



**emmaus**  
Oxford  
working together to end homelessness

# Annual Report

## 2020 - 2021





# Introduction



Emmaus Oxford has continued to adapt to the uncertainty and rapid change we all experienced this year. In the midst of that upheaval, I am proud of the progress we have made. Whilst we continue to focus on our core aim of helping people out of homelessness we are refining how we achieve that. We have made some cultural changes, which have not always been easy, in order to help more of our companions to move on in their lives. We are all extremely proud of the 5 companions who have moved into their own homes this year and of the 4 companions who started employment.



Our social enterprise continues to perform strongly, both in terms of income and opportunities for our companions, and we have seen great success from online sales of our donated items over the last year. We were delighted to run our Resettlement Support Fund, thanks to generous project funding from Oxfordshire Freemasons, in order to help former rough sleepers to furnish homes.



We would not be in this position without our supporters. We have received some transformative donations over the last year, enabling us to expand our work and become more ambitious. Thank you to everyone who has given financially, donated furniture or shopped with us. You are making a difference to the lives of companions like Gary, whose story I am pleased to share in this report.

*V. AD Morgan-Giles*

Andrew Morgan Giles, Chair of trustees

# Responding to COVID-19

We were humbled by the response to our COVID-19 emergency appeal in 2020. We raised £200,749 towards the costs of continuing to run our accommodation and support services when we abruptly lost more than half our income when our store closed in periods of lockdown.

We used this funding to keep running our accommodation and provide support to our companions. We are proud that we have never closed our doors, but instead have risen to the challenges of the pandemic. As one of our former companions, Darren, put it:



*The lockdown was really tough. I found that my anxiety went up during that period and I missed working in our store. Myself and my fellow companions found other things to do to stay positive like decorating our community home and deep cleaning our shared kitchen. Being at Emmaus Oxford allowed me to keep busy during that time, which really helped.*

## Reaching rough sleepers, thanks to Oxfordshire Freemasons



In December 2020 we received very generous funding from Oxfordshire Freemasons, via the Masonic Charitable Trust, to start a new project in response to the COVID-19 pandemic. We were aware that a lot of the former rough sleepers who were temporarily staying in hotels in 2020 were being offered housing, and that some people were turning it down because they didn't own any furniture. Through this project we could offer help to furnish entire properties, making them real homes for people. We reached **83** people in 2021.

# Taking our sales success online

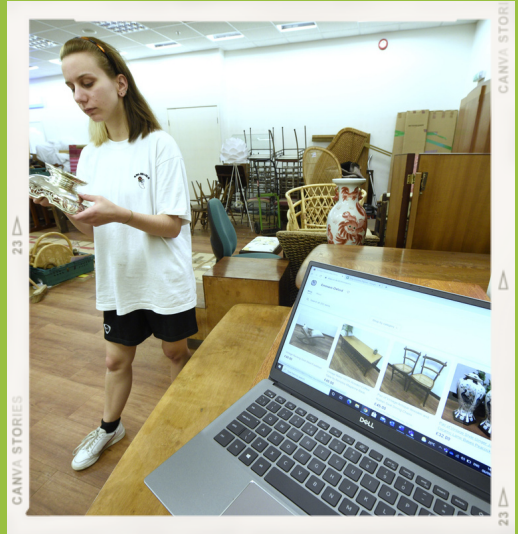
Before the COVID-19 pandemic we were starting to develop our online sales of donated items, but the forced closures of our store made us speed up our work in this area. Thanks to funding from the Rayne Foundation, via Emmaus UK, we have been able to create a new staff post of Online Sales Supervisor and since Paulina joined our team we have significantly increased our proceeds from online sales. Those proceeds go right back to supporting our charitable work. More importantly we are offering companions the chance to learn more skills through on the job training.

We're proud of our eBay and DePop stores, which you can visit by following these links:



eBay

DePop



## Legacy donations



In August 2021 we received a very generous legacy donation from a supporter, which is going to make a huge difference to how many homeless people we can support in the future.

Leaving a gift in your will can make transform a charity's work. If you can consider leaving a legacy donation to Emmaus Oxford, after your loved ones have been provided for, we would be immensely grateful. For more information and advice, either consult your solicitor or contact Hannah on [fundraising@emmausoxford.org](mailto:fundraising@emmausoxford.org) or 07557 282 649.

# Gary's story



I have lived at Emmaus Oxford since 2017 and I like that it does change people's lives. It's not a night shelter where you're in and out, there is always hope and prospect that you can have a better life.

Before Emmaus, I had spent six months sleeping rough in my car after my wife kicked me out. Every day living in my car felt like a week, and it was during a really hot summer. Even at 11pm at night, sweat would be dripping off me. I tried sleeping outside in fields to stay cool, but worried that someone might break into my car, which had everything I owned inside.

It got to the point that I was smoking and drinking to get through the day, and I had no fuel or money left. I knew I couldn't go on like that and went to the job centre for advice. I was referred to Aylesbury Homeless Action group and they put me in touch with Emmaus after discovering that I had experience with antiques and repairing furniture. Work and training.

Within a week of finding out about Emmaus, I was accepted at the community in Oxford and I've not looked back since. I work in the store, mainly in our beds area. Beds sell really quickly in the store, so I like to keep on the ball with rotating stock. I also work on the vans collecting and delivering items and enjoy helping with the eBay shop.

At Emmaus, I've done a lot of training too and have an NVQ in Customer Service, Warehousing and completed a first aid course. I'm now learning how to use a computer in our new computer room. That's been my biggest hurdle to overcome but I'm getting there. We all pitch in at Emmaus and try to do as much as we can. When new companions come in and want to learn different things in the store or community, I help them out.

Emmaus Oxford has done so much for me, but it's time to look forward. I've just signed up to the over 55's housing scheme called Anchor Housing. They put you on a list and there are various options all around Oxford that are affordable. It could take up to a year, but there's no rush.

When I leave, I'd love to volunteer at Emmaus Oxford. I love this place and everyone here is passionate about it as well. It's nice to be in a place where you can feel that something is actually being done about homelessness.

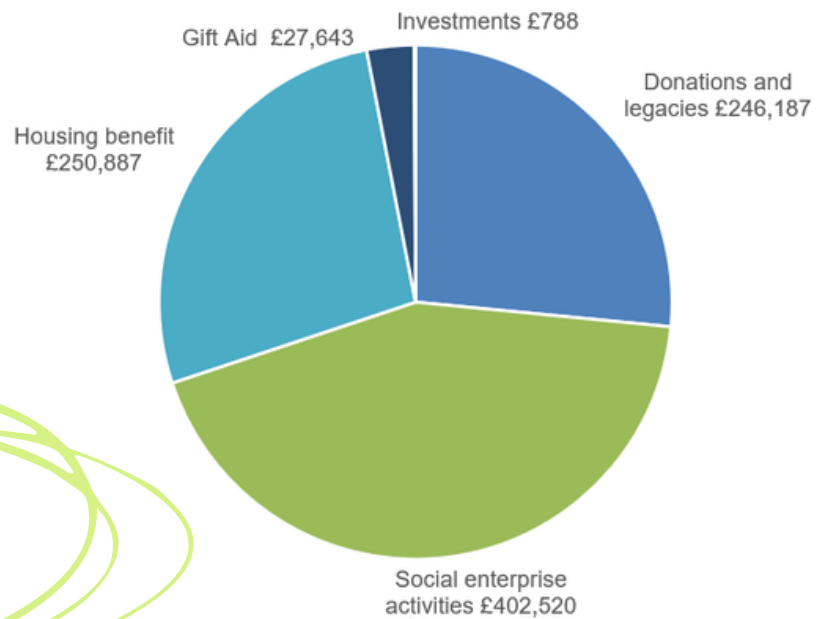
When I was living in my car, I never would have thought that in three years' time I'd be at Emmaus Oxford and looking forward to a future.



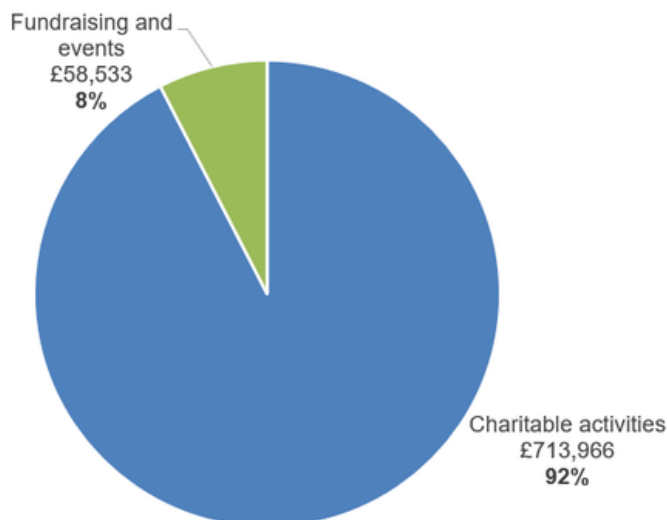
# Our finances

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Our total income in 2020/21 was **£928,026**. This increase on our previous financial year (£874,419 2019/20) was due to success in our fundraising, in particular significant donations to our COVID-19 emergency appeal and a large legacy donation.



Thank you to all of the existing donors who gave more generously during this year, as well as our new supporters.



Our total expenditure was **£772,499**, a slight decrease on the previous year (£793,459 in 2019/20) Our board of trustees continued to be cautious during this financial year, with plans to use any surplus towards the costs of expanding our accommodation and increasing our training programme in 2021/2022.

# Thank you

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Emmaus Oxford could not continue to help homeless people without our supporters. As always, we want to say a big thank you to everyone who has donated money or items this year, and to all of the customers who use our store. We would like to specially thank the following organisations and individuals for supporting us financially this year:

The Estate of Dr Peggy Heeks

Oxfordshire Freemasons via the Masonic Charitable Foundation

The Julia and Hans Rausing Foundation

Lloyds Bank Foundation

The Rank Foundation

The Society of the Holy Child Jesus CIO

The Rayne Foundation via Emmaus UK

Oxfordshire Community Foundation

The Forbes Charitable Trust

Mrs Charlotte Heber-Percy

The CHK Foundation

Oxford City Council

Mrs Yvonne Carpenter

The Albert Hunt Trust

Mr John Winters

Royds Withy King

The Boutell Bequest

The Tanner Trust

The Rowse Family Trust

The Shanly Foundation

The Helen and Michael Brown Charitable Trust

Dr Ruth Dixon

Penningtons Manches Cooper

Mr & Mrs J A Pye's Charitable Settlement

Lord Faringdon Charitable Trust

Mr Mark Raeburn

St Aldate's Parochial Charity

St Margaret's Church

Mr Stephen Harrison

All Souls College

The Champriss Charitable Trust

Ms Daphne Jefferies

The University of Oxford Community Fund

The Stanton Ballard Charitable Trust

All Big Give Christmas Challenge donors

The Arnold Clark Community Fund

The Parish Church of St Andrew, Old Headington

Prudential plc

The ASDA Foundation

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Emmaus Oxford is registered charity number 1066618 and registered company number 3422350

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