



New hope, new lives

How The Salvation Army turned faith into action in 2021



A MESSAGE FROM LIEUT-COLONEL DEAN PALLANT

Secretary for Communications

One of our greatest joys in 2021 was to help people who had lost all hope to find it again and start to build new lives.



Lieut-Colonel Dean Pallant

Welcome to this review of The Salvation Army's work in 2021. We hope it will show you just how much your support has helped us to achieve in the past challenging year.

One of the best-loved passages from the Bible is where Jesus says: **'I have come that they may have life, and have it to the full'** (John 10:10). Inspired by this teaching, The Salvation Army's mission is all about helping people live the fullest lives they can.

That means giving food and practical help to people facing hardship. It means giving shelter and support to people who are homeless. It means giving care and friendship to those who are isolated and friendless. And it means giving hope to people trapped by modern slavery, addiction or lack of opportunity. Often, it literally means helping people keep body and soul together.

In this review you will see how we have put our faith into action and made a real difference to people's lives. That has meant showing compassion and kindness in very practical ways. It's meant being there, at the very moment when people need us, in over 600 communities across the UK. It's meant offering specialist, professional support to help people overcome deep-seated problems like drug dependency, long-term unemployment and mental illness. Very often we are able to help people with very complex problems who have no one else to turn to.

Above all else, we are a team. Our officers, members, staff and volunteers have worked with tremendous energy and dedication in 2021, but they could not have done so much without the generosity and loyalty of supporters like you.

God bless you for helping to give new hope and new lives to many of the UK's most vulnerable people.

Lieut-Colonel Dean Pallant
On behalf of The Salvation Army



Practical friendship for people in need



A kind heart in hard times

When people are facing poverty and hardship, it is very often The Salvation Army that they turn to for help. We respond with love – not consulting a rule book to see what their ‘entitlements’ are, but giving them what they need.

Ian is a 70-year-old widower who lives with his daughter Mary. At first Mary was paying half the rent. But when she became too ill to work, it was hard for Ian to make ends meet, because he had to find the whole cost of the rent from his meagre income. Rather than let his daughter go hungry, Ian phoned The Salvation Army – and we responded by delivering a parcel of food to his house.

Since then, the local Salvation Army team has been a tower of strength to Ian and Mary. We’ve helped Mary claim benefits, making it easier for them to manage financially. One of our volunteers also visits regularly to sit with Mary so that Ian has some time to himself. Ian told us: ‘Your kindness has meant so much. Thank you for bringing the sunshine back into our lives.’

During 2021...

- The Salvation Army has served millions of food parcels and meals to hungry people during the pandemic, thanks to the hard work of our volunteers. However, one volunteer has now been recognised for her exceptional hard work and dedication. Carole Dacey works with our Outreach Project in Cardiff which provides support for rough sleepers seven nights a week. During the pandemic she has prepared an amazing 200,000 meals for people who are homeless.



- Like many Salvation Army churches across the country, the Cannock Salvation Army gave a helping hand to extremely hard-up families by giving them free school uniforms. Working with partner organisations, we held a number of ‘markets’ where parents could pick up uniforms donated by families who no longer needed them. Altogether in the past year, 405 children have been given free clothes.



- The Salvation Army has been working harder than ever to support people burdened by debt. During the pandemic, our debt advice centres have seen requests for help increase by almost a third as pandemic poverty took hold. A quarter of all people who came to us needed help negotiating with creditors, councils and landlords to pay for basic bills.



A fresh start for homeless people

‘Your support has been out of this world.’

Through our Lifehouses, drop-in centres and other services, we help to bring homeless people in from the cold. We also help them overcome the problems, like mental health issues and addictions, that made them homeless in the first place.

Barry had a successful career as a civil servant for 28 years, but suffered a breakdown and ended up homeless. He even tried to take his own life. But when he was referred to The Salvation Army for accommodation and support, his life changed almost overnight. We welcomed him, instead of judging him. Most important of all, we supported him while he recovered his mental health.

Now he’s starting to get life back on track. He plans to move into his own home and do voluntary work, before finding a paid job. He told us: ‘I wouldn’t be where I am without The Salvation Army. The support you’ve given me has been out of this world.’

During 2021...

- The Salvation Army has introduced a new service for homeless people who are due to be discharged from hospital. We are offering beds at our St Ann’s building in Westminster, giving them a safe space to recover while freeing up NHS beds. We provide round-the-clock care, while a specialist NHS nurse and housing worker visits the patients twice a week to support them with their health needs and help them move on to longer-term housing.
- As a specialist provider of Housing First support to homeless people in Glasgow and Dundee, The Salvation Army continues to work to break the cycle of homelessness and rough sleeping. Housing First doesn’t just provide housing, but helps people tackle the issues, like childhood trauma and mental health, that lie at the root of their problems. The effectiveness of Housing

First has been acknowledged in the Scottish Parliament and also by an all-party group of UK MPs.

- New figures have shown that The Salvation Army’s ‘harm reduction’ approach to treating drug addiction is helping to save lives. By embedding addiction support as a basic service in all our Lifehouses (residential centres for homeless people), we have shown that overdose-related deaths can be reduced and more residents freed from addiction.



Compassion and care for the victims of cruelty



Helping survivors of slavery to find safety

As part of our social mission, The Salvation Army is called to be a friend to the friendless and a champion of all those who are exploited and victimised.

‘It’s hard to imagine there are those in the world who can treat others so badly,’ says John, a Salvation Army volunteer. John is part of our network of drivers who transport rescued victims of modern slavery to safety – and doing this work has taught him a lot about the brutality of human trafficking. He says: ‘I have met people who have very clearly suffered trauma and sometimes violence.’

John regularly drives survivors on four or five-hour journeys to Salvation Army safe houses, far from their exploiters, where they can be cared for and supported by our specialist staff. He says: ‘My job is to offer them respect and hospitality, so they feel valued, cared for and comfortable.’

During 2021...

- From July 2020 to June 2021, 2,662 survivors of modern slavery in England and Wales were referred to The Salvation Army for help. Of these, 470 had been forced to commit crimes such as growing or dealing drugs, begging, and shoplifting. Our network of safe houses gives them a place where they can put their nightmare behind them and receive the medical care, counselling and legal advice they need.
- The Salvation Army has rallied to the aid of Afghan nationals who fled for their lives following the Taliban take-over. During the evacuation we joined a huge team at London Heathrow Airport who provided food, clothing and medical supplies to the arriving refugees. In the longer term, our aim is to help a number of families to settle in the UK. We want to ensure that they receive every support, including access to education, health services, English language classes and employment.



- We have continued our work to raise awareness of domestic abuse by producing a film entitled *Domestic Abuse: What? Why? How?* This well-researched and informative film is intended to be shown to church and community groups. Captain Emma Scott, one of the presenters, says: ‘It will help our corps, centres and offices to be safe spaces for people to approach us about domestic violence.’

Opening the door of opportunity



Thanks to us, David has his dream job

The Salvation Army believes that everyone should have the opportunity to develop their skills and abilities – and we work in many different ways to help people make the most of their lives.

David's multiple disabilities made it very hard for him to find a job. He is deaf and has difficulty reading and writing. But when he asked our Employment Plus service for help, he received more support and encouragement than he ever thought possible.

Our employment development co-ordinator gave David regular mentoring sessions to plan a route to employment, building up his confidence along the way. We also helped him with his CV and his job applications. Much to David's delight and astonishment, he was offered a job in a local warehouse that suited him down to the ground – and now he says: 'I can't believe it's happened – it's my dream.'

During 2021...

- Crewe is one of many communities where The Salvation Army has expanded its Employment Plus service during the pandemic. Local Salvation Army leader Major Steven said: 'We know that unemployment levels have risen in Cheshire and expect that to continue.' The Salvation Army is now providing a weekly Employment Plus service, which gives tailored support to help people prepare for work and find the right jobs for them.
- The Salvation Army has offered young people the chance to work for us as part of the Government's Kickstart scheme. Kickstart funds six-month job placements for people aged 16 to 24 who are at risk of

being unemployed long-term. We made a wide range of fulfilling roles available to young people, ranging from catering staff and gardeners to marketing assistants and activities co-ordinators.

- At our Strawberry Field training centre in Liverpool for young people with learning disabilities, our well-established Steps to Work programme is evolving into 'Steps at Strawberry Field'. This course offers a wider range of accessible training to more people. Strawberry Field Mission Director Major Kathy Versfeld says: 'Many people's aspirations of gainful employment have been pushed even further out of reach by the pandemic. We are pulling out all the stops to help them realise their dreams.'



A beacon of hope in an unkind world



Singing from the heart

In a world which often seems harsh and cruel, The Salvation Army is here to bring compassion and kindness into people's lives.

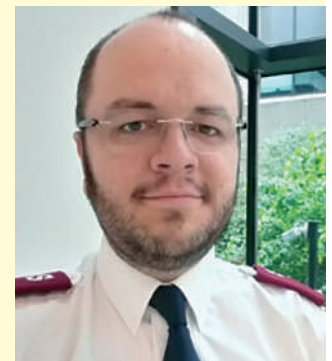
'It's wonderful that our centre is once again filled with joy and laughter,' says Karen, The Salvation Army's community manager in Wrexham. She's speaking of the work her local church is doing to improve the lives of people living with dementia.

Like many Salvation Army churches, our Wrexham Corps runs dementia-friendly activities such as our monthly Singing By Heart. When it had to close during lockdown, we kept it going by delivering the sessions online to care homes. Karen says: 'The sessions are so popular that we are holding them fortnightly. The songs ignite memories for people, which they love to share.'

Even when sessions take place in person, they will also continue to be available online so more people can take part.

During 2021...

- During 2021, The Salvation Army played its full part in the nationwide effort to vaccinate people against coronavirus. We volunteered several of our centres for use as vaccination centres, and many Salvationists helped to staff their local centres. Among them was Lieutenant Daniel Holland, a trained nurse and vaccinator who volunteered to cover vaccination shifts at weekends. He said: 'I couldn't stay at home when people were suffering.'
- On the very day that a new Salvation Army emergency response vehicle came into service in Essex, it was called out to attend a huge and dangerous warehouse fire at a farm in Asheldam. Our emergency response team acted immediately to provide assistance and refreshments to firefighters battling the blaze. This is just one of hundreds of incidents in 2021 where our trained volunteers gave essential support to hard-pressed emergency services.
- As always, we worked hard at Christmas to bring cheer to people in need. Thousands of food parcels were delivered to hard-up families and people living alone. Mountains of toys were collected and delivered to children whose parents could not afford Christmas treats. In Northern Ireland we once again joined forces with St Vincent de Paul to run our Family Appeal, which has been helping parents and young people enjoy a brighter Christmas for over 40 years.



About The Salvation Army



Inspired by our Christian faith, The Salvation Army works to serve others without discrimination. We work every day of every year, in hundreds of communities across the UK and Ireland. Our officers, members, staff and volunteers work joyfully and tirelessly to provide vital community services and offer practical help to people who are going through terrible times in their lives.

As a charity, we do our utmost to ensure that we make the most effective use of your donations. **92p in every £1 donated to The Salvation Army goes towards our work for people in need.**

The Salvation Army in figures

Last year:

- We distributed food and presents to more than 118,000 struggling families at Christmas.
- Our Employment Plus service worked with over 7,500 people and assisted many into employment through support, coaching and training.
- We supported a total of 2,662 victims of modern slavery and human trafficking.
- We provided over 3,000 beds every night in over 75 Lifehouses for people experiencing homelessness.
- Our 12 residential care homes provided over 400 beds for older people needing care.
- In over 600 local churches across the country, thousands of Salvation Army members and volunteers worked to serve their local communities.



Thank you for all you are doing to support our work and all the lives you are helping us to change.



The Salvation Army, 101 Newington Causeway, London SE1 6BN
Telephone: 020 7367 4800 Email: fr@salvationarmy.org.uk
Website: www.salvationarmy.org.uk

A Christian Church and Registered Charity No. 214779 and in Scotland SC009359

The case studies in this review reflect the true stories of people that we help every day. Names have been changed and models used in some photographs to protect the privacy of the people concerned.

This review cost just 8p to produce.



Registered with
**FUNDRAISING
REGULATOR**