

January 2025

Dear supporters,

Action Homeless would like to personally thank you for your generous contribution over the recent festive season to help support individuals and families experiencing homelessness.

Over the Christmas period we supported over 275 people experiencing homelessness. This included those living in our accommodation, but also people receiving support and signposting from our Duty Desk team, and dropping in for support at our Engage Wellbeing Hub. As well as helping people to enjoy the festivities, we were able to provide additional measures to support people who found themselves in crisis. We opened extra emergency winter beds within our accommodation and were able to ensure that people had everything they needed to stay comfortable and warm. Our community lounge, food and hygiene pantry opened to provide essentials to anyone who needed them.

We know that the festive season can be particularly challenging for many of our residents, who are often separated from their loved ones, and wanted to ensure that in addition to safe accommodation, they had access to events and festive activities to help them feel connected to others.

With your help we were able to do this, thank you!

Our festive support began in early December with our Winter Connections Week, which included a range of tried and tested activities designed to bring people together from festive baking to Christmas card making and bingo. We also included several new activities; these included a movie marathon at our Community Lounge, Sudanese and Nigerian cooking hosted by some of our residents, and a takeover of our Engage Wellbeing Hub by our A+ team who invited people to enjoy festive cobs and party games.

Another new addition to our seasonal support for clients this year was our Big Christmas Lunch, where over 50 people experiencing homelessness from across our services enjoyed a full festive dinner with all the trimmings and a chance for connection and warmth.

Our dedicated teams of corporate volunteers helped pack 200 gifts bags with treats which had kindly been donated in response to our Wish List appeal. These were handed out to some people ahead of Christmas Day, as well as given to some clients as Christmas dinners were served at a range of projects. Feedback on the gift bags was really positive, with people saying that they really appreciated the quality of the items in the bags, and that the quality pamper products made them feel extra special.

Our very youngest residents enjoyed a Christmas Party with a special visit from Santa who delivered some lovely gifts. We were also able to help out a family with young children by providing a Christmas tree and decorations, something they wouldn't have been able to have otherwise.

Action Homeless really appreciates the contributions from individuals, businesses and the wider local community during the festive season, and the integral part these contributions played in making sure people experiencing homelessness at Christmas had the chance to feel connected and supported.

With thanks from the team at Action Homeless

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# The festive season at Action Homeless

