

## How to help

Please complete the following and return it to Borderline at the address overleaf

### Donations

- I would like to make a donation of £\_\_\_\_\_
- I enclose a cheque made payable to Borderline

### Please send me further details about giving via

- Legacies
- Gift Aid
- Donations in kind
- Entering the Borderline Great Scottish Walk team

### Please send me further information about Borderline's work

- by post
- by email update

## Thank you

**Please turn over to complete your contact details**



SUPPORTING HOMELESS  
SCOTS IN LONDON

*“In the midst of the big institutions and fancy buildings, it can be easy to forget the hardships and heartaches that London means for many people.”*

*Dr Alison Elliot OBE  
Moderator of the General Assembly of the  
Church of Scotland*

### COSLAS/Borderline

7/9 Belgrave Road  
London SW1V 1QB  
Tel - 0845 456 2190  
Fax - 0845 456 2199  
E-mail - [office@borderline-uk.org](mailto:office@borderline-uk.org)  
Web - [www.borderline-uk.org](http://www.borderline-uk.org)  
Charity No - 208437

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# Borderline Annual Report 2004



SUPPORTING HOMELESS  
SCOTS IN LONDON

## From the Chairman

2004 has been a year of consolidation for Borderline. We are now well established in our new premises at Belgrave Road, close to Victoria Coach Station, and we have a dedicated and fully committed staff team.

Unfortunately, our main concern is money. Borderline exists in an environment where the demand for its services continues to grow, but access to funding does not keep pace with that growth. With over 1,000 people needing our help every year, it is more important than ever that we have the resources available to provide our clients with the advice and support that they require.

Changes to Government policy on homelessness, together with a "zero tolerance" attitude towards the homeless from some London Boroughs have meant that the pressure on some of our clients is even greater than before and our staff are consequently even busier.

Any financial support that we receive, no matter how small, is warmly welcomed and makes a real difference to the lifestyles of our clients, as you will see from this Report.

Finally, I am grateful to the Moderator of the General Assembly of the Church of Scotland, Dr Alison Elliot, for her support of Borderline during her year in office, and for taking the time to visit us during her trip to London in December. Such visits are a tremendous encouragement to the staff and Trustees and help to spread the news of Borderline's work.

**Elizabeth P Fox**



## From the Director

As always seems to be the case, this has been a very eventful and challenging year for Borderline.

On the staff side, we said farewell to Sally and Sarah, and welcomed Caroline to our team. We are comfortable in our new "home" which provides us with excellent facilities for our meetings with clients.

When we agreed to fund a travel warrant for one client to travel home to Scotland after a long separation from his family, he told us, "You can put your head on the pillow tonight and know you have made someone really happy". Small or large, our intervention and your support can be a turning point in someone's life.

In addition to offering our usual services directly to clients, we liaise with other statutory and voluntary groups interested in homelessness issues. As other needs and appeals reach the news, we must keep homelessness high on the political agenda, particularly given the negative light in which homeless people are often portrayed. The increase in new clients (especially women) shown on Page 6 demonstrates the great need for our services.

I am very pleased to be able to tell you that our new website is now up and running. Please have a look at [www.borderline-uk.org](http://www.borderline-uk.org) where you will find information on our activities as well as some interesting fundraising ideas!

My thanks go to everyone who has helped with the work of Borderline over the last 12 months. It is very satisfying to see that our work can make such an important difference to our clients.

**Eileen J Ward**

## Helping our clients

**Graeme\*** came to us as the council had turned him down for accommodation and he was sleeping rough. Graeme is HIV positive, so we arranged an emergency appointment with his doctor in order to obtain some supporting information about his health difficulties. In the meantime, we phoned a day centre in his area and arranged for him to get free food as he was having difficulties with his benefits.

Once we had the information from his doctor about his medical situation we gave Graeme a supporting letter to take to the council. As a result of this, Graeme was housed by the council and allocated a caseworker to help him sort out his benefits.



*Our client John comes to the office to discuss his circumstances*



*The Moderator visits our office in December*

Although **Moira\*** had a tenancy in London, she needed to move back to Scotland. There she knew she would find support from her family and would finally be able to escape from her violent ex-partner. Moira was very vulnerable, and suffering from anxiety and depression. After much soul-searching work with a counsellor, Moira had been re-united with her family after losing contact for many years, and they were keen to help her. At first the local council where Moira's family lived didn't think they could help, but persistence from Borderline's Advice Workers paid off, and eventually Moira was given accommodation just ten minutes' walk from a close family member. Borderline was able to access grants from two charities to help finance her move, and she is now in Scotland, and feeling much happier.

Some of Borderline's clients have been living with their problems for many years, and there's no quick fix that will help them. Borderline's Client Services Team work hard with such clients, recognising that what seems a small step for one person may be a very big leap for someone who has faced terrible difficulties and deprivations. We aim to be consistently available and ready to encourage a client whenever they're ready to move forward. We work hard to motivate and challenge our clients in a supportive environment.

*Chic\* came to us as he had been on the streets in London for six months. We originally attempted to make referrals to 'dry' hostels due to his serious alcohol problem but he missed his first interview and by the time we arranged another one he had been admitted to hospital for a seizure following a heavy drinking session. At this point, the hostel at which we were hoping to get Chic a further interview decided that if client a was having seizures then his support needs would be too high for them to consider.*

*As a result of this, we made a concerted effort to work with other local agencies to get him linked in with the Westminster Substance Misuse Team, as they would be able to make referrals to funded residential treatment programmes. They did plan to try to refer him to a residential treatment programme, but Chic offended again and found himself in prison. He has written to us and is working hard with the prison staff on the first stages of detoxification, and we'll be waiting when he comes out of prison to help him again.*

\*names have been changed

Dear Friends,

The flat is lovely, with a fine view of the River Clyde to the West. Settling in nicely and reunited with brother, everything has worked out magnificently.

Thank you very much.

*Postcard from Andy\*, whom we helped resettle in Scotland.*

## Helping Borderline

Borderline is very grateful for all the support our work receives, and we know it makes a great impact on our clients. As well as the statutory support from the Scottish Executive, which underpins our funding, we are delighted to receive funds from trusts and from the efforts of a variety of groups and individuals. It's not just the money that matters, but the time and commitment and the knowledge that so many people care about our work and want to help our clients.

2004 was definitely the year of the walk! Scott Kelly of Lunnainn Albannaich, who are long-standing supporters of Borderline, completed the Wirral Coastal Walk - walking 15 miles in a warm kilt wasn't the most comfortable experience of Scott's life, but he wore his Borderline t-shirt with pride! The Lunnainn Alba Supporters Club was the first supporters club dedicated to the Scottish national side, they now have around one hundred members, mostly from London and the South East, all of them exiled Scots. Have a look at their website, [www.loonyalba.com](http://www.loonyalba.com).



*Scott reaches the finishing line*



*Sandy Macpherson and Eileen stride out on the Great Scottish Walk*

Next it was the turn of Borderline's Director and Trustees to drum up support and set off round Edinburgh for the Great Scottish Walk – a fantastic day with charities from all over Scotland raising over £1,000,000 for a variety of good causes. See our website on how to walk with us on 19 June 2005.



St Columba's, Pont Street and Crown Court Church in Covent Garden continued their support in a variety of ways – in addition to the traditional Burns' Supper, prepared entirely by volunteers, St Columba's entertained us with an hilarious performance of Cinderella! Crown Court features Borderline's work regularly in "The Chronicle", and our clients are enjoying the benefit of the Autumn Sock Harvest, which replaced the traditional food Harvest!

We're always grateful for support in kind – for example, international law firm Lovells kindly prepared fact sheets on employment matters for our clients, and Doug Ross's excellent pictures of the Great Scottish Walk feature in this report and on our website.



*Audrey, Eileen, Bruce and Sandy set off for the Great Scottish Walk*

A great step forward for Borderline in 2004 has been the introduction of our website ([www.borderline-uk.org](http://www.borderline-uk.org)). This was made possible through CASweb ([www.casweb.org](http://www.casweb.org)), a free service saving the thousands of pounds that it can cost to set up and maintain a website. CASweb is a one-stop portal where users can find and share advice. Funding from the Office of the Deputy Prime Minister enabled the London Central Partnership to develop CASweb.

Photos of the walks mentioned above and details of the 2005 Great Scottish Walk are available on our website.

We need your help – please think about ways in which you can support our work with homeless and insecurely housed Scots in London, and respond via our website or using the reply slip in this Report.

## Helping to make a difference

We offer a variety of services to homeless and insecurely housed Scots in London, including:

- Professional housing and welfare benefits advice and advocacy
- Priority access to bedspaces with partner hostels in London
- Planned resettlement into longer term accommodation
- Subsidised Birth Certificates for proof of identity
- Supportive resettlement in Scotland via the CHANCE initiative
- Subsidised travel
- Free telephone advice line
- Assessment and referrals to specialist drugs and alcohol agencies
- Referrals for individuals to grant-making bodies
- Free donated clothing and toiletries

In the year April 2003 to March 2004 Borderline worked with 302 new clients, a 20% increase from 2002/2003. We also saw an increase in the percentage of female clients, as we worked with 55 women new to our service. These new clients came from all over Scotland and beyond, though the highest percentage came from the Glasgow area. Their ages ranged from 17 to 69 and the majority were in their thirties and forties. We also continued to work with a large number of other clients, making over 1,600 contacts in the year.

Through the CHANCE initiative (a project liaising with other agencies to resettle clients into permanent accommodation in Scotland) and fast track resettlement, we helped 134 people return to Scotland, and worked with eight other clients to resettle elsewhere in Britain. We placed 35 clients into subsidised hostels, and were able to place other clients into a variety of different hostels, according to their needs and to availability. We were delighted to gain referral rights to a new hostel which has move-on facilities, as such facilities are very difficult to find in London.

We issued 203 Travel Warrants so our clients were able to move back home, visit loved ones or attend important interviews about jobs or housing. To prove their identity and to help our clients access benefits quickly, we obtained 275 Birth Certificates, a significant increase from the previous year.

Through the generosity of grant givers such as St Columba's Benevolence Committee, London, and the Royal Scottish Corporation, we were able to give out 60 large grants (for sums up to £200).

This shows we made a positive impact on the lives of many Scots in London, and we look forward to your support to enable us to continue this much needed work.

## Helping to fund our work

### Thank you

Borderline is very grateful for the support we have received during 2004.

Our thanks go to our many individual donors and those who wish to remain anonymous, in addition to those mentioned below:

### Charitable Trusts

Beatrice Laing Trust  
Christian Isobel Fleming Memorial Trust  
Construction Trade Contractors Burns Society  
Dinning Charitable Trust  
Gordon Fraser Charitable Trust  
William Gibson's Trust  
Hope Trust  
IBB Trust  
Leslie and Helen Duff Charitable Trust  
London Housing Foundation  
Royal Caledonian Ball Trust  
Royal Scottish Corporation  
The Worshipful Company of Makers of Playing Cards

### Church Related

Balquhider Parish Church  
Bearsden South Parish Church  
Broom Parish Church  
Cameron Parish Church  
Crown Court Church, London  
Eastwood Church Women's Guild  
Fair Shares  
Forgandenny Parish Church  
Killermont Parish Church  
Killin & Ardeonaig Parish Church  
Kilmuir & Logie Easter Church  
Partick Trinity Church

Reay Church  
St Andrew's Church, Brussels  
St Columba's Church, London, Benevolence Committee  
St Columba's Church, London, Burns Night Supper  
St Columba's Church, London, Pantomime  
Thornhill Parish Church

### Groups

Great Scottish Walkers  
Lunnainn Albannaich  
Sunday Post - Charity Challenge Quiz  
The Hogmanay Club

### Regiments

The London Scottish

### Companies

Clydesdale Bank plc  
Lovells  
MORI  
TCS (London) Ltd  
UBS Laing & Cruickshank Limited

### Statutory

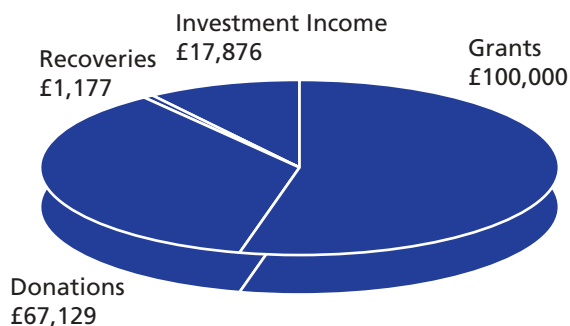
The Scottish Executive



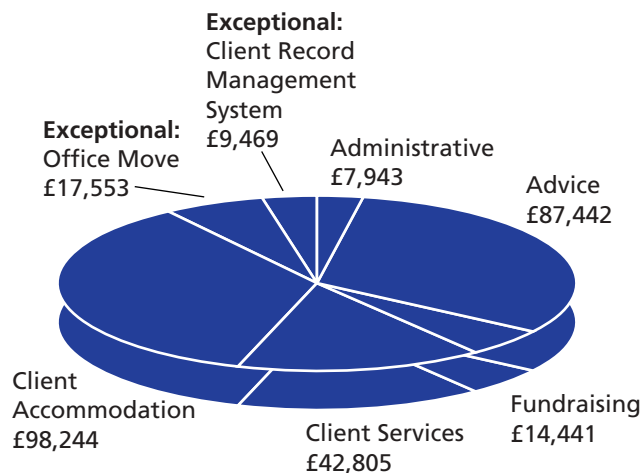
*Mark gives one-to-one advice to Ian*

## Financial information

### Breakdown of Income



### Breakdown of Expenditure



### Income and Expenditure

Income	£186,182
Expenditure	£277,897
<b>Operating Deficit</b>	<b>£91,715</b>

### Fund Balances

General Fund	£151,320
Designated Funds	£143,964
<b>Total</b>	<b>£295,284</b>

A full financial statement is available upon request

## Administrative information

COSLAS/Borderline  
 7/9 Belgrave Road  
 London SW1V 1QB  
 Tel - 0845 456 2190  
 Fax - 0845 456 2199  
 E-mail - office@borderline-uk.org

Web - [www.borderline-uk.org](http://www.borderline-uk.org)  
 Charity No - 208437

Borderline is run by COSLAS, the Church of Scotland  
 London Advisory Service

## Trustees

Chairman Elizabeth Fox  
Rev Barry Dunsmore  
Mark Laird (to April 04)  
Yvonne McAulay (to Jan 04)  
Audrey McNair  
Alan Mackie  
Bruce Macpherson (from March 04)  
Rev Sigrid Marten  
Susan Mathewson  
Ian Robertson (from Sept 04)  
Rev Forbes Walker  
Betsy Wilkie

The Trustees also form the Management Committee of Borderline

## Staff

Director Eileen Ward  
Client Services  
Coordinator Sally Brown (to June 04)  
Advice Workers Caroline Bradshaw (from Aug 04)  
Mark Murton  
Sarah Nugent (to Sept 04)  
Administrator Paul Dragoni  
Volunteer David Purdon (to Feb 2004)

## Bankers

The Royal Bank of Scotland plc

## Auditors

Daniels & Co.

## Investment Advisers

UBS Laing & Cruickshank Limited

## Making contact

Please complete these details and return the form to Borderline, Room AR, 7/9 Belgrave Road, London SW1V 1QB

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

Tel \_\_\_\_\_

## Gift Aid

If you are a taxpayer, you could increase the value of your gift by nearly 30% at no extra cost to you!

I am a UK taxpayer and would like Borderline to reclaim tax on all donations I make from today onwards

Signature \_\_\_\_\_

Date \_\_\_\_\_