

stonepillow

Preventing homelessness
Restoring lives



Our Impact 2024/25

Stonepillow's mission is to empower people at risk of and experiencing homelessness to restore their lives and achieve sustainable independence.

We work across West Sussex predominantly in Arun and Chichester.

Stonepillow's mission has never been so important.

Our year in figures

- We supported **1072** people
 - **76%** men, **19%** women, **5%** unknown/other
 - **40%** new to our services
 - **725** people used our day hubs, including **632** who were rough sleeping
- We provided a safe place to sleep for **276** people
- We served almost **60,000** meals
- Our Integrated Health Team supported **146** people who were homeless with multiple needs
- **165** people were helped to move off the street

Homelessness in 2024/25



Women



Men

Average **age of death** for someone sleeping rough long term (Museum of Homelessness, October 2025).

Levels of homelessness are increasing nationally, driven by an ongoing cost-of-living crisis, rising rents and utility bills, and a chronic shortage of available and affordable housing.

(Financial Times, 2024).

UK

Rough sleeping: 4,677 people*

Temporary accommodation:

112,000 households**

Age: The majority of people who are homeless are 35-49 (27%)***

Health: People who are homeless have poorer mental and physical health than the general population



West Sussex

Rough sleeping: 632 people supported by Stonepillow across Chichester and Arun

Temporary accommodation:

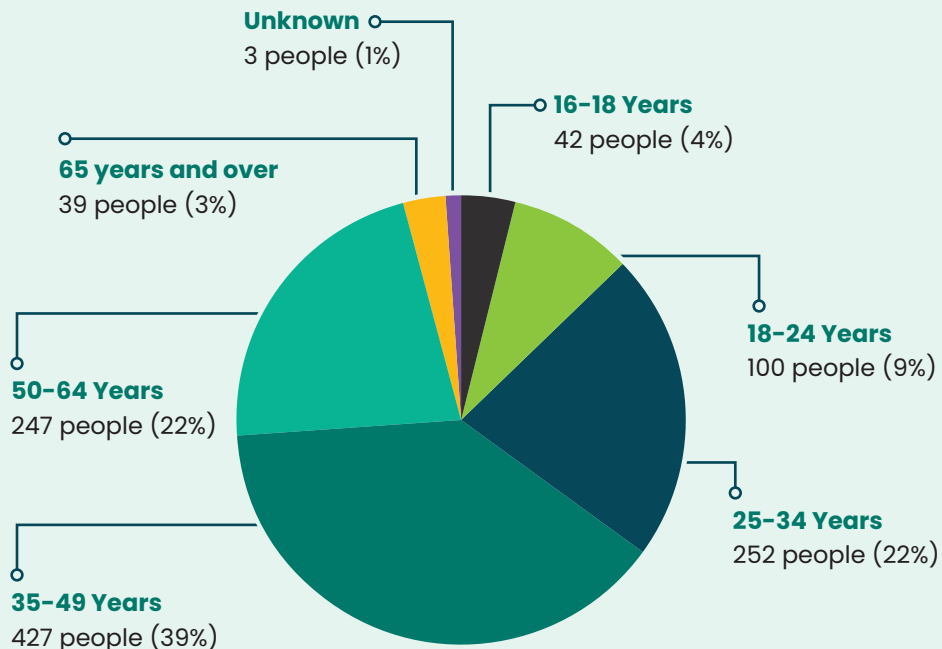
1731 households in West Sussex local authority temporary accommodation****

Age: 39% of Stonepillow clients are 35-49

*Ministry of Housing, Communities and Local Government, 2024 **Financial Times, 2024

Office for National Statistics * September 2024

Age of people supported by Stonepillow



A significant proportion of the people we supported last year had multiple and complex needs alongside homelessness.

69%
mental health issue

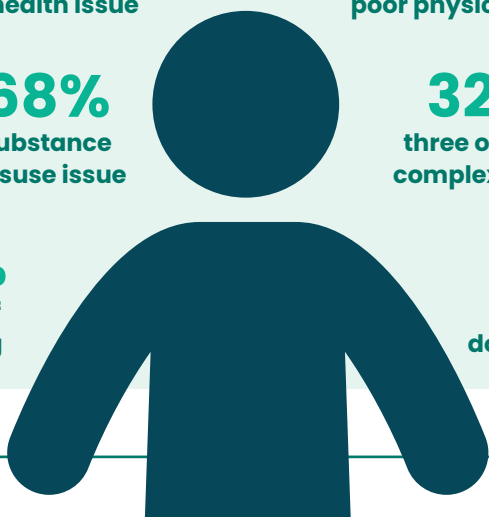
55%
poor physical health

68%
substance misuse issue

32%
three or more complex needs

55%
history of offending

10%
affected by domestic abuse



Working together to restore lives



Temporary accommodation offers clients a chance to breathe

When someone finds themselves homeless, it doesn't happen overnight. There's almost always a story that goes back years, even decades. Childhood trauma, experience in care, time spent in the armed forces, domestic abuse, mental ill health – these are just some of the more common histories our clients share. Empowering people to unpick these traumas and overcome them in a sustainable way is absolutely key to creating lasting change.

“When I was younger, I got in a lot of trouble. My mum died when I was 8 and I went to live in a children’s home. I spent time in prison and when I came out, I lived in a bus shelter for 10 months. With the help of my support worker on the Change, Grow Live programme and a Stonepillow Support Worker, I got housed in Bognor Regis. The team at the Hub helped me get onto a bridging course at university, so I could start studying. I am doing music – which I love – and hope I can do more courses in future.”

Nick, age 61

Our work includes:

Meeting immediate needs

- **Day Hubs** provide meals, showers, laundry facilities, phones and computers – as well as providing advice and guidance with accessing housing and benefits.

Supported Accommodation

- **Hostels** short-term up to 6 months.
- **Longer-term accommodation** up to 2 years.
- **Dedicated women’s accommodation** for survivors of domestic abuse.
- **Recovery accommodation** for those recovering from drug/alcohol addiction.
- **Young people’s accommodation** – for care experienced young people aged 16-18 and unaccompanied asylum-seeking children 16-25.

Ongoing support

- **Integrated support team** supports people to access and navigate appropriate services and systems which improve their mental and physical health.
- **Support with settling into accommodation** and maintaining a tenancy.
- **Help for people leaving prison** without a home to go to and navigating that journey.
- **Trauma-informed** support workers.
- **Volunteering, education, art and activities** to build confidence, learn skills and make connections.

We offer hope, dignity, and a pathway forward through our Five Pillars of support:



“One of the biggest challenges people face is navigating the complicated processes they need to follow to get housed. When people first come to the hub, they are often, understandably, in a heightened emotional state, some may also be intoxicated, using substances or have mental health challenges too. The hub, and my role, is to listen, to help make the process feel less stressful by explaining everything as simply as possible, and to support them with getting the help they need. Due to increased need there is less housing available, people are remaining street homeless for longer and that’s really worrying.”

Nathan, Rough Sleeper Outreach Support Worker, Bognor Regis Hub

Your support is priceless



From cooking meals to sorting donations, volunteers are crucial to our work, contributing over **20,000** hours of their precious time in 2024/5. That's the equivalent of **more than £300k** of paid work.



Your donations to our Restore charity shops helped to divert over **400 tonnes** from landfill.



Individual supporters donated over **£165k** through one-off and regular donations.



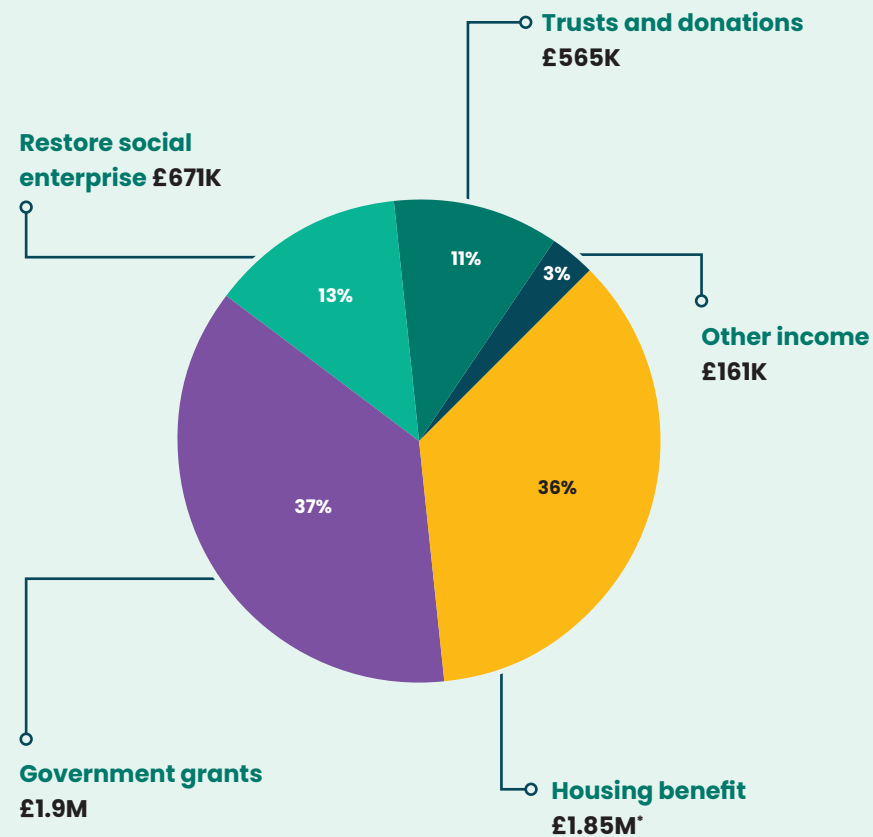
Our community and local businesses came together to hold, take part in, or sponsor events, from bike rides to bake sales, sleep-outs to a fashion show, raising **£64k**.

Financial snapshot

A significant focus for our 2025–28 strategy is to reach greater self-sufficiency, relying less on funding from the public sector.

Our funding

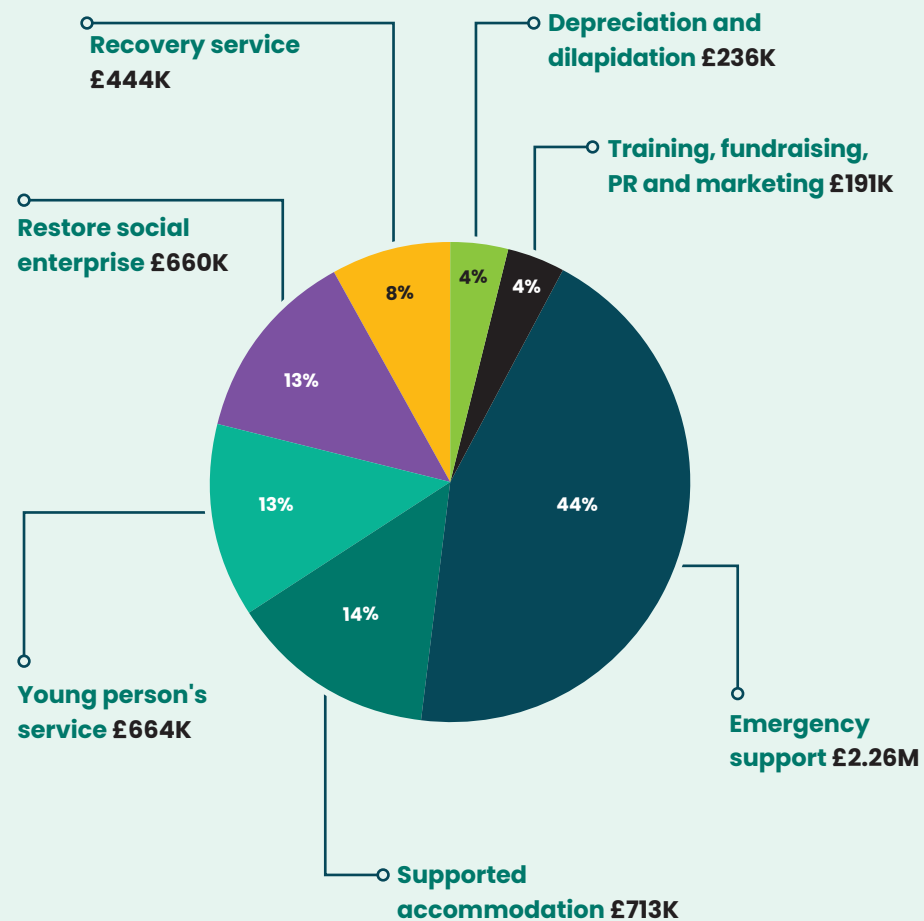
2024–25 income £5,133,912



*Stonepillow, as a provider of supported housing, is able to claim enhanced housing benefit which helps fund these services.

Our expenditure

2024-25 expenditure £5,163,797



Sarah's Story



"When I first came to the Hub, the staff made me feel at home and not alone. Because I did feel very alone at the time. I got beaten up on the street a lot. Nathan [Support Worker] has done fantastically trying to get me into accommodation."

"I come to the hub every day. Before, I didn't eat. Now I can have breakfast and lunch. I try to fill up as much as possible because those might be my only meals."

"Bognor hub is fantastic. I don't know what I would do without them, their smiling faces, their banter, their help. I don't want it to shut at 1pm. There's nowhere to go. I just walk around. There's nothing to eat until the next morning or sometimes over the whole weekend, unless someone is kind enough to buy me something."

"The hub is so, so important to us. I'm a tidy homeless person. It's important to me to keep the place where I sleep clean and tidy. Being able to come to the Hub means I can wash, I can be presentable, which helps my mental health."

Sarah, 47, street homeless

Preventing homelessness, restoring lives

Preventing homelessness and restoring lives is at the heart of everything we do at Stonepillow.

Restoring and rebuilding lives begins with safety—a roof, a warm meal, a listening ear. But it doesn't end there.



We support people to move from crisis to confidence, from isolation to community, from despair to purpose. We see individuals who once felt invisible begin to shine. We see talents uncovered, relationships mended and lives reimaged. We see people thrive — not just exist. The generosity of our donors, supporters and volunteers is vital to ensure that we can continue to offer services that over 1,000 people rely on each year. This report is just a snapshot of the incredible difference individuals, groups and companies helped make for people who are homeless or insecurely housed.

Together we will prevent all forms of homelessness.

Hilary Bartle
Chief Executive Officer

The Stonepillow logo features the word "stonepillow" in a lowercase, sans-serif font. The "stone" part is white and set against a dark teal background, while "pillow" is dark teal and set against a white background. The logo is positioned on a white, angular shape that overlaps the teal background.

39 Southgate, Chichester, West Sussex PO19 1DP

Stonepillow.org.uk

Tel: 01243 537934

Email: admin@stonepillow.org.uk



Registered charity no: 1000830 Registered company no: 2504171

Stonepillow is the trading name of St Richard of Chichester Christian Care Association Limited.