

stonepillow

Preventing homelessness
Restoring lives



Our Impact 2025/26

Preventing homelessness.
Restoring dignity, connection and hope.

Our year in figures

967

people supported by Stonepillow



37%

were new to our services



27,591

meals were served



263

people were found somewhere safe to stay



740

sought immediate help through our day hubs



124

people can be housed safely each night across 21 properties



It takes more than a bed for the night to empower someone to move on from homelessness.

- Recovery from substance misuse
- Support after domestic abuse
- Mental health support
- Suicide prevention
- People leaving prison
- Young people leaving care
- Rebuilding confidence and wellbeing
- Essential life skills for living independently

"The future we are building goes beyond numbers. Behind every figure is a person. With your support, we can help more people along their pathway to rebuilding and changing their lives for the long term."

David Francis, Stonepillow CEO.

Why Stonepillow is needed

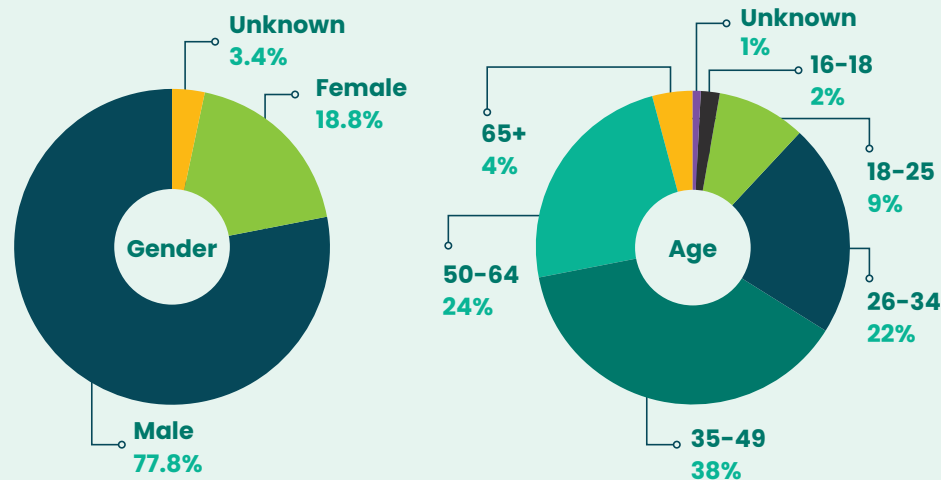
Nationally, 4973 people were estimated to be sleeping rough on a single night in 2025 – the fourth annual increase in a row*. In England, over 135,000 households were in temporary accommodation**.

Stonepillow works mainly in the Arun and Chichester districts of West Sussex. Official figures show that in 2025, Arun had 274 people officially classed as homeless. Chichester had 467*.

Bognor Regis has recognised areas of deprivation (13% of the population live in areas among the 20% most deprived nationally***), but as these numbers show, homelessness is also an issue in Chichester, where high house prices and spiralling rental costs can leave people vulnerable to homelessness and rural isolation can make accessing help difficult.

Official figures can never show the full extent of homelessness in our area. They don't count people without access to local authority accommodation, those who haven't been able to apply for help, those new to homelessness who don't know where to turn, or the many 'hidden homeless' sleeping on a friend's couch or in their car. It is these people that Stonepillow exists to support.

Demographics of our clients

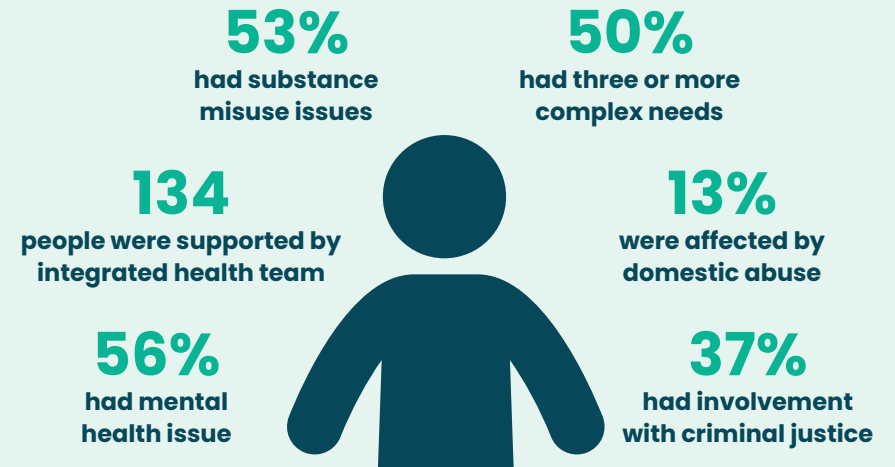


*Ministry of Housing, Communities and Local Government, 2025

MHCLG 2026 *Indices of Multiple Deprivation, 2025

More than homelessness

Out of the 800 clients who chose to share their stories with us:



Extreme weather

Winter 2025/26 brought unprecedented, prolonged periods of extremely cold weather. When temperatures dropped to, or felt like, 0° Celsius or below for three days in a row, the Severe Weather Emergency Protocol (SWEP) is enacted. Councils must ensure people sleeping on the street are offered somewhere to stay at night.

In Chichester, we keep our Day Hub open over night to provide somewhere for people to sleep. In Bognor Regis we provide the same service from the church next door to the Day Hub.

In 2025/26 SWEP was enacted for:

- 20 days in Chichester
- 29 days in Bognor Regis
- 19 of these days were consecutive and over the Christmas and New Year period.
- We also extend our opening hours at times of extreme heat in summer.

Crisis and prevention – the vital role of our Day Hubs

Our two Day Hubs, one in Chichester and one in Bognor Regis, are lifelines for people facing extreme hardship – bringing people together and fostering a sense of community built on shared experiences, mutual support and hope.

Prevention	Our team provide advice and support around managing bills, legal rights as tenants and ways to maintain their tenancy.
Shelter and safety	Somewhere to be – away from the streets, the weather, the crowds and people passing judgement.
Essential services	Meals, showers, laundry facilities, access to phones, computers, clothing and bedding – helping people to maintain their dignity, improve their health and wellbeing and stay digitally connected.
Specialist advice and support	Helping people navigate complex systems to access housing, benefits, health and social care services.
Pathways to wider services	Including substance use support, GP and dental appointments, counselling and local council housing teams.
Access to a range of activities	Increasing social connections, developing key skills, improving wellbeing and increasing confidence with wider community integration.

In 2025/26:



Showers were used over **800 times**



Laundry facilities were used over **500 times**



Over 8200 meals were provided



Phones and computers were used over **900 times**



880 appointments for advice and advocacy, including housing and benefits

Life-changing opportunities

Digital inclusion

People experiencing homelessness are among the groups most at risk of digital exclusion. The cost of a device, mobile data, access to charging facilities and knowledge are significant barriers. At the same time, access to benefits, housing, banking and training are increasingly online.

Between December 2025 and March 2026 we improved digital inclusion for our clients through the EmpowerNet project alongside fellow homelessness charity Turning Tides, University of Sussex and Health Innovation Kent, Sussex and Surrey. The project was funded by the Department for Science, Innovation and Technology.

We worked with clients to better understand the challenges they face with accessing digital services and provided training and support which helped them develop the knowledge and skills to solve those problems. For example, setting up an email account, applying for housing benefit, writing a CV and learning a language. Clients were also provided devices to suit their needs.

Over the four months we:

- Supported 87 clients
- Distributed 52 phones, 50 sim cards, 18 laptops
- Delivered 93 sessions

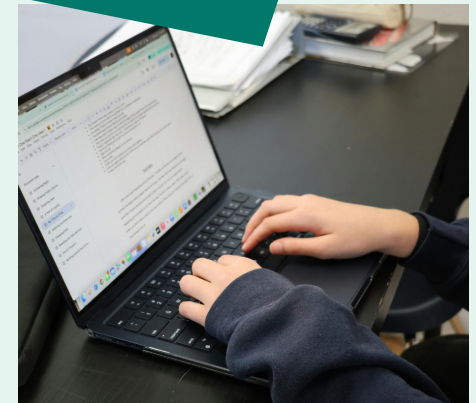
"When I was coming to the hub, I was struggling with communicating in English. I've now used my phone for translating and reading... It makes me more confident in talking and understanding."

Client provided with a phone and support.

Digital access also allowed clients to look to the future:

"Having this laptop, I could become a published author. I could become financially stable. I could have a career. If I never would have got it, it never could happen."

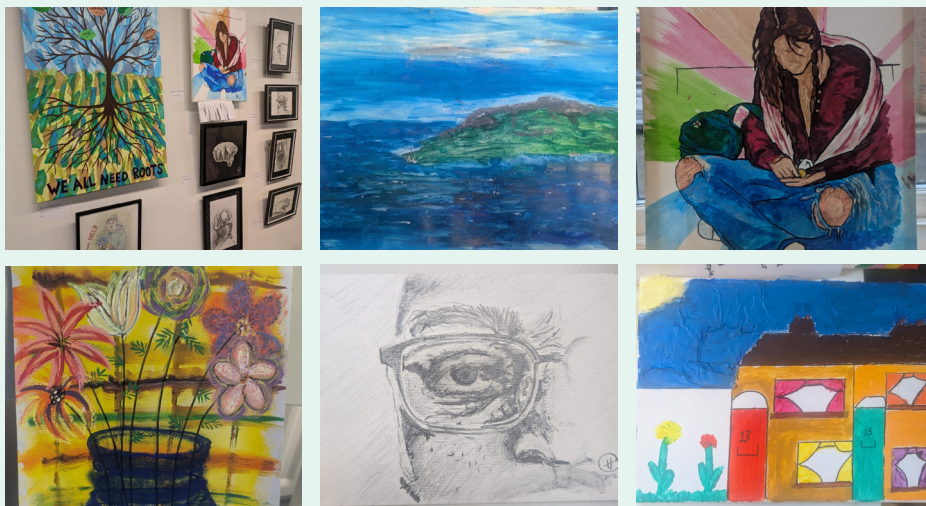
Client provided with a laptop and support.



Deputy Community Services Manager Ellie shares the lessons and outcomes with homelessness professionals at an EmpowerNet project event.

Life-changing opportunities

The Art of Living



The benefits of arts and creativity for helping people process trauma are being increasingly recognised, and there is growing evidence for the role art can play in homelessness prevention.*

In January we introduced weekly art workshops at our Chichester Day Hub. Led by volunteer artists with activities shaped by the clients, the group have experimented with different materials and styles.

In March, the group were invited to exhibit their art as part of the 'Art of Living' exhibition at Oxmarket Contemporary art gallery.

"It's helped me to feel less isolated and experiment with art again. And to be included."

Art group member

*Peacock, M (2026) 'Nice to have' or 'need to have? The role of arts and creativity in preventing and responding to homelessness in *How to use evidence to end homelessness*, eds. Teixeira & Hurst, Policy Press

Spotlight on our Young People's Service

We have two houses dedicated to supporting young people aged 16-18 leaving care and one house for unaccompanied asylum-seeking children aged 16-25.

Young people in these houses may have experienced trauma, spent time in foster care, moved houses several times and have very few possessions of their own.

"Moving in made me feel really scared and worried, I have social anxiety and didn't want to move." Young person

Thanks to Centrepoin's More Than a Roof fund, we were able to give 18 young people £200 each to make their rooms feel more homely.

The opportunity was exciting for the young people, but also sometimes overwhelming – they'd never had the chance to choose something for themselves before. With help from support staff, these young people were empowered to choose all sorts of things from duvet sets, rugs, mirrors, LED lights, to prayer mats and even giant teddies.

"I was so excited when everything arrived. I wanted the room to be more than just stuff, and for it to express my personality." Young person

- 94% said the purchases had improved their wellbeing
- 88% said they felt happier about where they were living as a result

One young person made a very dangerous and lonely journey to the UK from Afghanistan and had been living in a detention centre before coming to Stonepillow. He'd had a flag of his country with him, but it had been stolen on the journey. He chose a new flag as this was an important connection to his family and homeland – he cried when it was delivered.



Working in partnership

For better outcomes

Preventing homelessness and empowering people to rebuild their lives is a team effort. We work in partnership with local organisations to make sure our clients get the wraparound help they need, quicker access to services and support in a familiar and trusted environment.

Our partners include local councils, GP practices, social services, substance misuse services such as Change Grow Live, domestic abuse agencies, primary and secondary mental health services, counselling providers including Confide, and a variety of third-sector charities.

Homelessness and poor mental health are so tangled together that no single organisation can pull them apart alone. We helped launch Pathfinder, a mental health navigation service with partners across West Sussex.

By working together, we help people build resilience, achieve greater stability, and take positive steps towards long-term independence and a brighter future.

For the community

Partnerships with businesses and organisations in our community are vital, providing funding, skills, material support and volunteering time to help prevent homelessness and improve support in our area.

Some of our partnerships in 2025/26:

Ashton Care Group, Bognor donated £5,000 through the hub heroes scheme to support our day hubs.

Neilcott Construction staff were involved in Stonepillow events and also provided their professional skills to support our work.



Horse and Groom, East Ashling raised **£17,075** through an optional £1 on the bill initiative with customers. The pub then matched all of the customer donations.

“Matching the total raised was simply our way of showing we’re fully behind the work Stonepillow do.”

John Ayton, Horse and Groom owner.

Martin Sewell Building Company donate monthly to ensure that we can be there when people need support.

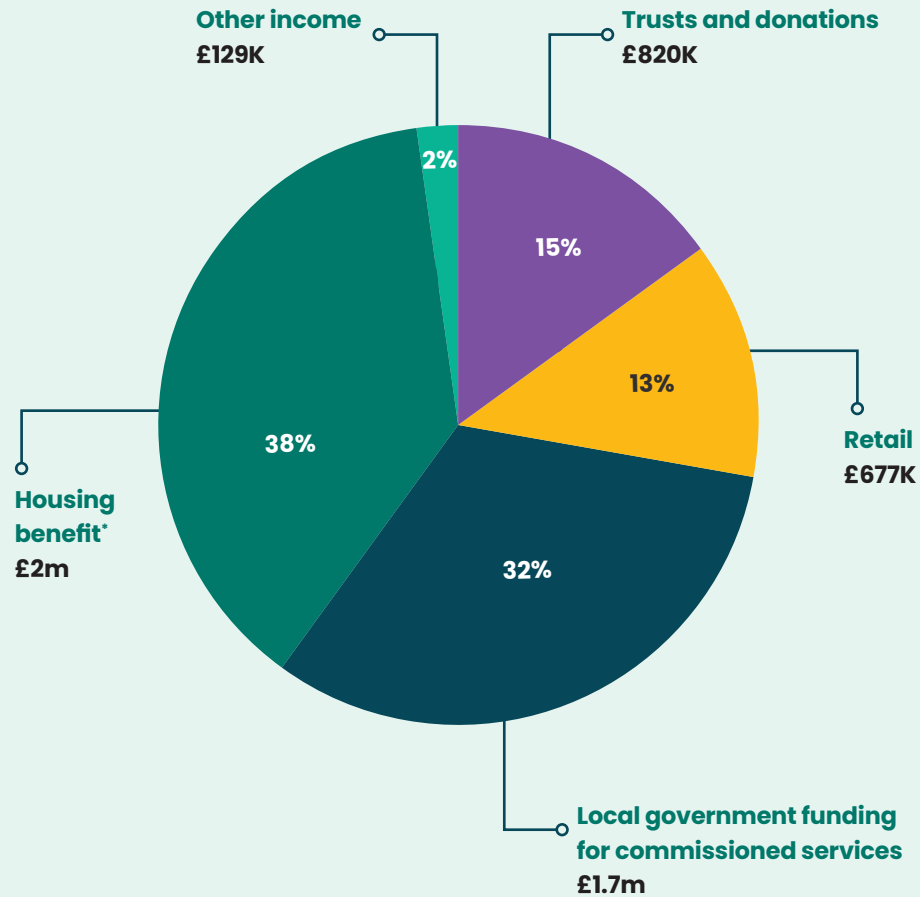
“We spend our working lives building dream homes, whilst knowing some dream of simply having a home.”

Martin Sewell.

Bennett Griffin LLP Solicitors organised an amazing golf day in aid of Stonepillow raising £4000.

Our funding

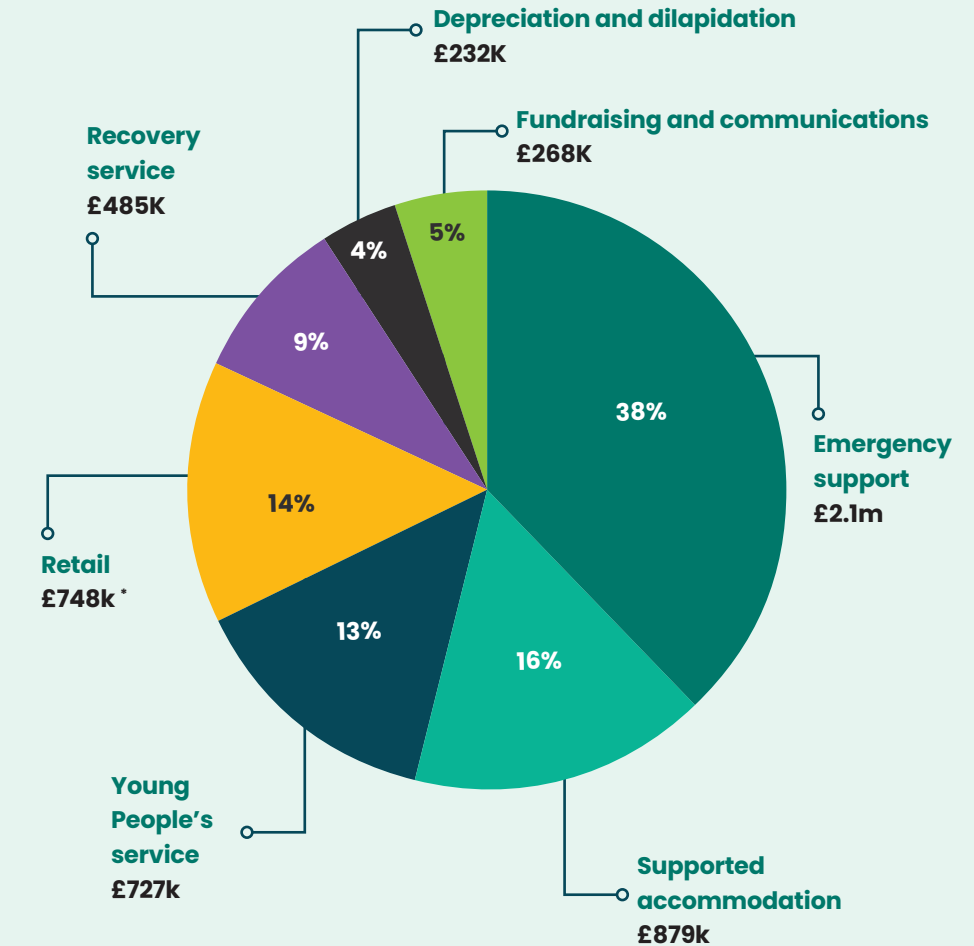
2025–26 income £5.3 million



*As a provider of supported housing Stonepillow can claim enhanced housing benefit which helps fund accommodation services.

Our expenditure

2025–26 expenditure £5.4 million



*Includes an allocation of central organisational overheads. While this results in a reported deficit, the underlying retail operation generates a positive contribution, with the reported loss reflecting the apportionment of shared costs rather than retail performance.

Your support is priceless



Your support is priceless, whether you're buying from our shops, raising money or spreading the word about our work.

Winter Appeal

Our appeal "Two Winters" featured the story of Floyd (not his real name) as he negotiated a cold and lonely winter on the streets with and without support from our hubs.

The campaign video, social media coverage and community support helped us smash our target, raising over £60,000 to help keep our hubs open.

Our charity shops

We have two charity shops, one in Bognor Regis and one in Chichester. In 2025-26 our retail team, supported by around 80 incredible volunteers, sold 133,506 donated items, raising £677,000 (including gift aid).

Community support

Individual supporters donated over £131,000 through one-off and regular donations.

You fundraised, sponsored and attended events in aid of Stonepillow, raising £112,000.



Volunteers

Volunteers are crucial to our work. From sorting donations to leading art workshops, repairing bikes to gardening, we couldn't do it without you. Volunteers contributed over 16,000 hours of their time in 2025/26.

"It is always rewarding to help a client find something they are in immediate need of." Retail volunteer

Volunteer story: Ron

"I started volunteering at Bognor Day Hub at the start of the year because I wanted something meaningful to do and the opportunity to meet new people. From the beginning I felt included, welcomed, and safe.

"I volunteer every day, cleaning and maintaining the kitchen and communal areas to ensure they are a safe, hygienic and welcoming environment. I also prepare and cook meals four days a week.

Volunteering has given me a sense of purpose, helped build my confidence, and allowed me to give something back to the community."

Support worker, Julie, said: "I don't know what we would do without Ron, he is wonderful and he is a brilliant cook too. He can make something delicious out of anything and the clients love him."

Homelessness is not inevitable: creating lasting solutions



Homelessness is often rooted in trauma, with experiences that can begin in childhood and continue throughout a person's life. At Stonepillow, we are passionate about understanding and responding to the complex needs of our clients, helping to prevent homelessness wherever possible and supporting people to rebuild their lives when it occurs.

During 2025/26, we continued to embed a fully trauma-informed approach across all our services and social enterprise shops. This means our staff and volunteers are equipped to understand how trauma can shape behaviour, relationships and decision-making, enabling them to respond with empathy, consistency and compassion. To support this ambition, we invested in a comprehensive organisation-wide training programme, ensuring that trauma-informed principles are translated into everyday practice across the organisation.

We know that demand for safe accommodation continues to outstrip supply. In response, during 2025/26 we increased our capacity by nine additional bed spaces, allowing us to provide accommodation for up to 124 people each night across West Sussex who are experiencing homelessness or are at risk of losing their home. We'll continue working with partners and statutory services to help meet the scale of local demand.

Homelessness isn't just losing a home, it's what led there and what follows. As you will have seen in this report, we are committed to supporting a large range of people from young people leaving care and young asylum seekers, to women fleeing domestic abuse, and people managing addiction, mental health challenges or criminal justice involvement, often with multiple, compound needs.

We also recognise that people experiencing homelessness can often feel overlooked, unheard and invisible. That is why, throughout 2025/26, we placed a renewed emphasis on listening to our clients and involving them in decisions that affect their lives. We remain committed to ensuring that lived experience shapes our services, informs strategic decision-making and is represented at Board level. Our clients are experts by experience, and their insight is invaluable in helping us deliver services that work.

Despite the scale of the challenge, we remain optimistic that homelessness and entrenched rough sleeping is not inevitable. Sustained political commitment, effective partnership working and investment in the right support at the right time is key. As local and regional government structures evolve and public services continue to face significant pressures, Stonepillow will continue to work closely with partners and funders to ensure that people at risk of homelessness across West Sussex receive the support they need. Together, we can create lasting solutions that prevent homelessness, support recovery and help people move towards independent and fulfilling lives.

David

David Francis
Chief Executive

"Thanks for everything you have done for me while rough sleeping. Really appreciate you getting me into temporary accommodation and finally my own accommodation.

I am 57 and can't believe I finally have my own front door. I never thought it would happen."

Stonepillow client

Stonepillow works across West Sussex to prevent homelessness and to empower people experiencing homelessness to restore their lives.

Homelessness isn't solved overnight. It takes time to rebuild a life. We offer a complete recovery journey focusing on improving health and wellbeing, working to restore dignity, connection and hope.

We provide immediate help through our day hubs in Bognor Regis and Chichester, a safe place to sleep in our hostels and supported accommodation across Arun and Chichester districts, and expert support to empower people to achieve sustainable independence.

www.stonepillow.org.uk

The logo for Stonepillow, featuring the word "stonepillow" in a white, lowercase, sans-serif font. The "stone" part is slightly larger and more prominent than "pillow". The logo is set against a dark teal background that forms a large, abstract shape on the right side of the page.

stonepillow

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