SEPTEMBER MONTHLY UPDATE

IMPACT & ACTION
‘With so much political and financial change happening in the wider world right now we’re pleased to be able to focus on something more positive close to home - Change Please! We have continued to grow this month with new sites and pop up events launching - from the Envision Conference in the US, to a new partnership with BT/EE in Tyneside, to name but a few.

Our main focus commercially has been the revitalisation of our retail offering and we’re thrilled (after many months searching) to finally announce a new Head of Retail – Peter Davies. We’re also removing some underperforming sites and, in their place, signing leases for some exciting new sites across London and the UK. More on this soon!’
Impact Update

Our Training Program

Number of referrals received this year: 225

Amount of people completed our 1 day training this year: 142

Amount of people completed our 3 months training this year: 70

People who successfully completed our 3 months training this year: 117
One of our focuses for September was looking at how to improve our training programme to help better benefit trainees. After examining the current structure we realised we need a second training space and we’re looking forward to opening one soon.

Another training space will benefit trainees by accommodating anyone based north of the river (it can be challenging for those in the north to reach our Academy in Peckham). It will also provide a space for corporate training event- something we’re excited to be exploring.
LAUNCH OF STANDARDS & FEEDBACK FORM

ANOTHER FOCUS HAS BEEN THE LAUNCH OF OUR NEW STANDARDS & FEEDBACK FORM. IT WILL HELP US GET THE MOST FROM OUR TRAINING PROGRAMME BY:

1. Tracking trainees’ progress and ensuring they’re receiving the right training by showing us where they’re excelling and in which areas they may need additional support.

2. Identifying areas of our programme which we can develop and improve to best support our trainees.

3. Providing reports for the onward employers we work with, so they can -
   - Learn about our trainees’ progress with us over the previous three months.
   - Quickly understand each trainee, so they’re offered the support and specific tools they require to help them with their role and allow them to adapt to their workspace.

One of the best ways we can develop our trainee programme is for trainees to return to our Academy after 4 weeks of work for a skills assessment. This way, we’ll be able to identify any challenges they may be facing early in the programme and can help them overcome them.
On 26th September the Driving For Change buses attended Islington Council’s 5th annual Street Festival – an event which hosts a variety of services and charities working with homeless and vulnerable people within Islington council.

The turnout was huge and we were a main attraction, helping us raise awareness of the services we offer. While there we provided dental services (specifically requested due to the high need of dental work among local homeless – and the UK in general), and our nurse Mel (kindly giving her time thanks to Colgate) saw 43 guests in 5 hours! She did amazingly, providing mouth cancer checks, hygiene advice and referring guests who required further help.

The event was a great success and great exposure for the Driving For Change initiative, helping us make lots of connections with other boroughs and their homeless chancellors!
TOTAL NUMBER OF GUESTS SUPPORTED THIS MONTH

56
Recently the Colgate Bus was visited by an individual who’d fled his country hoping for a better, safer life in the UK. He’d been unsuccessful with employment and had been living on the streets for close to a year. After hearing about our DFC services via other homeless people he found us at Hackney Town Hall, where we were able to provide him with all our services.

The guest received a makeover from our barber Connor - who has volunteered with us for 4 months - and also received a full body health check treatment from our nurse on duty, Tembe, who has assisted us for a year and works for the East London Foundation Trust (NHS).

Our Driving For Change Service manager, Michelle, then assessed him in order to help us provide the right avenues of support and invited him back to our outreach session the following week. We’re now pleased to be in the process of sourcing help for him while he’s living rough. We’re hopeful we can bring him into our training programme shortly, and offer him any additional help to get him back on his feet.
FINANCE SNAPSHOT
AUGUST / SEPTEMBER

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<th>Activity</th>
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