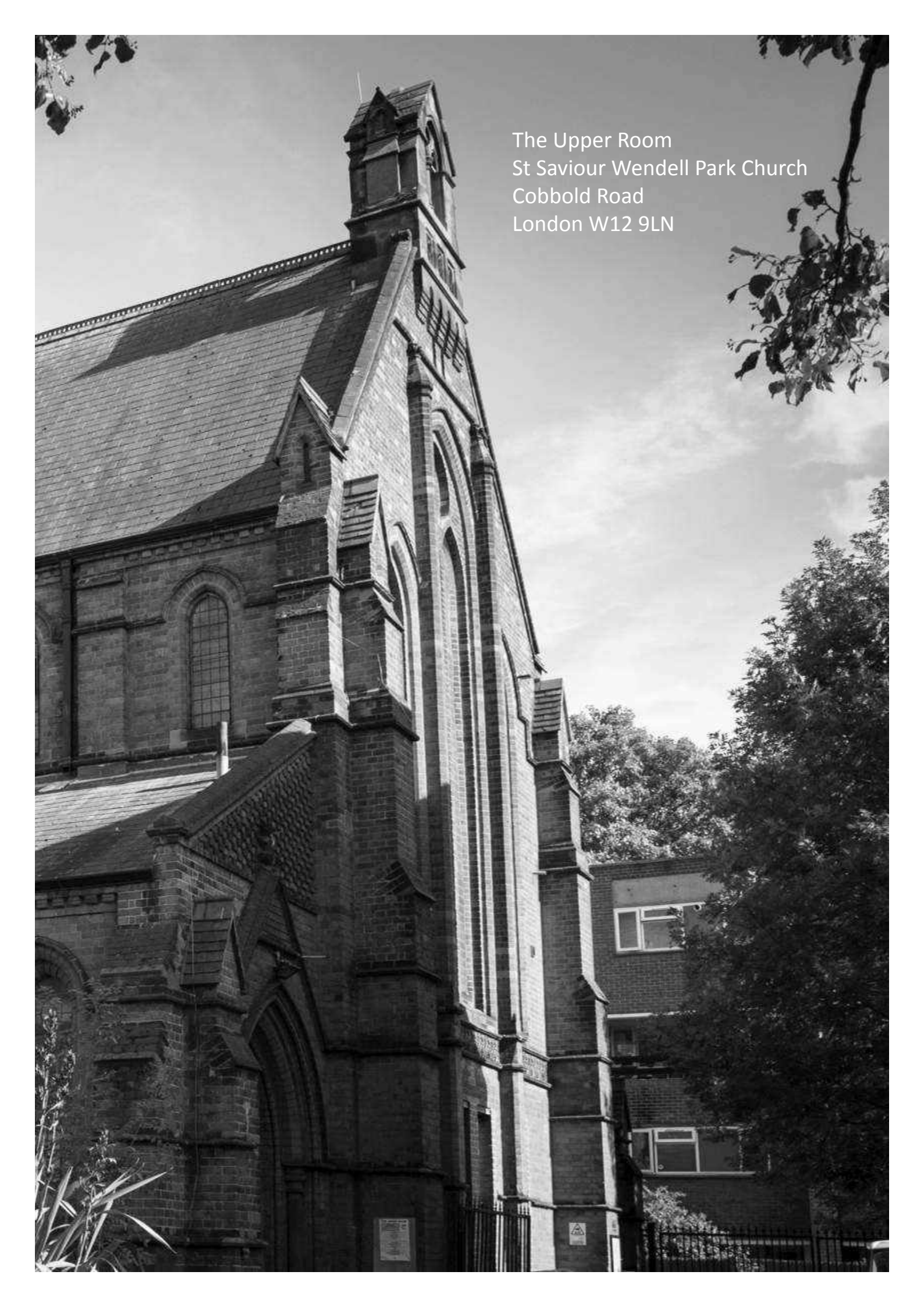




ANNUAL REVIEW 2017/18



The Upper Room
St Saviour Wendell Park Church
Cobbold Road
London W12 9LN

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1. Welcome to The Upper Room



I am very pleased to be able to report another successful year for The Upper Room on many fronts.

Financially we are in a strong position – which is especially gratifying given the

challenging economic conditions the country still faces. This stability allows us to do what really matters: delivering a service to our beneficiaries. You can find out more about this in the pages that follow.

I am particularly grateful to those beneficiaries who have allowed us to use their stories in this report. Hearing first-hand about the challenges they have faced and what they have achieved really brings home the reality of what we are doing here at The Upper Room. I hope you find their testimonials as inspiring as I did.

I am also delighted that our volunteers feature strongly, and that we are able to share some of their thoughts about why they give up so much of their time, and how rewarding they find it. It can't be stressed

enough that without our extraordinary band of volunteers we simply would not be able to function.

Of course at the heart of everything are our staff, who display remarkable dedication and commitment both in the efficiency with which they run things, and their devotion to our clients. For many years they have had to face the additional burden of working in less than congenial surroundings, with a lack of office space and cramped facilities. I'm delighted that this is now going to change. The long-awaited project to build a new mezzanine floor is now fully under way. Tenders have been issued, and by the time you read this a contractor should have been appointed, with work due to start in 2019.

Our thanks as ever to everyone at St Saviour's Church for their support on the building project and in many other areas. Heartfelt thanks also to our Patrons, Trustees, grant-givers, donors, sponsors, Friends and supporters. Together we make an amazing team, that makes a real difference to so many lives.

Simon Tuke

Chair of Trustees



Nicky joined The Upper Room in August 2018. She was previously working for a National Deaf charity, and has over 20 years' experience as a senior manager in the third sector and local authorities.

"I was delighted to be appointed to lead the work of TUR for a number of reasons. Its vision is about restoring self-confidence and offering support to the most disadvantaged individuals imaginable.

It has a proven track record of effective intervention, as evidenced through the case

studies, and a staff and volunteer base that are so committed and passionate about the work they do...what more could I ask for?

TUR is a coal-face charity in the heart of West London which supports, through its wide range of projects and partnerships, over 150 individuals daily.

It is well regarded, as demonstrated by its amazing supporters and partners.

I am excited to work with staff and Trustees alike to develop the charity so it can continue to be relevant, and offer respect, support and opportunities to the people who walk through its doors."

Nicky Flynn

Chief Executive

2. MISSION

Who we are

We are a charity that has been helping socially disadvantaged people in London since 1990. We work with the homeless, destitute migrants, ex-offenders and other socially disadvantaged people to improve their lives and conditions.

We provide an environment for clients which is self-respecting and safe. Our services are personalised, and we pride ourselves on our innovative solutions to meet the needs of our service users. As an organisation, we do not shy away from tough situations and new opportunities to enhance our effectiveness, and achieve successful outcomes for those who rely on our services daily.

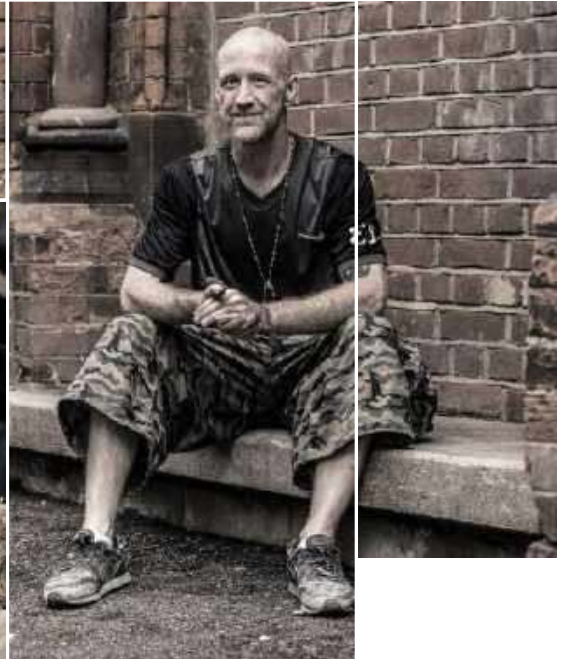
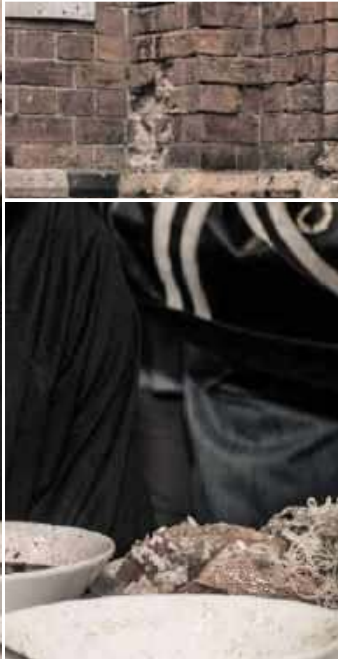
Our main hub is in West London, but we are a London-wide organisation. Our work touches the lives of thousands of people every year.

Why is our work important?

We believe in the fundamental proposition that every human being has potential which, if held captive by social exclusion, can be unlocked by our support and work. Our work has a positive, life-enhancing impact on our clients. Our work benefits our clients by lifting their personal self-esteem, improving their health, and making them more economically independent. Our work also benefits society by making our clients less dependent on state funding, and less vulnerable to crime. Additionally, we are proud that clients we help can provide inspiration and hope for others.

3. Projects

UR4 Meals Jobs Driving



UR4Meals

UR4Meals provides a warm and welcoming environment for homeless and other disadvantaged people to receive food, clothing, toiletries and other support that improves their lives.

Lavinia's Story

I am 25 years old and I know what hard life means as I have experienced it most of my life. It was a complete nightmare in 2004 when, in just one year, I lost all my loved ones - beginning with my dearest grandmother who committed suicide after our house burned down. It was a very difficult time for me and my twin brother.

Three years ago I decided I needed to do something about it. That's when I decided to leave Romania and come to the UK, aware that I will have to leave behind everything and everyone I knew and loved. I just knew I wanted a new, better life. I felt like a lost child when I arrived in London. I didn't know how to react or communicate with people. I didn't know the language, the customs - I was lost and confused.

I was lucky enough to find The Upper Room (TUR) after a few days and met Cecilia. From that moment on my life started to change completely. I became a volunteer and was learning new things every day. I met many people who have had a positive influence on me, have helped shape my character and also helped me from a professional point of view. I spent a year doing different jobs, but I was

always running from my job to do my voluntary work at the Charity. They made me feel part of the family - a feeling I've never had after my granny died...

After volunteering for a year the cleaner left and I applied for the job. I was ecstatic to find out I got it.

I have always loved cooking (I was a Chef previously in Romania) and was fascinated about using imagination to create ad-hoc recipes with the variety of ingredients that are delivered daily. Because of all the problems the people we serve have, the food also needs to be nutritious. The Chef taught me all the rules and regulations and I was encouraged to get my Food Hygiene Certificate, which I have done. When the Chef's job became available it was my biggest challenge yet. I applied for the job and got it. I felt like a million dollars and still do!

Even if my English is not the best yet, everyone has been patient and appreciated my efforts. Cooking for people less fortunate is giving me great motivation and makes me feel happy and grateful for everything I've got. The fact that they love my food, and they tell me that every day, is an amazing incentive and gratification. Being both the Chef and Cleaner gives me the advantage of cleaning my own mess!

Without the help of the amazing team who guided, encouraged and supported me in the last three years, I would never have managed to improve and progress the way I did, and still do. God bless them all! I want to do way more and climb up the career ladder.

UR4Jobs

UR4Jobs is a multilingual employment support service.

44-year-old Mikey was constantly being told that he was 'stupid' by his father when he was a child. Despite having a 'Statement of Educational Needs' (SEN) his father still made him feel like he was worthless, and, at the age of 15, he started to rebel – this led to a cycle of imprisonment, which Mikey had been unable to break.

Mikey turned to drugs and alcohol to find solace in his sadness. His behaviour only fuelled the rejection by his father, which had now spread to the rest of his family; with his sister and brother also isolating him. To get the 'family' approval he craved, he turned to crime; this gave him kudos with his new-found friends, who positively encouraged him to carry out petty thefts; they would shower him with praise for his antics, and Mikey liked the feeling of belonging – something he had never experienced at home.

Unfortunately, drink and drugs fuelled his rage and he started to become violent, ultimately swapping his fists for weapons.

After his last prison sentence, Mikey moved back into the family home, hoping he could begin to get back on track with the support of the household but, sadly, after a drink he would reflect on his situation and would see his father and brother as the root cause; this in turn led to Mikey once again becoming angry and frustrated. Then a fight ensued between him and his brother; leading to him becoming homeless once again, as his dad asked him to leave.

Mikey presented himself to the local council, who advised him to come to The Upper Room to get a hot meal and advice, as well as guidance on getting a job.

Since coming to TUR, through our employment co-ordinator he has secured employment as a Kitchen Porter for four nights a week; this is giving him the opportunity to save for a deposit to find a small bedsit or flat of his own. He attends The Upper Room regularly, and is often on hand to offer informal peer mentoring and help out with the deliveries. Mikey feels like he is valued; he has made friends, and enjoys the respect and praise he gets from staff and volunteers for his achievements.

He feels he can really start to focus on the future; one that is meaningful, without the need to turn to 'alternative' ways to survive.



UR4Driving

UR4Driving is an award-winning project which teaches ex-offenders to drive, in order to improve their confidence and employability – to give them a second chance.

Keeping the door open...

In the words of student 'P' (now aged 42):

"My experience of coming on the programme has been rewarding. This did not start out this way, for I first came into contact 1 year after my release on parole. I tried to commit to the programme, but found the issue of re-adjusting to life outside of prison to be overwhelming. I pulled out and then reapplied myself one year later where I am happy to say I have completed the first part of the programme. I am now with a driving instructor who I get along with very well and I am confident that I will pass my driving test and gain a full licence in the near future."

In the words of the Project Manager – Elaine

"P is a very engaging character who, when we first met, seemed like he didn't have the self-belief to complete the programme. He had a history as a prolific offender, with more than 10 years in and out of prison. His last sentence was the turning point to change. I have now learnt that self-belief wasn't the issue, but that the adjustment to discover 'normal' life was a huge task for him. To completely un-learn all areas of your life and start again is monumental, and I certainly lacked that depth of understanding. P hasn't been the first to drop out and return, but I was so pleased he did come back. He volunteered with me promoting the programme at Prison job fairs, and I learnt a lot from him about life inside."

He has since passed his driving test and his comments at the end were that "the volunteering was a chance to give back, Charlie the instructor was brilliant, having a full licence has really boosted his confidence and opened up the world. He's so glad we 'kept the door open'."



Another student, Hamza successfully passed at his second attempt.



Chanel's Story

I grew up in West London and was brought up by my older brother. I was the youngest. I was subjected to physical abuse from various family members and was used to being hit by a belt and punched for things. I was diagnosed PTSD around 12. I got expelled from school at 15 and was sent to a special school for young people who have been kicked out of secondary school. I did manage to get some GCSE's.

When I was 15, I moved to North London with another family member as I couldn't stay with my brother. I started mixing with the wrong people and became involved with crime. It was good to feel a part of a group and having a sense of belonging.

I got involved in petty crime and was done for criminal damage. I ended up in Feltham at 16. This was a different world, very violent with fights every day and people being hurt. I did get involved as you almost had to. Violence made me rebellious as I grew up with it. It felt like it was the only way I could retain any self-respect. I had been in Feltham for 2 months and was moved to another prison. This was ok to start but then I started getting in trouble and fighting. I was moved again. But after good behaviour I went back to the other prison. I was released after almost 2 years in 2001.

I didn't know where to go or who to go to, I moved to East London and moved in with family friends. I met some new people and again got into trouble. I was arrested for more serious crimes and sentenced to 10 years in prison. During that time I went to 24 different prisons. One of the hardest times.

I came out in 2010 and moved back with my brother in North London, he has a new partner and kids. I realised I didn't want to live there. I was a grown man and should be living on my own. I went back

to crime as I needed money, so I offended again and was arrested and sentenced to another 4.5 years. I came out in 2015. I was lost, on probation for ages, I was unhappy and suffering from depression. I felt dragged down and isolated and was afraid to be around people and had lost my confidence – I felt useless. I wanted to end my own life.

I knew that I was better than being locked up and this wasn't the life I was meant to live. Probation mentioned The Upper Room and I was accepted for the UR4Driving programme. It felt like a light going on as it was something to do and I started to believe in myself. During the time I was doing my lessons, I enjoyed them, it made me happy with myself and gave me something to do. Passed second time round I started having hope in myself.

Once I passed, I was still on probation, I went to the council to try and find a place to live. I met the woman who is now the mother of my child and moved in with her and it felt like home, that I could breathe again. We were together for 2.5 years and then we had a baby son who is now 8 months old. I went to all the appointments and scans. I was there at the birth. It was an amazing experience and my son is my world. We split a couple of months ago. I am now in a council place. The Upper Room gave me hope and had I not got involved with them it would have taken me so much longer to break the cycle of crime, depression and isolation. It restored my confidence.

I had been doing a driving job but the pay was poor. I left and am currently recording an album and am looking for another job. Am also doing a gas and engineering course which is hard work. I want to buy a house next year. I know that I can achieve and feel determined. That was part to do with the birth of my son. I have ambition and want to achieve things for myself. We need to respect each other and I want to make a difference in people's lives and give back to the world. Leave a legacy.



4. Volunteers

The Upper Room has benefitted from 167 individual volunteers' time over the year, who contributed approximately 10,100 hours to the charity. This is the equivalent of a further six full-time workers. They deliver the bulk of the direct and indirect work that we do: they sort food donations, assist the chef, serve food, wash up, give advice, and mentor clients, as well as participating in many fundraising activities on behalf of The Upper Room. Without their constant encouragement, and their many hours of support, we would not be able to function. We thank them all.



Teresa Walton Photography



"The greatest joy in volunteering at The Upper Room begins when a conversation at the tables turns into laughter and soon the whole room is laughing too. The Upper Room doesn't only fill the guests' stomachs, but their hearts and souls too."

- Father Edward



"Such a worthwhile cause. Someone once said to me if you volunteer you gain back twice what you give. I have found it has helped me gain perspective in my own life. It is a big family – volunteers and guests."

- Angela

"The Upper Room meets a local need for people in West London – those who cannot afford to buy a meal, who are homeless, who are depressed and generally not able to cope. To be able to volunteer and help, even if only once a week, is a real privilege and I know I always count my blessings when I go home."

- Trish



"I like volunteering at TUR because I enjoy being part of a great team serving a good meal, and watching people so much less fortunate than myself sitting down together, relaxing and enjoying delicious hot food."

- Joanna



5. Impact Report



How funds are spent:

£30 Multilingual Worker to deliver employment support for two hours

£90 Three-course meals for a homeless person for a whole month

£100 Four driving lessons to help transform the life of an ex-offender

18,341 Meals
5,315 Takeaways
57 Average per session
1,601 Advice/help given
1,870 Toiletries given

UR4MEALS

197 New Registrations
130 NI numbers
76 Counselling sessions
13 Number of people helped into work

UR4JOBS

Teresa Walton Photography

30 Theory Test Passes
19 Driving Licences
9 Into employment
91% Didn't re-offend in 2018

UR4DRIVING

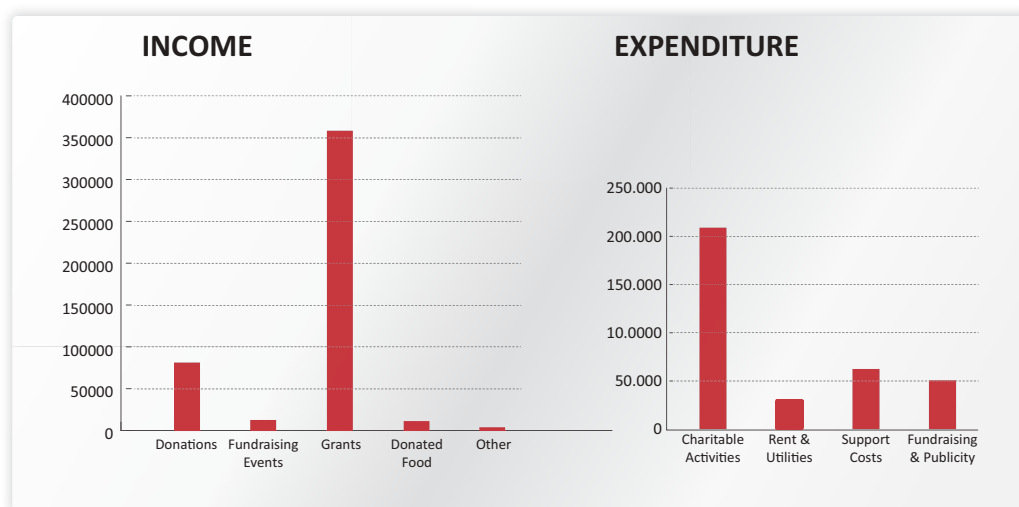
6. Financial Overview

*Summary of income and expenditure account
for the financial year ended 31 March 2018*

The Upper Room has achieved a surplus for the financial year. Income has increased modestly to £470,934.

Our donation and fundraising event income increased significantly from £60,860 in 2016/17 to £95,233 in 2017/18. Grant income, excluding funds specifically restricted to the building project, has decreased from £284,382 in 2016/17 to £254,085 in 2017/18.

Total expenditure increased from £333,516 in 2016/17 to £352,973 in 2017/18. UR4Driving saw the largest increase in expenditure, as it increased the number of enrolled students, and hence increased its spending on driving lessons.



7. Funders & Supporters

Our Supporters

City Bridge Trust
Fidelity UK
Garfield Weston Foundation
LB of Hammersmith & Fulham
Montier Charitable Trust
Polish Relief Society
Pret Foundation Trust
Schutz Engel
Streets of London
The Albert Hunt Trust
The Batchworth Trust
The Big Lottery Fund
The Co-operative Group
The Daisy Trust
The Drapers' Company
The February Foundation
The Field Family Charitable Trust
The Girdlers' Company Charitable Trust
The Goldsmiths' Company
The Leslie Aldridge Trust
The Maurice & Hilda Laing Charitable Trust
The Olive Tree Trust
The Patsy Wood Trust
The Pilgrim Trust
The Sobell Foundation
The Swire Charitable Trust
The Syder Foundation
The William Allen Young Charitable Trust
The Woodroffe Benton Foundation
Wates Foundation
Westfield Community

Church Donations

All Saints Church, Fulham
Ravenscourt Baptist Church
St Dunstan's, East Acton
St George's, Campden Hill
St James's Church, Hampton

Hill
St John's Wood Church
St Mary's, Acton
St Michael and All Angels, Bedford Park
St Saviour Wendell Park
The Church of the Holy Innocents, Hammersmith

School Donations

Hill House Schools
Notting Hill and Ealing High Schools
Southfield Primary School
St John's Wood Pre-Prep School

Other Donors

Barclays Bank PLC
Bown Design and Build, for Love Music Concert
Chiswick Baroque
Finlay Brewer
Forgiving Earth
Horton & Garton
Marks & Spencer
NCS The Challenge
The Petros Singers
Zim Properties

Donors in Kind

All Saints Church, Fulham
Angst Productions
Beirut Meza, W12
Boden
Bush Hall, W12
Café Connection
Cherry Red, W12
Christ the Saviour Church
City Harvest
Coats on London
Comboni Cenacles of Missionary Prayer
Community of the Risen Lord

Dannie & Carrie, W12
Dorsett Hotel
Finlay Brewer
Fuller's
General Electric
Greenlight Medical Van
Habanera Restaurant, W12
H&F Bahai Community
Hoang Lan, W12
The Church of the Holy Innocents, Hammersmith
Horton & Garton
Innocent Drinks
Kew Gardens
Laveli Bakery, W12
Macken Brothers
Marks & Spencer, Chiswick
Nando's
Nara Health & Beauty Clinic, W3
New Covenant Church Wood Green
NHS Mobile X-ray Unit
Ranji Pereira
Pret Foundation
Prohands
Ravenscourt Baptist Church
QPR Community Trust
Queen Mother's Clothing Guild
St Hilda's Church, Ashford
St Saviour Wendell Park
St Stephen's
Solidarity Spiritist Society
Solomons
Sonia Beauty, W12
TeamSport
The Ark
The Felix Project
The Park Club
The Raven, W12
The River Café, W6
Constance Craig Smith
Antonia Young





Registered Office

St Saviour Wendell Park Church
Cobbold Road, London W12 9LN
Tel. 020 8740 5688

www.theupperroom.org.uk
uradmin@theupperroom.org.uk

Charity Registration No. 1004354
Company Registration No. 2567517
(England and Wales)



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