

RECRUITMENT PACK

ABOUT US

SPEAR stands for Single Persons Emergency Accommodation in Richmond. In 1987 a homeless person sleeping on river bank in Richmond was found dead. This spurred local resident Penny Wade to set up an emergency accommodation scheme. In 1989, the Penny Wade night shelter then moved to a more permanent accommodation on Kew Road, and is still operating today.

Over the years SPEAR has branched out to cover the boroughs of Richmond, Kingston, Merton, Wandsworth and Sutton. Our services have also increased to support people experiencing homelessness throughout their journey from homelessness to independence. We work closely with support services, volunteers, local authorities, businesses and individuals in the local community to enable sustainable change in people's lives.



Penny Wade House is a 14-bed complex needs hostel in Richmond.

OUR VISION

We strive for communities in which anyone facing or experiencing homelessness can quickly move into secure accommodation, get effective support, and work towards their hopes and aspirations.

OUR APPROACH AND VALUES

We build communities in which people suffering from homelessness have a place to call home and the help they need to lead a fulfilling independent life.

We recognise that homelessness is much more than just a housing issue, so we provide a range of support services to help our clients reach their full potential, always operating from our values:

Working together

We work alongside service users, partners, staff and volunteers to design and provide services that meet the needs of those experiencing homelessness. Together we overcome challenges.

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone, and encourage our clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers they face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

DIVERSITY AND INCLUSION

Diversity and inclusion are at the heart of what SPEAR does, all our clients are treated fairly and respectfully. We are committed to ensuring that our services are accessible and reach all members of the communities we serve.

SPEAR is an inclusive employer. We are committed to maintaining a culture of diversity. We have a Diversity Steering Group made up of staff members to assess and change the way the charity addresses diversity and inclusion for the better.

OUR BENEFICIARIES

SPEAR is an inclusive organisation supporting a range of people experiencing homelessness in South West London. We work with young people, aged 16 – 25 and adult men and women, including women who have experienced domestic violence. We support people off the streets and those at imminent risk of homelessness into accommodation, including supported hostels, shared houses and independent flats.

We assist people with their physical and mental health, addiction issues and their skills, education and employment – helping them sustain their tenancies, pursue personal goals and aspirations and move towards more independent living. Our clients are at the centre of our work and we have a Service Involvement Group who meet regularly and feedback on our services. This includes encouraging people to train as accredited Peer Mentors in order to support and help others.

OUR ACHIEVEMENTS

We were awarded the “Best Charity” Commended Award in 2019’s Richmond Business Awards.

In 2019, St George Developments won their category for the ‘Best Business Commitment to Fundraising’ through their partnership with SPEAR and Honey Pot Charity. SPEAR was also in the shortlist for ‘Most Impactful Charity Partnership’. Both these awards were given by The Berkeley Foundation.

SPEAR achieved an award from St Mary’s University for ‘Outstanding Placement Provider’ for offering multiple, high quality volunteer placements at SPEAR for students – the majority of these were within the fundraising team.

Not only is SPEAR commended as an organisation, the people we work with are also recognised as champions. Our volunteer won a Community Award from the Mayor of Kingston for their contribution of over 474 hours during the pandemic, and a young client received the Inspiring Hope Young Person Award from UK Youth for lifting fellow hostel residents’ spirits during the pandemic.



Volunteer Andy receiving his award from the Mayor of Kingston

Our clothing volunteers who fit clients into new clothes were nominated for the Team London Awards. Acara – a property management company who volunteer their professional skills fixing things and doing odd jobs in our offices and hostels won the ‘Richmond Community Heroes’ Award.

SPEAR’s quality of work is highlighted by our gaining of the ISO 9001 Quality Assurance Qualification and we are constantly working towards a high-quality standard of work.

VOLUNTEERS AND SUPPORTERS

We wouldn’t be able to help the lives of the people experiencing homelessness without the incredible support of our volunteers and supporters. Our volunteers make our work stronger and bring new skills.

Volunteer roles include: receptionists, donations coordinators/collectors, yoga instructors, drivers, befriending/mentoring, student placements, outreach volunteers, art tutors, skills development, personal stylists, hairdressers, gardeners, and SPEAR ambassadors giving talks about SPEAR’s work.



Our Clothing Project has been run by sisters, Kate and Sarah for many years.

We also receive incredible pro-bono corporate support including: Consultancy, Media and Communications, Film & Photography and Property Maintenance – all offering their expertise and skills. We produce many pro-bono SPEAR films about our work and our supporters and volunteers – available on SPEAR’s social media channels. Click the images below or search for ‘SPEAR London’ on these platforms:



SPEAR’S COMMITMENT TO STAFF

SPEAR is committed to developing the skills and abilities of the people we work with, illustrated by the implementation of our Learning and Development Policy. All new staff undertake a range of training and all staff are given ongoing and refresher training appropriate to their roles. Further training and personal development ideas are regularly discussed in supervision sessions and we encourage staff to undertake formal or accredited training.

We are a London Living Wage Employer and our proud to say that all our employees are paid this wage or higher.

