

Newlon Hardship Fund Impact Report

In the face of rising living costs, increasing financial insecurity and growing demand for support services, Newlon Housing Trust has continued to place residents at the heart of its mission. Through an integrated approach combining welfare advice, debt support, emergency hardship funding and financial education, we have provided a vital safety net for our community. This year, our efforts have helped residents to regain stability, dignity, and hope.

Key achievements

791

residents supported through welfare and financial inclusion services.

£679,210

in **welfare benefits** successfully claimed **for 253 residents**

£107,932

distributed through our hardship fund, **supporting 334 households** with emergency needs

87

households received tailored budgeting and debt advice.

677

residents received direct financial support across four key categories:

£76,226

for essential household items
(e.g. white goods and bedroom furniture)

£15,220

worth of food vouchers

£9,906

worth of gas and electricity vouchers

£8,023

for other urgent needs including supporting residents living with domestic abuse, baby items, travel, feminine products and winter clothing.

Community partnerships

Our impact was amplified through collaboration with a range of community partners:

The Engine Room Homework Club

supporting children with academic needs.

Local Foodbanks and Food Pantries

providing six months of low-cost food in Hackney and Islington.

Suited & Booted / Dress for Success

helping residents dress confidently for interviews and new jobs.

Time to Grow, Hackney

enabling residents to grow fresh produce, shared with volunteers and soup kitchens.

The Little Village

supplying essential items for newborns, especially for families with no recourse to public funds.

Solace Women's Aid

supporting families escaping domestic abuse.



Gifts provided

We were able to support the homework club with laptops donated by partners, as well as mobile phones to families living with domestic abuse for use in an emergency. This was thanks to our partner organisations who made donations to our service.

Case study

Fathia's story

Fathia, a former teacher and mother of six, left work to care for her terminally ill husband. When he passed away, she was overwhelmed, grieving, financially insecure and worried about how to feed her children or afford the funeral.

“I didn't know how I would get through it. The help I received gave me the strength to carry on – for my children and for myself.”

How we helped

- Supported her in claiming bereavement benefits and funeral cost assistance
- Provided emergency hardship funding for household needs
- Offered ongoing welfare advice to help her plan for the future

Group support and outreach

We've expanded our reach and deepened our engagement through:

Universal Credit transition support

identifying and assisting residents struggling with arrears.

Resident newsletter articles and direct outreach

raising awareness of benefit entitlements like Pension Credit.

Drop-in sessions

offering face-to-face guidance on budgeting and benefit changes.

Digital awareness training

helping residents navigate online systems.

Expanded budgeting support

tailored to different resident groups.

Christmas hampers

50

We delivered 50 Christmas hampers to residents facing hardship.

The people we supported included the following:

- **New parents** struggling with the transition
- Recently **bereaved individuals**
- **Older residents** without family
- **Young people** leaving care
- **Those moving out of long-term temporary accommodation**

Another resident wrote as he wanted to express his gratitude but wanted to let us know that everyone had treated him with dignity and respect, and even the delivery drivers from our partners David Phillips were given a special mention.

Looking ahead

We remain committed to:

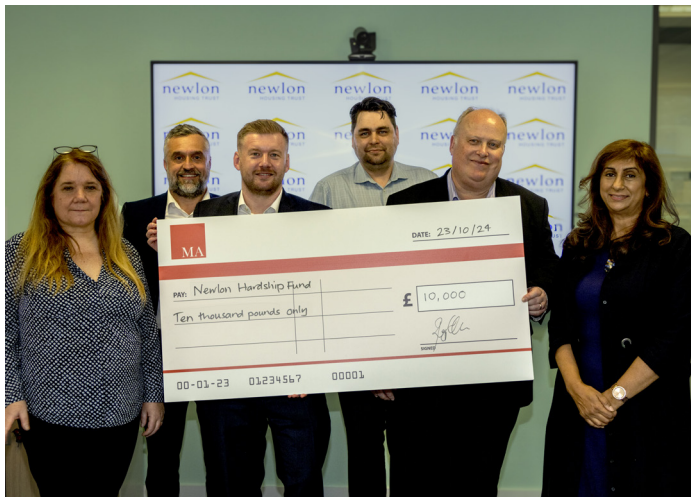
- **Expanding** our hardship fund reach
- **Deepening** partnerships with local organisations
- **Enhancing** digital and financial literacy
- **Advocating** for residents navigating complex benefit systems

What our residents have said

“As you know I am beyond grateful, and I appreciate all you have done. I've been a tenant of Newlon for 30 years and I have never felt so heard and listened to. Not because you are helping me but simply because you listened to me, and I felt heard. I can't thank you enough and I hope going forward more staff from the top to the bottom really learn from you and how you can communicate with tenants. I would like to thank you for all the help you have given me I have been offered a job. This includes advice and help with my personal statement and CV and helping me with the direction of work. I felt very positive from your contribution you have given me and being sent to Suited & Booted for help with work clothes.”

A resident wrote as he wanted to express his gratitude but wanted to let us know that everyone had treated him with dignity and respect, and even the delivery drivers from our partners David Phillips were given a special mention.

A heartfelt thank you to our funders



We extend our deepest gratitude to the funders who have supported our services year after year. Your continued commitment ensures that we can respond not only in times of crisis but also create lasting, transformative change in the lives of our residents. Together, we are building stronger, more resilient communities—today and for the future.

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Martin Arnold

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