



CARING AT CHRISTMAS 2018

IMPACT REPORT | MARCH 2019

**“To all at Caring at Christmas! Just wanted to wish you all
a lovely Christmas Day & a smashing New Year.
Even with being without my own home this year you lot
have definitely put a smile on this face of mine!
So thank you all very much for everything.”**

Caring at Christmas guest, 25th December 2018

CLOTHING STORE
TIDY!

CLOTHING STORE
TIDY!

BIOGRAPHIES

ING HOMELESS PEOPLE
AS DAYS A YEAR


Caringn Bristol

LARGE]

WOM



Latest figures from Bristol City Council found

82 PEOPLE SLEEP ROUGH

on any given night in the city (Dec 2018).

This is a significant rise over the last 7 years (7 in Nov 2011).

Between Nov 2017 and Oct 2018,

770 HOMELESS INDIVIDUALS

were supported by St Mungo's Outreach Team.

There is a lack of appropriate day provision for homeless people in Bristol.



Introducing Caring at Christmas

Emergency support and day provision for people sleeping rough is needed in Bristol.

Caring at Christmas has filled a vital gap in provisions for people sleeping rough over the festive period for over 30 years.

These services provide a life-line during the cold months and are crucial to the safety and wellbeing of people experiencing homelessness in winter and beyond.

For our 2018 project, we wanted to make sure we responded to the need in the city for emergency support and day provision in a way that aligned with our charity values:

- **We work collaboratively**
- **We take risks**
- **We inform and educate**
- **We get things done and done well**
- **We stand up**
- **We act with transparency**
- **We value people**

Caring in Bristol find gaps in Bristol's provision for those experiencing homelessness and work together with our community to create innovative projects to fill them. Our mission is a city empowered to solve homelessness.



OUR IMPACT

Day Centre

At the Trinity Centre
in Old Market
10am to 6pm everyday

5 days from 24th–28th Dec

Night Shelter

At the Julian Trust Night
Shelter in St Pauls
10am to 6pm everyday

5 days from 24th Dec–1st Jan

Pop-up Cafe

At the Avon Fire and Rescue
Service station on Temple
Street in the City Centre

12pm - 2pm 29th Dec

Well-being services

- Massage
- Haircuts
- Poetry Writing
- Therapy dog

Support Servies

- Samaritains
- Medical
- Drug addiction
- Mental health

Volunteers on hand for a
cuppa and a chat

2,300 hot meals served

2,400 sandwiches given out

348 bed-nights provided to
79 different guests

750 volunteers donated

4,960 hours of their time



CHANGES 2018

What we wanted to achieve

Increase the overall safety for guests and volunteers.

Prioritise people sleeping rough and most vulnerable in our own city.

What we did

Separated out the day provision and used a non-institutional venue.

Revamped our volunteer guidance and training.

Worked with St Mungo's Outreach Team to ensure those sleeping rough were prioritised for beds.

What was the impact

Overwhelming guest and volunteer reports of safer, calmer atmosphere.

40% reduction in the number of incidents.

An average of 43 beds provided each night to people sleeping rough.



MEET OUR GUESTS

Caring at Christmas exists to provide warmth, companionship and vital services to the most vulnerable members of our city at an emotionally challenging time of year when other services are closed.

Who are our guests?

- 50% are sleeping rough
- 33% are in unstable housing
- 17% are in council or private housing
- 84% male
- 16% female

Why they visit Caring at Christmas

- Socialising
- Food clothing & toiletries
- Showers
- Beds
- Somewhere to be

What our guests said about Caring at Christmas 2018:

“Wouldn't have known what to do if it wasn't open”

“Allowed us to have as near a proper Christmas as possible”

“It's good, it's everything, people, company, food, warmth and films to watch”

“No other place offers you the same level of services as here”



MEET OUR VOLUNTEERS

- An incredible 750 volunteers donated 4,960 hours to make Caring at Christmas 2018 happen. If those volunteers were paid at the minimum living wage, the cost would be £47,750.
- We think their contribution is worth far more than this: an entire community of local people mobilising to tackle the injustice they see on their streets.
- 52% were volunteering with Caring at Christmas for the first time
- 98% of all volunteers said they would volunteer for Caring at Christmas again

What our volunteers said about Caring at Christmas 2018

“Awesome atmosphere, really well briefed, pro-active and attentive and motivational lead staff”

“I had a lot of reservations about the new setup, but think it's been fantastic, much better”

“It was inspiring to see the difference that together we were able to make”



ACKNOWLEDGEMENTS

Caring at Christmas is a huge community effort and we couldn't do it without support from a whole range of local organisations, businesses and individuals.

We want to say a massive thank you to everyone who donated to the project in 2018 whether it was time, food, equipment, premises, services, clothing and toiletries or money.



Key funders

- Zurich Community Trust
- John James Foundation
- Bristol City Centre Business Improvement District
- Quartet Community Foundation
- Thekla

Key partners

- Trinity Community Arts Centre
- Julian Trust
- Crisis Centre Ministries
- St Mungo's
- St John's Ambulance
- Bristol Mind

Key supporters

- The Community Farm
- Five Foot Way
- Salt and Malt
- Yeo Valley
- Warburtons
- Essential

WAYS YOU CAN HELP

Caring at Christmas 2019

We know it's only March, but planning is already well underway for Christmas 2019.

Improvements for this year will include

More support available for people in crisis

Extending the provision and expanding the services available at the Trinity Centre

Improving storage and transport

Working with partners to fill the gaps in the first week of Jan

Support us for 2019

It costs us **£62,000** to deliver this project each year.

We need your help to ensure this vital work continues and develops for 2019.

A donation of **£39** pays for **one person** to spend **5 whole days** in our Caring at Christmas project, accessing the tailored support they need.

Our mission is to solve homelessness in Bristol. We can't do this alone, we need your support.



Donate here:

www.caringinbristol.co.uk/donate